

# A COMMUNITY TOGETHER

## TRAVERSE HEALTH CLINIC

### The Traverse Health Clinic Sets Records

The Traverse Health Clinic has seen record numbers of people and provided record numbers of services to patients in 2008!

The volunteer physicians who began our story with the Community Health Clinic 35 years ago chuckle when they recount that they served those in need "out of a box!"

Today, our facility is quite a bit larger than that, and our services are compounded. When the Community Health Clinic merged with the Grand Traverse Regional Health Care Coalition in 2007, they became an even stronger force together, providing access to health care services for those in need in our community.

The Traverse Health Clinic access programs and on-site clinic have helped over 4,500

uninsured people just since 2005.

Our calls in for assistance increased by 21% in the last quarter of 2008, and we expect that number to continue to grow significantly throughout 2009. Your continued support will be crucial for us as we strive to meet the growing need for our services.

At our on-site clinic last year, we had 6,000 office visits for 1,800 patients. Additionally, 500 patients were seen by private primary care providers who volunteered their services out of their offices.

Through these and other off-site providers at Munson Health-care, private medical offices, optometrists, dentists and pharmaceutical companies, our patients received a total of

### Traverse Health Clinic



because everyone deserves good health

\$5,635,332 worth of *donated* health services and medicines in fiscal year 2008! We are so grateful for this extraordinary outpouring of generosity from our community, for we can only provide the services we do because of this collaboration.

Our "we" is you.

A sincere *thank you* to all of those who were involved in this outpouring. We are only here because of the generosity of this community.

#### Special points of interest:

- Find out what our champions did for us in Swingshift and the Stars
- We love to share the wonderful results we see happening in our patients' lives. Meet one of the families directly affected by the care our community has been able to provide
- Volunteerism is at the heart of our organization. Meet one of our many assets

#### Inside this issue:

Swingshift and the Stars Dance-off for Charity	2
Have you ever wondered what we do and how we do it?	2
Traverse Health Clinic Receives Grant for Give Kids A Smile	2
Spotlight on a patient	3
NMC Students Partner Up for Creative Campaign	3
Our Wish List	3
Meet one of our volunteers!	4

### A Note From Our Executive Director

Welcome to the first issue of our Traverse Health Clinic Newsletter—"A Community Together!"

Being that communication is vital to our organization and its partners, we have recently been able to add a Development Director to our staff. I am pleased to introduce and welcome Sherri Fenton, who brings a wealth of marketing experience and energy to the THClinic. She has accepted the responsibility to ensure we keep you and the community informed, along with

her other development duties.

I thank you, our supporters, for your generosity, your faithfulness and your kindness. We had the best year end appeal ever, adding substantially to our donor base. With increasing demand, our need for even stronger community support is growing. And, as we all have come to realize, it is highly unlikely that this need will slow down any time soon.

We appreciate the opportunity to say *thank you* and bring to

you what we hope will be some good information about who we are and what we are accomplishing for the community. I would welcome the opportunity to give you a tour or to talk with you about our mission, services, or any aspects of our growing organization. My door is always open.

We hope you enjoy this issue.

Best Regards,

~Arlene Brennan

## Swingshift and the Stars Dance-Off for Charity



Dan Edson, Board President, with Brenda and Tom at the first Swingshift event.

### Thank you to all contributors!

Swingshift and the Stars Dance-Off For Charity was a wonderful event! Brenda Biederman, community philanthropist, teamed up with Tom Morrell, owner of Ballet Etc. and Northwest Michigan Ballet Theatre to dance their hearts out for the benefit of the Traverse Health Clinic!

The first competition was held on August 30, with the Grand Finale four events and four months later on New Year's Eve. Not only were Brenda and Tom the most elegant dancers in our eyes, they also brought in

the most money for a non-profit, with \$11,676 total in donations for the Traverse Health Clinic!

Thank you Brenda and Tom for your selfless sacrifice of your time to prepare for 5 grueling competitions—you are our stars! We cannot thank you enough for your efforts to raise money so that we can provide high quality, comprehensive service to our patients. So, we will let Nick P., one of our patients and recipients of your generosity, thank you: "The Traverse Health Clinic saved my life. I've never had anybody care so

much. I walk in here and everybody treats me like family."

*For those of you who attended and supported the event, we thank you for contributing to us. We were not given names, but suspect that many of those generous donors are reading this now!*

We feel blessed to have been a part of this fun and unique fundraising idea. Thank you Brenda, for choosing us! Thank you to *all* responsible for the successful outcome.

## What We Do

### Have you ever wondered just exactly what do we do?

We are here to serve adult residents of Benzie, Grand Traverse and Leelanau counties who do not have health care insurance and are in financial need. The eligibility guidelines for our program are the same as Munson Medical Center uses for its uncompensated care. Applicants must be adult residents and meet certain income and asset criteria to qualify for our assistance.

While the majority of our patients are seen at our on-site clinic, approximately 500 are assigned to private primary care offices in one of the three counties we serve.

Patients receive help in many disciplines, such as specialty referrals, dental and vision services, mental health services, HIV counseling, prescription assistance and outpatient services at Munson facilities.

In addition to the donated services, we are able to obtain

very low cost eyewear and dental services for our patients.

We attempt to provide a regular source of care, "a primary care home" for people who have never experienced this sort of care before in their lives. This includes management of chronic diseases and preventive services.

We have seen firsthand that our efforts have helped restore individual and family lives. *We couldn't do it without your help.* Thank you.



Mary Ann Hoogerhyde, one of our nurse volunteers, takes the blood pressure of a clinic patient.

## Clinic Receives Special Grant for Give Kids A Smile Program



Dr. Don Piche, volunteering his time to give oral screenings at one of our area schools.

According to the U.S. Center for Disease Control, dental decay is one of the most common chronic, infectious diseases among American children, although it is preventable.

The Traverse Health Clinic is in its second year of a federal grant which has allowed us to offer oral health classroom education to 4,000, and oral

health screenings to 1,500 elementary aged children each year.

From December- February, children received age-specific education on nutrition and oral care, and all took home a bag with dental floss, toothbrush and toothpaste.

Oral screenings were performed by volunteer dentists and

hygienists. Twenty-five percent of these children had obvious needs. Unfortunately, we have found that parent response to our "report cards" can be meager, so we have followed up with offers to help connect parents with access to free services that are available for their children. Our goal is to help more children receive the oral health care they need.

## Making a difference for one patient, one family

If you spend much time around the clinic, you will find that you have the opportunity to be touched in many ways.

I would like to introduce you to Amy and Ron, as they shared their story with me. They are both managers at their workplaces, Ron in building products and Amy in retail. Despite their good positions, their jobs do not offer any kind of health care and they make a little too much to receive Medicaid.

When Ron began having diabetic symptoms, he and Amy knew that something was very wrong. For four months Ron resisted going to see a doctor, because they could not afford an office visit and he refused to put their family in debt. You see, they have two young

children for whom they are building a future.

By the time they found out about us and came in to apply for our Coalition Health Access Program (CHAP), Ron was in great need of care. He needed two days of hospitalization to get his blood sugar levels under control, and at Munson he was told by physicians that he wouldn't have lived much longer had he not been treated.

"We were desperate and had nowhere else to turn," said Amy. Financially, they could not have afforded doctor visits nor the monthly supplies needed to keep the diabetes under control.

They did qualify for enrollment in our CHAP program, and Ron

has been able to receive specialty care, the costly monthly diabetic supplies, and medications through the programs offered by CHAP. Our diabetic clinic and Munson have been educating them on living with diabetes. Amy too, is thankful to have had some of her own health concerns addressed.

"We now have a place to go, and someone to call. This family would no longer be together if it weren't for CHAP. It's keeping our family healthy and happy and whole."

And when you look into the eyes of their sweet little children, you can quickly see that the value of services they received was priceless.



*"This family would no longer be together if it weren't for CHAP. It's keeping our family healthy and happy and whole."*

*~Amy*

## NMC Students partner up for creative campaign

Every year, the faculty at the Northwestern Michigan College Visual Arts and Communication Department ask area non-profits if they would like to submit a proposal for a project in which students can receive 'real life' experience, while at the same time benefitting the

community as a whole.

We jumped on this offer and our proposal was approved!

We have been paired up with three enthusiastic students who are working with us on an upcoming campaign featuring some of our donors, volunteers

and our patients!

Look for us in (donated) print publications and listen for our public service announcement spots on local radio stations beginning in May!

Thank you to NMC for this opportunity!

## Our "Wish List"

There are times when we find needs which fall outside of our budget or scope of services which we will share with you.

We have 3 *immediate* patient needs for durable medical equipment. When physician providers call us with these type of needs, we have very limited funding to help, and they are costly. We are seeking donors to build our **Special Needs Fund** so that we are better equipped

to meet these patient needs as they arise.

On the development side of things, we would love to find an **underwriter** for a \$3,000 two page ad in *My North Giving Guide*, an insert in the holiday issue of *Traverse Magazine*. The purpose of being in this issue would be to increase our visibility among charitable-minded individuals as we strive to increase our partnerships. If

your business or office would like to partner with us in this, we would feature your business ad on one of the two pages.

If you have **print production** capabilities, we are looking for a business or person to donate printing of 2,000 color promotional brochures (value \$700).

Call Sherri at 231-935-0412 or [sfenton@traversehcc.org](mailto:sfenton@traversehcc.org) if you are able to help with any of these requests. Thank you!

*Clinic Volunteers on T.V! Watch for us Sunday and Monday nights during March at 7 p.m. on TV2 during the United Way show, "Giving Back: Northwest Michigan Style," and hear a few of our volunteers tell their "why"*



*(mailing address)*

**Our Mission:  
To Provide Access To Affordable Health  
Services Through Community  
Collaboration To People In Need**

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## Meet one of our volunteers, Maria Danek

All in a six month period of time in 2004, Maria Danek retired, married her childhood friend, and moved to Traverse City from Rochester, N.Y!

Having worked as a Nurse Practitioner with diabetic patients at the University of Rochester her whole working adult life, we were blessed when she read an article about our clinic and thought, "I can do that!"

Since she found her house could not get any cleaner, she called us and began to do work which she had always wanted to do: to volunteer in a free clinic.

"I felt I had something to offer," she says, and the time in her life was just right.

Today Maria spends about two days a month volunteering at our diabetic clinic. Stressing that there is so much that needs to be addressed when one is a

diabetic, she is a wonderful resource for our diabetic patients as she draws upon her years of experience in Rochester.

Also volunteering at the Cadillac free clinic, she has a heart for helping others that exemplifies all of our volunteers who donate so many hours to our patients.

In 2008, our volunteers logged in 4,200 hours! We are so grateful for you! And we always welcome new clinical and non-clinical volunteers into our organization.

In fact, we currently have increasing needs for volunteer nurses, nurse practitioners or physicians. People in need of care are lining up outside our clinic well before opening hours.

You can volunteer at our offices anytime, seeing patients or helping behind the scenes in either our clinic or CHAP office.

If you are a provider not wishing to travel to us, you can volunteer out of your office and we'll do all the paperwork for you. We will work with you on what works best for you.

What we acknowledge, is that without our many volunteers, we would not be here. We need you and are very grateful for you.

Give Meg a call at 231- 935-0810 if the time is right for you!



*Volunteers Maria Danek, Cathi Walker and Joan Jackson "reading up" at a volunteer gathering in February.*

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## Our Together Story continued...

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## In addition to our annual donations, we have individuals who support us monthly. Thank you for this continued support.

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## Staff: Working together with you, because everyone deserves good health.

### Administration:

*Arlene Brennan, Executive Director*  
*Sherri Fenton, Development Director*  
*Gail Heath, Finance Manager*

### Clinic:

*Patty Bauer, F.N.P., Nurse Practitioner*  
*Dr. Flora Biancalana, Medical Director*  
*Michelle Burfield, Administrative Assistant*  
*Karen Comella, R.N., Office Nurse*  
*Christina Fechner, HIV Technician*  
*Penny Fourné, R.N., Office Nurse*  
*Brooke Gray, W.H.N.P., Nurse Practitioner*  
*Flint Horton, HIV Data Specialist*  
*Meg Lancucki, Clinic Director*  
*Barb Law, R.N., Office Nurse*  
*Tami Livingood, F.N.P., Nurse Practitioner*  
*Renae Preston, F.N.P., Nurse Practitioner*  
*Linda Rasmussen, A.N.P., Nurse Practitioner*  
*Rick Sanok, PhD., Psychological Services Coordinator*  
*Brian Simerson, HIV Counselor*  
*Carolyn Taratuta, M.S.W., Psychological Services Counselor*  
*Kymerly Taylor, Administrative Assistant & Billing Specialist*  
*Joseph Welch, HIV Counselor*  
*Clinic Volunteers*

### Dental:

*Rene Louchart, RDH, BS Dental Health Director*  
*Sue Adkins, Dental Access Program Assistant*

### Medication Access Program:

*Amanda Carpenter, Medication Access Specialist*  
*Becky Grace, R.N., Medication Access Nurse*  
*Jeff Sanborn, Medication Access Specialist*  
*Sara Waddell, Medication Access Specialist*

### Programs:

*Gail Ashley, Lead Provider Services Representative*  
*Stephanie Dommer, Lead Financial Counselor*  
*Renee Gilbride, Member Services Representative*  
*Lori Tartaglia, Member Services Representative*  
*Yesenia Martinez, Receptionist*  
*Sue Murchie, Programs Director*  
*Laura Salvatore, Provider Services Representative*  
*Karen Verschuren, Provider Services Representative*  
*Sharon Werner, Lead Member Services Representative*  
*CHAP Volunteers*

## Special Gifts 2008: You Are Our "Together"

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