Our operating budget this year is $1,314,000

Please donate to assure the community has a much needed health-safety net

Clinic’s first and only director wins VHCF Heroes in Health Care award

R. Jean Nelson, the only Executive Director the Northern Neck – Middlesex Free Health Clinic (NNMFHC) has had in its 23-year history, received the 2016 Unsung Heroes in Health Care award at a May 26 celebration in Richmond.

She won in the employee category of the annual awards given by the Virginia Health Care Foundation (VHCF). She was presented the award by Virginia Secretary of Health and Human Resources William A. Hazel Jr., MD, following a VHCF-produced video featuring highlights of the Clinic’s growth, which under Nelson’s guidance expanded from a one-night-a-week clinic in borrowed space to a Medical Clinic, Dental Clinic, and Pharmacy in a 10,500-square-foot facility open five days and two evenings a week.

The NNMFHC also has two outreach locations at each end of its five-county service area, in-house counseling, weekly diabetic clinics and well-woman clinics, and monthly musculoskeletal clinics.

Among those attending the event, held at the Dominion Arts Center, were Past Board President Matt Vogel, MD, who nominated Nelson for the award; current President John O’Shaughnessy; Board member Scott Graham and his wife Brenda; Grants Coordinator John Wilson, and sister Joan Nelson.

“The VHCF has been a major supporter of the Clinic for our entire history, and if there is any one award I’d want to receive it would be this one,” Nelson said. “The foundation and its director, Debbie Oswalt, are passionate about reaching the underserved, and their expertise shines through everything they do. I am so humbled and honored. However, this award doesn’t belong to me. It belongs to the board, staff, dedicated volunteers, and wonderful patients who make the Clinic an integral part of our community.”

Attending the celebration are (from left) Past Board President Matt Vogel, MD; Board member Scott Graham; Executive Director Jean Nelson; Board President John O’Shaughnessy, and Grants Coordinator John Wilson.
President’s Report

John O'Shaughnessy

Considering the volume and the value of information that comes out of the strategic planning process, it’s a wonder we don’t do it all the time.

In fact, we will.

Owing to the uncertainties of the Affordable Care Act, marketplace insurance, and lack of Medicaid expansion in Virginia, the Clinic was overdue to revamp its short- and long-range plans. The Board of Directors spent many hours in a number of meetings considering where the Clinic is now and how it fits in to the overall health-care environment.

Now that we’ve concluded the process, it’s clear that we really haven’t. The health-care field changes constantly, the Clinic continues finding new reasons patients need us, and gaps that weren’t an issue before surface regularly. Our plan is a working, living document that will evolve with the changes.

It’s also clear that the Clinic is a pivotal piece in assuring there is access to health care for all.

Executive Director’s Report

Jean Nelson

Adequate funding and adequate staff are two of three major foundation blocks for Clinic operations. The third is our exceptional volunteers. Cultivating these three assets represent the heart of our new strategic plan. The basic plan has just received Board approval, with the understanding that it will keep evolving as it is put into practice through a detailed, step-by-step implementation guide.

One of the guide’s first steps is to introduce all our valued volunteers to the roles the Clinic is and will be having in assuring access to care in the community. The plan’s goals are contingent on having both the funds and the manpower to carry them out. Our volunteers work in all Clinic departments—medical, dental, pharmaceutical, reception, eligibility, administration—and it is essential we share a common vision to be here for those in need, to reach out, and to responsibly grow and expand our services.

The input of all our volunteers is critical to our success. Soon we will be celebrating the contributions of our volunteers at the same time we’re seeking guidance and advice. We will also be seeking more souls to fill our ranks.

If you’ve been thinking of finding fulfilling work in a worthwhile and needed community organization that makes real differences in people’s lives, please keep the Clinic in mind.

We need you.

Neighbors Helping Neighbors

The Clinic has immediate need for volunteers:

- In the Front Office
- In the Dental Office
- In the Pharmacy
- As Eligibility Screeners
- For the Evening Clinics
- As Meal Donors

To join our volunteer team, please call 435-0575

Volunteers have contributed 325,957 hours since the Clinic’s founding.
In the Pharmacy

Half a million prescriptions!

In June, the Clinic Pharmacy reached a milestone when it filled its 500,000th prescription. Many of the Clinic’s patients have multiple chronic conditions and the medicines they take are essential for their health. Congratulations are due to Pharmacist in Charge Britney Dedmond, Pharmacy Coordinator Angie Rich, application processors Ginger Houck and Kathy Wachter, and dozens of dedicated volunteers.

The Clinic Pharmacy taps in to numerous patient assistance programs offered by pharmaceutical companies to obtain medicines for its patients. Each company has a different process. Some medicines are free, some are low-cost, some come in bulk, and some require purchases followed by reimbursements. The companies that supply the medicines also make annual audits to assure that medicines are going to qualified patients—those who meet the eligibility standards—and are distributed at the appropriate times in correct strengths. Recently the Clinic went through three of these audits, where 50 to 100 charts are pulled randomly and, for each chart, eligibility documentation and medication prescriptions and refills are verified. The Pharmacy got three stellar audit reports—a testament to the Clinic’s eligibility and Pharmacy processes.

One Day in the Dental Clinic

On a typical day, 21 individuals were served and these procedures were conducted:

- 5 Comprehensive exams
- 4 Focused oral exams
- 5 Panoramic films
- 7 Intra-oral X-rays
- 15 Extractions
- 8 Films
- 3 Prophylaxis treatments
- 2 Fluoride varnishes
- 1 Initial impression
- 13 Resin fillings
- 7 Amalgam fillings
- 4 Composite fillings
- 1 Dry socket treatment
- 1 Alveoloplasty
- 3 Scaling and root planings
- 1 Surgical tooth extraction
- 1 Vitality test
- 1 Nutritional education

The services these patients received have a total value of $12,442

In the Medical Clinic

Three schools have begun using the NNMFHC Medical Clinic as a site for nursing and medical assistant students to work and learn.

Nursing students from Rappahannock Community College and medical assistant students from both ECPI and MCI are at the Clinic this year for their externships. Nursing students need 70 hours of clinical work and medical assistants 170 hours to complete their externship requirements.

The Clinic also has served as a site for externships for Georgetown University students.

The NNMFHC Medical Clinic also has developed a new partnership with Virginia Cardiovascular Specialists of Tappahannock, in addition to the existing relationship with the VCU Health System.

Additionally, a physical therapist has begun volunteering on site at the Clinic one Friday a month. This supports the existing arrangement with Abilities Abound, which brings its team of physical, massage, and exercise therapists each third Tuesday of the month as a part of the Musculoskeletal Clinics held at the Clinic’s first home on DMV Drive.
**CLINIC STATISTICS**

Value of health care provided in 2015:

$7,068,793

Value of health-care services provided, 1993 - 2015:

$82,078,407

Volunteers

Every $1
Donated

$6.00 Worth of Health Care

**Northern Neck - Middlesex Free Health Clinic**

Serving Lancaster, Middlesex, Northumberland, Richmond and Westmoreland counties

We are accepting:

New Patients ♦ New Volunteers ♦ New Donors

We are honored:

♦ To serve the community and provide a health-care home for those in need.
♦ To be a place where volunteers, patients, and staff interact, regardless of income, race, or social status, and lift each other up.
♦ By the support of so many donors who want to make this a healthier, happier community. Your donations are how we operate. Please give as generously as you can, by mail at P.O. Box 1694, Kilmarnock VA 22482 or on line at nnmfhc.org
### By the numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>2015:</th>
<th>1993—2015:</th>
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<tbody>
<tr>
<td>Health-care visits:</td>
<td>9,065</td>
<td>143,624</td>
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<tr>
<td>Pharmacy prescriptions:</td>
<td>29,132</td>
<td>485,752</td>
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<td>Medical referral visits:</td>
<td>7,840</td>
<td>118,880</td>
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<tr>
<td>Volunteer hours:</td>
<td>17,017</td>
<td>325,957</td>
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</tbody>
</table>

1,573: unduplicated patients served last year

13,500: unduplicated patients served since 1993

#### 2015 Income

- 8% Patient donations
- 17% County governments
- 11% Businesses
- 17% Individuals
- 28% Grants
- 4% Churches
- 10% State
- 3% Community Organizations
- 2% Other

#### 2015 Expenses

- 2% Fund Raising
- 7% Administration
- 23% Pharmacy
- 47% Medical
- 21% Dental
In Memoriam: Arthur H. Bryant II

With the passing of Arthur Herbert “Bunny” Bryant II of White Stone on April 2, 2016, the Clinic lost a deeply valued friend and benefactor.

Many people like to do good works behind the scenes, and Bunny was one of them. As it came out at his funeral, he was one of the greatest area philanthropists that people did not know about. His gifts to the Clinic, as well as to other non-profits, were always made anonymously, and countless thousands of people were the beneficiaries.

He also was a friend who told it like he saw it, who served as a sounding board for possible initiatives, and who loved the area and its people. Good humor was as much a part of him as philanthropy, and his guidance and advice are sorely missed. Thankfully, his wife Bonnie is still involved with the Clinic as a member of the Board of Directors, and as a source of support for Clinic events.

A successful businessman in Alexandria and then Winchester, he was an avid golfer, tennis player and fisherman, enjoyed boating and competitive bill fishing, and was honored by both the University of Virginia and the College of William and Mary for his contributions.

We honor him as well, and miss him dearly.

“Just a simple thank you seems inadequate. I’m in the beauty business and my appearance is not just important for my career but for my self esteem. Thank you for offering programs for low income families. If not for your help my problems would still exist. Your staff & students are awesome and I recommend you & your services to anyone that I can!! God Bless.”

- Patient S.A.

The Clinic hosted dentists, dental students and dental office staff on Friday and Saturday, June 24-25, for a continuing education course on providing dental care for children with special needs and for very young children up to age 3.

Participants came from Richmond, Norfolk, Williamsburg and the local area for the course, sponsored by the Virginia Department of Health (VDH), the Virginia Dental Association (VDA), and the VDA Foundation.

The first day was a seminar with Dr. Matthew Cooke, a pediatric dentist and the Director of Healthy Athletes for the Special Olympics of Virginia. He also is a physician and dental anesthesiologist. The second day was given over to a hands-on session in the NNMFHC Dental Clinic, with participants building on the instruction and providing treatments.

Course participants joined for a seminar and hands-on clinic over the two days

Clinic hosts continuing ed course on pediatric dentistry

In Memoriam: Arthur H. Bryant II
Clearing out old patient charts was one of the W&M projects. All of these charts – more than seven years old now – were logged in and brought down from upstairs storage to be shredded, and to make room for more. The Clinic has seen more than 13,500 unduplicated individuals over the years, and periodically must destroy the oldest charts that have gone unused to keep up with the new ones.

11 from W&M ‘branch out’ to Clinic for spring break

The Clinic hosted 11 students from the College of William and Mary who spent their spring break with us March 6-12. This is the fourth year in a row that W&M students have signed up for spring break “Branch Out” program at the NNMFHC. Branch Out is a national program focusing on community service projects, and the NNMFHC staff looks forward to the energy and expertise students bring with them. The Branch Out goal is for students to explore rural health care, including its challenges and needs, while the Clinic helps provide education and provides the rural health experience with the hope that some will return to the field upon graduation.

Some of this group will return before graduation. Two want to volunteer this summer, and one intends to do her thesis on the Clinic and governmental health policies. Four others expect to be Clinic volunteers after graduating.

This year the Branch Out group logged outdated charts, conducted a chart audit of patient conditions, worked in the pharmacy, helped with eligibility screenings, assisted in the Dental Clinic, took vitals, shadowed medical providers, made reminder calls, and got to know the Clinic, the area, volunteers, staff, and patients served.

“I cannot emphasize enough how much working with the incredibly dedicated staff and volunteers at NNMFHC has changed my perspective on community,” said Ellen Yates, one of the group leaders. “They were able to teach me in one week what I had yet to learn from years of intermittent service work. I will never forget the degree of humility, respect, and compassion that every person there holds for their patients and community at large.”

Another member of the group, Elena Parcell, added that “getting to spend time at Northern Neck was an unbelievable privilege, and has been one of the most inspiring and life-altering experiences I have ever had. It was absolutely humbling to be among all the employees and volunteers who have poured their hearts and souls into the clinic to serve the community and provide dignified health care.”

Northern Neck—Middlesex
FREE HEALTH CLINIC

Our new fund-raising year has begun

The Clinic’s overall budget for July 1, 2016 to June 30, 2017—our 24th year—totals $1,314,000

Please help us reach our goal

Health care is an issue in transition, but through it all the need for clinics, now and in the future, is indisputable.

Every $1 raised results in $6 worth of care.
The Northern Neck—Middlesex Free Health Clinic’s Mission:

We embrace health and wellness as the foundation for quality of life, and we dedicate ourselves to providing the highest level of health care to all those who ordinarily lack access to it within our community.

Two Locations in Kilmarnock

Main Facility at 51 William B. Graham Court:
Medical, dental, mental health, and pharmacy services
5 days and 2 evenings per week
Phyllis Smith Building at 115 DMV Drive:
Patient education, and group patient care

In Montross

Andrew Chapel United Methodist Church:
Outreach Medical Clinic every other Thursday,
8:30 am to 1 pm

In Hartfield

Lower United Methodist Church:
Outreach Office every Tuesday, 12:30 pm to 4:30 pm

Since 1993

51 William B. Graham Court
P.O. Box 1694
Kilmarnock, VA  22482