



Clinic with a
HEART®

The Pulse Newsletter

February 2012



Who are we?

In this issue you'll hear about how we did in 2011. The numbers for our year in review tell a great story about our commitment to service.

The numbers are an outcome of work -- how we did. Before we dive in though I want to think about why we do what we do. Who is Clinic with a Heart?

- ♥ The first words of our mission statement are "faith-inspired." This is the foundation we are built on. We care for the health and the holy of the people we serve - all people.
- ♥ We recognize the transformational power of volunteerism. Our efforts make the community a better place but it also makes us better individuals. We call it a two-way ministry. Our volunteers don't just serve, they seek.
- ♥ We serve because there are people in the community who need us. In fact, 20% of the population of our county does not have insurance.
- ♥ We value hospitality, dignity and grace. Our approach to patients is one of acceptance. They come because it is easy. No identification required. No pay stub required. All that is required is a need.
- ♥ We provide short-term care. We are not a medical home. We are a gateway to other services in the community. We refer to many other agencies. We respect the role of other agencies in the health safety net. Collaboration is part of our personality.
- ♥ We have a strong leadership team including a Board of Directors who govern us and the team leaders who organize and run each clinic night.
- ♥ We have dedicated sponsors and donors who support us in the work we do.

These bullets only begin to capture the "heart" in Clinic with a Heart but this is a special place -- made so by those who support us. Thank you. -- Teresa Harms, Executive Director

Year in Review -- 2011

It was an exciting year. Two new teams joined us, Saint Elizabeth Regional Medical Center and the University of Nebraska Medical Center College of Nursing. We also moved to our first permanent location. Here are some of our service highlights for 2011:



- ♥ **664** volunteers donated **10,616** hours of service.
- ♥ **2,756** patients visited a clinic **3,122** times during the year.
- ♥ **10** mission team sponsors held **100** clinics.
- ♥ **89%** of our patients did not have insurance.
- ♥ **60%** of our patients were unemployed.
- ♥ **80%** of our patients spoke English as their primary language. **11%** Spanish. Overall, our patients spoke more than **20** other languages.
- ♥ **68%** of our patients had household incomes of less than **\$16,000**.
- ♥ **83%** of the patients we saw were between the ages of **19-64** years old.
- ♥ **39%** of our patients would have gone to the Emergency Room if it weren't for Clinic with a Heart.
- ♥ **Return on Investment:** The return on investment on donated dollars is 612%. Our expenses for the year (does not include in-kind) were \$280,281 and the value of the services we provided and the savings in emergency room visits was \$1,717,160.

"I'm sure your organization is worth every penny of what little I sent and ten times more by the results you seem to have achieved. Congratulations to your organization. Your city and the people in it are lucky to have you." -- quote from a donor

Points of Light Award

Dr. Roger Fisher is our volunteer Dental Director and Vice President of our Board.

On February 15, 2011, Dr. Fisher was honored with the Governor's "Points of Light Award." This award recognizes Dr. Fisher for; building partnerships and collaborations, ongoing volunteerism and impact on the community. Well done!



Mark Your Calendar



1. **Rx for Hope** is our "big" event for the year. It is a time to celebrate with silent auction, live auction and a program. This year's event is April 13th at the

Country Club of Lincoln. Our honorary chair is Dr. Jeff Grubbe, who has been a long time volunteer as a medical provider. If you are interested in purchasing tickets and/or donating an item to the auction, please let us know. You will receive your invitation soon!

2. Our 2012 **golf tournament** is scheduled for Monday, August 27th at Firethorn. Watch for more details.

The Safety Net in Lancaster County

The Community Health Endowment recently provided major funding for a study by a national consulting firm, Health Management Associates (HMA), to study the health safety net in the community. Among other things, the study looked at how care is currently provided to the uninsured and made recommendations about changes that might expand medical home capacity in the community. Two of the recommendations were specific to Clinic with a Heart.

1. People's Health Center (the Federally Qualified Health Center in Lincoln) should remodel the space now occupied by the Clinic with a Heart to comply with applicable codes to operate as a clinic. They should then staff the clinic during the day as a satellite site.
2. Clinic with a Heart (CWAH) should continue to provide urgent care services in conjunction with People's Health Center. The volunteer effort at CWAH needs to be preserved. Over time we recommend that CWAH consider the advantages to the agency and the community in becoming the Urgent Care component of People's Health Center. This would make them a part of the FQHC and require a single set of financial and medical policies. This would both increase revenue into the system, by allowing Medicaid patients access to after-hours care, and reduce ER costs and burden.

You can read the full report at www.chelincoln.org.

After the study was released we've had lots of questions from volunteers, sponsors and donors and have developed a set of questions and answers below. If you have additional questions, please feel free to give me a call. -- *Teresa Harms, Executive Director*

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Q&A
The Community Health Endowment Study by HMA
And Clinic with a Heart

Q:	How involved was Clinic with a Heart in developing the recommendations presented by the HMA study?
A:	The Medical Director and Executive Director both participated in a one hour meeting with the consultants. Our Dental Director and Executive Director were also involved in a meeting with the consultants around the topic of dental care. There were several other CWAH volunteers involved in interviews. We have not had any involvement in reviewing the results or developing the recommendations.
Q:	The study recommends that Clinic with a Heart co-locates with People's Health Center and eventually become a part of the People's Health Center and -- when will that happen?
A:	<p>These are only recommendations from HMA. We have not been involved in any planning related to these recommendations.</p> <p>We do partner with People's Health Center now on several projects and value their work in the community. In discussing the report recommendations our Board has offered a commitment to:</p> <ul style="list-style-type: none"> • Maintaining our strong culture of faith which provides care with hospitality, dignity and grace. • Serving the uninsured and underinsured. • Honoring the volunteerism that makes service possible. • Collaborating with other safety net providers in the community. • Participating in community efforts and planning for the future of the health safety net. <p>Clinic with a Heart is an independent nonprofit accountable to the people we serve, our volunteers and our donors, and governed by a volunteer Board of Directors.</p>
Q:	It sounds like there is a large amount of money from a federal grant for implementing some of the recommendations. Is Clinic with a Heart getting some of these funds?
A:	<p>We have not seen the grant and declined writing a letter of support since we were not familiar with its content. We have been told that Clinic with a Heart is not a part of the grant. The grant proposal has only been submitted and may not be funded.</p> <p>We continue to need to raise funds to support our mission. There have not been any changes to our funding or our operations.</p>

Q: It sounds like there won't be a need for free clinics once health reform is fully implemented. Is that true?

A: 23 million Americans will still lack insurance in 2019, after key provisions of the law have been in effect for as long as five or six years, according to a Congressional Budget Office (CBO) estimate. (NAFC.org)

Exemptions will also be granted for religious objections, American Indians, those without coverage for less than three months, undocumented immigrants, incarcerated individuals, those for whom the lowest cost plan option exceeds 8% of an individual's income, and those with incomes below the tax filing threshold (in 2009 the threshold for taxpayers under age 65 was \$9,350 for singles and \$18,700 for couples). *Most current Clinic with a Heart patients fall under these income thresholds. (NAFC.org & Kff.org)*

There will still be a need -- but the nature of the need may change in our community. One key role free clinics play in the community is to fill gaps and help the underserved. We are committed to listening and responding to the needs of our community.