

THE CLINIC INSIDER

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Clinic

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Assistance Program
Coordinator

Marian Needham
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Pennie Robinson
Wellness Program
Coordinator

Sandy Ekleman
Volunteer Coordinator

Facts about Free Clinics:

Did you know the Dungeness Valley Health & Wellness Clinic is part of a national network of free and charitable safety-net healthcare organizations that use a volunteer model to bring primary care services to uninsured in our community? As a member of the Washington Free Clinic Association, DVHWC is one of 32 known free clinics operating in Washington State. It is estimated that as many as 60,000 patient visits in 2011 alone were supported by local free clinics in our state. According to the National Association of Free and Charitable Clinics, through the generosity of around 1,300 charitable clinics nationally, nearly 51 million uninsured Americans were provided access to health care. Eighty-three percent of patients nationally come from working households unable to afford health insurance coverage. The free clinics in this network are 501c(3) organizations supported by tax-deductible donations, donated in-kind services, volunteer workers including health care providers, professional staff and a variety of other support volunteers, who generously give their time and expertise to those in their local communities.

Working on Wellness (WOW)

Health education blossomed this last year with multiple venues and a myriad of subjects to help those in our community gain insight and knowledge to deal with concerns about diet, sleeping, exercise, eye health, skin health, balance and many more issues. The free monthly WOW forums, presented by community professionals, continue to attract increasingly large audiences of those who want to better manage their personal wellness.

During 2012 we were pleased to have **Barb Pascal, LPT** (retired) sharing her energy and expertise as the Clinic Wellness Director. She did an outstanding job leading a robust series of health education lectures by coordinating a great network of speakers willing to share information to small groups or large forums. Multiple venues, days of the week, including weekends, and varying times were used to make the presentations as accessible to the community as possible. Her drive and energy to spread the word of "wellness" and "self-management" to everyone in our community was truly inspirational.

Heartfelt thanks to retiring board members and staff who are moving on.

Four Board members chose to leave us at the end of 2012. **Jan Gannett** served from 2007 to 2012. She applied years of experience and skills to the roles she held as Board Secretary for 2011 and Chair of the Community Relations Committee in 2012. She was also instrumental in the establishment of the Working on Wellness (WOW) Program. **Cheryl Gray** served on the Board from 2009 to 2012 and spearheaded the Tenth Anniversary clinic celebration. **Dr. Monica Dixon** brought great expertise and commitment to wellness during her service for the last two years. She also was Co-chair of the Wellness Committee. **Tracy Russell** served as the Treasurer during 2012. Her expertise was greatly appreciated.

The previous volunteer Executive Director, **Jim Pickett**, stepped down from his role and was elected to the Board of Directors for the Clinic where he continues to share his leadership and guidance.

Welcome to New Board Members in 2012

We are pleased to introduce our four new Board members:

Jim Pickett who served as our volunteer Executive Director during 2012 agreed to continue his support of the clinic by serving as a Board member. He is well-known in the community for his non-profit work and was named Sequim's Citizen of the Year in 2010. He was recognized by President Barack Obama and ShelterBox USA with a Presidential Volunteer Service Award for 2010. He is active in many community organizations including the Sequim Sunrise Rotary Club and was the founder of the Sequim Education Foundation.

Another new face to the Board is **Patty Lebowitz**. She brings a wealth of sales and volunteer management experience. She is also a member of the Sequim Food Bank Board and has worked to improve business practices throughout her career to better serve her community.

Jerry Sinn has been on the Board since September of 2012 and was elected as Clinic Treasurer. He comes to us with a degree in Finance, and a long career in telecommunications at AT&T. He has been very active in our community, serving as Treasurer and past President of the Boys and Girls Clubs of the Olympic Peninsula, member of the Sequim Sunrise Rotary and has served with the Sequim High School Choir Boosters.

Our fourth new member is **Dave Salmon**. He is a rare Washington native who retired in Sequim after a 24 year career in the U.S. Air Force. He also was an EMT/Firefighter for 24 years with Clallam County Fire District 3. He has been active with the Irrigation Festival Committee, the Sequim Chamber of Commerce, as the Director (off and on for five years) of the local American Red Cross as well as 18 years as an instructor for First Aid, CPR and Disaster Response. He is very involved with Veterans groups and a member of the Sequim Elks and Sequim Sunrise Rotary Club.

Beitzel Award Established:

The first annual Beitzel Award was presented to John and Amanda Beitzel for helping to establish accessible health care for the underserved in Sequim. The Beitzels have been dedicated to the success of the Dungeness Valley Health & Wellness Clinic since it was established 11 years ago by parish nurse Mary Griffith. Amanda has served on the Board of Directors and has repeatedly chaired the annual fundraiser, Clinic Fun Walk. John has served on the Clinic's Board, served as President, was the volunteer Executive Director for two years, and last year provided leadership as chairman of the highly successful 2012 Clinic Fun Walk. The presentation of this award was made at the DVHWC Eleventh Anniversary event for volunteers and donors last October.

At the October celebration, Doctor Kari Olsen was recognized for her many years of service and as a founding member of the clinic. Doctor Kip Tulin, volunteer Medical Director, also received acknowledgement for his support of the clinic and service to our clients. Sue Sorenson, RN, Diabetes Educator was recognized for her many hours of teaching and supporting clients with diabetes.

Sherry Schubert of 'A Catered Affair' received an award of "appreciation for ten years of outstanding service" to Sequim's free clinic.

Haller Award

The Albert Haller Foundation awarded \$3,000 to Dungeness Valley Health & Wellness Clinic for its Dental Care program and \$10,000 the Chronic Healthcare Clinic. Dave Mattingley accepted the award on behalf of the Clinic. The Haller Foundation announced 2012 awards of over \$600,000 in grants to charities in Clallam County. The need in our community is remarkable... and the number of volunteer agencies at work to help meet the need is equally extraordinary. This need highlights the value of the Clinic's more than ninety volunteers who support this clinic through the generous donation of time and expertise.

End of Year Summary--2012

In October 2001, through their skills, passion, dedication and determination, the founders of this agency created access to health services to the underserved in our community. The Sequim "free clinic" provided 420 visits during its first full year. Over its eleven plus years of operation there have been in excess of 13,500 visits, with almost 2000 each year. Basic Urgent Care provided twice weekly in our evening clinic is the avenue through which all clients enter our system. The area of greatest growth is from those with chronic conditions who require ongoing management by a consistent provider.

Seventy per cent of our clients are under the age of 50 and greater than 40% are employed. There are slightly more women than men using our services. Due to loss of employment, many lost their medical and prescription coverage and provider access. Others found that their essential prescriptions had become financially prohibitive

To address learning needs of newly diagnosed or poorly managed diabetic clients, **Sue Sorenson, RN, Diabetes Educator**, volunteers her expertise and teaching skills to our clients. She is a well-known educator in this community. Last year she provided training through individual classes for 15 clients with diabetes. These training sessions are usually 2-3 hours, significant others are encouraged to attend and some classes have required the use of Spanish interpreters. Educational summaries and treatment plans are submitted for the client's record and follow up through the Chronic Healthcare Clinic.

Over the almost four years that I have had the privilege to be the Clinic Director, I have come to know many of our clients. They are ordinary folks, mostly young adults, appreciative of having access to care. They are students, store workers, laborers, caregivers, neighbors and friends. Most have limited resources to support health issues and daily living. Many had postponed care resulting in worsening health, making them too sick to work or hold a job. It is highly satisfying to find that we have helped many to regain their health and to be successful in obtaining reemployment. Unfortunately, health benefits are still not available for most of them.

Over 70 clinical volunteers donate their skills and expertise, including medical providers, nursing professionals, clerical and general support staff. Most have joined the clinic after completing their own careers and have brought their vast experience and life wisdom to support others in their community. They are the foundation of our clinic and a priceless resource to our community.

Numerous specialty providers, many associated with the Olympic Medical Center, have generously provided consultation when referrals are needed for the expertise of their specialties. During 2012 there were over 160 formal referrals with 31 of them going to health systems beyond the Olympic Peninsula region. Thirty referrals for vision exams were also made available through the generosity of three community providers. In addition, arrangements with local dentists have enabled us to support 173 area clients in need of emergency dental care.

DVWHC could not be successful without the tremendous support of and partnering with the Olympic Medical Center. Low-cost facility use fees and a generous in-kind contribution for basic diagnostic lab tests and imaging services for clinic patients, have allowed us to provide required treatment and care.

The breadth of services provided by this community clinic is outstanding. The caliber of individuals on all levels who support our clients with skill, commitment to the mission and a personal willingness to volunteer their services to assist those in need, continue to make a tremendous difference in the lives of the people they serve. As Clinic Director, I am privileged to be part of such a worthy endeavor and believe the community should take great pride in the ongoing work and accomplishments of this clinic. We are unclear about the potential impact of future health care changes, but for now DVHWC remains a beacon of health and hope for many in our community.

Thank you, Rose Gibbs, Clinic Director

End of Year Summary—2012 continued

Comments from our clients:

"Thank you for your kind, gentle and professional care—you put me at ease. I found how much people who came in scared (like me) and ill, came away hopeful, confident and cared for—what a gift you offer!" SF

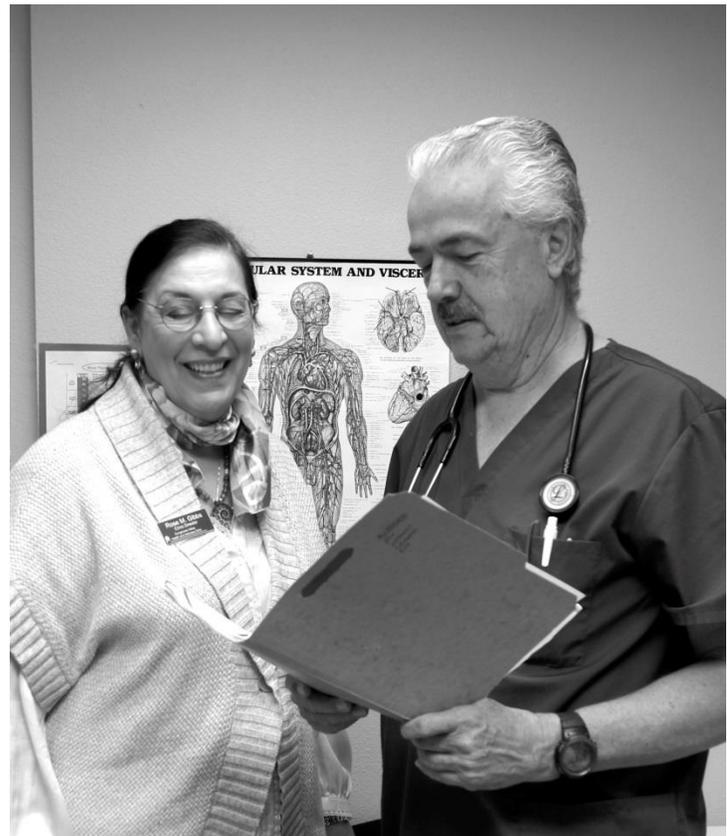
"I do appreciate the existence of the clinic and am grateful for the time that the volunteers contribute to the clinic to keep it running." LS

"I am at a loss for words with the gratitude in my heart for your clinic. Thank you, for making sure I had top notch care and for helping with financial need of my ultrasound. I am amazed at the care I received from your 'free' clinic. Thank you for being here for our community and for those of us who really need you." LF

Chronic Healthcare Clinic

In May of 2008, the Clinic opened a **Chronic Healthcare Clinic (CHC)** service. The evening Urgent Care Clinic was being overwhelmed with return visits by clients requiring management of chronic conditions, such as diabetes, high blood pressure and respiratory problems. Due to the rotation of volunteer providers, a different provider examined the client and prescribed a potentially differing plan of treatment at each visit. Through the clinical leadership of Larry Germain, ARNP, the CHC enables us to closely follow the health and wellness of our clients with consistency. He is able to monitor the effectiveness of treatment through laboratory and radiology studies, connecting them with specialists when necessary and providing individual support and education.

About 35-40% of total clinic visits are realized through the chronic healthcare program. We are the primary provider for those who previously only sought care when they were in crisis. Demand continues to grow in this program. Each month there are seven to eight clinics providing services to 10 to 14 people each day. Approximately 300 individuals name us as their "health home".



Prescription Assistance Program

Through the **Prescription Assistance Program (PAP)** patients are able to access needed and very expensive medications directly from the pharmaceutical company. It is essential that those with chronic conditions have adequate medications to help manage their health. Last year this volunteer staff completed over 95 individual appointments, requiring 1-3 hours each, as well as tracking medication deliveries and obtaining annual recertification for each client receiving medications. In 2012, this program allowed clients to receive medications in excess of \$221,000 in value at no personal cost.

New Board Officers Appointed

Audrey G. Gift, PhD, RN, FAAN has been elected President of the Board. Dr. Gift, professor emeritus and former Associate Dean at Michigan State University, College of Nursing, joined the board in 2008. She has served on the Development Committee, assisting in the writing of grants, and on the Wellness Committee. In 2012 she was Board Secretary. Dr. Gift is a board member and past President of the Olympic Peninsula Audubon Society.

Tom Montgomery, LLB, will continue as Vice President. Tom joined the board in 2004 and will be serving his last year on the board. He is a retired attorney, a local real estate agent, President of the Olympic Peninsula Audubon Society and a County Planning Commissioner.

Dave Mattingley has been elected Secretary of the Board. Dave joined the board in 2010 and serves on the Development Committee. He is retired from federal law enforcement and is the past President of the Rotary Club of Sequim.

Jerry Sinn will continue as Board Treasurer. He joined the board in 2012 and was elected treasurer. He is also treasurer of the Boys & Girls Club of the Olympic Peninsula and a member of the Sequim Sunrise Rotary. He is retired from the telecommunications industry.

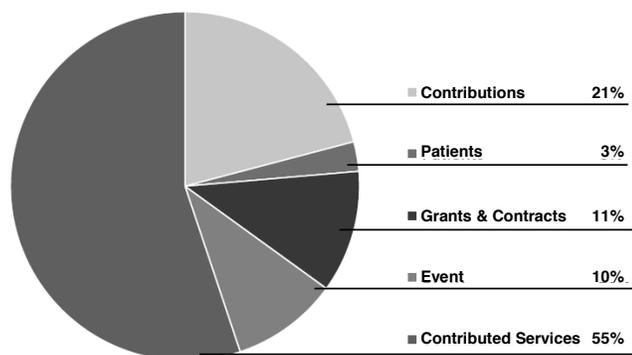
A very successful FUN WALK

Thanks to a dynamic committee effort and strong leadership by John Beitzel for a wonderful event held on September 18th last year. It was a record-breaking fundraiser with 222 participants who helped to raise \$35,003 for the Clinic. The walk is no-competitive and is meant to remind the folks that exercise is an important part of a healthy lifestyle. Free medical screenings, healthy cooking demonstrations, music, clowns and door prizes were enjoyed by all participants. It has proven to be a fun and productive way to support our mission of providing continued health care access to our uninsured neighbors.

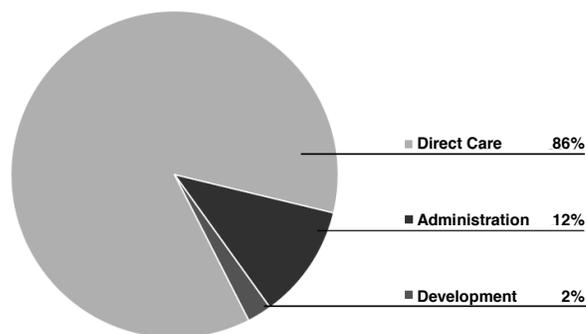


In 2012 Dungeness Valley Health & Wellness Clinic had 1972 patient visits, 843 for Chronic HealthCare Clinic and 1129 for Basic Urgent Care Clinic.

Revenue for 2012 - \$353,342



Expense for 2012 - \$326,070



The value of health services to the community was \$599,537. \$158,916 cash revenue and \$131,306 cash expense. For each dollar raised, \$3.77 worth of service was provided.

The Clinic Insider

Sequim's Free Clinic:
A beacon of health...
A beacon of Hope.



Free Community Lectures

THE FORUM

Working on Wellness

**Our monthly Forum has relocated. In March and April
The community presentations will be held at the**

Trinity United Methodist Church
100 North Blake Avenue, Sequim WA

March 13
Corrective Exercises
Shelley Stratton, RN

April 10
Reducing Your Pain by What's on Your Plate
Julie McCrorie, Nutritionist

No reservations required