

Working People Need Traverse Health Clinic Too.



Having a job doesn't guarantee good health care coverage. Just ask Deb. Several years ago, she and her husband moved to Traverse City after losing their jobs downstate. Deb quickly found employment.

Unfortunately, her employer doesn't offer health insurance and she doesn't make enough money to pay her medical bills. This quickly created a scary scenario.

"I have high blood pressure, high cholesterol, diabetes, and anxiety. I need my meds," she explains.

Without any insurance, Deb turned to the Department of Human Services. Unfortunately, because she was working and making too much money to get government assistance, they couldn't help her.

"I make \$8 an hour. That's just enough to pay my bills. There's nothing left over. No money for doctors. No money for meds."

That's when Deb discovered the Traverse Health Clinic.

The Clinic helped her with a variety of health issues. She received free eye exams and dental care. She also saw a cardiologist and gynecologist. Today, Deb continues to receive her medications for free or at a significant discount.

"I don't know where I'd be without the Traverse Health Clinic," Deb declares. "They've done so much for me."

Today, Deb is working at a job she loves and making a difference in other people's lives. "I work 44 hours a week helping mentally disabled people. But I have no health insurance and don't make enough to afford the care I need. I'm really lucky to have the Traverse Health Clinic."

Your support allows us to care for people whose only options to receive the health care they need are at
Traverse Health Clinic.

Thank you for helping us to make an impact in the lives of many wonderful people like Deb, people who
are making their own meaningful impacts in our community.

In this issue, we offer a glimpse at more of the tremendous impact your support makes.

Wonderful Community Support

Golden-Fowler Home Furnishings Delivers Welcoming Waiting Room

Thank you to Golden-Fowler Home Furnishings for outfitting our waiting room with all the comforts of home! We want all who walk through our doors to be treated with dignity and respect, and now, from the moment people walk in our door, they are welcomed with comfort and style. Thank you friends at Golden-Fowler for sharing our same values!



Paying Up to Dress Down

Employees of TC State Bank 'paid up to dress down' on Fridays and raised \$1,200 to help the Clinic. Employees at Schmuckal Oil Co. recently did the same and donated gas cards for patients!



Heaven Dent 2012



In January, area dentists, dental labs, hygienists, lab technicians and volunteers came together in one full weekend to provide 19 Clinic patients with new dentures! Lives were changed and doors opened for the recipients of a new smile. It was a crazy feat to accomplish in a weekend! Thank you to all who made it happen!

MI Blood

Thanks for holding a blood drive at the Clinic and donating \$140 for those who gave blood!

Wine Women and Wheels Ladies Night Out

Brick Wheels rode in last May with \$6,273 raised from "Wine Women and Wheels" to help fund women's health services at the Clinic. For the generosity of Tim Brick and the team at Brick Wheels, plus all who donated private support and auction items to the event, thank you for strengthening our safety net! Watch for it again next May!



GTOC Trunk Show



GTOC hosted a spring trunk show last May, donating \$1,725 of proceeds to the Clinic's CHAP program.

You can attend their next trunk show October 25th, get discounts and benefit others too!

Art Exhibit Benefits Clinic, Generates \$5,642!



Dr. Robert Pool and McMillen's Custom Framing teamed up for a generous art benefit in September. Both graciously donated 100% of funds from the art and framing to benefit individuals with no ability to pay for health services. Wow! Thank you!

Mary's Kitchen Port Knife Sharpening Benefit



Mary's Kitchen Port came to us with a very creative fundraising idea. An in store event, customers lined up for a \$3/knife sharpening, and the total benefit was \$432 to Clinic services!

Wonderful Community Support

Everyone needs a helping hand sometime.

Sometimes people just need a little help getting through a rough spot. Over the years, Eric Patterson has built an impressive reputation as a masterful chef here in Traverse City. His restaurant, The Cooks' House, is on many people's "must visit" list. Things, however, weren't always so rosy for Eric.

"When we first moved here from Las Vegas, we lost our insurance from our jobs," he explains. "I have pretty bad asthma and needed an inhaler and other medications. The Traverse Health Clinic was there for me and my family." Eric, his wife, and son all received treatment several times at the clinic.

They were pleasantly surprised by the care they received. "I was amazed at the quality of care," he says. "Typically, you expect something a lot less, especially from a public service like this. The doctors seemed genuinely concerned about us. The staff treated us with respect. It was a very positive experience."

The Traverse Health Clinic serves a wide variety of people in our community, many of whom are familiar friends, neighbors and business people. "Because of the economy, a lot of people have lost their insurance," Eric explains. "There are people, like me, moving here without insurance. Without the Traverse Health Clinic, these people won't get the care they need."

"When Jen and I started The Cooks' House, the Traverse Health Clinic was a life-saver for both of our families," said Chef Eric. And so they resolved to plan an annual event to Give Back, with all the proceeds benefitting the Clinic.

And thus began, *PARTY with the PIG...*



Chef Eric Patterson, former Traverse Health Clinic patient and CHAP enrollee, promotes Giving Back for help received by offering an annual pig roast Clinic benefit.

You can support chefs and artists joining together to help raise funds for Traverse Health Clinic, so other people can get the care like they did.

PARTY with the PIG

Sunday, October 21, 2-5pm

Rain or shine, under a tent adjacent to The Cooks' House

Tickets \$35 in advance, \$45 at the door

For tickets visit Cartridge World Office Express, The Cooks' House, or call 231-935-0412.

Event generously sponsored by 9 Bean Rows, Bistro Foufou, La Becasse, Cartridge World Office Express, Great Lakes Culinary Institute, Greenlight Marketing, Mana, Mission Table, The Cooks' House and WTCM .

A Changing, Challenging Healthcare Environment

Spread the Health

As our state and the federal government prepare for changes that health reform is bringing, the Clinic is experiencing a decrease in revenue for existing programs.

To best prepare for the future and to continue as a major safety net for our region, we are implementing many changes to our model of delivering care. Funds to bridge the transition over the next several years to reach sustainability will be critical for us to continue our mission.

To help sustain us through this transition, and allow us to continue as the region's major safety net, we need your continued generous support.

As you begin to plan for your year-end giving, we ask you to thoughtfully consider increasing your support. With your gift, you have an opportunity to create a priceless impact upon a person, a family, and a community. Please call our development director at 231-935-0412 to explore options for giving and in doing so, provide health care to those who cannot afford it.

To make a life changing gift online, visit www.traversehealthclinic.org.

Thank you for your consideration!



Appreciation: Care When it was Needed Most

"I went in for a urinary tract infection which revealed I was suffering from Stage III cancer," stated JoAnn. "We had no money. I would have just said forget it and die. If there was not a health care clinic here I would have died. They are a part of my life I'll never forget."

"When you go from 2 jobs with insurance and you lose it, what do you do?" asked Deb. "I'm not lazy. I do what I'm supposed to. I make enough money to pay bills—not enough to afford a doctor visit."
"I don't know where I'd be without the Clinic."

As a former CHAP patient at Traverse Health Clinic, I would like to take the opportunity to express my gratitude for all that you and your staff have done for me in this past year:)

I don't think I would be alive and kicking if it were not for the kindness of everyone involved there and I thank you sincerely!!

Most cordially yours,

John

Change Brings Healthy Opportunities for All

Welcoming More People at the Clinic

The majority of the Clinic's current funding sources will be eliminated due to changes coming with health reform. Therefore, our board of directors, with the support of community stakeholders, has approved a new direction for the Clinic which will ultimately result in financial sustainability so we can continue providing affordable health care. The new direction is to go through a two step process to achieve federal designation, and eventual Community Health Center status, which will provide enhanced reimbursement for services provided.

To meet federal requirements to apply for this new designation and eventually achieve status as a Community Health Center, several of the many necessary changes include who we serve and the need for some level of financial contribution from all patients. **Implementing the changes are costly, but we believe the ultimate result of being able to serve more people will be worth the costs.**



The Clinic: Now Serving All

Serving all Regardless of Residency

- The most far-reaching change is that the Clinic no longer has a residency requirement for receiving primary care at our clinic. We serve people from all geographic areas, not just residents of Benzie, Grand Traverse and Leelanau Counties (CHAP still has the residency requirement).
- We now provide on-site primary care for patients of all ages, from children to seniors. We can care for an entire family.
- We now accept patients who have health coverage and wish to receive care at our on-site clinic. In addition to Medicaid plans, we are in process of contracting with other insurances.



Financial Responsibility

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We will never turn anyone away who demonstrates inability to pay for care --- we continue to be a safety net.

However, we now ask all patients to take some financial responsibility for their care. We eliminated our patient donation program and have replaced it with charges for all services. Based upon evaluation of financial status including family size and income, patients who have no other type of coverage may qualify for our sliding fee scale. Reduced payment options are also available.



CHAP

CHAP is an access program of the Clinic for uninsured adult residents of Benzie, Grand Traverse and Leelanau Counties who meet specific financial criteria.

With a \$10 fee for each office visit, enrollees in this program will continue to have access to primary care at our clinic, and access to donated specialty care such as dental care, vision care, mental health care, specialty care and outpatient services at participating hospitals.

The full impact of health reform is still unknown, but the Traverse Health Clinic is committed to continue providing the community with affordable access to health care services now and in the future.

Program Updates

Dental Outreach



Our collaborative program with The University of Michigan School of Dentistry, 16 local private dental practitioners, local oral surgeons and Northwestern Michigan College dental assistant program has provided restorative care to 180 of our uninsured patients.

Through 12 Clinics since the outreach began in 2011, the following has been provided: 736 extractions, 323 restorations and 43 cores/crowns— with a total reimbursable value for all services provided to date being \$189,145!

In conjunction with the U of M program we launched our hygiene program and hired a Registered Dental Hygienist (RDH) to provide preventive and dental hygiene services to our patients. All patients seen at the U of M clinics are also seen in our hygiene program. Our first hygiene patient visit was January 1, 2011 and as of July 31, 2012 there have been 184 unique patients seen for a total of 357 encounters. The total reimbursable value for these hygiene visits is \$72,291.



In our second year of outreach to Benzie County, thanks to a private grant, we were able to provide 29 more people with dental services ranging from oral hygiene and education to new dentures. In total, 78 people were helped. These services were provided to individuals who had gone for years without having had access to dental care and were only possible through the generosity of that grant.

Mental Health Services Homeless Outreach Proven Successful

In a 2011 – 2012 pilot program, a grant from Blue Cross Blue Shield of Michigan allowed the Traverse Health Clinic to place a mental health outreach counselor at the two homeless shelters, the Goodwill Inn and Safe Harbor.

The purpose was to evaluate individual needs and link those persons with existing community services for both physical and mental health care. The first year was very successful. Because of this pilot program, many individuals were not only screened for mental health services, but were connected with community resources. A total of 83 mental health screenings and 206 mental health contacts were completed. Results:

- 74% of those screened at the Goodwill Inn wanted to access mental health counseling
- 45% of those screened at Safe Harbor wanted to access mental health counseling

The voices of these individuals overwhelmingly indicates a very significant need to solidify this relationship in our community.

The homeless in our community are asking for our help. Unfortunately, the pilot grant has ended. We have received a pledge for \$5,000 from the United Way of NWMi for this program and are seeking additional funds to continue offering this service for another year.

In addition to meeting mental health needs of the homeless, the program will have cost benefits for the community. Research shows that people utilizing mental health services alongside physical health services tend to use the expensive health care services, such as emergency rooms, less. Our efforts to decrease overall costs and improve the efficiency of community health services is a win for everybody.

Please consider joining our collaborative efforts in the community to answer the cry for help from the homeless.

Upcoming Ways to Lend Help

[Dr. Kevin Fitzpatrick Dancing to Raise Clinic funds](#)

This fall, Dr. Kevin Fitzpatrick of Traverse Dental Associates is putting his best foot forward to raise funds for the Clinic. Paired with veteran dance instructor Jennifer Howard, they are off to a great start! In the first competition, they were #1 in funds raised and tied for #2 in judges scores! Their dance for October...the Waltz!

We have lots of fun at these events, and invite you to join us! Please visit www.swingshiftandthestars for details, to purchase tickets. You can donate to our cause on this site even if you cannot make the events. The dancers appreciate it, as do our patients!

You can also make a small donation to help cheer on Dr. Fitzpatrick at most dental offices in the area. Every \$1 helps! Just ask any office staff next time you are in for an appointment!

Additionally, you can donate on our website at www.traversehealthclinic.org and mention Swingshift at check-out!



Clinic Wishes

Redecorating? Our mental health counseling room is in need of 2 easy chairs. If you have 1-2 gently used comfy chairs, they would be put to good use! Please call 231-935-0412 if you can donate.

Fall Benefits for the Clinic you won't want to miss!

Friday, October 19th, 6:30-10:00— Swingshift and the Stars, City Opera House...please vote with \$ for the Clinic!

Sunday, October 21st, 2:00-5:00 —PARTY with the PIG benefit at The Cook's House. \$45 at the door.

Saturday, November 10th, 9:30-5:00—Benjamin Twiggs, Campus Plaza in TC will donate 15% of sales to the Clinic. Stock up on your local gifts for out-of-town relatives!

Saturday, November 10th— Shop Your Community Day Downtown TC—designate the Clinic to receive 15% of purchases.

Friday, November 16th, 6:30-10:00—Swingshift and the Stars at the Opera House...vote with \$ for the Clinic!

Thursday, November 29th, Heels on Wheels Clinic benefit, presented by Bill Marsh, Garfield Rd, TC. Ladies, details to come!

Monday Dec. 3rd—Friday Dec. 7th— Kidz Art at 129 E. State St, TC will donate 15% of daily sales to benefit the Clinic. Good time to buy the kids and grandkids gift certificates for art classes!

December 8, 11:00-5:00— Black Star Farms Tasting Room on Old Mission Peninsula —15% of all tasting room sales and gift certificates purchased on-line (mention DOG) will benefit Clinic services.

Friday, December 21st, 6:30-10:15— Swingshift and the Stars Grand Finale, Opera House...vote with \$ for the Clinic!

EVERY DAY now through Dec. 31th, Cartridge World Office Express will donate a portion of sales to the Clinic! Get your office and holiday printing completed here. Need wide format printing, cards or brochures? They'll provide graphic design services too—it's a full service copy and print center. And our newest community partner!



TraverseHealthClinic
Health Care for People in Need

3155 Logan Valley Road, Traverse City, MI 49684
www.traversehealthclinic.org

Traverse Health Clinic: Healthy People form a Healthy Community.

By supporting Traverse Health Clinic, you are helping families and neighbors gain access to something many of us take for granted – quality health care. Thank you for the many ways you have enhanced our mission.

When people have access to good health care, they stay healthier, become more productive in their work, provide for their families and contribute more to our communities.

We know you will enjoy the enclosed stories of how your partnership has changed lives.

We invite you to Spread the Health and invite others to share in our vision, and help us to increase community wide private and business support! We would be happy to share the Joy of Giving.

To learn more about how your support can change lives, please visit:
traversehealthclinic.org, or call our development office at 231-935-0412.