

# ClinicNews



Traverse Health Clinic, 3155 Logan Valley Road, Traverse City, MI., 49684 231.935.0799 [www.traversehealthclinic.org](http://www.traversehealthclinic.org)

## Annual Report, Spring 2013

### *An Update from the desk of the Executive Director*



To Our Dedicated Supporters:

Your ongoing support of the Traverse Health Clinic and the services we provide is appreciated. Over the past 12 months, we have undergone many changes. Internally, we are more lean, but on average, we are still serving 2,557 people every month. Our mental health program, which is integrated onsite with physical health care, has doubled the number of people it has served over the last year, a huge help since many people come to us in a time of crisis. Traverse Health Clinic provided access to nearly \$8 million in health services as community benefit last year, including a variety of free and low-cost health services to people in their greatest times of need.

We are pleased to now be providing primary care services to anyone who wishes to come to us. Through these changes, we have expanded primary care services to include children and seniors.

Enhancing the quality of life through the entire family unit is very exciting and good for everybody!

Another change is that we are also able to accept patients who have insurance and various types of program coverages. As part of our long term strategy to remain an important safety net for our community, we have just submitted an application for what is called Federally Qualified Health Center Look-Alike (FQHC LAL) status, and we hope to receive this by early summer. Additionally, if the State of Michigan decides to expand Medicaid, and our Governor has already announced his support to do so, many people we currently serve (about 60%) will be eligible for this program. With the FQHC LAL designation and the expansion of Medicaid in Michigan, revenues for reimbursement for services for this population will help our long term sustainability.

Change is always difficult and takes some time, and we thank you for supporting us as we respond to the changes brought on by health reform. As you can imagine, the families we serve cannot wait for us as we adjust and work through this. Their needs continue every day and we are dedicated to providing them with needed services when they come to us. We are very optimistic that you and our generous community will continue to boldly embrace our efforts to ensure that people, especially those in need, have access to health care.

We extend special gratitude to community partners who have recently provided increased support of the Clinic through our transition, including Blue Cross Blue Shield of Michigan, Munson Healthcare, Rotary Charities of Traverse City, The Art and Mary Schmuckal Foundation, and The Oleson Foundation. We absolutely could not provide the care that we do without the support of you and these organizations. Thank you!

*Arlene Brennan*

# Community Impact 2012

## Impact of our Mission on People

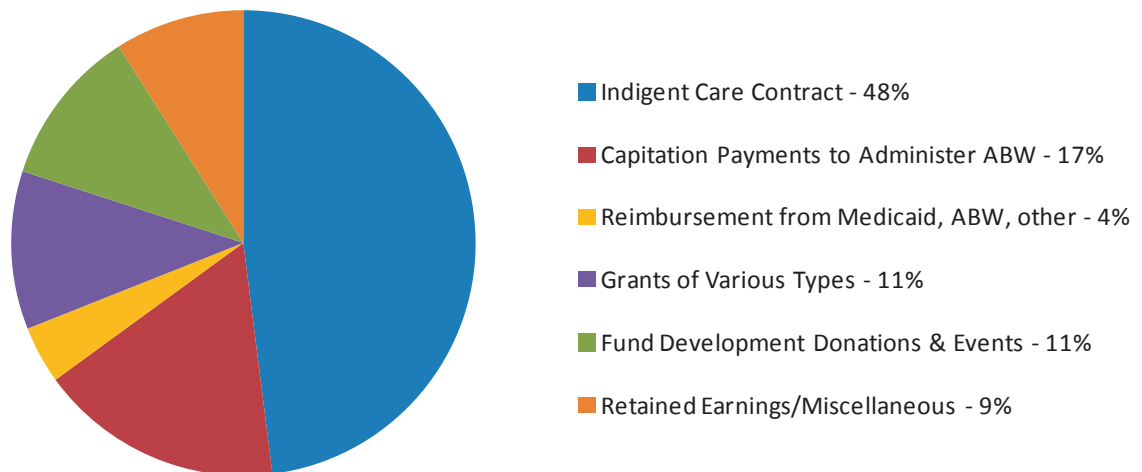
- 2,933 People helped
- 5,500 On-site clinic primary care visits
- 332 On-site specialty visits
- 893 Referrals to specialists of all types
- 474 Referrals for vision care
- 853 Dental patient encounters
- 1,214 Counseling visits on-site
- 764 People provided vital medications

## Community Impact

- 79% of community physicians gave uncompensated care
- 31 dedicated staff persons employed by the Clinic
- 3,143 on-site clinic volunteer hours contributed by volunteers
- \$7,930,256 worth of health services provided to 2,933 people
- 248 hours provided navigating people to other human service agencies for non-healthcare needs

The Traverse Health Clinic operates with an annual operating budget of \$3.2 million.

### Sources of Revenue 2012



A full audit, as prepared by Schepers & Hofstra, PC, is available by calling 231-935-0412.

# Community Impact 2012

## Value of our Mission to Community Members in Need

<b>Direct Services Provided <i>Onsite at No Charge</i></b>	<b><u>Number</u></b>	<b><u>Value</u></b>
The onsite clinic is the medical home to	1,711 people	Priceless
Total # of clinic encounters (average value \$75/encounter)	6,294	\$472,050
Mental health service encounters	1,214	\$91,050
Medications given out (generics, samples)	5,019	\$428,917
<b><i>Subtotal Value of On Site Services</i></b>		<b><u>\$992,017</u></b>
<b>Services Provided <i>Under Arrangement</i></b>		<b><u>Value</u></b>
Medical services provided at no charge to patient by Munson facilities		\$2,758,145
Pharmaceuticals from pharmaceutical companies— donated		\$3,170,516
Primary care and Specialty physician services — donated		\$709,614
Services provided by community dentists, DCN, and U of M Clinics — donated		\$238,674
Vision exams — donated		\$36,160
Eyewear— donated		\$19,664
<b><i>Subtotal Value of donated services provided under arrangement</i></b>		<b><u>\$6,932,773</u></b>
<b>Grand Total Value of Services Provided to Community Members in Need</b>		<b>\$7,924,790</b>

## Grants Received 2012

Blue Cross Blue Shield of Michigan, \$100,000 for FQHC readiness  
 CVS Caremark, \$1,500 for expanding clinic services to children and seniors  
 Grand Traverse Band of Ottawa and Chippewa Indians 2% fund, \$11,000 for computer upgrades  
 Grand Traverse Regional Community Foundation, \$2,570 from endowment for our medical director position  
 Grand Traverse Regional Community Foundation, \$9,000 for clinical services  
 Old Mission Women's Club, \$1,000 for pediatric equipment purchases  
 Oleson Foundation, \$10,000 for clinical services  
 Oleson Foundation, \$20,000 for FQHC readiness  
 Rotary Charities of T.C., \$22,500 for marketing consulting  
 Rotary Charities of T.C., \$90,000 for FQHC readiness  
 The Art and Mary Schmuckal Family Foundation, \$40,000 for clinical services  
 The Les and Anne Biederman Foundation, \$5,000 for clinic equipment purchases  
 United Way of Northwest Michigan, \$7,000 for mental health and outreach to the homeless  
 Willoughby Rotary Foundation, \$1,000 for primary care services in Benzie County  
 Zonta Club of T.C., \$2,500 for women's mental health services

## Current Board of Directors

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# Wonderful Community Support last fall and winter

The Cooks' House  
2nd Annual 'Party with the Pig'  
raised \$4,729 for the Clinic's CHAP program



Four generations celebrating the Clinic at The Cooks' House!

Save the Date! October 6, 2013



3rd Annual 'Party with the Pig'  
at The Cooks' House!

Join with The Cooks' House and others in the community as they give back for help received.

This is a lovely, gracious gift to the Clinic you don't want to miss—featuring culinary delights with our region's finest!

## Black Star Farms and the Wineries of Old Mission Peninsula

Together donated \$1,000 to the Clinic following the December Day of Giving—and Black Star also opened their doors for a Clinic benefit holiday bazaar on that day!



## Grand Traverse Ophthalmology Clinic (GTOC)

In addition to their physicians donating vision services all year long to CHAP patients, GTOC donated \$1,950 to CHAP following their fall trunk show. Check out their next trunk show May 2nd to reel in your deal while helping local charities like the Clinic.



Dr. Kevin Fitzpatrick and dance instructor Jennifer Howard kick up their heels for the Clinic and help raise over \$42,000 in **SwingShift and the Stars!**



Jennifer and Kevin with Kevin's stand up poster (in middle) show off their outrageous October costumes!



Always smiling, Jennifer and Kevin devoted countless hours to help the Clinic! The funds raised help folks access needed primary care and dental care!

## Special Thanks!

In addition to our dancers, we thank our dedicated team of volunteers: Eileen Mikulski, Ellen Kerr, Michelle Lurvey, Sheila McIntyre, Carolyn Vaughan and Carol Vernam. These ladies helped the Clinic support our dancers and bring many new partners to join in support. We could not have done it without them!

We also thank businesses who sponsored our printing efforts: Cartridge World Office Express, Snap Printing and Signs Now.

To all those individuals, dentist offices and businesses who supported our efforts, thank you for making an impact!



Friends of the Clinic designated the Clinic to receive a portion of their purchases in the **Shop your Community Day** in downtown Traverse City which resulted in \$542 raised for patient services!

## Save a Smile

The 4th annual Toothbrush donation drive helped to ensure our patients have the tools needed for proper oral health care.

Sponsored by Tom's Food Markets, Northwestern Bank, Media Goat and TV 9&10 Helping Hands. Watch for it next September!



# Community Impact

## Becoming Clinic Advocates through Personal Experience



*"Had the Clinic not helped my husband when they did, my two beautiful children would be without a father and I would be without a husband."*

To Whom It May Concern,

My family has been privileged to be served by the wonderful men and women at the Traverse Health Clinic. My husband and I have been patients there for the last several years and have been helped with a number of health issues.

My husband was treated originally in a very critical state of health and had the Traverse Health Clinic not helped him when they did, my two beautiful children (pictured above) would be without a father and I would be without a husband. I thank God for the men and women at the Traverse Health Clinic and the fact that they saved his life!

I am a healthier person as well, with better managed migraines and improvement showing constantly with my anxiety. Since going to Dr. Swan at the clinic my husband was able to gain disability and is now covered by Medicare and Medicaid. However we are still going to the Clinic as we do not feel we could find the same level of care somewhere else as we receive from Dr. Swan. She is a caring and knowledgeable physician with the amazing ability to treat her patients with the utmost respect.

It has come to my attention that the Traverse Health Clinic is working to become a Federally Qualified Health Center and I believe that this would be an advantage to the Traverse City area. It would help to save numerous lives, quite literally!

My husband and I are better off today for having received medical treatment at the Clinic and I hope that you are able to help them give a helping hand to even more people.

Thank you for your time and your consideration.

**Amy**

Wife, Mother, Happy and now Healthy Clinic patient!

## March 30 is **National Doctors Day**: We Honor Those Whose Volunteerism Touches Many Lives

The Traverse Health Clinic depends upon the generous services of many doctors in our community to help us complete the circle of care for our patients. Their primary care and specialty services are invaluable to patient care!

**Help us thank and honor the doctor of your choice by making a tax-deductible gift today in honor of one or more of our awesome volunteer doctors who touch lives of people without options.** The Traverse Health Clinic will forward that doctor an acknowledgement of your honorary gift. The amount of your gift will not be mentioned. We have enclosed an envelope for you. If you wish to make a gift on-line, please go to [www.traversehealthclinic.org](http://www.traversehealthclinic.org) and be sure to enter the doctor's name at check-out, or call the development office at 231-935-0412. Thank you!

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Michael Ziter, M.D.  
Jonathan Zoutendam, D.D.S.

\*List includes participating volunteer doctors since January 2012 and is only a portion of all the medical related professionals who help us in our mission every day. Their support staff and other professionals are very integral in providing patient care, and we in no way discount all they do!  
**We love all our volunteers!**

## Notes of Patient Gratitude...

“Traverse Health Clinic has truly been a blessing to me—physically and for my peace of mind, through a difficult season of life.”

“Thank you for your hard work in serving our community.”

“This program has literally saved my life, as it provided me with access to diagnoses and life saving surgery. Thank you!”

“I am thankful for the Clinic and all its volunteers!”

“I am thankful that in our community there are people who care.”

“I think that this is a wonderful program and really defines what community should be! Thank you for the services.”

“I’ve been very pleased with the program. I’ve had medical and vision issues taken care of that I would not of been able to do without CHAP.”

“You are all a blessing. Thank you.”

“This program is priceless. Thank you!”

“I am very blessed with having this program. I needed surgery and was very well taken care of.”

“With family history I get concerned if I am getting checked thoroughly. I do greatly appreciate the wonderful help from your volunteer.”

“Couldn’t have stayed healthy without CHAP. Thank you very much for all you do.”

“Thank you for everyone involved in making CHAP available!! I’m grateful to all!”

# Generous Support January 1, 2012 - December 31, 2012

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*Continued on page 11*

# Community Support

## Volunteer Doctor Makes the Most of her Opportunity to Give Back



Dr. Leslie Heimburger had seen a lot of patients during her 15 years in private practice. It was the patients she didn't see, however, that really caught her attention.

"Over the years, I discovered that there's a huge segment of our population that's uninsured and without access to good health care," she explains. "I wanted to do something to help."

Dr. Heimburger retired from her practice in 2004. This freed her up to volunteer at Traverse Health Clinic. "I was at a point in my life where I was looking for a change," she says. "I volunteered at the clinic for one day and I loved it!"

Today, Dr. Heimburger volunteers at the clinic two to three Mondays a month. Its not a stretch to say she's found a new calling. "I love the staff with whom I work and the patients I meet," she exclaims.

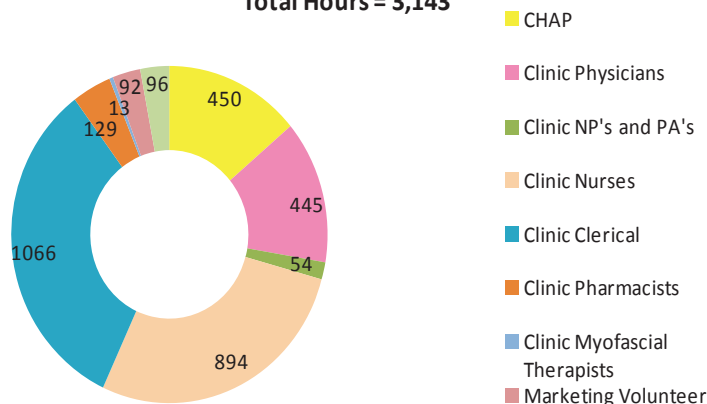
**"The transformation you see—when we provide patients with quality care—is amazing. They come in burdened with financial and health issues. They leave with better health and ready to lead better lives."**

Dr. Heimburger encourages others to support Traverse Health Clinic's efforts.

**"The clinic is the only comprehensive safety net for people in need of health services but without access to care," she says. "By helping these people, we decrease the community's financial burden for their health care. We also improve their ability to work and increase their income potential. At Traverse Health Clinic, we're doing more than improving people's health...we're improving the health of our community."**

To find out how you can help us improve other's lives through better health, call our development office at 231-935-0412.

Traverse Health Clinic  
Volunteer Hours FY12  
Total Hours = 3,143



To All Our Volunteers,

Thank You!

We Think You Are Wonderful!

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### Dr. Gerard J. Mahoney

John Ruckrich

### Carl and Avis McManus

Mr. & Mrs. David McManus

### William McSee

Dr. & Mrs. Carl Madion

### Dr. James Mudgett

Karen Mudgett

### Our sons

Dr. & Mrs. Peter Springsteen

### Physicians and caregivers who provide referrals

Airway Oxygen

### Lillian M. Briggs Amidon Rhodes

Lt. Col. & Mrs. Ervan L. Amidon

### Cathi Rhynard

Mr. & Mrs. Gary Mazurek

### Midge Robinson

Mr. & Mrs. Don Wilcox

### Susan Low Hayward Sayre

Mr. & Mrs. Michael T. Jackson

Mr. & Mrs. William Sullivan

Mr. Howard King & Mrs. Liz Sayre-

King

### Catherine Strom Schmidt

Mr. & Mrs. Peter Strom

### Dr. John Schneider

Mr. Richard Velders

### Emily Shaw, Stephanie Crick

Mr. & Mrs. Thomas Kelly

### Jason M. Shaw

Mr. & Mrs. Michael Shaw

### Mindy Serrine

Mr. & Mrs. Tom Wertime

### Wayne Sterenberg

Employees of Jordan Exploration Co.

### Sally Stilwill

Dr. & Mrs. Thomas Auer

### Whitney Stratton Soule

Mr. & Mrs. Jerry Stratton

### Dr. & Mrs. Bill Smith

Mr. and Mrs. Jim Van Stratt

### Dr. Corey Treadway

Ms. Patricia Lesley

### Veterans & their families

Mr. & Mrs. David Bellingham

### Nancy Walton's Birthday

Barbara Auer

### With gratitude for your community service

Drs. Jerry & Elizabeth Suminski

Ms. Mary Anne Macy

### Ann Tobin Wells

Dr. Patrick Tobin

### Alyssa Wyklige

Mr. & Mrs. George Wyklige

### Dr. John Zachman

Ms. Mary Van Valin

Traverse Health Clinic honors the lives of volunteers who passed away this past year:

**Diane Gilbo,**

**E. Patrick Juras M.D.**

**James Kaufman M.D.**

**Susan Sayre**

### Neighbors cont. from page 9

Mr. & Mrs. Don Sibery

Mr. & Mrs. Stephen Siciliano

Ms. Margaret Anne Slawson

Mr. & Mrs. Jeffrey Smith

Mr. & Mrs. Darrell Spencer

Mr. & Mrs. Leo Stallman, Jr.

Mr. & Mrs. Ferris Steinhauer

Mr. & Mrs. Frank Stiltner

Mr. & Mrs. Robert Stinson

Mr. & Mrs. Peter Strom

Ms. Hannah Thomas

Mr. & Mrs. Nicholas Thomas

Mr. & Mrs. William Tomlinson

Mr. & Mrs. Peter Torrey

Toy Harbor

Mr. & Mrs. Robert Tucker

Mr. Richard Velders

Ms. Carol Vernam

Mr. & Mrs. Lance Vernam

Senator & Mrs. Howard Walker

Ms. Lynda Walker

Mr. & Mrs. Michael Walters

Ms. Lisa Wamsley

Ms. Sandra Warnaar

Ms. Kathleen Warnes

Mr. & Mrs. David Warren

Ms. Janice Warren

Mr. & Mrs. Thomas Waters

Mr. & Mrs. Charles Watson

Mr. & Mrs. Jeff Watts

Mr. & Mrs. Price Watts

Mr. & Mrs. Maurice Weaver

Mr. & Mrs. John Wells

Ms. Elana Wentz

Mr. & Mrs. Todd Wilkie

Women's Expo

Dr. & Mrs. James Woodburne

Mr. & Mrs. George Wyklige

Dr. & Mrs. Phillip Yancho

Mr. & Mrs. Duke Yoon

## Patient's Mother Expresses Gratitude for Volunteer Dentist who Helped Daughter

*For patients who qualify, we may be able to provide access to dental care by a volunteer dental partner in the community. Gratitude abounds for these wonderful community partners.*

"I am Kathy's mom. I just wanted to tell you how thankful I am for all the dentist did for her...she has so much more confidence now...more out-going and feels so much better about herself. Now she concentrates on getting her career going that she went to school for.

**She would never smile or laugh out loud because of her teeth. Now she can't quit smiling.** I know she is really thankful and as her Mom I will never be able to thank you enough."



3155 Logan Valley Road, Traverse City MI 49684

## WORKING TO **SPREAD THE HEALTH** THROUGH ACCESS TO AFFORDABLE CARE

### **Traverse Health Clinic :**

- Provides on-site primary care health services for all in need of care
- *Now* serves all ages, from children to seniors
- Accepts all Medicaid plans, fee-for-service Medicaid and Medicare
- *Now* accepts all types of health coverages
- *Now* has a sliding fee scale with reduced fees available based upon income and family size
- A person who demonstrates inability to pay will not be turned away
- Offers clinic hours Monday-Friday by appointment
- Is located just off S. Airport Rd., across from Logan's Landing

### **Traverse Health Clinic CHAP program:**

Enrollment in this program is limited to uninsured adult residents of Benzie, Grand Traverse and Leelanau Counties who meet specific income and asset criteria and complete the application process. CHAP is a local network of volunteer providers collaborating with Traverse Health Clinic to meet the needs of those in greatest need of care.

**Learn more about us at [www.traversehealthclinc.org](http://www.traversehealthclinc.org)  
Refer a friend in need of access by sharing our number: 231.935.0799**