



Community service times 12



Once again, William & Mary students came through with exceptional community service during their annual “Branch Out” week at the Clinic. The 12 students helped enter data, purge old charts, greet patients, and perform numerous day-to-day duties that immeasurably benefit the Clinic. At the same time, they were able to observe operations, assist with eligibility screenings, shadow providers, and learn the ins and outs of rural health care. “We love their energy and enthusiasm,” said Jean Nelson, CEO, who was presented with a bouquet of flowers. “They make things happen.”

Hygienist joins staff; dental services now provided 5 days a week

Antonia Kimble, a registered dental hygienist, began working full-time at the Clinic on September 1, 2023. Funding for the position is provided in large part by a grant from the Virginia Health Care Foundation.

“We know how fortunate we are to find a dental hygienist who wants to work full-time and is motivated to join us in the mission of providing the highest level of healthcare to all those who lack access to it in our community,” said Jean Nelson, Clinic CEO. Having a dental hygienist on staff has been a goal since 2018 and was included in the Clinic’s Strategic Plan.

Through a remote supervision agreement for safety net clinics such as the NNMFHC, nursing homes, and other settings beyond private practices, she can see both new and established patients for services and treatments specified by the Virginia Board of Dentistry without the presence of a staff dentist; new patients receiving the care also are scheduled to see the dentist for a comprehensive examination and final treatment plan.

At the NNMFHC, the remote supervision agreement allows two additional full days of patient appointments on Mondays and Tuesdays. Dental Clinic services also are provided Wednesday through Friday by VCU School of Dentistry senior dental and dental hygiene students during the academic year. Students are supervised by the Clinic’s staff dentist.

The Clinic also employs two dental assistants and a dental coordinator.



Antonia Kimble

Ms. Kimble is a graduate of City University of New York Hostos Community College. She has 12 years of dental hygiene practice experience and lives with her family in Williamsburg.

The Dental Clinic is open to the uninsured, under-insured, Medicaid recipients, and those on Medicare whose incomes are at or below 300% of the federal poverty level. During 2023, the Dental Clinic served 1,407 individuals.

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In the Pharmacy

Last year, after 15 years as the Clinic's Pharmacist-in-Charge, Britney Dedmond (left) moved on to a new job with the Department of Health. Britney is sorely missed but she and her husband Cris, a former staff dentist, remain staunch supporters. Pharmacist Beverly Thomas (right), who has long been associated with the Clinic, is now the Pharmacist-in-Charge.



In the Dental Clinic

Transformations!

137 individuals got their smiles back through the Dental Clinic's denture program last year. Each of them had appointments to prepare for the dentures, then 5 to 7 more visits for impressions, fittings, and adjustments.



Before and after

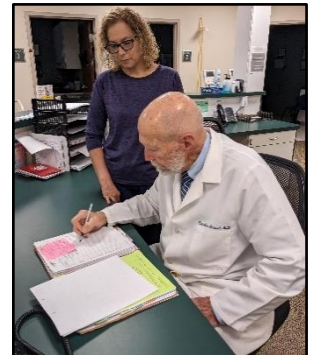


Dental rotations

The most recent rotation of dental students, who are in their final year at the VCU School of Dentistry, are shown with dental assistants Alan Hays (front) and Raven Davis (left). Every two weeks a new group of dental and hygiene students keep the dental work stations filled, meeting patient dental needs under the supervision of the staff dentist.

In the Medical Clinic

With additional providers, patients are able to be seen promptly, and with evening hours on Tuesdays and Thursdays those who work during the day have more options for visits. Staff providers are Nurse Practitioner Tamara Hall, Medical Director Dr. Charles Maresh, and Dr. Paul Sutherland. Volunteer Dr. Ralph Roberston has weekly hours, and Drs. Douglas Ludeman, Vicki Kinsel, and Matt Vogel hold specialty clinics periodically.



Above: The Medical Clinic staff includes (from left) Paul Sutherland, MD, Linda Davis, RN, Nora Skiba, RN, and Medical Director Charles Maresh, MD



At right, Tamara Hall, NP, sees patients each week on Monday, Tuesday, Thursday and Friday.

A message from the Board Chair

Dr. Vicki Kinsel



We are proud of what we've accomplished in this post-Covid climate, and hopeful of good things to come. We're also humbled, knowing that none of what is covered in this mailing would be possible without the support of the community. Thank you for being behind us for the past 30-plus years, helping to make this an ever-healthier place to live, work and play.

Please carry on this life-saving tradition of giving back to our neighbors in need. The Clinic's annual budget this fiscal year, which ends June 30, totals \$1,986,346. Taking into account money pledged but not yet received, and several pending grants, a shortfall of about \$185,000 is anticipated.

This is where donations from individuals, churches, and businesses come in. We rely on you to meet our budget and provide health-care access to thousands of people each year.

The Clinic operates with a skeletal staff that is only now beginning to fill out, and that will require an annual budget of \$2.2 million in the future. Your generous support is crucial to the Clinic and the community.

For those of you who share your time and treasures with us, who stock our Little Pantry with healthy food for our clients, who volunteer, who provide in-kind services, and who bring in nutritious meals for our evening clinic volunteers and VCU dental students, we are most grateful. It really does take a village to make it all happen!

A message from our CEO

Jean Nelson



Spring this year has been a time to reflect on what we've accomplished in the past year and to look forward to all the possibilities to come. There are a lot of both. We're deepening our roots and budding out with new growth.

Looking back:

- A full-time dental hygienist was added to the staff last fall, and as a result the Dental Clinic is now providing services five days a week.
- A full-time case manager RN and an eligibility worker were added to the Medical Clinic and front office staff, helping us keep pace with the consistently growing demand.
- We reached a milestone on October 7, 2023: the 30th anniversary of the Clinic's opening night back in 1993. That was the beginning of \$140 million worth of health care services provided to more than 18,000 individuals.
- Special events returned after Covid, with the three benefit piano concerts by longtime Clinic supporters, David & Philip Graham. The concerts, held at the time of the 30th anniversary, raised nearly \$30,000 for the Clinic.
- More people were served in the Medical Clinic (879), Dental Clinic (1,407) and overall (2,061) in 2023 compared to previous years, and new patients continue being enrolled daily.

Looking ahead:

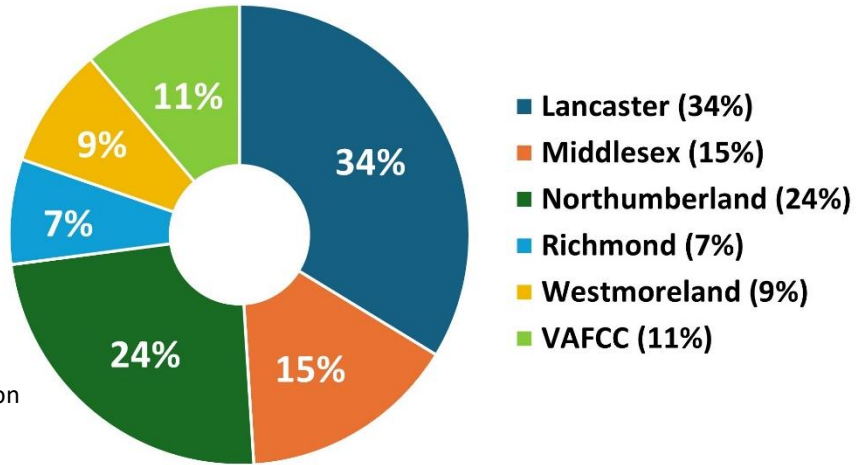
- Electronic health records will be fully implemented this year, making it possible to more quickly track and report on health outcomes.
- An exciting new behavioral health program is in the early stages of development. We've hired our first Peer Recovery Specialist, and have added tele-mental health.
- New partnerships are in the works, including one with Georgetown University to complement those with Virginia Commonwealth University and William & Mary.
- With the steady stream of new patients, we are courting additional providers to accommodate the growth and assure health care is accessible to everyone.

We will continue to do our best to meet the healthcare needs of those in our community who are uninsured, under-insured, on Medicaid or simply unable to access the healthcare they need. Our doors are open. Please pay us a visit.

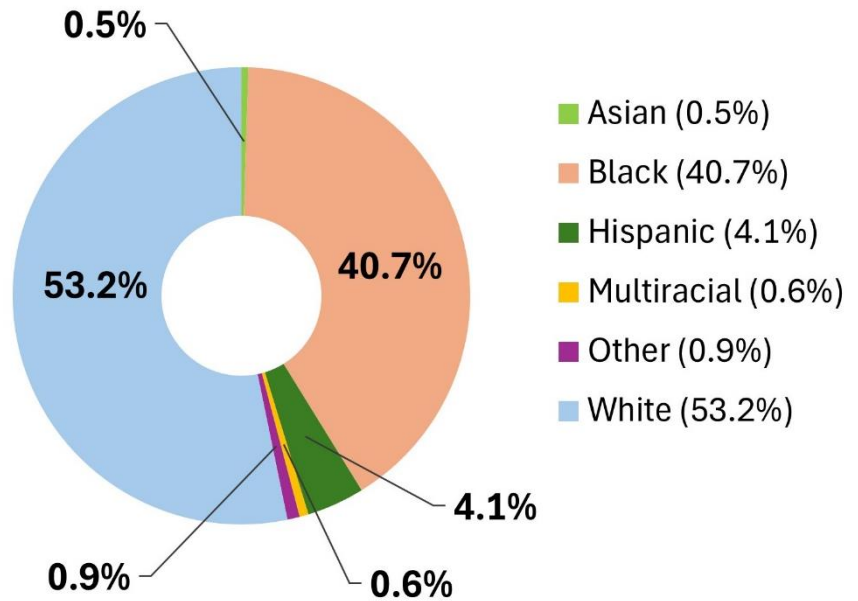
2,061 individuals used Clinic services during 2023

Patient population by place of residence

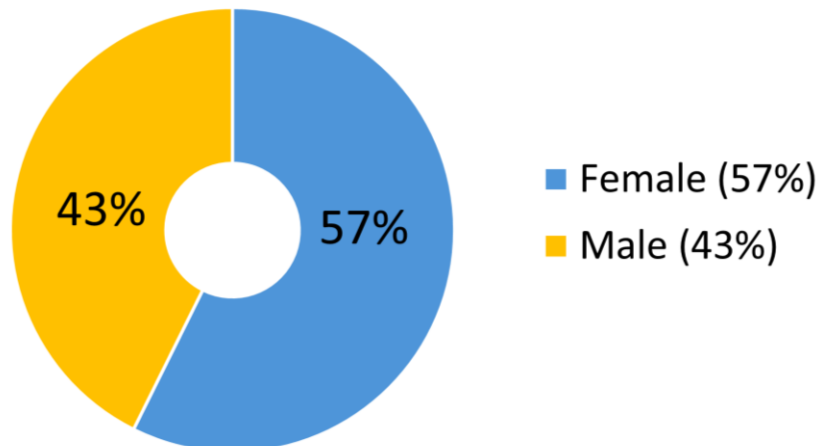
(VAFCC: denotes patients served in neighboring counties at the request of member clinics of the Virginia Association of Free and Charitable Clinics)



Patient population by race/ethnicity



Patient population by gender



By the numbers in 2023

Overall, **2,061** unduplicated individuals visited the Clinic for medical, dental, or pharmacy care last year, often all three.

That's **178** more than the previous year.

Medical Clinic

- 879 patients seen
- 3,687 visits held
- 142 sports physicals given
- Referrals, CTs, labs, x-rays, and mammograms also provided

Dental Clinic

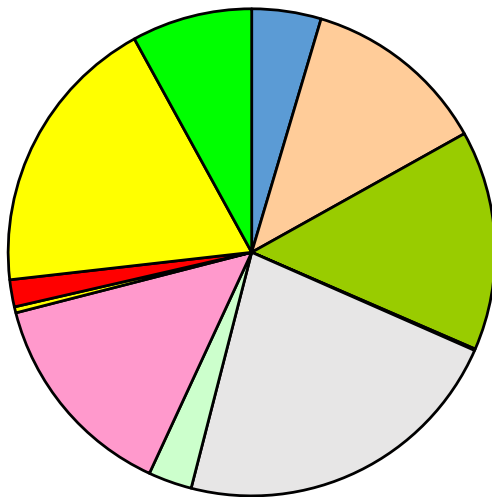
- 1,407 patients seen; 431 new
- 3,725 visits held
- 9,076 procedures performed
- 238 denture appliances supplied for 137 individuals
- \$1.29 million worth of services provided

Pharmacy

- 11,593 prescriptions filled for 399 patients
- \$2.897,690 million worth of services provided

Funding sources

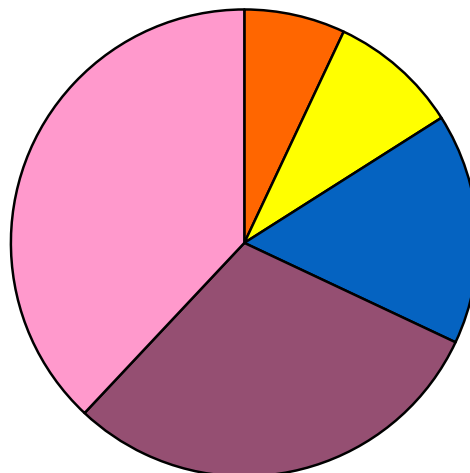
2023 calendar year



- 4.6% Patient donations
- 12.3% County governments
- 14.6% Individuals
- 0.1% Businesses
- 22.4% Grants
- 2.9% Churches
- 14.1% State
- 0.4% Community organizations
- 1.8% Special events
- 18.8% Medicaid
- 8% Other

Expenditures

2023 calendar year



- 7% Fund Raising
- 9% Administration
- 16% Pharmacy
- 30% Medical
- 38% Dental

Virginia Health Care Foundation supports dental hygienist position

The NNMFHC welcomed the Virginia Health Care Foundation (VHCF) for a site visit to the NNMFHC Dental Clinic on April 9. A VHCF grant provides generous support for the dental hygienist's salary at the Clinic. From left are Antonia Kimble, Registered Dental Hygienist; Anne Barton, Policy Consultant; Sarah McClellan, Dental Coordinator; Alan Hays, Dental Assistant; Andrea Lancaster, VHCF Chief Program and Input Officer, and Dr. William Broas, Staff Dentist.



On the road toward better health

For many, the denture program provides a new lease on life. Janet's situation is a case in point. When she first came to the Clinic, she had recently lost her husband, just received a cancer diagnosis, was in desperate need of dental care, and needed to be cleared to start treatment. She also lacked funds for the \$30 co-pay for her first visit, which the Clinic covered with a gift certificate. Thereafter she kept her eight dental appointments, secured the \$330 needed from her chaplain to cover the basic lab fees, paid \$220 toward her visits, received her dentures (and \$7,243 worth of dental services over a 20-month period) and, after five rounds of chemo and radiation, also received a cancer-free diagnosis.

Dental surveys are overwhelmingly positive; medical and pharmacy surveys are next

During February of 2023, patients visiting the NNMFHC Dental Clinic were asked to complete a short survey about their visits. Surveys were completed by 257 patients, and comments were collected.

On all eight measures, 91% or more of patients agreed or strongly agreed their experiences were positive, and 94% said they would recommend the Dental Clinic to others. Patients were seen for exams, cleanings, fillings, extractions, dentures, and emergency care, and were seen by dental or hygiene students (89), the staff dental hygienist (104), or the staff dentist (47). Seventeen patients did not indicate their provider.

"Courteous and kind. Great experience" is typical of the 90 comments received, all positive. "Today was a blessing. Wonderful professional service."

Additional surveys are planned for the Medical Clinic and Pharmacy in the coming months.

Thank You to the following individuals, churches, restaurants, and organizations for providing meals for our dental students and volunteers. The meals are always a welcome respite and help build comradery week in and week out.

- Afton United Methodist Church
- Women of Faith - Bethel United Methodist Church
- Cople Parish Episcopal Church
- Corrottoman Baptist Church
- Gayle and Don Nelson, Golden Eagle Grill
- Holy Tabernacle of God
- IBITS (Irvington Baptist In Touch Sisters Mission Group)
- Irvington United Methodist Church
- Kilmarnock Baptist Church
- Kilmarnock United Methodist Church
- Woman's Club of Lancaster
- Living Water Lutheran Church
- Macedonia Baptist Church
- Jo and Dick Manson
- Morattico Baptist Church
- PEO
- River Market
- The Bookies (Formerly Significant Seven Book Club)
- St. Francis DeSales Catholic Church
- St. Mary's Whitechapel Episcopal Church
- Sandpiper Restaurant
- Trinity Episcopal Church
- Tri Star Supermarket
- White Stone Baptist Church
- White Stone Methodist Church
- Wicomico Parish
- Woman's Club of White Stone
- Larry and Jill Worth



The Missionary Ministry of Macedonia Baptist Church in Heathsville provided a recent meal for evening volunteers. From left are Evora Jackson, Mary Parker, and Marlene Cosby Jackson.

"I have become close to all of our wonderful supporters. After a bad accident in 2022, many of you sent prayers and cards to support my recovery, and for this I can not express how blessed I am. We are a wonderful community of caring individuals that I have the pleasure to be associated with. Thank you for all your help."

- **Mary Fox** , Dinner Program Coordinator



The Clinic is expanding! The budget for fiscal year 2023-24 totals nearly \$2 million. For the next fiscal year, beginning this July 1, it will exceed \$2 million to accommodate the additional hours and personnel needed to keep pace with the demand for services.

Thank you for keeping us in mind when you consider charitable donations. Every gift helps elevate the health of our community, providing access to health care for all, allowing individuals to manage chronic conditions, receive treatments, remain healthy, and stay in the workforce. They join us in thanking you for your generous spirit.

Northern Neck – Middlesex
FREE HEALTH CLINIC



Bridging the
health-care gap
since 1993

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, and pharmacy services
5 days and 2 evenings per week

Phyllis Smith Building at 115 DMV Drive:

Patient education, and group patient care

In Syringa

Freeshade Community Center:

Outreach Office every Thursday, 12:30 pm to 4:30 pm



Northern Neck - Middlesex
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Since 1993

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