

Caring for our Neighbors in Need



2015-2016 Annual Report

# Our CARE for our neighbors in need is still so vital!

In Henderson & Polk Counties...

13% of the population lives in poverty



39% of the adult population lives in households with less than \$34,000 in income, below 200% of federal poverty level



**17%** of adults ages 18-64 have no health insurance



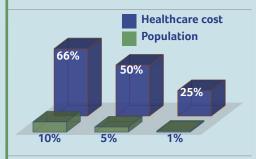
**1in 6** of our neighbors *qualifies* for The Free Clinics' Care

Nationwide...

10% of the population drives 66% of the cost of healthcare

5% of the population drives 50% of the cost of healthcare

1% of the population drives 25% of the cost of healthcare



#### **Data Source:**

Agency for Healthcare Research & Quality S. Cohen & W. Yu
The Concentration & Persistence in the Level of Health Expenditures over Time: estimates for the US Population 2008-2009, published Jan. 2012

#### Saving the Lives of Our Most Vulnerable Neighbors

When researchers really look at the healthcare costs in this country, they find that a shocking 1% of the US population drives 25% of costs (see graphic left). While this does reflect serious, costly illness, a significant portion of these healthcare costs by our most vulnerable neighbors—those with complex behavioral health and chronic medical conditions, frequently exacerbated by economic deprivation, social isolation, and addictions. Due to the complexity of their healthcare needs and their significant barriers, these very vulnerable patients are often not well served by a traditional primary care model.

However, it is with these most vulnerable that TFC makes the greatest impact. For 15 years, we have been providing case management support for vulnerable patients; for six years, we have nurtured the innovative, intensive, and now award-winning Bridges to Health project, and for 18 months, we have explicitly addressed social barriers to health through our Patient Health Advocacy project.

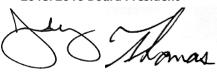
These programs are dramatically changing the lives of our most vulnerable neighbors, that 1% that researchers have identified. We are significantly reducing hospital utilization; we are dramatically improving health outcomes; and we are powerfully addressing social barriers to health for our patients.

In the wake of our recent elections, healthcare enters another very uncertain season of challenges and changes. Yet, one thing remains consistent—our vulnerable neighbors need our help. And thanks to you, TFC is here—helping, changing lives, saving lives, saving resources, and deeply caring for our neighbors in need.

We are deeply grateful to you—our volunteers, donors, friends, partners, and advocates. You are TFC. You enable every dimension of our care. Without you, we simply would not exist. To you all, we say a profound and deep THANK YOU! Thank you for your support! Thank you for your time, commitment, expertise, and passion! Thank you for trusting us to be the vehicle through which you help ensure that our community truly cares for all our neighbors!



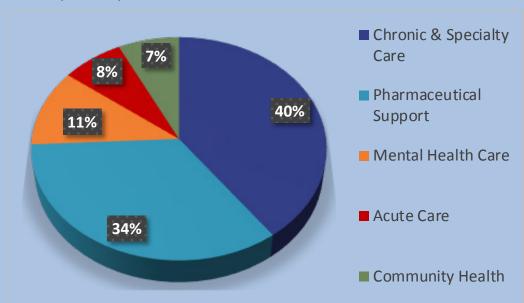
Judith Long
Executive Director
&
Thomas Dickey
2015/2016 Board President





#### **Patient Interactions**

In 2015-16, TFC provided a total of 19,500 patient encounters for 1,687 unduplicated patients:



### Chronic and Specialty Care: 7785 Encounters

Bridges to Health
Community Case Management
Diabetes Program
Endocrine Clinic
Eye Clinic
Physical Medicine
& Rehabilitation Clinic
Women's Wellness Clinic

## Pharmaceutical Support: 6686 Encounters

Medi-Find Prescription Assistance Medication Therapy Management Community Pharmacy

## Acute Care: 1435 Encounters

Dental Clinic Medical Clinic

### Mental Health Care: 2175 Encounters

Counseling Psychiatric Care Navigation Psychiatric Clinic

#### Community Health:

1419 Encounters
Community Garden
Diabetes Education
Flu Shot Clinics
Patient Health Advocacy
Smoking Cessation
Wellness Screenings

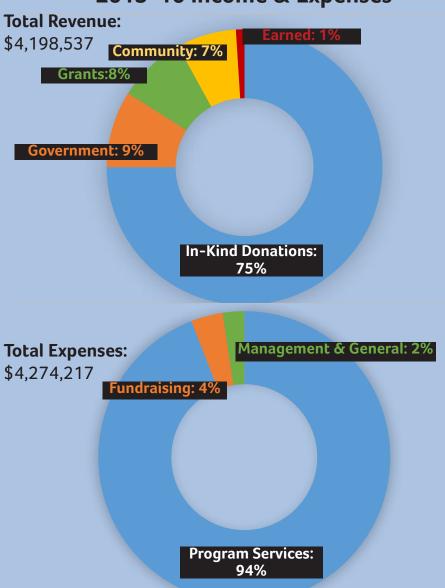
as well as information & referral

#### Coming in 2017:

Bikes for Life HealthWays

The value of the professional services given was \$9,078,321 with an annual budget of approximately \$1,089,000.

### 2015-16 Income & Expenses



OUR RETURN ON INVESTMENT IS 8.33:1.

TFC MULTIPLIES EVERY \$1 RECEIVED BY

MORE THAN 8 TIMES
WITH THE VALUE OF CARE
WE PROVIDE TO PATIENTS!

Please note: The figures that appear in this financial summary are derived from consolidated financial statements contained in an unqualified audit by Carland & Andersen, Inc. Our complete financial report is available upon request; please call Cassie Ashworth at (828) 697-8422.

#### **Our Health & Community Partners**

TFC is a collaborative network, deeply inbedded in our community, enabling care for the most vulnerable in Henderson & Polk Counties. We celebrate our 170 amazing partners.

# 4 Primary Hospital Partners

Value of Care Provided 2015-16: \$404,108 Mission Health System

Pardee Hospital Park Ridge Hospital St. Luke's Hospital

# 166 Medical, Specialty & Community Referral Partners Value of Care Provided 2015-16: \$314.401

21st Century Oncology
ABC Podiatry
Allergy Partners of WNC
Appalachian Orthopedics
Asheville Cardiology Associates
Asheville Eye Associates
Asheville Gastroenterology-

Asheville Gastroenterology-Hepatology Kimberly Beavers, MD Dale Benedetti, LPC Biggerts Hearing Instruments Claire Black, DDS Blue Ridge Bone and Joint -Hendersonville and Asheville Offices

Offices
Blue Ridge Community CollegePharmacy Club
Blue Ridge HealthArden Health Center, Blue Ridge
Health Center, Hendersonville
Family Health Center, Polk
Health Center, & 7th Ave.
Health Center
Blue Ridge Medical Associates
Blue Ridge Plastic Surgery
Broughton Hospital
CareShare
Carolina Anesthisia Group
Carolina Hand and Sports
Medicine

Medicine

Medicine
Carolina Lung and Sleep
Physicians
Carolina Mountain Dermatology
Carolina Mountain
Gastroenterology
Carolina Neurology Center
Carolina OpthamologyHendersonville and Columbus
Carolina Smiles Family Dental
Collins Dental Center
Columbus Police Department
Community Care of WNC
Council on Aging
Davita Dialysis
Dermatology Medical Associates

Davita Dialysis
Dermatology Medical Associates
Duke University Hospital
Economy Drugs
David Ellis,MD
Familiy Preservation Services
Flat Rock Vision
Foothills Health Network
Foothills Medical Associates
Four Seasons Compassion for
Life
Patick Garrison, DDS

Life
Patick Garrison, DDS
William Garrison, DDS
John Godehn, MD
Janet Hall, LCSW
George Hartman, MD
Henderson County Department
of Public Health
Henderson County Department
of Social Services

**Henderson County Detention** 

Henderson County Mental Health Faith Collaborative Henderson County Sheriff Hendersonville Community

Co-op Hendersonville Ear, Nose & Throat

Hendersonville Family Dental Hendersonville Hematology & Oncology at Pardee Hendersonville Lions Club Hendersonville Orthopedic at Pardee

Hendersonville Radiological Consultants Hendersonville Rescue Mission: Hendersonville Sports Medicine

and Rehabilitation Hendersonville Surgical

Hendersonville Surgical
Associates
Holleman Surgical
Homeward Bound
HopeRx
Hope Women's Cancer Center's
Ty Hornsby, DDS
Housing Assistance Corporation
Tom Hummert, DDS
Interfaith Assistance Ministries
Alexander Jiamachello, DDS
Joseph Outreach Ministries
Jim Kessaris, DDS
Laborde Eye Group- Macular
Center
Lamond Family Medicine

Center
Lamond Family Medicine
Laurel Park Chiropractic
Lincare Home Medical Systems
Looking Glass Eye Center
Pamela Lowe-Hoyt, MD
MAHEC
MAHEC Family Health Center

MAHEC Family Health Ce at Lake Lure MAHEC Women's Center The Meeting Place Bill Moore, DDS Mountain Counseling Mountain Diabetes and

Mountain Diabetes and Endocrine
Mountain Faith Initiative
Mountain Kidney & Hypertension Assoc.Hendersonville
Mountain View Urology
NAMI Four Seasons
NC Cooperative Extension
NC Division of Services for the Rlind

Blind Neurological Associates-Rutherfordton

Pardee Center for Womens Health

Pardee Family Medicine Assoc.-Bat Cave, Etowah,

Bat Cave, Efowah,
Hendersonville
Pardee Fletcher Medical
Associates
Pardee Mills River Family
Medicine
Pardee Neurological Associates
Pardee Pain Center
Pardee Rehabilitation &
Wellness Center

Pardee Surgical Associates
Pardee Urological Associates
Pardee Wound Care Center
Park Ridge Anesthesiology
Services

Services
Park Ridge Cardiology
Park Ridge Ear, Nose & Throat
Park Ridge Health at Laurel Park
Park Ridge Health Endocrinology
Park Ridge Health Gonoral Park Ridge Health General

Surgery
Park Ridge Health Neurology
Park Ridge Health Obstetrics &
Gynecology
Park Ridge Health Wellness on
Wheels (WOW)
Park Ridge Health Wound Care
Park Ridge Health Wound Care
Park Ridge Health Associates
Park Ridge Medical Associates
Park Ridge Medical Associates:
Division of Surgery
Park Ridge Oncology and
Infusion
Park Ridge Psychiatry

Infusion
Park Ridge Psychiatry
Park Ridge Pulmonology and
Sleep Medicine
Park Ridge Urology
Park Ridge Women's Services
Partnership for Health
Pathologist Medical Laboratory
PATHS at Pardee
PBJ
Piedmont Rheumatology

PATHS at Pardee
PBJ
Piedmont Rheumatology
Pisgah Legal Services
Pisgah Physical Therapy &
Sports Rehab, Inc.
Polk County Department of
Social Services
Polk County Transportation
Polk Wellness Center
Recovery Venture
RHA Health Services
Rheumatology at Pardee
Pete Richards, DDS
Rockcliff Oral Surgery
Rosenberg Bone & Joint
Safelight
Saluda Senior Center
Clayton Sanders, DDS
Salvation Army
Shelton Pharmacy
Skyland Prosthetics &
Orthopedics
Smoky Mountain Center
Southeastern Sports Medicine
Springs Healthcare Center
The Storehouse
St. James Medical Loan Closet
St. Luke's Surgical Associates
John Strickland, DDS
TASK Treatment Accountability
Thermal Belt Outreach Ministry

TASK Treatment Accountability Thermal Belt Outreach Ministry

VMAC Anesthesia Associates at St. Luke's Vocational Rehabilitation-Hendersonville
Wake Forest University Baptist
Medical

Walgreen's Pharmacy-Hendersonville (Spartanburg

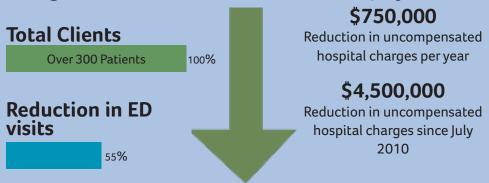
Rd., Asheville Hwy) Walmart Pharmacy-Hendersonville Western Carolina Community

Western Carolina Community Action WCU- School of Nursing Western North Carolina Rheumatology Wingate University WNC AIDS Project WNC Community Health Services WNC Dermatological Associates WNC Family Medical Center WNC Rheumatology WNC Surgical Associates YMCA of WNC

#### **TFC's Bridges to Health Program**

was chosen as a 2016 top three finalist for the **Kate B. Reynolds Innovations in Rural Health Award** for our work over the last six years!

#### **Bridges to Health Patient Results since July of 2010**



#### **Social Improvements among Enrolled Patients**



Housed instead of Homeless



Employed instead of unemployed



52%
Displayed improvement in at least 2 out of 4
Domains in their
Function Status

#### **Medical Improvements among Enrolled Patients**

62% Experienced reduction in PHQ-9 Depression Score

Patients with Diabetes
Helathy A1c<9

31% BMI between 18.5-24.9

Patients with Hypertension with Healthy BP<140/90



# A community of people who CARE

Candace knew she had a family history of skin cancer when she noticed a small mole on her shoulder in early 2015. But, at that time, she, her husband, and two small children were living in a campground and hoping for a break. Candace didn't have the time or money to deal with a doctor, let alone the bills that may follow. The mole on her shoulder didn't hurt, so for over a year Candace ignored it, hoping it was nothing.

However, over time, the mole grew. Candace knew she should be worried, but she was so caught up in working and taking care of her family that she pushed those concerns to the back of her mind. It wasn't until the mole became infected, followed quickly by pain in her shoulder and numbing of her arm that Candace became concerned. Finally, Candace and her husband decided that she needed to see a doctor, and they would figure out the finances later.

When Candace finally saw a doctor, the doctor was instantly suspicious of the spot on Candace's shoulder. The doctor immediately referred Candace to The Free Clinics so that she could see a specialist. TFC connected Candace to a dermatologist who shared her doctor's concerns. TFC's partnering dermatologist biopsied the mole on Candace's shoulder as well as two other spots on her back and leg. The biopsy results were not good. Candace had stage IV melanoma in two separate locations—the original spot on her shoulder and one on her leg.

Stage IV melanoma is often very difficult to cure. In many cases, by the time these melanomas are diagnosed, they have already spread to the patients' lymph nodes. Candace was immediately scheduled a PET scan to determine if the cancer had spread and for surgery to remove the melanoma.

Luckily for Candace, the PET scan revealed that the cancer had not spread, and the surgery to remove Candace's two melanomas was a success. Throughout this ordeal, Candace's attitude remained upbeat and pleasant; her primary concern was getting healthy so that she could continue to care for her children and family.

Today Candace is thriving under an immunotherapy regimen. Candace experienced first-hand the meaning of CARE and the very real healing and compassion demonstrated when healthcare partners come together to show our most vulnerable neighbors that our community does actively CARE.

# One of the ways that TFC shows that we CARE is staying true to our core principle of maximizing all available resources on behalf of our patients.

The pharmacy is one area where we have been particularly successful in this regard. While TFC does purchase some medications, we benefit from donated medications thanks to AstraZeneca Corporation and Direct Relief. A team of volunteers also assists patients to obtain free medications directly from pharmaceutical companies through our Prescription Assistance Program-Medi-Find. The impact of all these donated medications is clearly shown below and helps TFC to assure you -our community of donors and supporters- that we work diligently to be excellent stewards of your support!

\$48,494 } \$

AMOUNT ACTUALLY SPENT TO PURCHASE MEDICATIONS

\$4,522,806

AVERAGE WHOLESALE PRICE OF MEDICATIONS PROVIDED TO PATIENTS

\$5,427,376 }

RETAIL VALUE OF MEDICATIONS
PROVIDED TO OUR PATIENTS

#### Volunteer Spotlight: Hannah



"A career in pharmacy was not on my radar until I had the experience of volunteering at The Free Clinics for two summers. The dedication and compassion the staff has for their patients sparked my interest in pharmacy. I had the pleasure to witness first hand how important The Free Clinics are to our community. The relationships I have built through The Free

Clinics have showed me true appreciation for patient care. This is something I will carry along as I start my own career in pharmacy at the Medical University of South Carolina next year. "

# These volunteers CARE about our Neighbors in Need!

During 2015-16, over 280 volunteers donated over 10,000 hours of service and enabled every patient encounter at TFC.

We celebrate with profound gratitude the incredible generosity of our community of volunteers.

Betsy Alexander Sharmeen Ali Ana Amral Rosalie Anderson Paulette Armandi Connie Babcock Steve Babcock Catherine Baker Kathy Baluha Sarah Barnes Bridget Barron Susan Bean Caroline Beemer William Bell Ericka Berg Ricardo Bierrenbach Chrisie Bishop Nicole Blake Liz Boddie Dallas Boone Jennifer Borum Angelo Boss Richard Bowling Katie Breckheimer Jackie Brogie Katie Brooks Susan Brooks **Gerald Bryans** Rick Burt Ionathan Butler Janet Cameron Tom Cameron Connie Campbell Gib Campbell Michael Campbell Stephen Capps Frederick Carberry Genien Carlson Kathleen Carr Bette Carter Gale Carter Pat Cassero Kim Cathers Ana Margarita Cebollero Carol Chapman Lavon Childers Missy Childress

Catherine Clark

Mary Cleary August Coggins

Hannah Coker Yonique Coley Carloyn Collins Lori Collins Geri Conley lanet Corn lim Costello Elizabeth Courtney Steve Crane John Crawford III David Crist Kathy Crosby Joe Crowder Daphne Crowell Larry Crume Peake Dana Robert Davidson Michelle DeGeeter Holly Demuth Mindy Denney Elizabeth Dickey Tom Dickey Susan Dockery Sandy Donecho Salley Dowsett Teresa Drevar Sviatlana Drevila Alex Edmonds Lisa Elliot David Ellis Becky Elston Beth Engel Dave Engel Lorelle Evans Sherry Evans Tom Fanslow Lynley Farmer Madeline Farrell Brenda Fisher Ana Fong Aubrey Foss Mark Fransioli Sherry Fransioli Patti Fredrick-Enloe Annie Fritschner Susan Fritts Laura Gardner Patrick Garrison William Garrison Melissa Gelineau Cheryl Gentry



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Iiamachello Kelly Johnson Lori Johnson Paulette Johnson Rob Johnson Suzi Johnson Geoff Jones Lilith Iones Marcus Jones Abigail Karroubi Joan Kennedy Adrian Kerley **lim Kessaris** Greg Knight George Knudsen Justin Ledford Janie Lindsey Larysa Lobach William Logan Sarah Lowney

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# **Thank You, Donors!**

Gifts Made July 1, 2015-June 30, 2016

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Faith Communities Episcopal Church of

Episcopal Church of St.
John In The Wilderness
First Congregational Church
First United Methodist
Church
First United Methodist
Church: Alma Lee Cheves

Class Grace Lutheran Church Immaculate Conception Church: Catholic Women's Guild

Thursday Thrift Shop at St. James Church Trinity Presbyterian Church Unitarian Universalist

Hendersonville Women of the ELCA at Grace Lutheran Church

Fellowship of

Businesses
Amazon Smile Foundation
Beverly-Hanks &
Associates
Black Hawk Construction
Coiner Harrelson &
Shelton. PA

Edward Jones - Adrian Kerley **Flkamet** First Citizens Bank Hendersonville Radiological Consultants Hot Dog World & Yogurt World Kilwin's Kimberly-Clark Corporation Laborde Eye Group Lagniappe Associates Meritor Merrell Paint & Decorating Miller's Fine Dry Cleaning Morrow Insurance Agency Norm's Minit Marts Pardee UNC Health Care Park Ridge Health Shelley's Jewelry Van Winkle Law Firm Walmed WNC Family Medical Center

**Foundations** 

BCBS Foundation of NC through the NC Association of Free Clinics Community Foundation of Henderson County Duke Endowment through Park Ridge Health Foundation for a Healthy Carolina through Foundation for the Carolinas General Electric Foundation Matching Gifts Program NC Dental Endowment through NC Community Foundation Perry N. Rudnick Fund of the Community Foundation of Henderson County





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County
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Henderson County
Henderson County
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Funds through Smoky
Mountain Center
NC Office of Rural Health
& Community Care
US Health Resources and
Services Adminstration:
Rural Health Network
Development

Clubs & Associations
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First District Dental
Society
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Club
Ladies Aid Society of Flat
Rock
Land O'Sky Doll Club
NAMI Four Seasons

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-Suzanne and Mark Gibbs
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Barbara Wilde

your name.
Call (828)697-8422
or email,

jsingletary@thefreeclinics.org



# **The Russell Sacco Legacy Society**

Ensuring the future of healthcare for those in need in our community

Free healthcare for our community's low-income, uninsured residents is the legacy of Dr. Russell

In 1999, local internist Dr. Russell Sacco had a vision: a free clinic for our community. "He believed that healthcare should be available to all members of our community, regardless of their ability to pay—and not just in the hospital emergency room," said Dr. Colin Thomas. It was through Dr. Sacco's persistence and determination that The Free Clinics was founded.



To honor his legacy, TFC created the Russell Sacco Legacy Society in April 2006 to help assure the sustainability of The Free Clinics. Members have either designated TFC as a beneficiary of a "legacy gift" and/or have tendered an "impact gift" of such significance as to facilitate critical program implementation.

Legacy Giving involves a current outright gift or a deferred gift. A deferred gift is postponed until sometime later in your life or it can be made at the time of your death. Deferred gifts include Testamentary and Life Income Gifts. Testamentary gifts can take many forms—bequests in a will or naming the organization as the beneficiary of an insurance policy, IRA, trust or annuity.

For more information, contact Judith Long at The Free Clinics, 828.697.8422

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