

HOUSE CALL

NEWS FROM THE CHARLOTTESVILLE FREE CLINIC

JANUARY 2008

*We wish you a happy
and healthy new year!*

The CFC Staff

2008 Events

Points of Light Foundation

National Volunteer Week

April 27-May 3

www.pointsoflight.org

RWJ Foundation

Cover the Uninsured Week

April 27-May 3

www.covertheuninsured.com

CVAIFA 10th Annual Charity

Golf Tournament

Wednesday, May 21

Cville Triathlon Club

Sprint Triathlon: June 22

International Triathlon:

July 27

XTerra Triathlon: August 17

www.cvilletriathlete.com

**CFC Annual Benefit
Concert...information
coming soon!**

**charlottesville
FREE CLINIC**

Fifteen Years and Counting: A Conversation with CFC Co-Founder Dr. Mohan M. Nadkarni

Q: What was the state of health care when you founded the CFC fifteen years ago and what changes have you seen since?

A: In 1992, health care costs were skyrocketing, access to health care was a national concern and there were high hopes that the Clinton administration would be successful in health care reform. Unfortunately, this effort failed and the number of uninsured Americans has continued to increase annually. As health insurance premiums have increased, fewer employers can afford to provide full coverage for their employees. Low-income families are still the most likely to be uninsured, but the fastest growing group of uninsured is now middle-income families with incomes of \$50-70,000. In my opinion, the health care system is terribly broken with one quarter of the population lacking adequate access to care.

Q: What were your original goals for the CFC and how has the organization changed?

A: Our original and current mission is:

- to provide a volunteer community health support system that offers high-quality health care for the working uninsured population, which would otherwise have no access to care.
- to educate current and future health care professionals about caring for this population.
- to compile information in support of a comprehensive policy for access to health care.



Mohan M. Nadkarni, MD, FACP

When we started the Free Clinic, we thought it would be a stopgap resource—a safety net—until health care reform could be enacted. We used to say that the CFC was for people “outside the system.” Now the CFC and our patients are part of the “system.” In partnership with our local hospitals, the health department and private medical offices, the CFC is the primary resource for working uninsured adults and their families.

In the early years of the CFC, most of our patients sought care for acute illnesses such as the flu or bronchitis and were seen only once. Now we see many more patients with diabetes, hypertension and heart disease who don't have an ongoing source of care. The CFC responded by providing a broader range of health care services such as our on-site pharmacy, lab and radiology services, specialty referrals, mental health services and our on-site dental clinic and hiring a nurse practitioner. The biggest change clearly has been

Continued on next page...

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Continued from Cover...

the need to provide top-notch care to patients with chronic illnesses, which has required many more medical, and financial resources due to higher needs for multiple medications and regular ongoing care.

Q: What is it like to volunteer at the CFC? Does the clinic have enough volunteers?

A: Volunteering at the CFC reminds me why I love medicine and why we created the clinic. The energy created by the commitment of professionals and lay volunteers to provide a positive and effective health care experience for our patients, and our patients' gratitude, is rejuvenating. It really recharges my batteries. Nothing beats the opportunity to share experiences with patients and with the next generation of health care professionals—medical students, nursing students, resident physicians, etc.—whom I hope will continue this work and advocate for change.

The CFC has received tremendous volunteer support from the community. While we've seen a recent increase in specialist volunteers, we do need more generalist volunteers like internal medicine and family practice physicians and nurse practitioners. With so many of our patients struggling with chronic diseases, we need to see them more often to monitor their condition.

Q: I understand that you helped create and are teaching a class for first-year medical students. What is the purpose of the class and why did you initiate it?

A: The course is *Social Issues in Medicine: Building Bridges between Community and Medicine*. Our first class was in the fall of 2005. The objective of the class is to introduce first-year medical students to the socioeconomic, racial and cultural factors that can influence health care such as:

- employment status and type of employment (*access to or ability to afford health insurance*)
- health status (*pre-existing conditions, obesity, smoking, etc.*)

- availability of doctors, dentists, clinics and hospitals in the community
- access to transportation
- literacy/education level



- English language proficiency
- ability to afford nutritious foods, medications, medical supplies and supervised exercise

These factors can influence the prevention, occurrence and treatment of acute and chronic diseases. The course combines class work with hands-on volunteer work with local social service, education or health-related agencies including the Charlottesville Free Clinic.

Q: Where do you see free clinics fitting into the health care system in the future?

A: I'd still like to have a health care system that would offer all Americans access to affordable health care, but recognize that without significant change at the state and national level, free clinics will need to continue to stretch their resources. We owe it to our community to fill the gaps and provide the health care that so many of our neighbors need.

Mohan M. Nadkarni, MD, FACP, is an associate professor with the UVa Health System's Department of Medicine and General Medicine, and medical director of University Medical Associates. Dr. Nadkarni and fellow resident Dr. Paul V. DeMarco founded the CFC in 1992. Currently, Dr. Nadkarni is vice chair of the CFC's board of directors and a regular volunteer.

CFC Celebrates 15th Anniversary and Honors New Members of Founders Circle

On Tuesday, September 17, 2007, CFC supporters and friends gathered at Sponsor's Hall to celebrate the clinic's fifteenth anniversary and to recognize the newest members of the CFC Founders Circle. The CFC Founders Circle was inaugurated in 2005 to honor supporters that have made donations totaling \$25,000 or more cumulatively to the clinic. Joining our distinguished list of charter Founders Circle members during FY2007 were :

Blue Moon Fund

C&O Restaurant

Central Virginia Association of Insurance & Financial Advisors

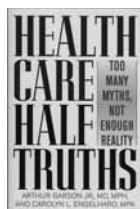
MJH Outpatient Surgery Center

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Westminster Presbyterian Church

Our keynote speakers for the event were CFC board members Arthur Garson, Jr., MD, MPH and Carolyn Engelhard, MPA. Dr. Garson is former dean of the UVa School of Medicine and is the University's current vice president and provost. Carolyn Engelhard is an assistant professor and health policy



Former CFC Executive Director Becky Weybright with current ED Erika Viccellio and founding ED Betty Newell at Founders Circle Event in September 2007

analyst at the UVa School of Medicine. Tim and Carolyn discussed their new book, *Health Care Half-Truths: Too Many Myths, Not Enough Reality* and facilitated an interesting and lively discussion on current state of health care and how we could make positive changes nationally and locally to ensure affordable health care for everyone.

The CFC is very grateful for the generous financial support and ongoing commitment provided by members of



Founders Circle event attendees

the Founders Circle. We also would like to thank Tim and Carolyn, the UVa Darden School of Business and 21 South caterers for their contributions to the success of the event.



Carolyn Engelhard and Dr. Tim Garson

Dr. Tom Leinbach Receives UVa Health System Award

CFC volunteer Dental Director and Associate Professor and Chair of UVa's Department of Dentistry, **Thomas E. Leinbach, DDS**, was the recipient of the UVa Health System's 2007 Community Builder award. The award recognizes Dr. Leinbach's dedication to serving others through his many volunteer and outreach activities. Dr. Leinbach received the award at UVa's Community Service Award ceremony on October 23. Congratulations Tom and thank you for your many contributions to the CFC!



Volunteers Needed!

Dentists

Physicians (*Internal Medicine and Family Medicine*)

Nurse Practitioners

Pharmacists

If you are interested in volunteering, please contact Laura Young at 295-0008 or laura@cvillefreeclinic.org.

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Dr. Tim Garson Elected to Institute of Medicine of the National Academies

Dr. Arthur Garson, Jr., MD, MPH, noted pediatric cardiologist, UVA executive vice president and provost, and member of the CFC board of directors, was recently elected to the prestigious **Institute of Medicine of the National Academies**. Election to the Institute of Medicine of the National Academies is one of the highest honors a health professional can receive. In addition, Dr. Garson will be working with other health professionals within the institute to improve health policy around the world. Congratulations Tim!

Thanks To...

...CFC board member **Susan Payne** and her team at **Payne, Ross & Associates** for producing an exceptional annual report for the CFC for the sixth year. Thanks also to local photographers **Jack Looney, Tom Cogill** and **Jackson Smith** for donating superb photos for the report.

...Members of the **CFC Friends Committee** who signed and wrote notes on more than 1,200 annual giving letters this past October, and assisted with stuffing, sealing and stamping!

...The **December Foundation** for donating money to provide taxis for CFC patients whose visit to our Evening Clinic lasts later than bus service is available; and for their assistance with designing a survey for local physicians.

...Volunteers from **Eagle Corporation** who volunteered at the CFC for the United Way-Thomas Jefferson Area's 2007 Day of Caring helping to archive and reorganize more than 6,000 patient charts.



Myrle Langley, Bob Thompson and Jim Garnett in the midst of pharmacy renovations



Volunteers Bob Thompson and Myrle Langley hard at work on pharmacy renovations

...Pharmacy volunteers **Myrle Langley, Bob Thompson, Jim Garnett** and **Mark Humbertson** for planning and executing renovations to the CFC pharmacy in order to expand storage capacity, increase efficiency of filling and dispensing medications and provide a more comfortable work environment for our pharmacy volunteers and staff. The team installed

custom-designed shelves for medications and storing prescriptions, built three freestanding work stations for pharmacy technicians and put a fresh coat of paint on the walls and cabinets.



Renovated pharmacy

...**Lynelle and John Lawrence**, owners of **Mudhouse and Smartroom**, who offered to share their experience as CFC patients publicly. Their "story" was featured in the CFC FY2007 annual report which highlighted the changes the CFC has experienced over its fifteen year existence.



Lynelle and John Lawrence

We are also most grateful to the Lawrences and their staff for running a fundraiser for the CFC this past December. Information about the CFC was posted at all five Mudhouse locations and the CFC received \$1 for every \$25 Mudhouse customers added to their Smartcards.



New Patient Service: Wellness Consultations with Women's Initiative Volunteers

Recent research indicates that living with chronic stress can increase an individual's vulnerability to chronic diseases such as heart disease, diabetes, depression, obesity and tooth and gum disease—and can exacerbate symptoms if the person has already been diagnosed with a chronic illness. Health care professionals are recognizing that in addition to traditional medicine—primary and specialty doctor visits, medications, surgery, physical therapy, etc.—helping their patients identify and address the stressors and lifestyle choices that are influencing their health negatively can complement their medical care and lead to improved health and well-being. Self-care/wellness education empowers patients to take more responsibility for their own health. It includes stress management skills, lifestyle and disease-specific information, self care tools and resources and pain management techniques. Self-care/wellness education can help patients:

- reduce the perceived severity of their symptoms, including pain
- improve medication compliance
- prevent unnecessary

hospitalization

- have greater self confidence and a sense of control
- have improved overall mental health and less depression

The CFC is pleased to announce that volunteer counselors and social workers from **The Women's Initiative**, a new local nonprofit agency, are providing free fifty-minute **Wellness Consultations** for CFC patients every Tuesday evening. The consultations will help CFC patients identify their stressors and negative lifestyle choices. Once the patient's stressors have been identified, the volunteer will counsel them on strategies, techniques and resources that can help them manage their stress.

We are very grateful to The Women's Initiative for partnering with the CFC to provide this valuable service for our patients. The Women's Initiative is a nonprofit, innovative counseling service for women located in downtown Charlottesville. Counseling is provided on a sliding scale basis. Wellness Consultations are also available. For more information go to www.thewomensinitiative.org.

Thank You Staff Stuffers!

The following restaurants, caterers, individuals and groups have generously donated dinner for our evening volunteers during the past six months:

Agnes' Very Very Bakemmm Bagels

Baja Bean (West Main Street)

Big Jim's Bar-B-Que

The Biltmore Grill

Bluegrass Grill & Bakery

Blue Moon Diner

Bonefish Grill

The Brick Oven

Calvary Baptist Church

College Inn

Five Guys Burgers & Fries

Glorious Foods

Hotcakes

Littlejohn's New York Delicatessen

Marks & Harrison Law Offices

Mellow Mushroom

Milan Indian Cuisine

Mona Lisa Pasta

New Deli/Regency Catering

Padow's Hams & Deli

Pizza Bolli's

Raising Cane's Chicken Finaers

Revolutionary Soup

Sticks Kebab Shop

Wayside Takeout

Whole Foods



In Memoriam

We are very sad to report that we recently lost one of our longtime Staff Stuffers. **Trish Hope**, owner of **Big Jim's Bar-B-Que** passed away this past September. Trish, her family and staff have provided dinners for the CFC regularly for more than eight years. Trish never turned down our requests. Our thoughts and prayers are with Trish's family, friends and co-workers at Big Jim's.

CFC Staff News

"I feel lucky to have found an organization whose goals I hope to carry on during my career as a nurse practitioner."

Lucas Fussell
CFC Pharmacy
Assistant

The CFC is delighted to announce that our longtime Volunteer Coordinator, **Laura Young**, has been promoted to Clinic Operations Administrator. In addition to continuing to recruit, train and recognize volunteers, Laura will oversee the CFC's on-site pharmacy ensuring that our pharmacy is in compliance with state regulations. Her new responsibilities include supervising pharmacy operations, purchasing medications and assisting volunteers with enrollment in the state pharmacy technician training program.

Our newest staff member, **Lucas Fussell**, will assist Laura with pharmacy operations. Lucas is a UVa graduate originally from Savannah, Georgia. After graduating from UVa in 2004 with a BA in Spanish and Religious Studies, Lucas has been working for UPS and taking nursing school prerequisite courses at UVa and PVCC. Lucas started volunteering at the CFC this past spring and quickly became indispensable. His responsibilities include staffing the pharmacy during evening clinics, ordering and stocking medications through the RxP program, overseeing completion of PAPs applications and collecting patient income verification. We are delighted



Laura Young, Lucas Fussell and Anne Cressin

that Lucas is working with us part-time while he applies for Family Nurse Practitioner programs for fall 2008. Lucas hopes to work with indigent and low-income populations in the rural South.

The CFC is also pleased to share that thanks to a grant from the Blue Moon Fund, staff member **Anne Cressin**, our former Pharmacy/Dental Coordinator, will be focusing her efforts full-time on expanding the services of the CFC Dental Clinic and supporting the growth of the Community Dental Program—a collaborative effort between the CFC, MACAA CARES and the Charlottesville/Albemarle Dental Society to address the critical dental needs of indigent and low-income adults in our community.



Carnival Cruise to Benefit the Charlottesville Free Clinic **Round Trip from Norfolk to the Bahamas**

October 13-19, 2008

Sponsored by

The Central Virginia Parrot Head Club

Enterprise Travel

Carnival Cruise Lines

Rates start at \$1,475 per couple (double-occupancy). For each cabin booked, Carnival and Enterprise Travel will donate a portion of the cruise fare to the Charlottesville Free Clinic.

For more information, contact Ramya Fernando Thiagarajah at Enterprise Travel at 434-760-0007 or ramyafernando@yahoo.com.

Thank You Donors!

On behalf of the patients, staff and volunteers of the CFC, a heartfelt thank you to the following supporters who recently made donations to the Free Clinic. We are truly grateful for your generosity!

Donations posted between June 20 and December 31, 2007:

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CFC supporters can now make an online credit card donation to the Free Clinic securely through the **Network for Good** link on our website at www.cvillefreeclinic.org. Network for Good processes credit card transactions through VeriSign. Your donation will be electronically transmitted through the NFG's secure servers to the Free Clinic's bank account. Your credit card statement will register the donation as NFG versus the Charlottesville Free Clinic. A 4.75% processing fee will be deducted from your donation or you can choose to add the fee to your gift.



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