

HOUSE CALL

NEWS FROM THE CHARLOTTESVILLE FREE CLINIC

charlottesville
FREE CLINIC
DECEMBER 2010



*We wish
you a happy
and healthy
holiday
season!*

The CFC Staff



Health care reform and free clinics

By Carolyn L. Engelhard, MPA
Assistant Professor and Health Policy Analyst
University of Virginia School of Medicine

As a health policy analyst and a member of the CFC board of directors, I am getting many questions about the recently passed health care reform bill and how it will impact the Charlottesville Free Clinic and free clinics across the country. Former CFC board member and UVA Provost Dr. Tim Garson and I facilitated a forum on this topic for a CFC event at the Miller Center September 22. This article is a follow up to our discussion. An online video of the forum is available on the CFC's website.

The Patient Protection and Affordable Care Act (PPACA) holds the promise of reducing the uninsured population by more than half within a decade. Although the name of the legislation and conventional wisdom might suggest that most of us will have access to affordable health coverage by 2014, it is not at all clear that will be the case. In fact, predictions are that even if the rollout of health reform goes as planned, 23 million people, two-thirds of whom are legal citizens, will still be without health insurance by the end of the decade. Realistically, it may be many more. The 1,000-page bill is filled with technical details and regulatory hurdles that could delay the desired coverage expansion. However, this is not unexpected and is, in fact, the usual evolution of large-scale social legislation in our country. For example, when the Social Security program was enacted in 1935, it

excluded farmers, teachers, domestic laborers and over half of women and people of color in the workforce. Yet, despite its initial lack of universality, the passage of the Social Security Act created an important foundation for the federal retirement and disability benefits program. Likewise, legislation enabling reform of the organization, financing, and delivery of health care in this country will be fraught with fits and starts and backtracking before we accomplish the goals of the PPACA—a accessible, affordable, quality health insurance for every American.

An additional question regarding health reform surrounds the need for safety net providers like free clinics after 2014, when many uninsured Americans are slated to receive health coverage. Predicting the future role of free clinics depends in part upon one's timeframe. In the short term, free clinics will be needed more than ever. A recent Census Bureau analysis reported that the number of the uninsured in the U.S. rose over four million last year, totaling almost 51 million persons—one out of six Americans. Closer to home, in Virginia over one million citizens of the Commonwealth are still without health insurance. These federal and state numbers will not improve until the economy rebounds, unemployment rates go down and employers begin offering workplace insurance again, a trend that may take years. Clearly, in the

Continued on page 4

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FROM EXECUTIVE DIRECTOR ERIKA VICCELLIO

Dear Friend of the Free Clinic,

The holidays evoke a range of experiences and emotions for everyone. This time of year, I find myself reflecting on the “moments of grace” that bring cause for genuine thanksgiving in my life. Similarly, many of our patients share their moments of grace and gratitude during the holidays. Whether they express themselves with a note on a holiday card, a batch of homemade cookies or a donation, our patients share their appreciation with us frequently. We wanted to extend that appreciation to all of you who make it possible—our volunteers, community partners and donors. We’ve shared some of their comments in this issue of House Call and want to add our message of thanks to the community for your exceptional support.

At our November board meeting, the CFC recognized the contributions of two of our board members who will be completing their final term this December. Both Cynthia Stultz, for whom our dental suite is named, and Dr. John Lanham, founding member of the “A-Team” (a group of physicians who have volunteered once a month since CFC opened 18 years ago), are examples of the dedicated volunteers and leaders that keep CFC thriving. The board also approved the slate of officers for 2011. I’m pleased to announce that Carolyn Engelhard was appointed board chair and Amy Black was appointed vice chair. Todd Cabell

and Ray Murphy will continue as board secretary and treasurer for 2011. We are grateful to outgoing chair Sean Miller for his outstanding leadership and guidance for the past two years.

As we move into a new year, we continue to evaluate how we can make the greatest impact on the health of our community. From the direct services we provide, to the partnerships we foster, the CFC will work to leverage our resources in a responsible way to create the greatest impact on our community given the changing face of health care and, most importantly, the needs of our patients. To ensure that the CFC is the most effective organization we can be, over the past year we have been evaluating and restructuring our operating procedures and practices against criteria established by the Virginia Association of Free Clinics for accreditation. We completed our site visit in early November and hope to be approved for accreditation at the committee’s January meeting. The process of preparing our organization to achieve the benchmarks of excellence that accreditation requires was an important milestone for CFC, requiring diligence and hard work from the board and staff. We hope to share good news with you in early 2011. Thank you again for your contributions to our successes.



CFC Board of Directors November 2010. Back row from left to right: Steve Burns, Trish Cluff, Todd Cabell, Wendy Brown, Karen Maughan, Janet Silvester, Ray Mishler, Sean Miller, Carolyn Engelhard, Skip Platt, Sonjia Smith, Scheline Crutchfield, Leonard Sandridge. Front row: John Owen, John Lanham, Cynthia Stultz, Bruce Murray and Susan Payne. Not pictured: Amy Black, Joe Kayser, Elliot Kuida, Ray Murphy, Mo Nadkarni and David Swett.



The CFC is climbing mountains

Standing on the summit of Cotopaxi—a stratovolcano in the Andes Mountains in Ecuador, South America—you wouldn't think that his volunteer work at the CFC would be on Aaron Howell's mind, but it was! Aaron threw a CFC t-shirt in with his climbing gear and it resurfaced for a photo op at the top of Cotopaxi.

As the CFC's volunteer Pharmacist-in-Charge (PIC), Aaron is responsible for ensuring that the CFC pharmacy is in compliance with state and federal regulations, overseeing safety guidelines and monitoring quality control procedures. Aaron has been volunteering for the CFC for three years and took over as PIC in early 2010 when Leah Paige "retired" after serving as the CFC's PIC for seven years. After graduating from West Virginia University in 2000, Aaron moved to Charlottesville to work for a Kroger pharmacy where he met long-time CFC volunteer pharmacist Jim Garnett. He has been the PIC at our local Wal-Mart since 2008.

When asked what he enjoys most about volunteering at the CFC pharmacy, Aaron was quick to respond, "the people." He enjoys working with our regular pharmacy technician volunteers and meeting new people. Although the pace of the CFC pharmacy is busy, it's less hectic than the Wal-Mart pharmacy, which Aaron says, gives him more time to talk with patients. Aaron states that CFC patients tend to ask the same questions as his customers at Wal-Mart—side effects of medications and concern about drug interactions. He says it's clear to him that most CFC patients understand that the CFC's pharmacy services are provided by volunteers and are patient when waiting for the prescriptions to be filled and always express their appreciation.

Volunteers are the lifeblood of the Charlottesville Free Clinic. Each volunteer brings a unique set of skills to the CFC. In future issues of House Call, we hope to provide more stories about our volunteers and their lives outside of the CFC.

IN THEIR OWN WORDS

September 29, 2010

Dear Dr. Jenkins, Judy and Anne,

You will never know how much you have done for me! I had nowhere else to turn until I was told about your services. You have put my mind at ease and you will never know how grateful I am that you saw me as soon as you did. God bless you for providing this service! I will be in your debt forever. Now I have some hope that I will eventually get some teeth. You all should get a letter of commendation for your concern, kindness and generosity. Thank you all again for your work and support.

Catherine and Gayle George

CFC FAST FACTS

During FY10 ...

Volunteer providers—doctors, nurse practitioners and specialized health care professionals—and the CFC's nurse practitioner treated 1,577 patients with 4,777 visits to our day and evening medical clinics.

518 community members donated more than 13,000 hours to the CFC and our patients—a 20% increase in volunteers and a 6% increase in hours over FY09.

In all, volunteers staffed 321 day/evening medical clinics, 585 pharmacy hours and 339 day/evening dental clinics during the year.

More than 30 different food providers donated 140 dinners for volunteers through our Staff Stuffers program.

The CFC served 1,466 dental patients with 2,838 visits to our day, evening and Saturday dental clinics—a 54% increase over FY09.

Our volunteer follow-up nurses scheduled 747 referral appointments with our medical referral providers.

Community Dental Program providers treated 228 CFC dental patients for routine and specialized dental issues—a 90% increase over FY09.



immediate future, free clinics and other safety net providers will see increasing demand for their services.

In the longer term, as well, there will always be a role for free clinics. This will not change when health care reform's coverage expansion goes into effect. Free clinics have always served communities as health care gap-fillers and a place for volunteers to reach out to neighbors in need. That is their mission. Even after health reform is implemented, there will still be those in the community who will rely on free and low-cost health care. Who might they be? Some of the 15 million or so legal, non-elderly U.S. residents still lacking health coverage most probably will be young adults who currently make up a third of those uninsured and who opt to pay the penalty rather than conform to health reform's mandate to purchase coverage. Others may be low-income workers who are eligible for Medicaid but do not enroll. Currently, 35-50% of eligible adults do not enroll in Medicaid and it is reasonable to expect the same will be true in the future. In fact, in Virginia, up to half of the 465,000 estimated to be newly eligible for Medicaid in 2014 are not expected to sign up for the program.

To sum up, a health care safety net will continue to be needed in this country until we have true universal health coverage—an unlikely outcome given our federal-state governance structure and our ideological distrust of government. Even with a cloudy crystal ball we can foresee that the implementation of health reform in this country will be rocky and uneven and that there will always be pockets of vulnerable people who rely on the generosity of communities to provide needed health care. Free clinics will fulfill that role, continuing in

the future, as they do today, to reach out to those in need, providing an open door to health care. As the PPACA is rolled out over the next three years, the Charlottesville Free Clinic will work closely with other local health care providers to keep abreast of the changing health care needs of low-income adults and families in our community and will marshal the necessary resources to insure that no one falls through the cracks.

Carolyn Engelhard is the rising chair of the CFC's board of directors. She currently works at the University of Virginia School of Medicine

as an assistant professor of medical education and a health policy analyst in the UVA Department of Public Health Sciences. She also directs the Master of Science in Clinical Research program at UVA's Department of Public Health Sciences. In 2007 Carolyn co-authored the book, *Health Care Half Truths: Too Many Myths, Not Enough Reality*, with UVA Provost and former CFC board member Dr. Tim Garson.

NAIFA - CV 13TH ANNUAL CHARITY GOLF TOURNAMENT



This year's tournament will be held at the
Glenmore Country Club
May 23, 2011

Dinner, silent auction, and raffle to follow tournament.

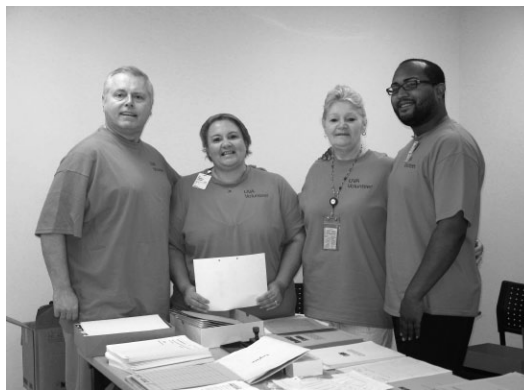
to benefit the **charlottesville**
FREE CLINIC

We're getting organized: the Laurence E. Richardson United Way Day of Caring 2010 at the CFC

Many, many thanks to volunteers from the UVA Human Resources Department and CenturyLink who spent the Day of Caring getting the CFC organized. Employees from UVA Human Resources repaired tattered charts and collated hundreds of new charts. CenturyLink volunteers spent the day re-organizing our haphazard supply room. With patient care as our top priority, often these administrative tasks fall to the bottom of our "to do" lists. We are thrilled with our spiffy efficient supply room and grateful to be able to grab a completed chart when a new patient walks in the door. Thanks to these terrific volunteers and the United Way!



CFC Executive Director Erika Viccellio with CenturyLink volunteers in the "closet."



The volunteer team from UVA Human Resources.

The results are in: CTC summer triathlons raise funds for the Free Clinic

We are indebted to the Charlottesville Triathlon Club (CTC) for its continued support of the Free Clinic. On Thursday, November 18, CTC President Ed Stockwell presented a check for \$2,639 from the three triathlons hosted by the club this past summer to CFC Executive Director Erika Viccellio at the CTC's year end celebration at Boylan Heights. In exchange for providing volunteers to assist with the races, the CFC receives a portion of the proceeds raised by the three triathlons each summer. Thanks to the CTC, the volunteers who represented the Free Clinic at each triathlon and Barbara Yager with the Childhood Obesity Task Force who organized all of the volunteers for each triathlon.



CFC volunteer flagger directs bikers at intersection of Plank and Alberene Roads.



Participant flashes victory sign!

THANK YOU STAFF STUFFERS!

The Charlottesville Free Clinic is very grateful to the following restaurants, caterers, individuals and groups for generously donating dinner for our evening volunteers during the past six months:

- Agnes' Very Very Bakemmm Bagels
- Ariana Grill Kabob House
- Baja Bean Company
- Big Jim's Bar-B-Que
- Bonefish Grill
- Carol & Jim Brinkerhoff
- Cheeseburger In Paradise
- Chipotle Mexican Grill
- College Inn
- Eppie's
- Fellini's #9
- Five Guys Burgers & Fries
- Glorious Foods
- Guadalajara
- HotCakes
- Junior League of Charlottesville
- Maya Restaurant
- McGrady's Irish Pub
- Mellow Mushroom
- Milan Indian Cuisine
- Mona Lisa Pasta
- Sandy Motley Catering
- Omni Charlottesville Hotel
- Kasia Otterbein
- Padow's Hams & Deli
- Pizza Bella
- Raising Cane's Chicken Fingers
- Sticks Kebob Shop
- Tip Top Restaurant
- Brittany Tomney
- Vocelli Pizza
- Wayside Takeout & Catering
- Whole Foods Market
- Zazu's Fresh Grille

If you are interested in becoming a "Staff Stuffer," please contact Kelly Durkin at 295-0008 or kelly@cvillefreeclinic.org.

THANK YOU SUPPORTERS!

The CFC's medical, pharmacy and dental services wouldn't be available for the people who urgently need them without generous financial support from our community. We need to raise 1.1 million dollars before June 30, 2011. To date, we've raised \$339,000. The CFC is very grateful for the following donations from individuals, foundations, churches, civic organizations and businesses as well as grants from local and state government and the community's support of fundraising events like our annual benefit concert.

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Phone Message from CFC Patient Sharon Roberts

"It is Thanksgiving night. I just want to thank you all so much, especially Barrie, Letisia and Chris, for all of your hard work and everything you do for this community. My husband and I are very grateful for everything you do for us, for the volunteer doctors and all volunteers. You all were thought of at my dinner table this Thanksgiving."

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Jaime McClure Wells

We have checked our donor records carefully, but apologize if we have made an error. If your name is listed incorrectly or has been omitted, please contact CFC Development Director Kathryn Sims Cross at 295-0008 or kathryn@cvillefreeclinic.org.

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good health this year.
See details below.

THIS HOLIDAY SEASON: Give the Gift of Good Health!

Many CFC supporters chose to honor family members, employees, friends, teachers or co-workers with a donation to the CFC in his or her name. Honorees receive a letter informing them that a gift has been made in their honor and their name is listed in a CFC newsletter and annual report. During the holiday season, special holiday cards are available for "honor of" donations. If you provide an address, we will send your designated honoree a holiday card letting them know you've made a gift in their name.

Name(s): _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Email: _____

My gift of \$ _____ is enclosed (please make checks payable to the Charlottesville Free Clinic)

Please charge my gift of \$ _____ to Visa MasterCard

Card #: _____ Exp Date: _____

Signature: _____ Date: _____

Please make my donation **anonymous**

Please designate my gift to the **Bob Gregg Memorial Pharmacy Fund**

I would like my gift to be in memory of in honor of

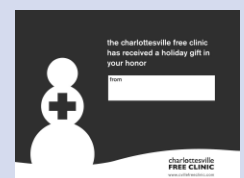
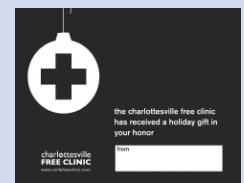
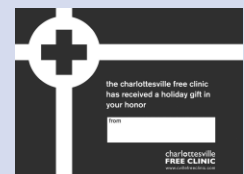
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