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Coordinator

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& Clinic Support Assistant

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Prescription Assistant
Program

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IT Manager

Clinic Director's Report

By Rose Gibbs, RN,
MHA/MPA, CNAA

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 twelve plus years of operation there have been in excess of 15,500, with an average for the last few years of over 2000 annually. 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 over the last three years has been from those with chronic conditions who require ongoing management by a consistent provider. Last year there were 854 visits in the Chronic Healthcare Clinic and 1163 in the evening clinic.

Over the almost five years that I have had the privilege to be the Clinic Director, I have come to know many of our clients. They are ordinary people, many young adult or seasoned workers, 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. The new Affordable Care Act has allowed a few to obtain health benefits, but many are still unable to qualify for a subsidy or able to pay the monthly premiums and co-pays. This is definitely a time of transition.

Seventy-one per cent of our clients are under the age of 50 and greater than 44% are employed. There are ten per cent more women than men using our services. Due to loss of employment, many no longer have their medical and prescription coverage and provider access. Others found that their essential prescriptions had become financially prohibitive and their co-payments for MD visits and other testing prevented them from seeking their authorized providers.

Due to repetitive demand of services by those with chronic conditions such as diabetes, high blood pressure and asthma, a Chronic Healthcare Clinic program was started in

May of 2008 and continues to be well utilized with a program total of 4204 visits. About 40% of the 2013 total visits are realized through the chronic care program.

By having scheduled appointments for those with chronic conditions such as diabetes, high blood pressure, high cholesterol, high triglycerides and asthma, greater openings are made available to those seeking episodic care at the evening clinic. The clinic provides a primary care health home for over 300 individuals.

The clinic facilitated procuring of very expensive medications for many of the chronic care clients directly from the manufacturer through the
(continued on page 2)

In 2013 Dungeness Valley Health & Wellness Clinic had 2017 Patient Visits.

The value of health services to the community was \$659,030.

**\$182,216 cash revenue
\$152,940 cash expense**

**For each dollar raised,
\$3.62 worth of service was provided.**

Prescription Assistance Program. Four volunteers coordinate this program for about 160 individuals, and last year more than 305 prescriptions were obtained which corresponded to \$233,475 in value. Without this program, the majority of our clients would not be able to obtain essential medications required to manage their chronic illness like insulin, respiratory inhalers and so forth.

To address learning needs of newly diagnosed or poorly managed diabetic clients, there are now two Diabetes Educators, **Sue Sorenson, RN and Kitty Dissing, RN** who volunteer their expertise and teaching skills to our clients. Ms. Dissing joined our clinic at the end of the year and will be a great asset to our clients. Last year, 13 training sessions were provided for individuals through one-on-one and small group classes. These training sessions are usually 2-3 hours in length. Family members are encouraged to attend, and some classes have required the use of Spanish interpreters. Educational summaries and treatment plans are written and placed in the client's record for follow up through the Chronic Healthcare Clinic.

Over 75 clinic 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 2013 there were over 174 formal referrals with 31 of them going to health systems beyond the Olympic Peninsula. Through the generosity of three community providers, 22 clients received vision exams at no cost. Also, 21 individuals received dermatology exams at no charge from a local dermatologist. In addition, arrangements with local dentists have enabled us to obtain treatment for 175 area clients in need of emergency dental care via a voucher program funded through OMC, the City of Sequim, the Haller Foundation and others from the Sequim Community.

DVHWC 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, medical management and needed care.

Great strides in addressing our mission of Wellness through the "Working on Wellness" (WOW) program have been made. The free monthly WOW forums, presented by community professionals, continue to attract increasingly large audiences from our community of those who want to take a more proactive approach to learning more about ways to better manage their personal wellness. In 2013 twelve forums were offered with attendance numbers ranging from 31 to 113 at each. A total of 829 people from the community attended the Wellness Forums in 2013. Of them 158 live in the city limits of Sequim.

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.

Comments from our clients:

"I would like to thank you and let you know I really appreciate the existence of the clinic and am grateful for the time that the volunteers contribute to the clinic to keep it running. Please let all of the volunteers know that they do a great job. . . I just want to let you know how glad I am that the clinic is available to the community." L.S.

"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 the financial need for my tests. 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." L.F.

"I cannot thank all of you enough at Dungeness Valley Clinic for your wonderful and hard work service. I don't think that I would have made it this far without your loving care. I hope you stay on top of things as you have been. I am sorry that I did not make enough donation for all this time to your clinic and I will do my best and try to donate as much as I can in the future." J.D.

Thank You to our 2013 Clinic Volunteers
in recognition of the service of our 2013 volunteers

Providers

Kim DePrati, PA-C
Larry Germain, ARNP
Kathi Gunn, ARNP
Gary Henriksen, MD
Ed Hopfner, MD
Larri Ann Mishko, MD
Kari Olsen, MD
Kathy Shannon, ARNP
Charles D. Sullivan, MD
Mike Swesey, PA-C
Kip Tulin, MD
Marianne Ude, MD
Carl Weber, MD

Nurse Managers (RNs)

Diane Clementi (CHC)
Kitty Dissing (CHC) (Diabetes Educator)
Nancy Dolansky (CHC)
Ardis Erickson
Brooke Fitzsimmons
Lyell Fox (CHC)
Jamie Goodwin (CHC)
Patricia Gordon
Callie Higgs
Renee Jones
Mary Lenard (CHC)
Kelly McKillip (CHC)
Donna Pairadee
Betty Pollard (CHC)
Wendy Shultz
Chritine Straker
Shelley Stratton

Assessment

Stefanie Anderson
Travis Anderson

Holly Boyce
Sandra Boudrou
Sandy Goldstien
Louise Holmes
Elisabeth Holmgaard
Jack Huetter
Shannon Lott (CHC/Data Entry)
Steve McElroy
Mikie Morris
Barbara Parse
Jared Romberg
Paul Rynearson
Debra Smith
Elizabeth Tomisato

Chronic Health Care Clinic

Marilyn Freeman, Clerical/Data Entry
Connie Jean, Clerical/Data Entry

Reception

Betty Archer
Madelin Barclay
Betty Barnard
Joy Beaver
Hazel Blake (CHC/Data Entry)
Sue Brock (CHC/Data Entry)
Randi Cooper
Irene Greene
Barbara Hobaugh
Bev Horan
Carrie Kalina
Sonia Killian
Alice McDonald (CHC/Data Entry)
Gloria Miller
Pam Priest
Arlene Weed
Jolie Will

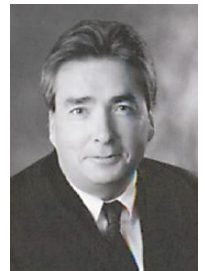
Interpreters

Pat Coate
Lilli Dodd
Maria Dryke
Michael Garcia
Maria Hall

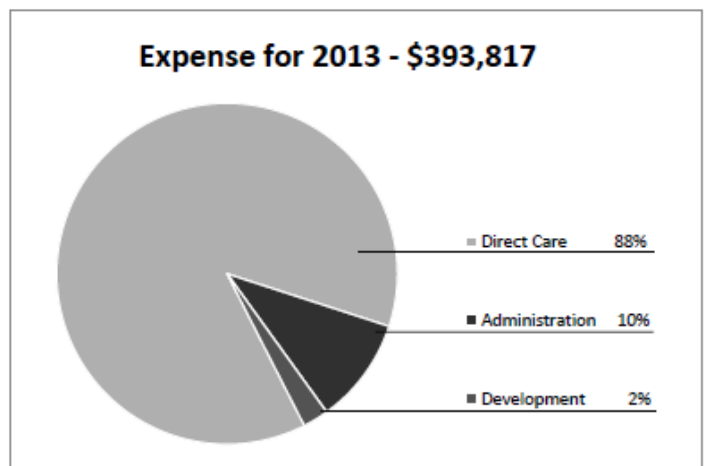
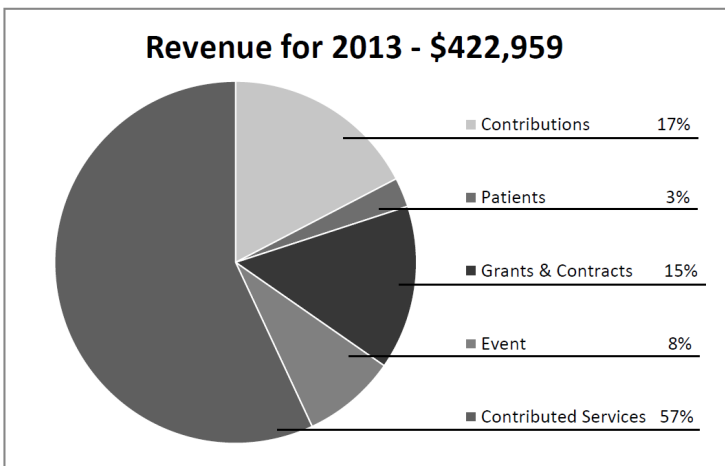
Carmen Pitkin
Specialty/Technical
Prescription Assistance Program:
Eileen Collins, RN
Arlene Cox, RN
Penny Pfeffer, RN
Sue Sorenson, RN (Diabetes Educator)
Daniel Stimbert, IT Manager
Jason Wilwert, Physical Therapy
Dian Woodle (Prescription Assistance Coordinator)
Volunteer Coordinator
Sandy Hutter (Ekelman)

Richard M. McMenamin, JD, CPA Joins the Board of Directors

We are proud to announce the addition of Richard M. McMenamin, to our Board of Directors. A student of the University of Puget Sound Law School, Rich graduated Cum Laude. Prior to attending law school Rich practiced as a licensed Washington Certified Public Accountant. He earned the Robert T. Knight award for the highest grade on the CPA exam in 1978. Rich was born and raised in Washington and his family resides here. He is also a published author. Rich's legal and financial expertise will be a great asset to the clinic. We want you to join us in welcoming him to our board.

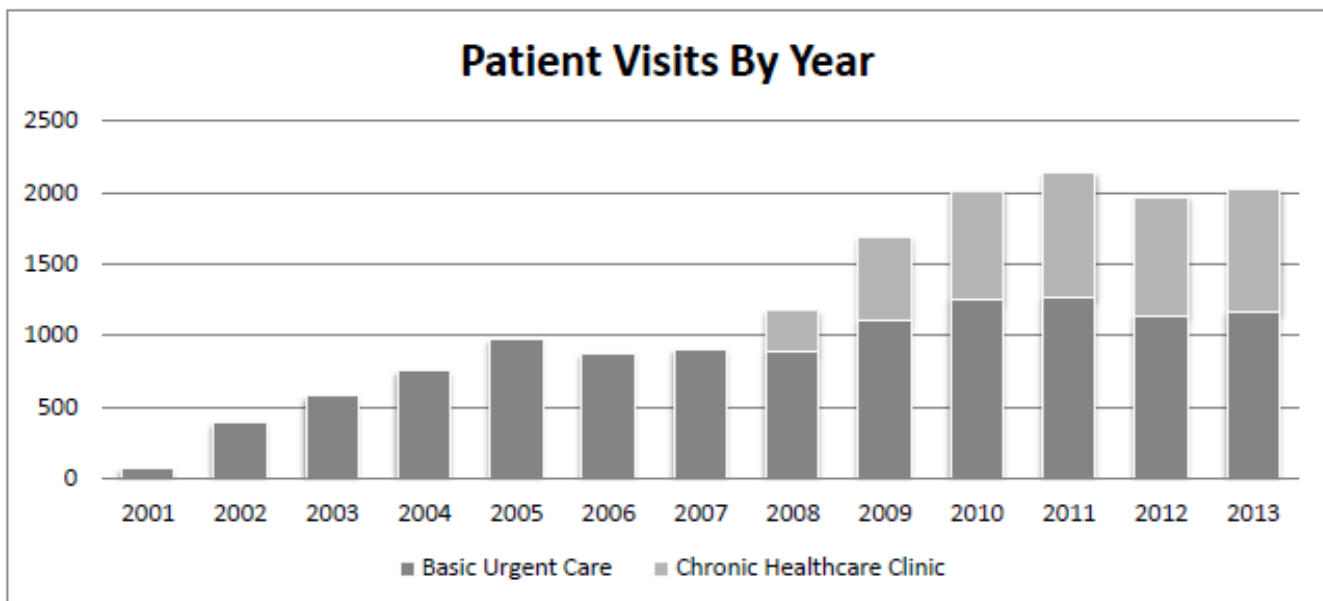


Financial Report



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Valley Health and
Wellness Clinic](https://www.facebook.com/Pages/Dungeness-Valley-Health-and-Wellness-Clinic)



**Reminders
for 2014:**

Monthly Forums Second Wednesday each month, 2:30 p.m.
at Trinity United Methodist Church, 100 Blake Ave, Sequim

2014 Clinic Fun Walk Saturday, September 13, 2014, 9-12:30
at Trinity United Methodist Church, 100 Blake Ave, Sequim