

Annual Report, Spring 2014

An Update from the Desk of the Executive Director



Greetings from a very busy Clinic! This year we welcome in a new era of health care, one for which we have spent the last three years planning. The journey is long, with many challenges, and we thank for your advocacy and financial gifts. I am pleased to report that as a recently designated Community Health Center, we have made changes internally which make health care even more accessible for all in our community.

This past winter we wished a happy retirement to Dr. Carl Benner, who began volunteering at the Clinic in 2000, and was instrumental in creating the CHAP volunteer program which provided \$55 million worth of health services to 7,000 uninsured community residents since 2005! Dr. Benner took a well deserved retirement, leaving a priceless legacy about access to health care for the underserved in our community.

Traverse Health Clinic is affected, in many ways, by all the changes with health reform. This month "Healthy Michigan", the state expanded Medicaid program, is being implemented. "Healthy Michigan" is designed to cover adults with family incomes less than 138% of Federal Poverty Level (FPL), which is about \$28,620 for a family of 4. We have 650 patients (33%) who are likely eligible for this program. The Marketplace, which provides options for subsidized, lower cost health insurance for people with incomes between 138% and 400% of FPL, was created to help other uninsured persons. About 64% of our patients would probably qualify to purchase from the Marketplace. At present, we don't know how many have done so. Because of these two programs, people theoretically now have options for coverage, and CHAP, which was created for those without options, came to an end on March 31st. It was a wonderful program that was successful because of the generosity and kindness of providers in Benzie, Grand Traverse and Leelanau counties!

Traverse Health Clinic will be here to continue serving these individuals, along with an expected 25% increase in new patients. We know that not everybody will enroll for coverage and we will continue to be here for them, accepting all patients, regardless of ability to pay for care. The Clinic offers a sliding fee scale and substantial financial consideration for those with limited resources. We will continue to be a major safety net, as we have been since 1975.

Our Community Health Center offers comprehensive primary care services as well as support services such as case management, care coordination, transportation vouchers and translation services. We have eliminated barriers to care and are poised to grow stronger as we transition through the changing health care environment. Our expansion efforts include hiring another physician, creating an additional exam room and other renovations to make our current space as efficient and usable as possible. We welcome your support of this campaign outlined later in this report.

I thank you for your continued support and advocacy of our important community health center and look forward to providing you future updates about the results of your generosity!

Arlene Brennan

Community Impact 2013

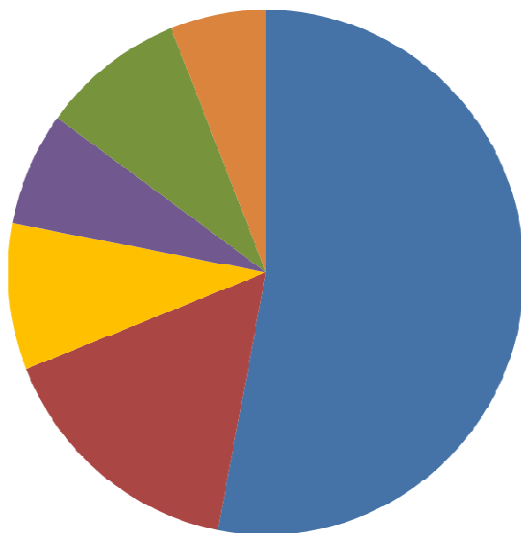
Impact of our Mission on People

- 2,422 People helped, on average, each month
- 5,899 On-site clinic primary care visits
- 361 On-site specialty visits
- 857 Referrals to specialists of all types
- 232 Referrals for vision care
- 714 Dental patient encounters
- 1,125 Counseling visits on-site

Community Impact

- \$7,336,683 worth of health services provided to patients
- 37 dedicated staff persons employed by the Clinic
- 1,890 on-site clinic volunteer hours contributed by volunteers
- 96% of patients surveyed reported feeling that their lives are better off after receiving care through Clinic programs

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



Sources of Revenue 2013

- Indigent Care Contract - 53%
- Capitation Payments to Administer ABW - 16%
- Reimbursement from Medicaid, ABW, other - 9%
- Grants of Various Types - 7%
- Fund Development Donations & Events - 9%
- Retained Earnings/Miscellaneous - 6%

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

Community Impact 2013

Value of our Mission to Community Members in Need

Direct Services Provided <i>Onsite at No Charge</i>	<u>Number</u>	<u>Value</u>
The onsite clinic is the medical home to	1,851 people	Priceless
Clinic encounters (average value \$75/encounter)	5,864	\$439,800
Mental health service encounters	1,125	\$84,375
Medications given out (generics, samples)	4,530	\$397,500
<i>Subtotal Value of On Site Services</i>		<i>\$921,675</i>
Services Provided <i>Under Arrangement</i>		<u>Value</u>
Medical services provided at no charge to patient by Munson facilities		\$2,234,652
Pharmaceuticals from pharmaceutical companies— donated		\$3,473,050
Primary care and Specialty physician services — donated		\$519,665
Services provided by community dentists, DCN, and U of M Clinics — donated		\$167,241
Vision exams — donated		<u>\$20,400</u>
<i>Subtotal Value of donated services provided under arrangement</i> <i>(as presented at cost)</i>		<i>\$6,415,008</i>
Grand Total Value of Services Provided to Community Members in Need		\$7,336,683

Grants Received 2013

Community Foundation, \$6,500 for Direct Clinical Services
Grand Traverse Band of Ottawa and Chippewa Indians, \$12,770 to purchase medical equipment and supplies
Grand Traverse Band of Ottawa and Chippewa Indians, \$10,000 for dental
Grand Traverse Band of Ottawa and Chippewa Indians, \$10,000 for homeless outreach
Grainger Foundation, \$3,500 for computer upgrades
Health Resources and Service Administration (HRSA), \$27,083 for New Access Point Grant
Michigan Dental Association Foundation, \$5,000 for dental
Seabury Foundation, \$20,000 for CHAP program delivery in Benzie County
The Art and Mary Schmuckal Family Foundation, \$28,200 for program transition funds
The Art and Mary Schmuckal Family Foundation, \$16,000 for dental
The Les and Anne Biederman Foundation, \$10,000 for equipment and computer upgrades
United Way of NWMI, \$15,000 for homeless outreach
Willoughby Rotary Foundation, \$1,000 for primary care for Benzie residents
Zonta Club of T.C., \$2,500 for women's care

Current Board of Directors

Catherine Allchin, Secretary	Heather Dykstra, J.D., Vice Chair	Derk Pronger
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Raymond Bohrer, M.D.	Julia Hogan	Dan Edson, Honorary Member
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Wonderful Community Support

Thank you to Black Star Farms and the Wineries of Old Mission Peninsula (WOMP)

..for selecting us as a recipient of their Day of Giving!



The Cooks' House 3rd Annual Pig Roast "Swine and Shred"



The guys 'guarding the pig'

We graciously thank Chefs Eric Patterson and Jennifer Blackeslee for creating this event, along with their entire staff for helping to host the event.

Side dishes were generously provided by Sweet Mama's Kitchen, Great Lakes Culinary School, La Becasse, Bistro Fou Fou, Mission Table, Town Plaza, Georgina's, Morsels, and Trattoria Stella.

Participating businesses included Little Fleet, Front Street Tattoo and Lifer Skateboard Shop.

Thank you to priceless sponsors including Z93, Bill Marsh Automotive and Huntington Bank.

Every one of these businesses were cheerful about the Clinic providing health services to those in need.

Thanks to participants for coming out in the rain!



Thank You Sheila McIntyre!

For the 5th year in a row, Sheila has been the creativity behind the Clinic's entry into the Zonta Festival of Trees. This year, her creation, "Littlest Angels," highlighted the fact that Traverse Health Clinic now serves children!

Grand Traverse Ophthalmology Clinic (GTOC)

The entire staff at GTOC are great advocates and partners with the Clinic in providing care to our community. Thank you to Drs. Daniel Thuente, Jeffrey Wentzloff, Kenneth Musson, Matthew Madion, Peter Sneed, Petra von Kulajta, J. Ryan McManus, Clayton Skrzypczak, Richard Abbott and Jennifer Lintz for continuing to select the Clinic as a recipient of the spring and fall trunk shows! Last year they raised \$2,150 for our CHAP program and since 2011, have donated \$9,225 to the Clinic! We thank them for giving back to our entire community!



Spring 2013

Fall 2013

Resolution Run January 1, 2014



100 hardy people turned out in single digit temperatures for the first annual Resolution Run at 11 a.m. January 1st!

Race Directors Karl Bastian and Bill Lancaster first approached the Clinic last summer with the idea to ring in the new year with a healthy start...and to benefit health services for families being served by the Clinic.

We obviously loved the idea!

Thank you to our race sponsors: Fox Motors, Bill Marsh Auto, Hospitalists of NWMI, American Proficiency Institute, Blue Cross Blue Shield of MI, Cartridge World, Z93, Up North Media and TV 9&10!

Community Impact

Clinical Care Campaign Prepares to Expand Clinic Impact

By the end of last year, we knew we had a big challenge. Traverse Health Clinic is open to all and a safety net for many. This is wonderful, but has presented an operational challenge: we are becoming a health care home for many more persons with multiple and complex medical needs. In addition to this, the Affordable Care Act is expected to increase our numbers significantly. The demand for our services is expected to increase by 25% over the next year. With resources already very tight, we clearly had to make some changes.

We began having conversations with our supporters, which resulted in a number of generous commitments to partner with us in a special campaign so we could expand our capacity and increase our capability of managing increasing numbers of complex patients. In the first phase of the campaign, we raised over \$85,000 in private gifts and pledges for the \$300,000 needed over 3 years. This strong community support enabled us to take a big step.



Early this year, we invited Dr. April Kurkowski to join our team and work alongside Dr. Lynn Swan and our three nurse practitioners to provide care for an increasing number of families in our community. Dr. Kurkowski received her degree in Osteopathic Medicine from Kansas City University of Medicine and Biosciences and comes to the Clinic with an extensive background in primary care, most recently as a family medicine physician at Kalkaska Memorial Health Center Rural Health Clinic. Dr. Kurkowski works four days a week at the Clinic and has already made quite an impression. Always smiling, she has a gentle, professional demeanor which quickly endeared her to patients and our team.

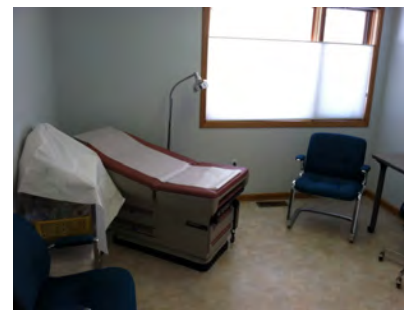
This past month, the T.C. Rotary Club Good Works Fund and the Community Foundation FOCUS Fund helped us to build out and equip an additional exam room to handle the growth. Both actions immediately began to make a tremendous and positive impact!

Clinical Care Campaign

Our campaign is not over. We need to fund this clinical care expansion until replacement revenues are fully in place. With a goal of \$300,000 over 3 years, we need you.

This is what your gift will provide:

- Patient wait times for appointments will be reduced
- Patient care teams will be better able to work together to ensure the timely collaboration and resolution of patient needs
- Consistent physician involvement will improve continuity of care for patients and effective management of multiple and complex medical conditions
- Efficiencies provided through this model will allow the Clinic to see more patients within its overall resource constraints, and you will help provide 1,500 more office visits in the first year alone!



What can you provide to help us meet community needs? Is your company in a position to make a large gift? We invite you to make a special gift which *will* change lives.

Thank you for your consideration. Please contact Sherri Fenton in Development if you are able to make a special pledge at 231-935-0412 or email her at sfenton@traversehcc.org.

Thank you! We Honor Those Whose Volunteerism Touched Many Lives

Thank you to the following providers who donated care through the Traverse Health Clinic's Coalition Health Access Program (CHAP) this past year!

Since 2005, the generosity of these individuals has enabled over 55 million dollars worth of health care services to be donated to 7,000 community members in need!

Please join us in expressing gratitude for their service as this program has now come to an end.

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Michael Aja, M.D.	Christopher Chuinard, M.D.	Brian Fisher, D.D.S.	Amy Hepper, M.D.	Jeffrey Magnatta, D.O.
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Rex Antinozzi, M.D.	Mary Clifton, M.D.	Robert Fortuna, M.D.	Bradley Hochstetler, M.D.	David Martin, M.D.
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**THANK YOU
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TO OUR
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TO OUR
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And...Meet the Traverse Health Clinic On-site Provider Team!

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Ann Avery, RN, CNP, Director of Clinical Services
April Kurkowski, DO, Physician
Linda Rasmussen, ANP, Nurse Practitioner
Patty Bauer, FNP, Nurse Practitioner
Donna Rinker, FNP, Nurse Practitioner
Rick Sanok, PhD, Behavioral Health Program Director
Kristy Wiersema, LLMSW, Clinical Social Worker
Lou Galmalski, LLMSW, Counselor

Tom Gilgert, JD, MA, CAAC, Counselor-Recovery Specialist
Barb Law, RN, Lead Clinic Nurse Health Educator
Danielle Lake, RN, Clinic Nurse
Leslie Veda, RN, Phone Triage Nurse
Cynthia Holappa, RN, Case Manager
Karen Comella, RN, Clinic Nurse at Goodwill Inn
Traci Abramczyk, Medical Assistant
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These gifts represent those greater than \$100 given during January 1, 2013 and December 31, 2013.

Care was taken to assure accuracy in this donor list. If there is an error, we apologize and would appreciate you letting us know by calling 231-935-0412.

Thank you for your generosity!

Patient Writes Heartfelt Letter of Gratitude

I realize I have the option to go to just about any family practice, but to be honest, I prefer my insurance company payments go to Traverse Health Clinic... so they can keep servicing those in our community that fall within the lines that we once did.

I wanted to let you know, how grateful I am for the services I have received over the last year.

I have been uninsured for about 10 years. I have worked full time for the same non-profit organization for almost 7 years. I am not poor, but I am what they call working class poor. My family and I don't make enough for insurance, but we make enough to survive otherwise. Nobody in the family was insured, not my 13 year old or my 2 year old, my husband or myself. It cost so much over the last few years...for well child visits, sports physicals, let alone if our kids got sick...thousands of dollars to be seen, only to be turned away because we didn't have the right amount of funds to pay for certain procedures. But that is overlooked by the fear of dealing with a sick kid and the not knowing, if what you dismiss as a long term fever is simply "her way of fighting off infection" or truly a disease that is in the long run going to hurt your baby.

I was given insurance by the state during my pregnancy, however once I had my child they booted me off...within about 1 month I noticed that I had developed a lump in my breast. I didn't have health insurance so I called the Traverse Health Clinic to see if I could get in on a sliding scale. They got me in, within a few hours...they didn't want to let this small pea sized bump get larger by waiting.

I was able to get into a 7 pm appointment, which was amazing since I work full time and it can often be hard to get out of the office. I went and met with a nurse. She did a very thorough exam, asked questions and treated me with total respect and kindness. The Clinic Team decided I should have a mammogram, being uninsured I of course started to wonder what bills I would forfeit in order to do this. They quickly told me not to worry about it. About any of it. They would find funding, make the appointment and let me know if anything else needed to be dealt with. I was in for the mammogram within 5 days and had my results within the hour.

My experience at Traverse Health Clinic was the best service I had ever had. Recently my family decided it was time to purchase health insurance for myself, husband, 13 year old and 2 ½ year old. We looked at various doctor offices, family practices and then I had a follow up call from my nurse at the Clinic. She wanted to see how I was, if there had been any other lumps and if I needed anything...support or otherwise.

I was moved to tears.

This is when I discussed things with my husband and decided that we wanted to make the Traverse Health Clinic our primary family practice. Through me, he saw the kind of care I was given and agreed.

We are now insured, and I went today and learned about all the services the Clinic offers aside from just doctor visits. *I realize I have the option to go to just about any family practice, but to be honest, I prefer my insurance company payments go to Traverse Health Clinic, so they can keep servicing those in our community that fall within the lines that we once did.* I know I made the right choice for my family. I am so grateful that this organization exists. It's simply hard to put into words.

Signed, *Grateful Patient*

Memorials and Honorariums given January 1, 2013-December 31, 2013
The individuals in bold have been honored with gifts given by those italicized

The individuals in bold have been honored by those in italics:

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Several of our supporters have informed us that they have included Traverse Health Clinic in their estate planning.

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Please contact our development office at sfenton@traversehcc.org

Stay up to date with our monthly e-newsletter ...

Visit our website home page at www.traversehealthclinic.org to sign up!

This will keep you up to date on events, changes, etc. and come to your mailbox only once a month.



3155 Logan Valley Road, Traverse City MI 49684

Upcoming Ways you Can Support our Clinic...While Having a Great Time!



Saturday, September 27th, the fall pig roast at The Cooks' House is back, and the entire block will be a party! Mark your calendar for an afternoon of fun at the **River's End Block Party, a benefit for Traverse Health Clinic**. And get ready for awesome!

Friday, October 10th, the 5th Annual Bras for a Cause will benefit preventive services at Traverse Health Clinic!



In 2013, a total of \$22,000 raised at the event was donated directly to the capital campaign for The Cowell Family Cancer Center, which will be part of Munson Medical Center. This year it is our turn! People often come to the Clinic who have gone for years without any health care and present with advanced stages of cancer. Your support can help us provide more services. You can join in by being a sponsor, making a wild bra, being a model (guys only ladies) or just coming to join the fun! For more information visit www.brasforacause.com



January 1, 2015, the 2nd Annual **Resolution Walk/Run 5k** to benefit Traverse Health Clinic! It's a great way to start the new year!

Looking for corporate sponsors to partner up in any of the above events! To sponsor or to volunteer, please email Sherri at sfenton@traversehcc.org

**Learn more about us at www.traversehealthclinic.org
Refer a friend in need of access by sharing our number: 231.935.0799**