

2009 Annual Report

Lake Norman Free Clinic

January 2010

STAFF

April Cook: Executive Director

Kristen Frankel: Assistant Director/
Office Manager

Ileana Rivera: Receptionist/ Referral
specialist

Marilyn Smith: Nurse Practitioner



BOARD MEMBERS

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Treasurer

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MESSAGE FROM THE CHAIRMAN

Eight years ago, many individuals came together to fill a medical gap in this community. Members of four churches, medical professionals, and civic organizations volunteered their time and expertise to take care of the uninsured in the community. At 2000 patient visits per year, we have provided medical care for over 16,000 patient visits in the past eight years. Thirty-four hundred patients call us their medical home!

From our humble beginnings in the basement of First Baptist Church in Huntersville to our 2007 move to our new facility, we have grown from an all volunteer staff to one full time staff member and four part time staff members. This growth is a result of a grant we received from the NC Office of Rural Health which is funding these positions for three years. With this grant, we are increasing our hours and days of operation from one day a week to five days a week. We will increase annual patient visits from 2000 to over 5000 in 2010!

This grant, however, is only paying for staff. We still need support from our individual private donors, churches and civic organizations to pay for medical supplies and building overhead. The Healthcare Reform act will take three years to be fully enacted; and even with that, there will still be an estimated 15-20 million people uninsured. Until everyone has some type of medical coverage and a medical home, our job is not done.

This next year will be very exciting as we embark on providing a full week of services to our patients. We have been truly humbled and grateful for the support this community has given us since our inception. With our overhead and patient volume increasing, we need our donor and volunteer support more than ever. We now have a website where we will be posting up to date news and a link where individuals can donate online. With your continued support, we will change and enhance lives with medical care in our community. Thank you for helping us meet our mission of providing healthcare for the uninsured which in turn helps to create hope for a healthier, happier life!

Regards,
April Cook, Chairman

2009: A YEAR IN REVIEW

MISSION:

TO PROVIDE HIGH QUALITY MEDICAL CARE TO UNINSURED AND UNDERINSURED FAMILIES AND INDIVIDUALS IN A MANNER THAT IS PROFESSIONAL, TIMELY AND RESPECTFUL. WE STRIVE TO EMPOWER EACH OF OUR VOLUNTEERS TO MAKE A POSITIVE AND HEALTHFUL IMPACT ON THE LIVES OF THOSE WE TREAT; THEREBY HELPING TO CREATE HOPE FOR A HEALTHIER AND HAPPIER LIFE.

Services:

Primary Care Clinic
Onsite Lab
Orthopedic Clinic
Women's Clinic
Diabetic Counseling
Nutrition Classes
Breast Awareness Classes
Spanish Interpreters
Specialty Referrals
Physical Therapy

Quick Facts:

- Adults age 19-64 make up the majority (82%) of the nonelderly uninsured, but 8.1 million children lacked health coverage in 2008 (Kaiser Family Foundation)
- Nonelderly low-income uninsured adults are generally ineligible for public coverage and are often unable to obtain or afford private health coverage (Kaiser Family Foundation)
- The uninsured are in worse health than those with private coverage—nearly half (45%) of uninsured nonelderly adults live with a chronic condition (Kaiser Family Foundation)
- Uninsured adults are five times as likely as the privately insured to lack a usual source of care (52% vs. 10%) and six times as likely to postpone care due to cost (24% vs. 4%) (Kaiser Family Foundation)
- More than one in four women delayed or went without medical care they believed they needed because of costs and 14% skipped or took smaller doses of their medicine to make them last longer (Kaiser Family Foundation)
- 1,448,600 people living in North Carolina were uninsured in 2008 (Kaiser Family Foundation)
- Although America leads the world on health care spending, it is the only wealthy, industrialized nation that does not ensure that all citizens have health coverage (Institute of Medicine)

“The Lake Norman Free Clinic has truly made a huge impact in my life and in the lives of so many in our community. I am not sure what my family would do if we could not come to the clinic for primary care.” -anonymous patient



Patient Demographics

- Males: 1466 43.16%
- Females: 1928 56.81%
- White: 19%
- Black: 30%
- Hispanic: 50%
- Other: 1%

2009 Statistics

- Total number of patient visits: 2,098

Reasons

Primary Care: 1084
Refills: 23
GYN: 103
Ortho: 91
Chronic Care: 454
EKG: 7
Lab 183
Physical Therapy: 12
Flu: 140
Other: 15

- Total number of Referrals: 241
- Office Volunteer Hours: 1,544 hours
- Clinic Volunteer Hours: 896 hours
- Total Volunteer Hours: 2,439 hours
- Total number of new patients screened: 498

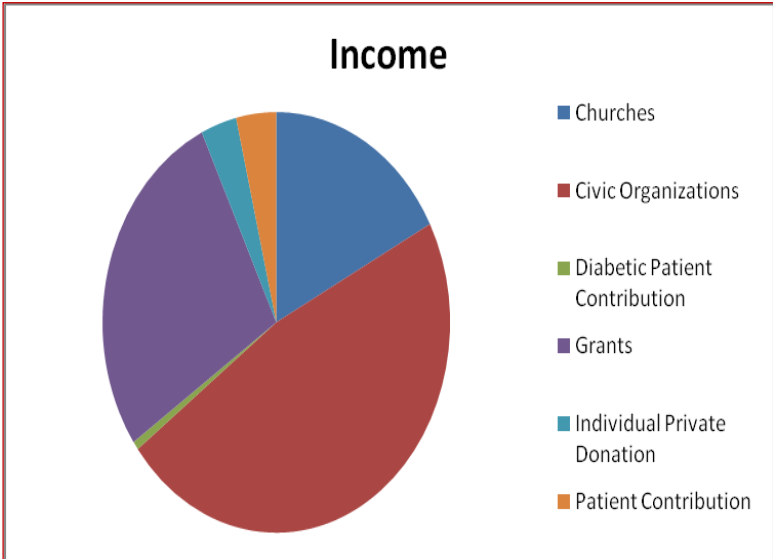
2009 Achievements

- Received grant from Kate B. Reynolds Charitable Trust for a collaborative effort with other clinics to share a full time diabetic educator
- Participated in The Komen Charlotte Race for the Cure
- The office of Rural Health and Community Care awarded clinic with a grant allowing us to offer around 6,000 patient visits a year starting in 2010!
- Medical Clinic hours increased by 4 hours per week in 2009
- The Peninsula Foundation awarded the Lake Norman Free Clinic with a donation of \$10,000 for three years!
- The Rotary Club of Lake Norman Wine Spectacular raised \$12,000 for the clinic!
- Received the Susan G. Komen Grant for \$8,400 allowing us to offer ultrasounds and diagnostic mammograms for our patients

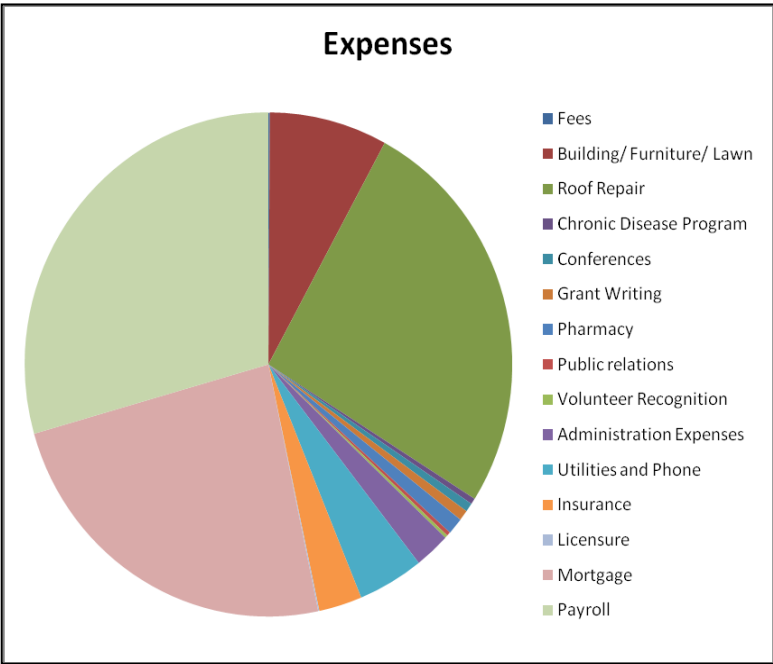
Goals for 2010:

- Open 5 days a week
- Offer around 6,000 patient appointments a year
- Develop Chronic Care program
- Offer more women's clinic appointments
- Develop breast education program
- Develop partnerships with more churches
- Recruit more professional volunteers
- Hold our own fundraising event

FINANCIAL POSITION AND BUDGET



<u>Income</u>	
Churches	\$34,462.00
Civic Organizations	94,833.40
Diabetic Patient Contributions	1,311.00
Grants	55,226.90
Individual Private Donations	6,642.00
Patient Contribution	7,423.00
Other	812.14
Total Income	\$200,710.44
<u>Expenses</u>	
Administrative Fees	\$25.00
Bank Fees	107.00
Building Repair	8,355.05
Building Supplies	877.54
Roof Repair	36,094.50
Chronic Disease Program	523.27
Computer	94.99
Conferences	785.34
Furniture	467.59
Gift	205.00
Grant Writing	927.35
Groceries	16.61
Insurance	3960.00
Lawn Service	1,111.95
Licensure	100.00
Medical Supplies	3,623.16
Membership dues	50.00
Misc	39.41
MWGA	-487.00
Office Supplies	1,863.06
Payroll Expenses	40,775.02
Pharmacy	1,472.07
Postage	58.38
Public Relations	351.02
Security	669.20
Mammograms and diagnostic testing	5,323.37
Telephone	2,284.04
Utilities	3,749.92
Volunteer Recognition	264.58
Mortgage	33,000.00
Total Expense	\$146,200.42
Net Income	\$54,510.02



2009 was a year of development for the Lake Norman Free Clinic. Clinic hours increased from 6 hours a week to 9 hours a week. A significant amount of our budget went toward repairing the facility and paying off the mortgage. We have \$28,847.61 left on the mortgage and we plan to pay it off in the year 2010, allowing us to free up a large portion of our budget. Civic organizations and our partnering churches continue to provide around 65% of our income. Thanks to the support of all, the Lake Norman Free Clinic is not only able to continue to provide free medical care, we will be able to extend our hours and offer over 5,000 patient visits in 2010.

DONORS AND GRANTORS

Doug Abel
William Collins
Donald Lewis
Robert and Nancy Osborn
Josh and Linda Bandieramonte
Chris Orellana
Melody Diehl
Julie Robbins
NC Academy of Family Physicians, Inc
Novant Health
Brenda Stubbs
Julian and Rebecca Aldridge
Otto and Janet Mueller
Wilson and Elizabeth Whitehurst
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Joey Zuhosky
McCulloch England Assoc Architects
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Elizabeth Harrell
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Dr. & Mrs. Clay Harrell
Mr. and Mrs. Dick Synder
Dr. & Mrs. Martin Harrell
Mr. and Mrs. Bryan B. Connor
Cheryl Roberts
Mr. and Mrs. Andrew Wyman
Vickie Van Wingerden
Rotary Club of Lake Norman-Huntersville
North Mecklenburg Woman's Club
Blue Cross and Blue Shield of North Carolina Foundation
The Peninsula Community Foundation
Davidson United Methodist Church
St. Marks Catholic Church
Meadowlake Presbyterian Church
First Baptist Church
The Cannon Foundation (for building repair)
Susan G. Komen Breast Center-Charlotte (for ultrasounds and mammogram diagnostic testing)
North Carolina Association of Free Clinics

