

Upcoming Volunteer Events

Thursday 11 April 2019 | 3-4pm
Volunteer Information Session & Tour
Join staff for coffee and learn more about how you can help at TFC.

Friday 12 April 2019 | 9am-3pm
Garden Cleanup Day
Help us clear the beds for this year's crops. Donations of lumber, compost, and fertilizer also welcome! **10-20 volunteers needed**

Monday 22 April 2019 | 12-5pm
Garden Planting Day
Join us for Earth Day and plant foods to help feed our community. **5 volunteers needed**

RSVP to volunteer@thefreeclinics.org or call Sarah at 828.697.8422 to participate

This Month

13TH ANNUAL *Salon*
FRIDAY 26 APRIL 2019 | 6-9PM
701 ORIOLE DR. | HENDERSONVILLE
Join us for the party of the season! Small plates, wine, beer & cider, live music, sparkling conversation, and a silent auction, all in a unique setting.
\$75 Early Bird tickets;
\$85 after April 12 & at the door
Tickets available at **828.697.8422** or thefreeclinics.org/salon



Coming Soon

Polk Celebration!
Sunday 19 May 2019 | 1-4pm
Parker-Binns Vineyard | Mill Spring
Enjoy a family-friendly brunch with us at this beautiful winery in Polk County. Live music, local wine & cider, farm animals, & springtime mountain views set the scene.
Tickets \$35; Under 21 & DDs \$25
Tickets available at **828.697.8422** or thefreeclinics.org/celebration



Spring 2019
Community Impact Focus:
Community Health

Return Service Requested

Nonprofit Org
US Postage
PAID
Permit 36
Hendersonville, NC
28792

The Free Clinics
841 Case St.
Hendersonville, NC
28792



A Message from Our Executive Director:
Judith Long

The World Health Organization (WHO) has long recognized that “the context of people’s lives determines their health.” This includes income security, education, physical environment, culture, social support networks, personal behavior and coping skills, and the type of health services available to prevent and treat disease. In fact, only about 20% of health is determined by medical services. Even more critical for the patients we serve, **socio-economic factors impact fully 50% of a person’s health**.

TFC’s Patient Health Advocacy program began as a pilot in collaboration with a funder in summer 2015 and is the foundational component of TFC’s Community Health programming. This program serves about 10% of TFC’s patient population each year, focusing on barriers to health such as food insecurity, housing vulnerability, and/or transportation challenges. **The PHA program is a unique model because at TFC we embrace a patient-centered approach**, seeking to meet each patient *where they are* and assisting them in addressing their personal goals. When we analyze the time investment of our Patient Health Advocate, we find that she spends 36% of her time linking persons to services, 18% on patient readiness, 41% on health goals and coaching, and 5% on other areas. This person-centered time investment yields these results: **in 2016, 2017, and 2018, respectively 85%, 93%, and 90% of patients served have demonstrated improvement in appropriate health measures, and 87% overall self-report positive changes in their health due to our care.**


The level of patient engagement with their own goals and health has resulted in two new programs. Our Community Garden started in spring 2016 because some patients asked us to use the resource of our land to address the availability of healthy food. This patient-driven and supported/worked garden has expanded from the original three beds to half-an-acre, including 15 raised beds, an herb spiral, and composting beds in addition to blueberry and other fruit bushes. Our Bikes4Life program began in fall 2016 in response to patient request for “innovative” assistance with transportation challenges. This patient-driven and supported program collects donated, used bicycles and utilizes volunteers to rehabilitate them. The impact of these two programs is clear as you will see in the statistics on reverse.

828.697.8422

info@thefreeclinics.org

Why Community Health?


TFC's most vulnerable patients have needs that go beyond doctors. The truth is that up to 80% of health is determined by social and economic factors, such as income level, housing, reliable transportation, and access to healthy foods. TFC actively develops programming in response to both our patients—those who directly face these barriers to health—and our deepening understanding of health from cutting edge research and expertise. The outcome of this response and collaboration is programs like Bikes4Life and our Community Garden.



83% of TFC patients live in **significant poverty** meaning they survive on less than \$1,040 a month

31% of TFC patients receive or need housing assistance because they are

- homeless
- living in shelters
- "couch-surfing"
- eligible for limited Section 8 housing






1 in 4 TFC patients report food insecurity meaning over 500 people per year worry about their next meal




Our Patient Health Advocate **569** has linked patients with community resources addressing housing, food, and transportation in 3½ years

15%* of TFC patients have no reliable transport



85+ bikes distributed by TFC since Feb 2017

*Does not include patients who rely on the bus system, despite limited access & routes



15 TFC's half-acre garden contains raised beds, an herb spiral, composting bins, and fruit & berry bushes

Last year **1,000+** people went home with fresh produce from TFC

Almost **800 lbs** of fresh food have been distributed at TFC from our garden and community gleans

Talking with Emily Shock - Patient Health Advocate

How do patients get referred to the PHA program?

We ask patients questions about their food, housing, and transportation situations during the intake process. Individuals with needs immediately receive help and resources. Patients can also be referred by TFC staff (who often become aware of patient needs later on), and by community partners, local food pantries, and churches.

What are the most pressing needs of our patients?

A very common need we see is food insecurity: the lack of healthy food or the inability to obtain it. For some, there is simply not enough money to fund all of their family's needs, while others lack transportation to get to area resources for assistance. The most challenging issue that many face is, unfortunately, a lack of affordable housing. There is no quick fix for this, and while we can support our patients as they navigate the programs that assist with housing, this is not a problem that we can solve alone.

What should others know about the people who receive PHA help?

The people who come to us have big needs. We help our patients find the right solutions to their concerns, questions, and barriers. After that, they are often able to take charge for themselves! **The PHA program provides support, structure, and advocacy, but our patients supply the drive to change their own lives.**



Emily manages Bikes4Life & TFC's community garden in addition to all areas of the Patient Health Advocacy program.