



The Volunteer Times

Community Care Clinic Volunteer Newsletter

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Introduction

By: Lynn Hall, Volunteer Coordinator



I wanted to take a moment to thank you all for the wonderful welcome I have received as I step into my new role here as the volunteer coordinator.

Despite the short time I have spent here at clinic in the past few weeks, it is clear to me that dedicated volunteers, like yourselves, make it possible for the Clinic to operate and more importantly, to make a difference in the lives of our patients.

Thank you for your dedication to the Clinic and our patients! I look forward to meeting and getting to know each one of you!

Sincerely,

Lynn Hall

Grant-Funded Growth & Outreach



In July, the Community Care Clinic was one of 16 clinics across the state to receive a competitive 3-year, \$150,000 grant from the North Carolina Office of Rural and Community Health. All free and charitable clinics, school-based clinics, federally-qualified health centers, and health departments were eligible to apply.

With this grant comes the opportunity to establish a regular schedule of off-site health clinics in order to provide primary care to rural community members who may have barriers that limit their ability to be seen at our main site.

This month, the first of 3 off-site clinics was established at the Hospitality House here in Boone where primary care providers will see patients 3-4 evenings per month. In the Fall, off-site clinics will be established in both Cove Creek and Meat Camp.

As we solidify the logistics and the schedule of these off-site clinics, we will assuredly be seeking volunteer support! We'll keep you posted and are looking forward to reaching and providing care for more community members.

Our Mission:

To provide integrated healthcare to low-income persons in our community who do not have health insurance.

Through disease prevention, continuity of care and active follow-up, we promote the health and well-being of our community.

Volunteers make this possible!



1	The ranking the Community Care Clinic and the Free Medical Clinic of Matthews received from the North Carolina Association of Free Clinics as Top Performers in 5 or more healthcare outcomes for 2014
2	New volunteers welcomed to the Community Care Clinic in July (Walker Stevens & Kelsey Gilliam)
2977	Total patient visits at clinic from January 2015- July 2015
355.5	Total hours support volunteers (Intake, Reception, Office Assistant, Data Entry) supported the clinic and its patients in July 2015
28	New patients seen by providers at the clinic in July 2015
35	Hours volunteered by Mary Ann Urka in July 2015, the most by any volunteer for the month and 10% of the combined total volunteer hours for the month

Community Care Clinic



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If you've been around the medical, education, or business world at all since the mid 80s, you've probably heard the term "measurable outcome".

What's a measurable outcome, you ask? Here's the short version:

A measurable outcome is when a person, committee, or organization:

- Sets a goal
- Plans how to reach the goal
- Plans how to measure progress toward the goal
- Collects and analyzes the data to determine if the goal has been met or if progress has been made toward meeting the goal.

Each year, the North Carolina Association of Free Clinics issues an extensive patient outcomes survey to the state's free and charitable health clinics, collecting information on such metrics as A1C levels for diabetes, blood pressure readings, number of patient visits and the percentage of patients served who have shown improvement during the past year.

The clinic was one of two free clinics to be recognized in the state and received the award as a top performer on the NCAFC's patient outcome survey for 2014. The Free Health Clinic of Matthews was also recognized.

Improved patient outcomes can be attributed to the combined care patients at the clinic receive. This includes:

- **Case management services which give our providers the opportunity to follow-up and come to know patients well**
- **Patient access to specialty providers**
- **The support of volunteers allowing our primary care providers more time with patients**
- **An emphasis on educating patients to become proactive participants in their health and wellness**

Although recognition is important, the most exciting thing and bottom-line is that we're taking good care of patients. Of all the outcomes, that's the most important one for which everyone at the clinic strives to achieve!



Faces Around the Clinic

Providers



**Karen Creminger,
Nurse Practitioner**

Join us in welcoming Karen Criminger, FNP, to the Community Care Clinic!

Karen has joined the staff and is seeing patients full-time. We are excited to have Karen on-board as she brings with her a wealth of knowledge and experience.

Karen has worked in primary care as an RN since 1985, and as a Family Nurse Practitioner for the past 18 years! Most recently Karen served as a provider at Helping Hands Clinic in Lenoir, a clinic similar to the Community Care Clinic, which provides free medical care to patients without health insurance.



**Diane Price,
Physician Assistant**

With Karen's arrival, we have also welcomed Diane Price, PA, who has returned to her role as a volunteer provider at the clinic.

Last July, when the clinic needed the support of a part-time staff provider, Diane stepped in to fill the position. Because of this, our providers were able to maintain their existing schedules while a full-time staff provider was sought to fill the position long-term.

Diane's commitment to the clinic is nothing new. As well as sharing her time and expertise as a volunteer provider since the early stages of the clinic, she previously served on the Community Care Clinic Board of Directors.

We're grateful for Diane's continual commitment to the clinic!

Check out the new Community Care Clinic video to learn more about Diane and her work at the clinic.

Volunteers

Elaine



Elaine began volunteering at the Community Care Clinic as a receptionist just over 2 years ago. She is retired from a career in Connecticut as a public school teacher where she taught both special education and ESL (English as a Second Language). Because she and her husband love the mountains and love to hike, they re-located to Boone to live full-time in 2015.

Since then, they have both become involved in the community here. Not only does Elaine find her work here at the clinic rewarding because she fills an important role in keeping the clinic going, but also she enjoys the complexity of the reception position entails as it keeps her on her toes and keeps her brain active.

Victor



Victor learned of opportunities at clinic through the Health Advising Center at ASU where he is a junior majoring in classical guitar performance. As an office assistant, data entry and organization extraordinaire,

Victor has played a pivotal role in collecting feedback from Patient Surveys in which patient identify the areas in which they need support. Victor has an interest in functional medicine and is working toward medical school.

May



Hailing from Manchester, Isle of Wight, United Kingdom, May brings over 50 years of nursing experience to the Community Care Clinic. She has been an intake volunteer since retiring from nursing in 2014 and also runs the spirometry clinic. A breathing test that measures the volume and speed of air inhaled and exhaled, spirometry helps diagnose COPD.

Walker



Walker began volunteering with the Community Care Clinic as an office assistant and overall jack of all trades in July 2015. He is currently a senior at ASU and is majoring in Cell/Molecular Biology. Walker plans to attend medical school and is interested in pediatrics and pediatric neurosurgery.

Trending: The Buzz Around the Clinic



#National Healthcare News:

Work of Free & Charitable Clinics Remains Critical

By: National Association of Free and Charitable Clinics
June 25th, 2015

Today (June 25th), the Supreme Court issued its ruling on the King v. Burwell case which discussed the elimination of federal subsidies for millions of newly insured individuals. The Supreme Court upheld this portion of the Affordable Care Act stating that individuals who receive subsidies through a Federally Funded marketplace will be allowed to keep this benefit. While this was a victory for the Administration and those who received coverage through this program, the hard fact remains that there are still millions of individuals who still do not have access to affordable health care and health insurance.

Free and Charitable Clinics remain a very critical part of the healthcare system in our country, providing help to those living without access to affordable health care, mental health care, dental care and prescription access. Daily, our clinics hear heartbreaking stories from patients about how health care remains unobtainable even though those stories are not heard in the mainstream media. Even more disheartening is that 70 percent of our clinics are reporting that patients are returning to them for help even after they have signed up for insurance coverage, due to issues with having timely access to a doctor, access to affordable medication and more.

Unfortunately, at this time we still live in a country of haves and have nots when it comes to health care. This is why the work of Free and Charitable Clinics remains so critical. Together our clinics provide a helping hand to someone who is struggling with the all too often hidden shame of not being able to pay for health care. Hopefully one day we will live in a country where no one feels alone and forgotten because they cannot afford to see a doctor. Today's ruling is another step in improving access to health care but unfortunately it does not answer this plea.

#Get Social:

According to Bloomberg Business, the average American spends 40 minutes per day on Facebook and 30% of Facebook users utilize it as the sole source for their news locally and nationally.

No matter your stance on social media, the fact is that Facebook and other social media forums are powerful tools for reaching many people. The Community Care Clinic has snagged a free ticket on the social media train where we're hoping to grow our presence in the community, reach new volunteers, and ultimately help would-be patients find us!

Please take a minute to **like, share, and follow** the Community Care Clinic Page on Facebook.

Recent research also shows that 56% of people who watch videos online do so via Facebook and other social media sites. We find that the new Community Care Clinic video, posted on our website and Facebook page is a great resource for those interested in learning more about the clinic. If you haven't had the chance to view this video, please take a moment to do so. Be an ambassador for the clinic and share!



#Patient Voices:

Over the last few months we've begun to collect feedback from patients through a Patient Education Survey. Not only have we received a lot of great feedback on what our patients are learning about health and wellness from our providers, but also we've received some encouraging patient comments. Here are just a few we wanted to share:

Coming here has given me hope and it's amazing how much everyone cares and wants to help. Thank you all!

Respect is the key word when coming here to the Community Care Clinic. Everyone working here expresses respect and professional care to everyone. I have always experienced this and good care. I don't know what I would be here on earth if it wasn't for you all. From hypertension care, lab work, getting mammograms, ultrasounds, x-rays, nutrition, physical therapy, and help with an eye exam. When I come in to the Community Care Clinic, I almost feel like one of the family; God Bless and Thank you so much to all the dedicated souls here.

Hear more patient voices in the new Community Care Clinic Video on Facebook: [CommunityCareClinicBoone](#) or on our website: www.CCCLinic.org