



# Community Care Clinic

## 2017 ANNUAL REPORT

### OUR MISSION

*The Community Care Clinic is a free clinic that provides healthcare to low-income, uninsured persons in our community. Through our integrated care model, patients have access to high-quality services that include primary care, behavioral health, disease management, active follow-up, and continuity of care.*

### Board of Directors

**John L. Whitlock, MD** *Medical Director*

**Leslie Sargent Jones, Chair**

**Thomas Fisher, Treasurer**

**Betsy Harris, Secretary**

**Richard Henson**

**JoAnn Lewis**

**Nancy Pedigo**

**Paul Siegel**

**Kelly Williams**

**Scott Winkler**

### In 2017...

As the clinic strives to meet the needs of so many uninsured people in our community, we are aware of the various barriers that people face. We want to continue to address these barriers through willingness to change, creativity and continuity of care. In 2017 we:

- hired a full-time provider and Clinic Manager. She provides primary care, patient education, manages clinical staff and is integral to the strategic direction of the clinic.
- hired Lisa Bottomley as Executive Director. Lisa is responsible for community engagement, donor development, grant writing and clinic policy.
- hired Angie Swanson, MA, to support patient care and implementation of our Electronic Health Record system
- added Beth Davis, Mental Health Therapist to provide care and implement patient programs
- had 737 behavioral health visits
- served 110 patients through our satellite clinic in Sugar Grove
- maintained a strong relationship with the Hospitality House to provide Acute and Behavioral Health care to their residents.
- maintained a strong relationship with ARHS Latino Health Project for translation services
- expanded community collaborations with ASU, WFU, and community safety net providers.

### Staff

**Lisa Bottomley**  
*Executive Director*

**Carol Harmon, FNP-BC**  
*Medical Provider*

**Mary Blackburn**  
*Office Manager*

**Catherine King**  
*IT/Operations Manager*

**Jenna Crawley**  
*Mental Health Therapist*

**Beth Davis**  
*Mental Health Therapist*

**Allison Edwards, Receptionist**

**Lauren Feeney, Medical Assistant**

**Angie Swanson, Medical Assistant**

# 2017 BY THE NUMBERS

## CLINIC SERVICES

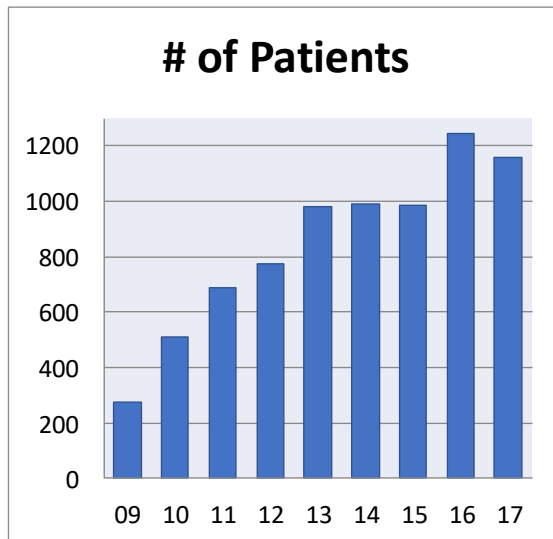
**Primary Care                      On-Site Lab                      Mental Health**  
**Gynecology                      Orthopedics                      Neurology**  
**Physical Therapy                      Dermatology                      Case Management**  
**Diabetes Education                      Chiropractic Care**  
**Community Resource Referrals                      Health & Nutrition Education**  
**Spanish Interpretation provided by ARHS Latino Health Program**  
  
**Vision and Dental Care provided in partnership with  
 Western Carolina Eye Associates and  
 Appalachian Dental Care**



## Patient Visits by Department

Medical	3475
Lab	645
Mental Health	737
Nursing	254
Case Management	88
Nutrition & Health Education	26
Neurology	118
Gynecology	89
Physical Therapy	93
Spirometry	54
Dermatology	14
Glasses	3
Orthopedic	21

## Annual Number of Patients



***2017 was a year of change. Even with staff changes and the transition to our Electronic Health Record system we still served 1160 patients, had 5617 patient visits and saw 381 new patients. The clinic continues to grow stronger and strives to build community relationships and collaborations to develop more patient programs and services.***

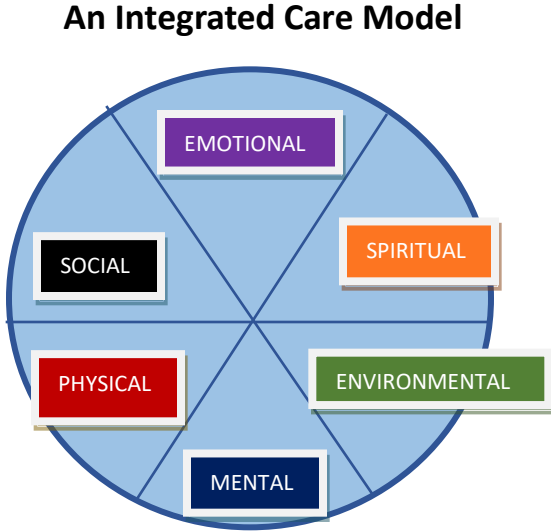
# IT'S ALL ABOUT THE PATIENTS

“Julia is a 56-year-old woman who recently came to us with uncontrolled blood glucose levels and was diagnosed with Type 2 Diabetes at her first medical visit. Through case management and education, she has gained the knowledge to manage her disease with medication and diet. She says she doesn't know what she would do without us.”

## WHY DO WE STILL NEED A CHARITABLE CLINIC IN OUR COMMUNITY?

During 2017, the US Census Bureau Quick Facts report that approximately 14% of adults are uninsured in Watauga County. The Affordable Care Act was originally designed to provide coverage for everyone, but with states being given the choice to expand eligibility for Medicaid, North Carolina still declines. This means that low-income adults remain ineligible unless they are also disabled, elderly, pregnant, or have minor children. Where do they go for health care?

2017 PATIENT DEMOGRAPHICS*	
Females	54%
Males	46%
oo	
Under age 19	3%
Age 19 – 26	9%
27 – 45	40%
46 – 64	45%
65+	4%
oo	
<b>FPL = Federal Poverty Level</b>	
<b>Below poverty in 2017 = &lt;\$30,750</b>	
<b>annual gross income for a family of four</b>	
0% - 100% FPL	71%
101% - 150% FPL	25%
151% - 200% FPL	2%
Above 200% FPL	2%
oo	
Employed	48%
Unemployed	49%
Retired	3%
oo	
College Degree or Higher	12%
Some College/Tech Degree	28%
High School Degree	30%
Less than High School	30%
oo	
Caucasian	85%
Hispanic or Latino	12%
African-American	2%
American Indian or Eskimo	.1%
Asian or Pacific Islander	1%
Other/Unknown	3%
<small>*Some data is drawn from a representative sample of patients.</small>	



**Patient visits continue to average 4 per patient each year due to the high percentage of chronic illness diagnoses and the importance of integrated care. Our patients who may suffer from diabetes, hypertension, hyperlipidemia, COPD, heart disease, depression, Hep-C and other chronic illnesses are receiving integrated primary, behavioral health and specialty care, case management and education services, and connections to other community resources. This coordinated care model is helping many achieve healthier lives.**

*“I am thankful for you all. I would have no other healthcare as I cannot afford it. You have been patient and kind and have worked with me when I have been afraid and worried. Thank you.”...Patient*

# VOLUNTEERS CONTINUE MAKING A DIFFERENCE

The Community Care Clinic was operated entirely by volunteers until 2009 when a part-time executive director and clinic director were hired. Volunteers continue to play an essential role. Over **120** medical and non-medical volunteers gave their time and talents last year to assure that low-income uninsured individuals received quality health care. Over **5,900** hours were contributed, at an estimated value of **\$158,962!** Our sincere and heartfelt thanks go to all of the following:

## PRIMARY CARE

Daniel Jones, PA-C

Daniel Goble, MD

John Whitlock, MD

Karen Criminger, FNP

David Brendle, DO

Bryant Ward, MD

## GENERAL SURGERY

Deborah Boyd, MD



## NEUROLOGY

Darrell Lewis, MD

## ORTHOPEDICS

John Newell, MD



## PHYSICAL THERAPY

John Goodrich, PT

## DERMATOLOGY

Katherine Caggiano, PA-C

Brett Summey, Jr., MD

Aaron Westphal, MD

## GYNECOLOGY

Providers with  
Harmony Center for  
Women

## OTHER VOLUNTEERS

Betsy Harris, Corrine Sullivan, Joshua Gambrel, Justin Holbrook, Logan Oyler, Meghan Palveka, Tristan Rodriguez, Caroline Nelson, Elaine Rothenburg, Jordan Hester, Kyndal Stewart, Lauren Amorginos, Dev Chamlagai, Emma Aldridge, Hannah Vrooman, Jane Rogers, Kate Higbie, Kayla Narron, Janice "JJ" Johnson, Rao Aluri, Amin B. Aminu, Carrie Gold, Caroline Rushing, Conner Brannan, Catherine Wiggins, Danna Rodriguez, Emma Ringler, Hugo Santos, Kara Flowers, Kalista Nedoff, Karoly Majtenyi, Kyle McQueen, Lauren White, May Williamson, Samantha Malone, Samantha Steyl, Tabitha Chavez, TJ Holloway

# 2016 / 2017 FINANCES AND BUDGET

## COST EFFECTIVENESS OF ACCESS TO HEALTH CARE FOR EVERYONE

During fiscal year 2016/17 the **cash expenses** for the clinic totaled **\$466,679**.

This calculates to an average cost of \$83 per visit, and an annual cost of \$402 for each patient.

The financial savings of providing primary care for uninsured persons within a primary care home setting is immense. It is much more cost effective than emergency room visits for non-emergent care. Consider the even more substantial cost of emergency care or hospitalization for a person with diabetes or heart disease if left untreated. Supporting the Community Care Clinic means keeping costs lower for everyone.

### FISCAL YEAR 2016/17

#### INCOME

Community Grants	22,365
Community Donations	91,137
Events	35,845
Government and Foundation Grants	296,102
Miscellaneous Income	<u>1,235</u>
<b>Total Cash Income</b>	<b>\$446,864</b>

#### EXPENSES

Salary & Benefits	381,013
Advertising	1,249
Conferences/Trainings	2,865
Contracted Services	7,740
Facility Overhead and Maintenance	11,407
Fees, ban, credit card, paypal	2,284
Insurance/Licensure	10,565
Medical Equipment & Supplies	11,231
Miscellaneous	382
Office Equipment and Software	11,231
Office Supplies	8,356
Patient Dental & Vision Care	9,860
Phone/Internet	3,857
Postage	1,837
Professional Association Dues	1,526
Volunteer/Staff Appreciation	<u>1,208</u>
<b>Total Cash Expenses</b>	<b>\$466,679</b>

***Administrative costs for the clinic represent less than 7% of the budget. The remaining 93% of expenses are directed to patient care.***

### FISCAL YEAR 2016/17

#### IN-KIND DONATIONS OF GOODS AND SERVICES

Appalachian Dental Care	\$5,507
Appalachian Regional Healthcare System	\$220,853
Boone Drug, Inc.	\$1,400
Clinic Volunteer Services	\$175,000
Direct Relief International	\$15,643
LabCorp	\$441,705
Watauga Radiology Associates	\$26,084
Western Carolina Eye Associates	\$2,595

In-kind donations are goods and services that are provided by our community partners free of charge or at a reduced rate. The total amount of in-kind donations in 2017 was \$888,797.

### **THANK YOU TO OUR PARTNERS!**

These contributions play a critical role in assuring that our patients have access to quality care.

<b>Total 2016/17 Cash Expenses</b>	<b>\$466,679</b>
<b>Total In-kind Contributions</b>	<b><u>\$888,797</u></b>

**TOTAL ANNUAL BUDGET \$1,355,476**

# OUR DONORS

## INDIVIDUAL DONORS

Individuals contributed over \$90,000 during fiscal year 2016/17! We thank you!!!

Community support is an extremely important part of maintaining operations.

## FAITH-BASED ORGANIZATIONS

Bethelview United Methodist Women  
Boone Unitarian Universalist Fellowship  
Boone United Methodist Church  
Grace Evangelical Lutheran Church  
Holy Cross Episcopal Church  
Rumple Memorial Presbyterian Church  
St. Luke's Episcopal Church  
St. Mary of the Hills Episcopal Church  
Temple of the High Country

## LOCAL AND STATE GOVERNMENTS & PRIVATE FOUNDATIONS

Adult Services Coalition  
Blowing Rock Community Foundation  
Blue Ridge Electric Membership Corporation  
Blue Cross/Blue Shield Foundation of NC  
Henry L. and Grace Doherty Charitable Foundation  
Health Foundation, Inc.  
High Country United Way  
Kennedy-Herterich Fund of the Ethel and W. George Kennedy Family Foundation, Inc.  
NC Office of Rural Health and Community Care  
Sisters of Mercy of North Carolina Foundation  
Town of Boone  
Watauga County

## COMMUNITY AND CIVIC ORGANIZATIONS

Blowing Rock Rotary Club  
Boone Sunrise Rotary Club  
Kiwanis Club of Boone  
Women's Fund of the Blue Ridge

## BUSINESSES

Anna Banana's Fine Consignment  
Appalachian Dental Care  
Appalachian Regional Healthcare  
Appalachian Ski Mountain  
ARHS Foundation  
Bare Essentials Natural Market  
Basil's  
Blue Ridge Ear, Nose and Throat  
Blue Ridge Electric Membership Corp.  
Boone Dermatology  
Boone Drugs, Inc.  
Boone Ford  
Boone Healing Arts Center  
Cardinal Food and Spirits  
Carol Leathergoods  
Changes Hair Salon  
Cheap Joe's  
Coyote Kitchen  
Dale Marie Photography  
Dianne Davant & Associates  
Direct Relief International  
Doe Ridge Pottery  
Dollywood  
Earthfare  
Eben Concepts  
Edward Jones  
F.A.R.M. Cafe

Full Circle Financial  
Grizzlies  
Harmony Center for Women's Health and Vitality  
Harris Teeter  
Heavenly Touch  
Hollar & Greene  
Kincaid Furniture  
Higher Grounds  
Human Resource Essentials and Consulting, Inc.  
The Incredible Toy Company  
Kilwins  
LabCorp  
LifeStore Bank  
Lily Patch Farm  
Los Arcorias  
Lost Province Brewery  
Magic Cycle  
Massage Therapy by Kirsten  
Mast General Store  
Mast Mobile Pet Care  
Mellow Mushroom  
Mint Restaurant  
Modern Subaru  
Mountaineer Ruritan  
Mustard See Café  
Neighborhood Yoga

OrthoCarolina  
Peabody's  
Primedical Healthcare, P.A.  
Presnell and Henry Properties  
Primo's  
Redo Boutique  
Red Gremlin  
Red Onion  
The Rock Sports Bar and Grill  
Freda Smith, CAP  
Sew Original  
Skyline Skybest  
South's Specialty Clothiers  
Stick Boy Kitchen and Bread Co.  
Sunrise Grill  
Sweeting Appraisal Services  
Tar Heel Capital Corp.  
Tweetsie  
The Local  
Julia Tyson, DDS  
Village Jewelers  
Watauga Internal Medicine  
Watauga Radiology Associates  
Misty Watson, CPA  
West Jefferson Office Equipment  
Western Carolina Eye Associates  
Winkler Organization  
Yadkin Bank