



CommunityHealth

FREE CLINIC

Mission: To provide Medical and Dental care to the uninsured and under-served of East Central Iowa through model Community Partnerships.

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Community Health Free Clinic

Health &
Dental Care
Is a Right
Not a
Privilege

**July 1, 2007 - June 30, 2008
Annual Report**

Thank you for recognizing America's greatest problem, the uninsured and the underinsured.

October 2008

Community Health Free Clinic And The Challenge for Next Year

It is my privilege to report to you that the Community Health Free Clinic (CHFC) continues to execute its mission with enthusiasm, compassion and efficiency.

Mission Statement: To provide medical and dental care to the uninsured and under-served of east central Iowa through model community partnerships.

It is also my privilege to report to you that the core values we established several years ago continue to guide CHFC planning and decision making.

Core Values:

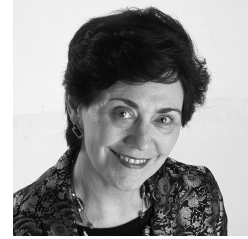
- *We believe that inability to pay should not prevent people from receiving medical and dental care.*
- *We believe that all persons deserve to be treated with dignity, respect and compassion.*
- *We believe that community-based planning, governance, collaboration and funding are critical to the delivery of health care to those in need.*
- *We believe that volunteerism is essential in accomplishing our Mission.*
- *We believe that good stewardship of resources means obtaining donated equipment, supplies and services whenever possible, as well as avoiding duplication in delivery of care.*

CHFC continues to enjoy the extremely strong support of many local businesses, many church and civic groups, hundreds of volunteers and hundreds of donors. Without this strong community support we'd fail to meet the expectations of nearly 23,000 patients who have grown to depend on us. In other words, we're doing things right and people can count on us!

As you know, the floods of 2008 delivered a cruel and devastating blow to our community. In many cases, the poor were hurt the most and it will take perhaps a decade for them to recover. The challenge for CHFC is to keep focused on the medical needs of the needy while our community comes back to life. CHFC plans not to minimize services... plans not to turn away a single patient... plans to continue to deliver medical, dental and eye care with dignity and compassion. CHFC can be counted on! But we need your financial support. We know many deserving non-profits are asking for donations at this time. We hope you will find a way to give generously but please don't forget the needs of the Community Health Free Clinic. With your help, CHFC can be a source of strength for the needy during these difficult times.

Dan Hawthorne
President, Board of Directors
Community Health Free Clinic

Odds and Ends from the CEO



Dear Friends,

I've been writing or talking to many of you since 1995, but this "letter" is going to be about several topics that I feel are very important!

Dr. William Basler, a faithful family doctor to our community for forty five years, died after a short illness on May 1, 2008. Doctor came at least three times a week and even though we didn't start seeing patients till 9 AM on Mondays, he came at 7:30 AM . . . so when patients starting arriving at 8 AM he was ready to go. Think of the surprise when patients were arriving thinking they would have about one hour wait and here was a smiling doctor ready to serve. He is missed by patients, volunteers and staff.

St. Pius X Catholic Church has obtained a grant from the Jessie Ball DuPont Fund in Florida to support us in providing health care to those who otherwise would go without. The Rev Donald Klein wrote, "*It is a great honor for our parish to be in partnership with the Community Health Free Clinic to provide free health care to the poor and uninsured people*". This three year grant provides us with assistance to purchase medications and to fund a provider position as well as fund the Resource Development Manager.

The June Flood was an unbelievable experience, but our volunteers rose to the occasion with passion and dedication. Please see the article on page 5 for a more detailed review. Over the years I have had the opportunity to attend meetings about disasters that could happen to Cedar Rapids but flooding was one that was never mentioned! I'm so proud of each of the volunteers/staff who stepped up to the plate and provided care with empathy and compassion. The patients were grateful.

An Additional 5,000 sq foot facility has been given to us "rent free" through the generosity of St. Luke's Hospital. We have been authorized to use this space for a minimum of a year or until St. Luke's develops a need for the property. This significantly relieves the congestion at our current location and allows us to fulfill our mission while providing the privacy that our patients, volunteers and staff deserve. The Prescription Program and the Finance Department moved. The Education Department for Diabetes Classes and much needed storage for medical records is facilitated. We miss having all of the volunteers in one building, but privacy for the patients certainly is in their best interest. The building is located at 860 2nd Ave SE (across from Firestone).

Changes at 947 building have brought calmness to patients seeking care both for medical and the prescription program. The staff who answer the phone at 947 has been moved to their own area. Dental now has its own room for dental charts and can schedule in privacy. We re-arranged the Volunteer Office and the lower storage area making better use of our space. When we moved into our new facility, Feb 2004, we had 3,334 patient charts and we are now closing in on 23,000 patient charts.

So again this year I respectfully ask that each of you please consider using the enclosed envelope at your convenience or pass it on to your church, organization or friends. It is also possible to designate your United Way contribution to us. This is how we pass the goodness on to those in need of medical care.

We must care for those walking in our doors today!

In Friendship,

Darlene Schmidt

Community Health Free Clinic Personnel Information
Darlene Schmidt, CEO/Clinic Executive Director and Co-Founder

	<u>Medical Clinic</u>	<u>Prescription Program, Finance and Education</u>
Phone:	319.363.0416	Phone: 319.221.1586
Fax:	319.363.5569	Fax: 319.221.1590
Address:	947 14th Ave. S.E.	Address: 860 2nd Ave S.E.
	Cedar Rapids, IA 52401	Cedar Rapids, IA 52401
Email: Darlene,	<u>SDarlene1@aol.com</u>	
Web site:	<u>www.communityhfc.org</u>	

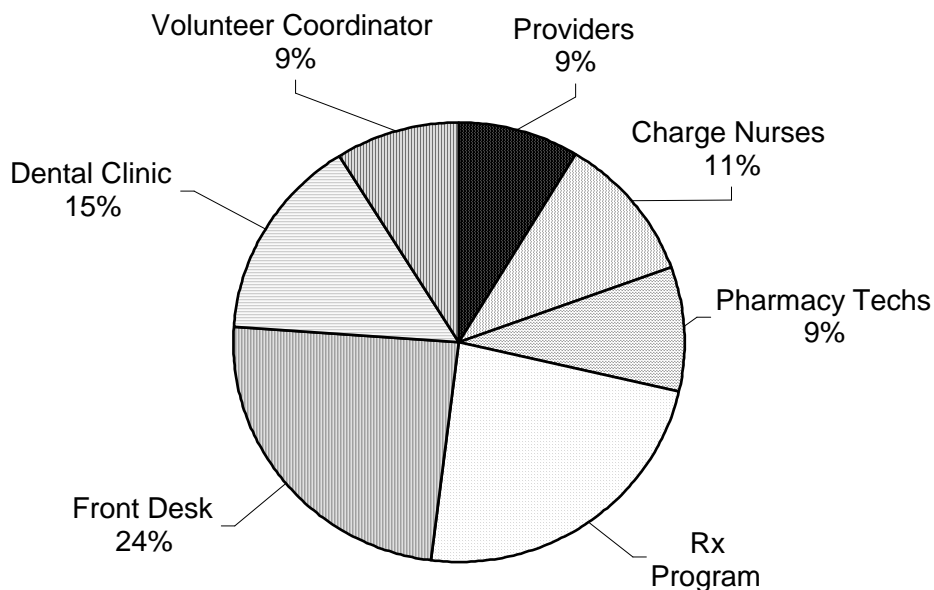
Staff Positions

Providers:	Jane Deets, Rebecca McDowell, Laurie Pieper, Susie Scott
Charge Nurses:	Joyce Vick, Karen Lint
Nurses Station:	Callie Welsh
Pharmacy Tech:	Coleen Stevenson, Jeanne Krejca
Prescription Program:	Janet Maloney, Petrina Levy, Kelly St. Germaine
Front Desk:	Lorrayne Rudish, Lindsey Fitzpatrick, Dawn Baker, Mimz Grabau
Volunteer Coordinator:	Linda Kaas
Dental Clinic:	Kris Grimes, Leslie Masengarb

Contracted Support

Computer Guy Consulting Services	Bill and Brandon Dawson
Arnold Olson Associates	Helen B. Arnold, CFRE

**Community Health Free Clinic
FY 2007-2008 Hourly Staff Hours****



**** Note: Total Hours were 18,771.30
Represents 9.2 Full Time Equivalent Personnel**

The Cedar Rapids Iowa Flood of 2008

We have stayed together and become an even stronger Community Health Free Clinic post flood. Due to the flood waters in Cedar Rapids and Eastern Iowa, the needs of the Community Health Free Clinic greatly expanded virtually overnight. We have been successful in meeting those needs. However, sharing in the major accomplishments which were successful is vital in understanding how we can better serve in the future should a greater crisis occur.

May we make you aware that...?

- **We provided 9 total full days of medical coverage both at Viola Gibson & Prairie High School Shelters on site with over 950 hours of service.**
- **We specifically treated over 300 individuals with repeated visits equaling over 550 services provided to these victims of the disaster.**
- **Mercy Medical Center provided five days of coverage of registered nurses to help augment our shifts.**
- **We worked in conjunction with DMAT (Disaster Medical Assistance Team) established by the federal government. DMAT must have local assistance to aid in local community resources information and provide medical care. We provided that care.**
- **For the first 24 hours, CHFC housed the medically fragile patients on site before losing electricity.**
- **Routine patient care was only unavailable for one day, June 13, 2008.**

Our neighbors and friends are beginning the process of rebuilding while leaning on each other for support; so too, is the Community Health Free Clinic. This is a tragic milestone in our history in Cedar Rapids. It is imperative that we are able to meet the needs of the “new class” of poor who have been created by the flood. Operational support and clinic activity must move simultaneously to get through this rebuilding process.

We thank those who provided this partnership of support and those who continue to give generously in both time and donations during this post flood era. Your assistance helps so many who are unable to help themselves with respect to health treatments. Our clinic continues to move forward in caring for the patients who have eye, dental, and healthcare problems.

CHFC serves the needs of:

- men, women and children who need life-supportive medications
- children who are ill or who simply need required physical exams for school
- patients who work, sometimes two jobs, to provide for their families, but cannot afford the cost of medical insurance
- people who cannot afford treatment for a serious chronic disease or for chronic pain
- women who cannot afford yearly checkups or mammograms

Clinic Education

Eastern Iowa colleges, universities, and high schools also play an important role in CHFC services. We welcome every opportunity for students to rotate through our clinic under the guidance of professional volunteers.

Medical Supplies and Durable Medical Equipment

Our community continues to donate unneeded medical supplies and durable medical equipment to Community Health Free Clinic. Because of the generosity of *Jerry Gillon* we now have storage for these items. We share them with the community and the overflow goes to the *Orphan Grain Train*.

Dental Clinic

Patients with urgent needs have benefited greatly in the Dental Clinic with the addition of a volunteer dentist who screens this population on Monday afternoons. However, the overall number of **dental patients seen** in the Dental Clinic increased by 500 from fiscal 2007 to 2008. **In-house patient procedures** increased by nearly 1050 for a total of 4099 procedures provided by our dental volunteers during fiscal year 2007/2008. Due to the increase in treatment needs it was necessary to hire a part-time clerical staff person to allow for greater efficiency in the operations of the dental department. Volunteer dentists, assistants or hygienists interested in giving four hours of their time on a monthly or weekly basis are encouraged to join our consortium of excellent providers.

Eye Clinic

Eye care was added to the growing list of services provided at CHFC this year as the new Community Health Eye Clinic opened in early 2008. The clinic, located on the lower level, is up and running now and the response from patients has shown us that there truly is a need for these services. The focus has been to care for those with unmet medical eye needs and eye diseases; routine vision exams are also being provided.

Thanks to community partnerships with such groups as Surgery Center Cedar Rapids, Linn County Anesthesiologists and Iowa Eye Center, a number of patients have been able to receive more extensive treatments and eye surgeries which would not otherwise have been possible. These partnerships have helped to extend CHFC beyond its physical walls and provide care to patients in great need. One such patient was recently presented to the Community Health Eye Clinic having gone completely blind in both eyes from severe cataracts. He had seen nothing but faint shadows for several years but could not afford medical care. On the day after his cataract surgery he was thrilled to be able to read and to see his wife's face for the first time in years.

Technology Committee

The Technology Committee continues to use available technology to improve the efficiency of the staff and volunteers of CHFC. Addition of the 860 2nd Ave SE building, used primarily for the prescription drug program, and continued growth in patient count at the main CHFC building, have necessitated adding and updating equipment. We have moved from many problem areas in the hardware and software in July of 2007 to almost none at this time.

Patient Statistics

Patients and patient services have grown again this year. Relevant statistics for this year are as follows:

- 10 % of the patients receiving services were new patients.
- Only 22% of patients have full time employment 40% are unemployed, and 3.5% are retired.
- 59.8% of patients are women, 36.4% are men and 3.7% are children.
- 95% of the services provided are to people making less than \$25,000 per year.
- 81% of services provided were to Caucasian patients, 13% to African Americans, and 2% of the total services provided were to patients who were Hispanic.
- Over 99.7% of our patient base is from East Central Iowa.
- 96.4% of patients are US citizens; 3.6% are not.
- We have 22,500+ active patient charts.

Summary Financial Report (Unaudited)

7/1/2007 to 6/30/2008

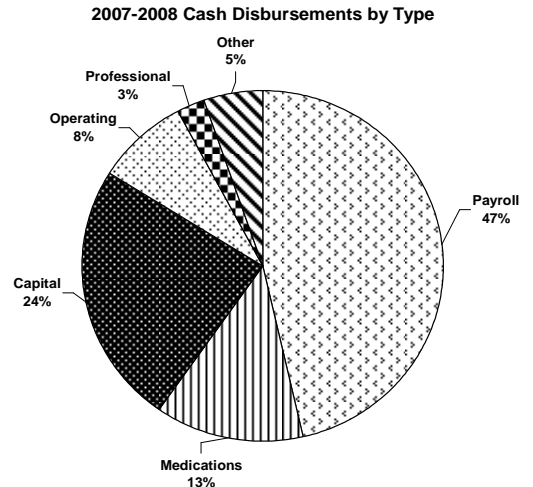
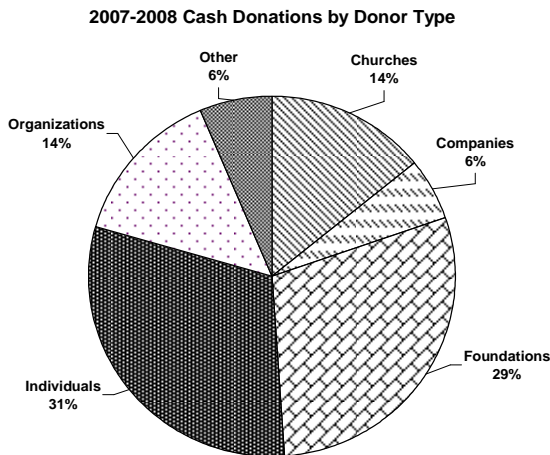
Cash Receipts	\$769,280
Cash Disbursements	<u>796,354</u>
Cash Deficit	(\$27,074)

The above cash report does not include depreciation, gifts-in-kind or donated professional services. Gifts to our Endowment Funds for the Fiscal Year were \$192,065 and the total balance of the Funds was \$339,702 on 6-30-2008. The year-end Financial Report will include these items and be available December 2008, upon request.

Value of Health Care Provided

Prescription Medications	\$5,153,280
Doctor Visits	3,403,638
Dentist Visits	<u>519,250</u>
Total	\$9,076,168

When comparing the value of Health Care Provided to the Cash Disbursements, it can be concluded that **the Clinic provides over \$11.00 of health care for every \$1.00 of cash disbursed**. This large 11 to 1 ratio of gifts to service is due to the large number of volunteers donating their time, donated professional services, gifts-in-kind and donated medications.



A Collaboration between St. Luke's Family Health Center Clinic and The Community Health Free Clinic

The FHC clinic sees patients that are referred to them for treatment by us on site at the CHFC. Here are some examples of patients that have benefited by this collaborative effort:

1) 59 year-old female seen for a well-woman exam in our clinic found to have adenocarcinoma Grade 3. We assisted her to obtain T-19 for her cancer treatment and referred her to an OB/Gyn for a hysterectomy with Dr. Driscoll.

2) 42 year-old female seen at our FHC clinic on site at the Free Clinic found to have a breast lump that has been there for quite some time. After getting her in for a mammogram, it was found to be invasive ductal carcinoma. She lives on the street. She had surgery and is now undergoing radiation therapy.

These are just a couple of many examples that we have seen at the Free Clinic since we have started our clinics on site. This has been a very successful endeavor for both of our clinics and I just want to say thanks for allowing us to come into your clinic and see your patients. Your patients have been very grateful for all the services we can provide.

Thanks

Valerie Campbell, RN, BSN-Manager

St. Luke's Family Health Center and Dental Health Center

Value of Volunteers

The backbone of this clinic, "its volunteers", continues to thrive and grow. With their expertise, as well as the growing number of students rotating through all departments, we have continued to hone our service to the patients enabling us to provide more efficient quality of care. We are pleased to provide a rewarding experience for volunteers and are fortunate to maintain easily our over 600 base of dedicated workers. Giving back to their community as well as establishing co-shift friends have made this volunteer base a great family which serves with compassion and dedication.

Interesting stats / information for this past year includes:

- Total volunteer hours donated over 33,000.
- Dollar value of our volunteers was \$2.5 million.
- 109 new volunteers were added.
- Over 100 students rotated through the clinic.
- Around 200 Registered or Licensed Professional and 400+ Additional Active Volunteers were maintained.
- Continuing Education training offered to medical professionals
- Help was given to us by a number of churches and organizations. They aided in moving the Pharmacy Program to the new "860" building, helped with the annual pharmacy inventory and continue to help in the pharmacy stock room.
- Volunteers served in ten health fairs throughout the community, "*telling our story*".