

Community Care Clinic

Free healthcare for the uninsured

2018 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

Nancy Pedigo, Vice Chair

Thomas Fisher, Treasurer

Betsy Harris, Secretary

Richard Henson

JoAnn Lewis

Paul Siegel

Kelly Williams

Dempsey Wilcox

Scott Winkler

In 2018...

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 2018 we:

- **Carol Harmon, FNP-BC joined our team. She provides primary care, patient education, leads clinical staff and is integral to the strategic direction of the clinic**
- **Nicole Forrissi, Mental Health Therapist, bilingual, came aboard to provide care and support outreach to the Latino community**
- **General Surgery Consults was added to our specialty clinics**
- **710 behavioral health visits were recorded**
- **We served 1055 unduplicated patients and recorded 5620 patient visits**
- **We maintain a strong relationship with the Hospitality House to provide Acute and Behavioral Health care to their residents.**
- **Our strong relationship with ARHS Latino Health Project for translation services continues**
- **We continue to grow community collaborations with ASU, WFU, Hunger and Health Coalition and other community safety net providers**
- **1st Annual Barn Raising "Neighbors Helping Neighbors" raised over \$22,000**
- **We implemented the "Adopt a Patient" fundraising program**

Staff

Lisa Bottomley, Executive Director

Carol Harmon, FNP-BC

**Mary Blackburn
Office Manager**

**Catherine King
IT/Operations Manager**

**Jenna Crawley
Mental Health Therapist**

**Nicole Forrissi
Mental Health Therapist, Bilingual**

**Melissa Freeman
Mental Health Therapist, LCSW**

Lauren Feeney, Medical Assistant

Angie Swanson, Medical Assistant

Emily Ragan, Receptionist

2018 BY THE NUMBERS



CLINIC SERVICES

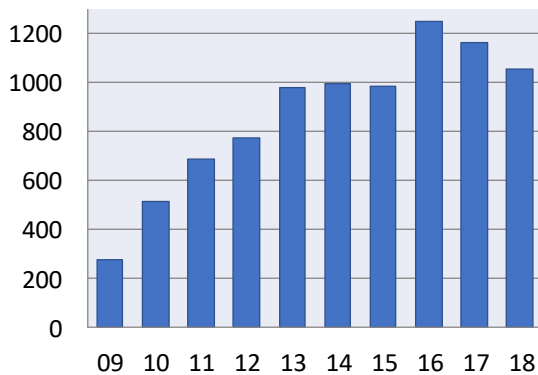
Primary Care	On-Site Lab	Mental Health
Gynecology	Orthopedics	Neurology
Physical Therapy	Dermatology	Case Management
Diabetes Education	General Surgery Consults	Fitness Education
Community Resource Referrals	Health & Nutrition Education	
Spanish Interpretation provided by ARHS Latino Health Program		

Vision and Dental Care provided in partnership with
Western Carolina Eye Associates and
Appalachian Dental Care

Patient Visits by Department

Medical	3365
Lab	795
Mental Health	710
Nursing	197
Case Management	27
Nutrition & Health	107
Neurology	103
Gynecology	49
Physical Therapy	66
Spirometry	60
Dermatology	11
Surgical	12
Orthopedic	113

Annual Number of Patients



“I appreciate everything that you do here. You’ve helped improve my entire life, helping me lose weight and getting me much needed medication. I don’t know where I would be without you all.” ...CCC Patient

IT'S ALL ABOUT THE PATIENTS

“Very thankful for the Community Care Clinic as it improves my health and quality of life. I receive the best care here of any provider in my adult life. This includes many years of care in the private sector. The emphasis here of regular checkups and preventive measures is of tremendous importance”. – Donald

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

During 2017, the US Census Bureau Quick Facts reported 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?

2018 PATIENT DEMOGRAPHICS*

Females	57%
Males	43%
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Under age 18	1%
Age 19 – 26	10%
27 – 45	42%
46 – 64	44%
65+	3%

FPL = Federal Poverty Level
Below poverty in 2018 = <\$25,100 annual gross income for a family of four

0% - 100% FPL	76%
101% - 150% FPL	16%
151% - 200% FPL	5%
Above 200% FPL	2%

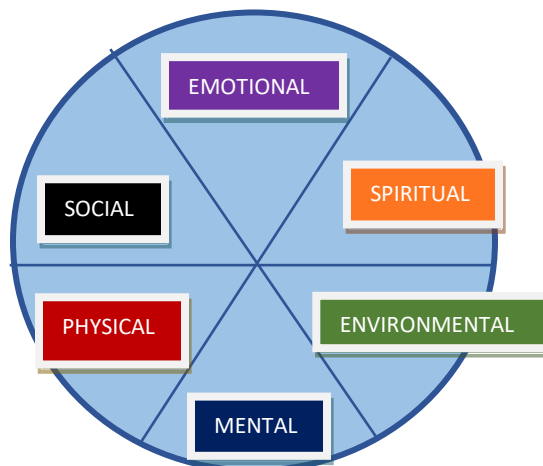
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Employed	56%
Unemployed	42%
Retired	2%

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College Degree or Higher	14%
Some College/Tech Degree	27%
High School Degree	30%
Less than High School	28%

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Caucasian	78%
Hispanic or Latino	19%
African-American	2%
Asian or Pacific Islander	0.5%
Other/Unknown	0.5%

**Some data is drawn from a representative sample of patients.*

An Integrated Care Model



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.

“The best medical care I have ever received. I love the staff here, they are wonderful. I’m so glad this place is here for me, otherwise I would not be able to get any help, medical or other.”
 - CCC 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. Approximately 40 medical and non-medical volunteers gave their time and talents last year to assure that low-income uninsured individuals received quality health care. Close to 4000 hours were contributed, at an estimated value of **\$154,200!** 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
Michael Meadows, MD
Patricia Dilley, MD

DERMATOLOGY

Katherine Caggiano, PA-C
Brett Summey, Jr., MD
Aaron Westphal, MD



NEUROLOGY

Darrell Lewis, MD

ORTHOPEDICS

John Newell, MD

PHYSICAL THERAPY

John Goodrich, PT

GENERAL SURGERY

Deborah Boyd, MD

GYNECOLOGY

Harmony Center for
Women Providers

OTHER VOLUNTEERS!

Registered Nurses ♦ Certified Nursing Assistants ♦ Phlebotomists ♦ Emergency Medical Techs ♦ Reception ♦ Data Entry ♦ Clerical Assistance ♦ Resource Coordinators ♦ ...and more



2017 / 2018 FINANCES AND BUDGET

COST EFFECTIVENESS OF ACCESS TO HEALTH CARE FOR EVERYONE

During fiscal year 2016/17 the **cash expenses** for the clinic totaled **\$439,020**.

This calculates to an average cost of \$83.00 per visit, and an estimated annual cost of \$416 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 2017/18

INCOME

Community Grants	10,600
Community Donations	78,446
Government and Foundation Grants	284,626
Miscellaneous Income	1,612
Cash Reserves expended	<u>63,736</u>
Total Cash Income	\$439,020

EXPENSES

Salary & Benefits	368,137
Advertising	463
Conferences/Trainings	35
Contracted Services	7,800
Facility Overhead and Maintenance	12,444
Fees, ban, credit card, PayPal	1,869
Insurance/Licensure	6,449
Medical Equipment & Supplies	5,222
Miscellaneous	711
Office Equipment and Software	9,191
Office Supplies	2,499
Patient Dental & Vision Care	16,645
Phone/Internet	3,688
Postage	1,340
Professional Association Dues	1,453
Volunteer/Staff Appreciation	<u>1,074</u>
Total Cash Expenses	\$439,020

92% of expenses are directed to patient care, 8% to Administration.

**Cash Reserves consist of grant funds carried over from prior year.*

FISCAL YEAR 2017/18

IN-KIND DONATIONS OF GOODS AND SERVICES

Appalachian Dental Care	\$4,012
Appalachian Regional Healthcare System	\$152,100
Boone Drug, Inc.	\$1,400
Clinic Volunteer Services	\$154,200
LabCorp	\$370,389
Watauga Radiology Associates	\$74,545
Western Carolina Eye Associates	\$1,465

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 2017/2018 was \$756,711

THANK YOU TO OUR PARTNERS!

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

Total 2017/18 Cash Expenses	\$439,020
Total In-kind Contributions	<u>\$756,711</u>

TOTAL ANNUAL BUDGET \$1,195,731

OUR DONORS

INDIVIDUAL DONORS

Individuals contributed over \$90,000 during fiscal year 2017/18! 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
Wilkes 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
Apple Barn, Valle Crucis
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 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

Five Guys
Grizzlies
Harmony Center for Women's Health and Vitality
Hatchet Coffee
Heavenly Touch
Hollar & Greene
Higher Grounds
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 Seed Market
Neighborhood Yoga
New River Escape

OrthoCarolina
Panera, Boone
Peabody's
Primedical Healthcare, P.A.
Presnell and Henry Properties
Publix
Cindy Randolph, CPA
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
West Jefferson Office Equipment
Western Carolina Eye Associates
Winkler Organization