



celebrating a year of **responsive,**
collaborative, innovative,
whole-person-centered care
for our community's most vulnerable

2017-18 ANNUAL REPORT

OUR SERVICES

ACUTE CARE

- Medical Clinic

CHRONIC & SPECIALTY CARE

- Bridges to Health
- Community Case Management
- Diabetes Program
- Endocrine Clinic
- Eye Clinic
- Phoenix Project

MENTAL HEALTH

- Counseling
- Psychiatric Care Navigation
- Psychiatric Clinic

PHARMACEUTICAL SUPPORT

- Community Pharmacy
- Medi-Find Prescription Assistance
- Medication Therapy Management

COMMUNITY HEALTH

- Bikes 4 Life
- Community Garden
- Diabetes Education
- Flu Shot Clinics
- HealthWays
- Patient Health Advocacy (PHA)
- Wellness Screenings

THE FREE CLINICS

www.thefreeclinics.org

Henderson County Office
841 Case Street
Hendersonville, NC 28792
828-697-8422

Life-giving leadership for our community in Henderson & Polk Counties.

We are all the most vulnerable when our health is in jeopardy. Our neighbors without health insurance, adequate financial resources, or support networks face barriers that can seem insurmountable.

How do you get to the doctor when you don't have a vehicle? What if your English language skills were still developing? Would you know where to go to see an endocrinologist if your blood sugars were scarily high?

OUR PATIENTS

Everyone counts here.

Now in our 18th year of service to the community, The Free Clinics (TFC) continues to treat the most vulnerable among us, firmly believing that we are all better when everyone receives the care that they need.

We believe that our community is strongest when we are ALL healthy.

Unfortunately in Henderson and Polk Counties, there are many who remain at risk, despite the Affordable Care Act:

- **13%** of our surrounding neighbors live in poverty
- **20%** of individuals have no health insurance
- **36%** of adults have household incomes below 200% of federal poverty-level (or \$2,700 a month for a family of 4)



1 in 7 of our neighbors
qualifies for The Free Clinics's care.

“TFC is committed to deep, innovative investment in whole-person care for our most vulnerable neighbors.”

LOOKING FORWARD

The 2017-18 year was a year of reflection for TFC, as we initiated the latest cycle of our strategic planning. Our board and staff looked back at our journey, recognized our accomplishments, and sought to build upon our strengths as we envision our future.

I am very proud to say that 2017-18 witnessed recognition and endorsement of our work and the impact it makes on the lives of our vulnerable neighbors. In the fall, Volunteer Medical Director Steven Crane, MD was selected as the national Health Equity Leader of the Year by the Robert Wood Johnson Foundation. In the spring, TFC was recognized as a Top Performer by the NC Association of Free & Charitable Clinics for our tremendous improvements in patients' health.

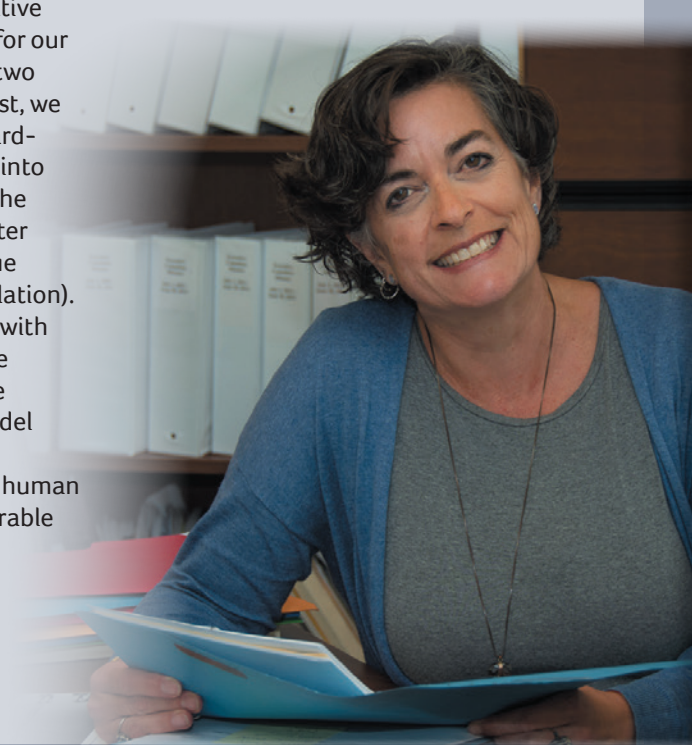
TFC's model of deep and innovative investment in whole-person care for our most vulnerable neighbors led to two avenues of growth in 2018-19. First, we are expanding our innovative, award-winning Bridges to Health project into two new collaborative settings—the Henderson County Detention Center and Blue Ridge Health's 7th Avenue Clinic (serving the homeless population). Additionally, we are collaborating with AdventHealth (formerly Park Ridge Health) and Safelight to create the Phoenix Project—a whole new model of integrated care for survivors of domestic violence, sexual assault, human trafficking, and other highly vulnerable populations.

Judy has served as Executive Director of The Free Clinics since 2005.

YOU are TFC. TFC has been blessed by your remarkable support. You have volunteered; you have donated; you have advocated. TFC would not exist to provide any care without YOU!

To you all, I 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 bridge between amazing community resources and tremendous community need, as the way in which you help ensure that our community truly cares for all our neighbors!

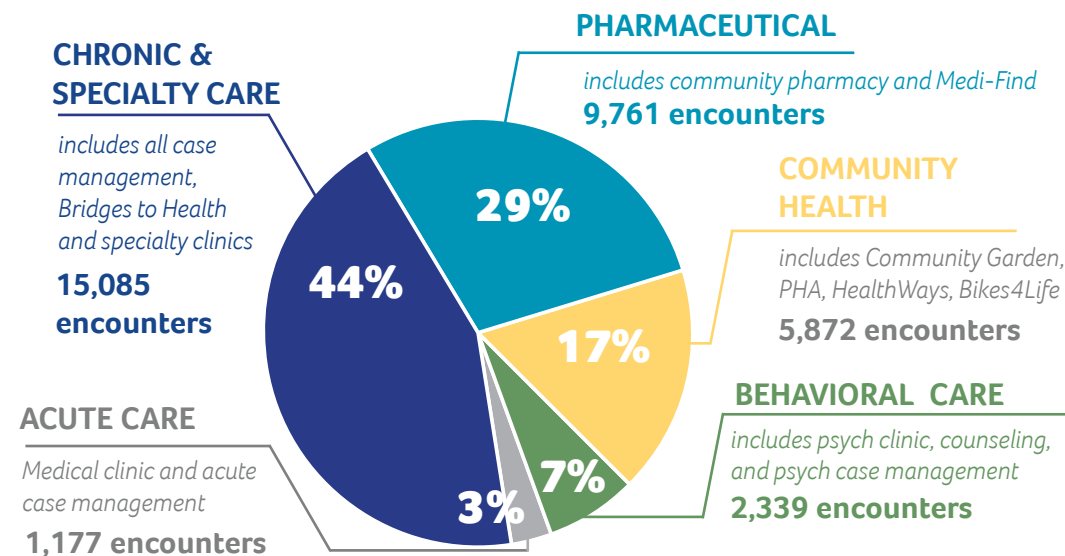
Judith Long, Executive Director



YOUR IMPACT ON OUR COMMUNITY

Because of YOU—your dollars, your time, and your support—The Free Clinics was able to provide **34,556** patient encounters to **1,960** unduplicated patients between July 1, 2017 and June 30, 2018.

Programs by the Numbers



STELLAR PATIENT OUTCOMES

The Free Clinics consistently outperforms its peers in the traditional health sector. In 2017-18:

75%

of patients refill their prescriptions as written

78%

of patients report a positive change in their health due to our care

88%

of crisis behavioral health patients engage in a long-term care plan

67%

of patients with hypertension have well-controlled blood pressure

67%

of patients showed improvement in "Functional Status"

68%

of patients with diabetes have well-controlled A1C's (blood sugar levels)



The Free Clinics is...

responsive

Deep listening for deep impact

The Free Clinics has a history of listening: listening to those physicians who work in our community; to our community partners; to our patients; to those folks who are often not seen or heard. In the 2017-18 year, The Free Clinics laid important groundwork to tackle unaddressed health issues.

INTEGRATED WOMEN'S HEALTH FOR VULNERABLE POPULATIONS

When a person experiences sexual assault or domestic violence, immediate response is critical. The longer one waits to report, to seek treatment, to get help, the greater the consequences. Trauma invites and opens the door for lifelong and devastating consequences: chronic disease, depression, and substance misuse among others.

Henderson County was under-equipped to deal with survivors of these traumas. Due to attrition, there were no certified "Sexual Assault Nurse Examiner" (SANE) nurses, nurses certified to diagnose and treat victims, and able to testify in court on their behalf. That means that individuals, mostly women, who undergo these life-altering events were without help, proper care, or legal resource. In October of 2016, TFC became a founding member of Henderson County's Sexual Assault Response Team (SART) to address this moment of crisis and enable local forensic exams.

In order to nurture healing, TFC, Safelight, and AdventHealth, then created an innovative new model of care, The Phoenix Project, securing \$730,000 in funding from the Duke Endowment. The Phoenix Project enables our community's most vulnerable women to access integrated, trauma-informed health care—primary care, ob/gyn, and behavioral health care—by AdventHealth practitioners and a dedicated TFC case manager, within the safe walls of The Free Clinics, at no cost.

based in whole-person care

80% of health is impacted by non-medical factors driven by socio-economics.

ADVOCATES FOR PATIENT HEALTH

TFC launched the Patient Health Advocacy (PHA) program as a pilot in summer 2015, seeking to address barriers to health like transportation, safe and affordable housing, and food insecurity. PHA takes a uniquely patient-centered approach, working with each person on their personal needs and goals. This person-centered quality has birthed two additional programs, a community garden and the Bikes4Life program.

90% of patients in our Patient Health Advocacy program demonstrated improvement in appropriate health measures

HEALTHWAYS TAKES A VIRAL APPROACH

Often our patients who have been helped want the opportunity to give back. One of our patients improved her life dramatically after receiving care at TFC for her diabetes and wanted to bring the message to her neighbors who were also struggling to manage the chronic condition. TFC found an internationally-recognized model for "lay led" health education focused on physical activity and nutrition. HealthWays is intentionally "viral", training participants to launch and lead new groups in their own neighborhoods and in an approachable way that encourages community accountability.

77% of Healthways clients have demonstrated improvements in clinical health measures

100% have increased physical activity & 77% have lost weight

innovative

TFC combines expertise in the field and evidence-based research to offer the most progressive models of care.

NATIONALLY-RECOGNIZED BRIDGES TO HEALTH MODEL

The Free Clinics has gained national attention for its models of care and is increasingly sought as a beacon of expertise. TFC is able to be a forerunner in implementing these programs as we are nimble and unencumbered by bureaucracy.

Dr. Steven Crane won the Robert Wood Johnson Health Equity Leader of the Year award in the fall of 2017, and was subsequently invited to speak to the community of scholar practitioners in Princeton, NJ and at the American Public Health Association Conference in San Diego, CA.

TFC was featured on the Robert Wood Johnson's Culture of Health blog in 2018. Read the piece at www.rwjf.org/en/blog/2018/11/a-free-clinic-builds-bridges-to-health-by-treating-the-whole-patient.html. It is an incredible honor and powerful endorsement of our work to be highlighted to a national audience by a highly respected health-thought leader.

INTEGRATING ADVERSE CHILDHOOD EXPERIENCE SCORES ("ACES")

"The context of people's lives determines their health." The data makes this especially clear with respect to ACEs. Published in 1998, the original study by Kaiser Permanente and the Center for Disease Control defined ten possible adverse childhood experiences (half are personal and half relate to family members) that were predictive factors for a person's health and well-being. Each type of trauma counts as one point, yielding a score of 0-10. As a person's score gets higher, so does their risk of health and social problems. With an ACEs score greater than 4, a person's

likelihood of COPD increases 390%, hepatitis 240%, depression 460%, and attempted suicide 1220% percent. The counter-balance to ACEs is a series of "protective factors" which scientists label "resiliency."

TFC has integrated ACEs and resiliency work with our most vulnerable Bridges to Health patients for more than five years, helping patients to understand and appreciate their own resiliency and nurture a community of support.

collaborative

TFC is inherently collaborative, working closely with a diverse array of partners to provide the highest quality of care in our community.

FIGHTING THE OPIOID EPIDEMIC AND SUBSTANCE MISUSE

The Free Clinics is the fiscal agent for HopeRX, our community's substance misuse coalition. In that capacity, TFC received a 10-year federal Drug-Free Communities grant to deepen our local prevention efforts.

In addition, TFC and HopeRX spearheaded the effort to host award-winning journalist and author of *Dreamland: The True Tale of America's Opiate Epidemic*, Sam Quinones, in celebration of "We Are Hope" week in Henderson County, with executive director Judith Long as emcee for the event.

POLK COUNTY'S HIDDEN SAFETY NET AND HUB

Committed to providing unduplicated services that are not accessible elsewhere, TFC's collaborative approach is particularly evident and effective in Polk County. TFC is the primary access to specialty care and affordable medications for vulnerable persons in Polk. A unique partnership with St. Luke's Hospital allows TFC to deliver life-saving medications locally and for free in Polk County. Last year TFC provided over \$500,000 in medications to Polk County residents in need.



Meet Marie

Marie came to TFC's eye clinic two years ago, distraught that she was losing her vision.

"It doesn't feel so clinical to me. They have a different way of doing things. I can call Emily [PHA]. They haven't treated me just like another patient, another sick person. It has helped me a lot coming here. The friendliness. [They] offer me friendship and that is very important to me."

Dr. Crawford gave Marie a full checkup during TFC's eye clinic, taking time to explain procedures to Marie, and assuring her that we were going to help.

Marie was referred to Dr. Laborde, one of our dedicated community partners, to receive a full assessment, treatment for her cataracts, and ongoing checkups to make sure that she does not endure any more diabetes-related eye degeneration.

TFC's Patient Health Advocate now

assists Marie in getting to her regular visits with Dr. Laborde, where she is treated at low cost.

Marie exudes gratitude at her treatment by TFC staff and volunteers and for being helped: "We don't have any possible way to pay. Here at TFC they've helped me a lot. I feel good going there and I feel good when I leave, because they take care of me."

Marie now manages her eye health and is on track to keep her vision. As a result, she will continue to be able to work and provide for herself.



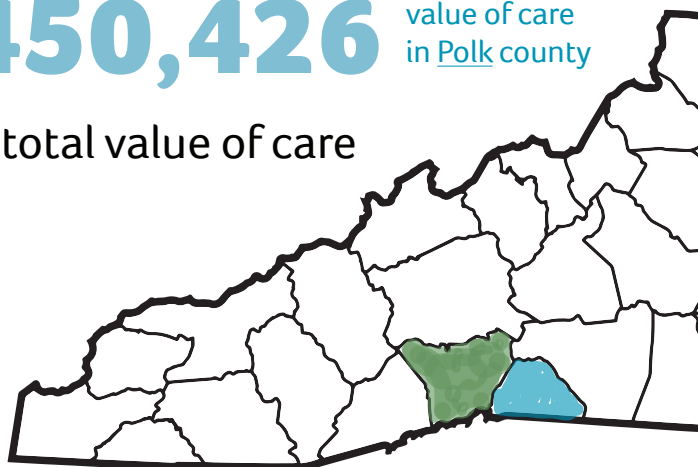
The Free Clinics's service to the community is a smart investment

Our return on investment in the 2017-2018 fiscal year was **\$8.18 for every \$1.00 invested**. While this seems unbelievable, these values were obtained from actual medical codes, real insurance reimbursement rates, and average wholesale price of medications. ***Real numbers make a real difference.***

\$8,156,615 value of care in Henderson county

\$1,450,426 value of care in Polk county

= \$9,607,042 total value of care



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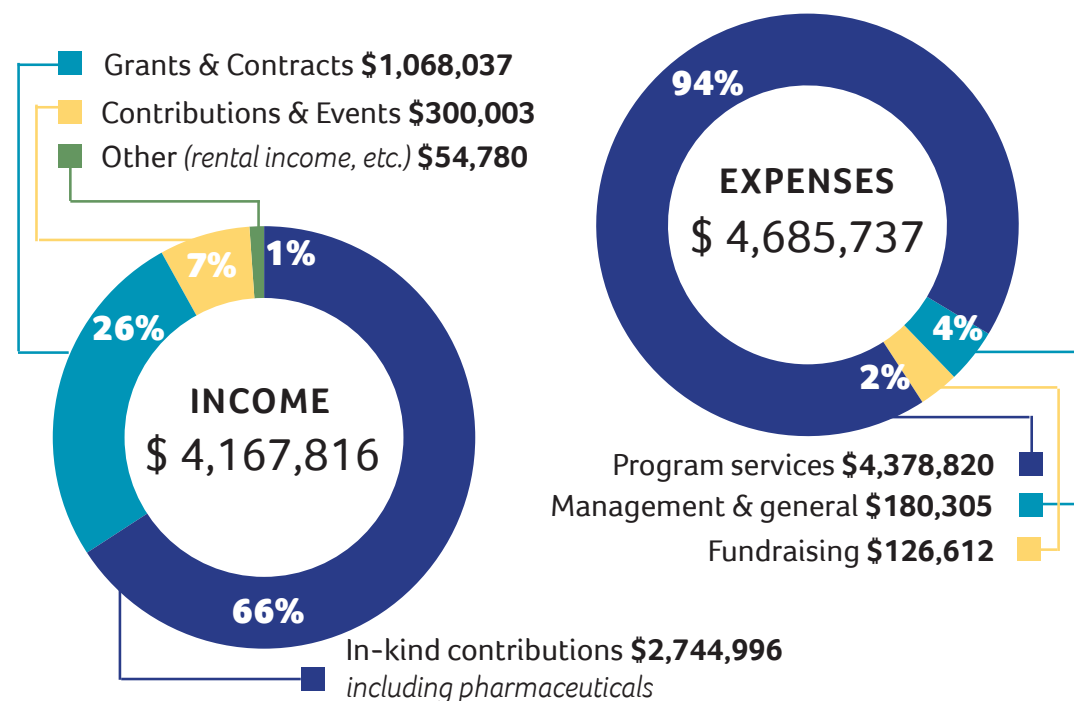
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WE MAKE EVERY DOLLAR COUNT



PARTNERSHIPS & COLLABORATION

We celebrate our 177 health and community partners for their generosity and commitment to the wellbeing of our community.

The Free Clinics is a collaborative network, deeply embedded within the medical and service community, coordinating and enabling care for those without access and without the ability to navigate the care system. Our partners provide services for free or at deeply reduced fees for our vulnerable patients. **In the 2017-18 year, TFC arranged:**

346 specialist referrals

52 surgical procedures

332 tests

ABC Podiatry
Allergy Partners of WNC
Asheville Cardiology Associates
Asheville Eye Associates
Asheville Gastroenterology-Hepatology
Asheville Orthopedics
Dayle Benedetti, LPC, NCC, MS
The Bicycle Company
Biggerts Hearing Instruments
Blue Ridge Community College - Pharmacy Club
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Wellness, Stokes Dental
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Janet Hall, LCSW
George Hartman, MD
Henderson County Department of Public Health
Henderson County Department of Social Services

Henderson County Detention Center
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Henderson County Parks and Recreation
Henderson County Sheriff's Department
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Hendersonville Family Dental
Hendersonville Hermatology & Oncology at Pardee
Hendersonville Housing Authority
Hendersonville Lions Club
Hendersonville Orthopedic at Pardee
Hendersonville Radiological Consultants
Hendersonville Rescue Mission
Holleman Surgical
Homeward Bound
HopeRx
Hope Women's Cancer Center's Ty Hornsby, DDS
Tom Hummert, DDS
Housing Assistance Corporation
Interfaith Assistance Ministries
Alex Jiamachello, DDS
Jim Kessar, DDS



Laborde Eye Group- Macular Center
Lamond Family Medicine
Laurel Park Chiropractic
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Neurological Associates- Rutherfordton
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Pardee Pain Center
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Park Ridge Ear, Nose & Throat
Park Ridge Health at Laurel Park
Park Ridge Health Dermatology
Park Ridge Health Endocrinology
Park Ridge Health Surgery

Specialists
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Park Ridge Health Wound Care
Park Ridge Hearing and Balance
Park Ridge Medical Associates
Park Ridge Medical Associates: Division of Surgery
Park Ridge Oncology and Infusion
Park Ridge Psychiatry
Park Ridge Pulmonology and Sleep Medicine
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Safelight
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Salvation Army

Shelton Pharmacy
Skyland Prosthetics & Orthopedics
Southeastern Sports Medicine
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St. James Medical Loan Closet
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John Strickland, DDS
TASK Treatment Accountability
The Blood Connection
The Meeting Place
The Storehouse
Thermal Belt Outreach Ministry
Thrive
Vaya Health
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 Action
Western Carolina University - School of Nursing
Wingate University
WNC AIDS Project
WNC Community Health Services
WNC Dermatological Associates: Dr. Daniel Smith
WNC Family Medical Center
WNC Rheumatology
WNC Surgical Associates
YMCA of Western North Carolina



THANKING OUR VOLUNTEERS

JACQUIE ROSE, RN
Clinical Services Director

“The best part of my job is working with our amazing staff and volunteers.”

“We are truly volunteer dependent! Over 230+ volunteer doctors, nurses, and lay volunteers come together, giving their time, expertise, and energy to help low-income, uninsured residents of our community get quality care.

Together, we fulfill health care needs that would otherwise go unmet. I encourage people to get involved; our volunteers make a difference in people’s lives every day, and I guarantee it improves the lives of our volunteers in return.”

Jacquie first became involved with TFC in 2008 as a volunteer, serving in various capacities within the prescription assistance program, medical and dental clinics, and event planning. She came on staff in 2012, and has served as Clinical Services Director, overseeing clinical operations, case management, pharmacy, eligibility, and professional volunteers, since 2013.

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Eleanora Meloun

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Sharon Asbury
Marc Bachrach family
Mary Ellen & John Frier
Blue Ridge Ringers
Stephen Cefalu
Richard Bowling
William Moore, DDS
Gib Campbell
Terry & Mary Campbell
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Ann & Kell Williard
Pat Whiteside
Willow Creek Dental Center
Tristan Hamilton, DDS
Grace Berray & family
David Norwood, DDS
Grace Berray & family

In Memory Of

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Michael & Lorraine Dacko
Buck Blessing
Rick & Page Ciordia
Gary & Beverly Dillon
Austin Patrick Boleman, Jr.
Robert Boleman
John Clay
Barbara Clay
Jonathan Calhoun Davis
Ace Hardware Mills River -
Cashiers & Sales Associates
Jane Bramham
Camilla Collins
Sally Hearn
Vaya Health Customer Services
- Call Center & Grievance
Department
Deceased members of the Decker
family
Carole Hoyt
Hubert Edwards
Nan Payne

THANK YOU TO THE Russell Sacco Legacy Society

For ensuring healthcare for those in need in
our community.

The following 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.

Ken and Lynn Adams
Anonymous
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Tom and Jane Davis
Ed and Tanya Emrich
Harold Engelman
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Dick* and Win Hunt
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Sharon and Marc Koffman
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Gary Seitz
Linda and Harold Showalter
Bernardine Thomas*
Colin and Janet Thomas
*Deceased

To discuss the impact of your planned gift on The Free Clinics and the health of our community, please contact TFC at 828-697-8422.

Jim Faucett
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Blue Ridge Ringers
Books For Good, Inc.
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Ladies Aid Society of Flat Rock, Inc.
Western North Carolina Association of Health Underwriters

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First United Methodist Church
First United Methodist Church: Alma Lee Cheves Class

Grace Lutheran Church
Immaculate Conception Church:
Catholic Women's Guild
St. James Episcopal Church
Thursday Thrift Shop at St. James Church
Trinity Presbyterian Church
Unitarian Universalist Fellowship

Foundations

BCBSNC Foundation/NC Association of Free Charitable Clinics
Community Foundation of Henderson County
The Duke Endowment through Park Ridge Health
Fund for Shared Insight thru Rockefeller Philanthropy Advisors
General Electric Foundation Matching Gifts Program
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Ruth R. & E. Lloyd, Jr. Knight Fund for Children through Community

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United Way of Asheville and Buncombe County
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Government Support

Henderson County
Henderson County Maintenance of Effort Funds through Vaya Health
State of NC: Office of Rural Health: Community Health Grant
State of NC: Office of Rural Health: Medication Assistance Program
U.S. Health Resources and Services Administration: Rural Network Development Grant through St. Luke's Hospital

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Sweet Magnolia Gallery
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Triangle Stop
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Wal-Mart
Whit's Frozen Custard
White Duck Taco Shop
WNC Aids Project
The Wrinkled Egg

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Stan Blum
Brittany Brady

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Maryann Callies
Bruce Capps
Catherine Clark
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Ted & Gerry Williamson
Chris Wright
Wayne & Doris Youngdahl
Henry Zemla

OVERCOMING CHALLENGES WITH RESOURCEFULNESS

KENESHA SMITH, PharmD
Pharmacy Manager

“We want to ensure that you’re getting the best care, not sub-standard care because you’re poor.”

“With our complex patient population comes many pharmacy and pharmaceutical-related challenges. However, we are *particularly* successful and resourceful at problem-solving.

This past year, one of the medications that we use to treat seizures and pain, Gabapentin, became a controlled substance in Kentucky, where our wholesaler is located. Since TFC does not have a DEA license, we had to remove the drug from our formulary. We worked with our team of experts to come up with a combination of alternate medications to add to our formulary, preventing an interruption in patient care and a possible abuse situation.

In addition, we are careful to use our resources wisely. Due to the incredibly high cost of insulin, we first help patients access it through the Medi-Find Prescription Assistance Program.



Kenesha has managed TFC’s community pharmacy since 2015, previously serving on the TFC board and as a pharmacy volunteer.

We also keep an emergency supply in the pharmacy. We do not dispense our limited, expensive supplies of insulin to those patients who have low-cost access to it from other places. We fill prescriptions for those without other access, those in immediate need, or those who are waiting for their Medi-Find medications to be delivered.

While we are usually able to overcome challenges through community teamwork and resourcefulness, the *real* reason that I work here is that we are so many people’s safe space. Patients will just sit and stay with us. **They feel at home here.**

2018 STAFF



Judith Long, Executive Director

Mary Patrick, Administrative Assistant

COMMUNITY RELATIONS

Cecily Timmons, Development & Communications
Sarah Friedell, Community Relations Assistant

COMMUNITY HEALTH

Cassie Ashworth, Assistant Director
Pat Sandahl, Medi-Find Coordinator
Emily Shock, Patient Health Advocate
Ruth Ramirez-Tafolla, HealthWays Coordinator
Phyllis Jackson, Eligibility Specialist
Gabrielle McDaniel, Medical Receptionist

Steven Crane, MD, Volunteer Medical Director

CLINICAL SERVICES

Jacquelyn Rose, RN, Clinical Services Director
Linda Drake, RN, Case Manager
Julie Sabin, RN, Bridges to Health
Kerri Sanders, BSN, RN, PHN, Phoenix Project
Jada Scruggs, CCMA, Polk County Case Manager
Pat Sells, RN, Diabetes Case Manager
Elizabeth Starling, RN-BC, Bridges to Health
Suzan Stewart, RN, HNBC, Case Manager

PHARMACY

Kenesha Smith, PharmD, Pharmacy Manager
Jim Feagin, RPh, Pharmacist
Jackie Brogie, Pharmacy Technician
Chris Messino, Pharmacy Technician
Reeda Ward, CPhT, Pharmacy Technician



VOLUNTEER PROVIDER SPOTLIGHT

JOHN CRAWFORD, MD

Dr. Crawford has served as a Volunteer Ophthalmologist in TFC’s Eye Clinic since 2008.

“I screen for diabetes and any other pathology in the eye. Cataracts, glaucoma, and corneal disease are more common in the population seen at The Free Clinics.

The patients are in need and they are appreciative of what The Free Clinics does for them—I’m glad I can be a small part of that. It is very satisfying to reassure them and get further help for those who need it.”

“I volunteer year after year because I love the patient interaction and giving back to the community in a meaningful way—it is very satisfying!”



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