

Heartbeats

News from the Free Medical Clinic of Northern Shenandoah Valley, Inc.

Summer 2013

FMC Strategic Planning Committee Update

In March 2010, Congress passed the Affordable Care Act (ACA). The ACA was enacted to address certain fundamental problems with our current health care system, including the growing number of uninsured, poor population health, poor or uneven quality of care and rapidly rising health care costs. The ACA expands coverage to the uninsured, focuses on prevention to improve population health, and places an increased emphasis on quality measurement and reporting.

The ACA offers new opportunities and challenges to healthcare providers like the Free Medical Clinic of the Northern Shenandoah Valley (FMC). In the fall of 2012, at the request of the Board of Directors, the FMC convened stakeholders and other interested people to examine the new law and to determine how the ACA will affect our delivery of health care services. The FMC Strategic Planning Committee began meeting in December of 2012 to examine all functional aspects of the FMC – pharmacy, clinics, eligibility, staffing and volunteers. Now in 2013, the Strategic Planning Committee is gathering data through a community assessment being conducted by Valley Health that will provide critical information about our community's health needs. Valley Health's community assessment will be completed by the end of August, after which the Strategic Planning Committee will analyze this data, along with data from the functional review of the clinic,

to gain a better understanding of how the ACA will influence how we care for patients.

Health care safety net providers are community-based providers who offer health services to the low-income and most vulnerable without insurance or limited access to health care. Primary care and preventive services are provided by Valley Health, a federally qualified health center, private providers and the FMC. The goal of the FMC Strategic Planning Committee is to ensure that the FMC's Care Model is aligned to support our community's priority health needs, and to continue to serve patients who are otherwise unable to afford or access care. Our scope of services may broaden, but our mission to be the health and dental safety net remains steadfast. We will continue to be the gap filler in our community for those in need of care, due to lack of access or resources. A well-coordinated network of safety net providers is critical to our community's health.

The FMC Strategic Planning Committee is slated to provide to the FMC's Board of Directors its findings and recommendations by the end of this year.

Faith Power, Ed.D.
Board President

Vicki McClelland
Executive Director

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Did You Know?

14,917, or 12%, of adults age 19-64 in Winchester, Frederick & Clarke are uninsured

More than 50% of these uninsured adults fall below 200% of the federal poverty level (FPL)

200% FPL income for a family of 2 is \$31,020/yr



FMC—Paper Free!

In an effort to be good stewards of our resources (financial and natural), as well as keep you informed in a more timely manner, we invite you to sign up for future newsletters to be delivered electronically to your inbox. Either email amyd@fmcwinchester.org or visit www.fmcwinchester.org/connect to sign up.

Board of Directors 2012

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Clinic Services

Acute Clinic
Daytime Chronic Disease Clinic
Diabetes Management
Gynecology and Women's
Health Care Clinic
Orthopedic Clinic
Referrals to Specialists
Medication Assistance
Limited Behavioral Health
Referrals for Lab Work,
Diagnostic Testing and X-Rays
Acute Dental & Children's Dental
Services through the
Dental Clinic of NSV

Clinic Hours

9 AM - 5 PM

**Monday - Friday
and Thursday Evenings**

301 North Cameron St., Ste 100

Winchester, Virginia 22601

540-536-1680

info@fmcwinchester.org

www.fmcwinchester.org



A Message from the Director

In preparation for the 2014 key coverage expansion provisions, the Free Medical Clinic of Northern Shenandoah Valley, Inc. is working with several partners. Here regionally we are coordinating with our hospital system, Valley Health and our community medical providers; and at the state level, with partners such as the Virginia Association of Free and Charitable Clinics (VAFCC), Virginia Health Care Foundation (VHCF), and Community Health Solutions.

The Free Medical Clinic will be participating in workshops offered by the Virginia Association of Free and Charitable Clinics. The VAFCC is conducting regional Quality Measurement and Health Benefit Exchange outreach workshops for Free Clinics across Virginia in preparation for some of the key provision health care changes.

In late August, the Free Medical Clinic is also attending workshops by the VAFCC for Free Clinics to learn more about the private insurance exchanges being sold in Virginia and the Affordable Care Act requirements for individuals to purchase private insurance effective January 1, 2014. Private insurance exchange will open for enrollment October 1, 2013 – March 31, 2014.

Check out our website for more up-to-date news.



Vicki L. McClelland, Executive Director

Health Care Reform Key Dates

August and October - Virginia's state legislative commission charged with deciding whether Virginia expands Medicaid meets in Richmond.

October 1 - Open enrollment in federal health exchanges is set to begin for people to purchase insurance at subsidized rates if they are too well-off for Medicaid but still struggle financially.

December 31 - The state legislative commission is expected to decide by this date whether to expand Medicaid.

January 1, 2014 - Major provisions that will kick in include the insurance market exchanges; and the so-called "individual mandate," which directs nearly every American citizen to have insurance. The requirement that employers with more than 50 full-time employees to offer insurance has been delayed until January 1, 2015. Also effective January 1, insurers will be prohibited from discriminating based on gender or health status, and annual limits on insurance coverage will be eliminated.

**Visit our new and improved website for
News, Events and More!**

www.fmcwinchester.org

First Chefs Dinner a Hit

Winchester's 1st Chefs Collaborative Dinner was cooked up by Chef Dan Kalber of Village Market & Bistro and Village Square. Chef Dan is a long time philanthropist and during a recent conversation with some staff at the Free Medical Clinic he shared an idea that had been on his mind for a while.

"A chefs dinner is a way we chefs can showcase our creative sides and work collaboratively on our courses, giving back to our community at the same time," says Chef Dan. "The restaurant industry is the second largest employer in this region, and most of those employees do not have health insurance or don't make enough to afford it." He added that many restaurant staff are single mothers working to support their family. That's why he was eager to coordinate a new fundraiser to help out the Free Medical Clinic.

As the concept took root, more chefs and restaurants wanted to be involved, then local food producers and suppliers wanted to support the effort to maximize the benefit for the Clinic. Thanks to the generosity of all involved, nearly all of the funds raised will support patient care at the Clinic.



In humble gratitude we would like to recognize those who created the collaborative dinner

The Chefs, Owners and Staff of

The Battletown Inn

*The Dancing Goat Restaurant and Half Note Lounge
at The George Washington Hotel*

Village Market & Bistro

Village Square Restaurant and V2 Lounge

Winchester Country Club

Winchester Medical Center

Notaviva Vineyards

In Kind Donors

Bluebells

ProFish

Briars Farmstead

Shawnee Springs Market

Hedgebrook Farm

Twisted Oak Flower Farm

Mackintosh Fruit Farm

Winchester Country Club

Meet the Staff

Colleen Nappi

Colleen was born and raised in Northern Virginia. She graduated from Georgetown University School of Nursing and after almost 20 years in the operating room, decided to pursue her life-long goal to become a nurse practitioner. After graduating in 2012 from Shenandoah University with a master's degree as a Family Nurse Practitioner she joined the Free Medical Clinic Staff. She is very proud to work with the wonderful staff at the Clinic and enjoys the daily challenges of patient care. Colleen lives in Clarke County with her husband, six children and 2 dogs.



Dee Dee Barbour

Dee Dee Barbour became the Clinic's first Development Director in November, 2012. Prior to joining FMC Dee Dee served as SU's Senior Advancement Officer in the Advancement Department. Dee Dee, husband Lynn and daughter Sydney reside in Frederick Co. During the past 6 months Dee Dee has been busy learning how the free clinic operates, creating development plans, submitting grants and has a couple events under her belt. The second half of the year she is looking forward to meeting those who have formed the foundation of the Clinic, our donors and volunteers!

Stefanie Hess

Stefanie Hess joined the FMC in January as part time bookkeeper after Becky Bowers. Stefanie was referred to FMC from the Executive Director of Concern Hotline where she Volunteers and also helps with their bookkeeping. Stefanie was born and raised in the area; she along with her husband Mike and three wonderful children, Nicole, Austen, and Amity live in Stephens City. Stefanie is excited to be back in the non-profit world and looks forward to working and volunteering with FMC.



Around the Clinic

Rubbermaid Sale

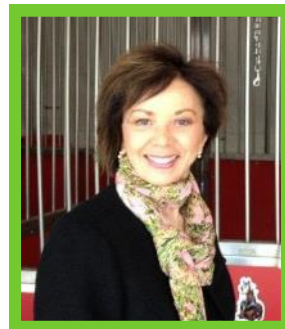
It was an early morning on April 27th for Free Medical Clinic and United Way volunteers, who met up at the Belk parking lot to unload two tractor trailers packed to the brim with donated products for a public **Rubbermaid Sale**. The sale happens the last Saturday of each month through a partnership between United Way NSV, Rubbermaid Commercial Products and The Salvation Army. As the April sale beneficiary, the Free Medical Clinic received half of the proceeds, an incredible \$5,682!

Good to Know



Congratulations to FMC board members **Terry and Diane Sinclair!** They were awarded United Way's Volunteer of the Year in March.

Happy Retirement to FMC board member **Kathy Tagnesi!** Kathy retired this spring from her position of Chief Nursing Officer at Winchester Medical Center. Kathy lead WMC to their first Magnet Designation: the highest level of achievement in Nursing Excellence.



A big shout out to our **First Bank** friends for restocking our supply cabinets! During the second quarter they collected over-the-counter medicines, vitamins and medical supplies and office supplies for area free clinics. One of our nurses called it Christmas in July to receive so many items from our wish list. Again, thanks for the wonderful support from First Bank and our community!

United Way Community Impact Grant

The Free Medical Clinic is honored to be awarded a **2013-14 United Way Community Impact Grant** of \$15,000 to support patient visits with the nurse practitioner (NP) during the Daytime Clinic and coordination of care with specialty medical services in the community. The Clinic's programs align with top community needs for health identified in the 2010 United Way Community Needs Assessment: affordable and accessible health care for people in need; and health promotion, disease prevention and response to "risk behaviors" such as obesity and smoking. These funds will support 400 NP visits.



UVaClub of the Northern Shenandoah Valley members volunteered at the April Rubbermaid Sale for their Cavaliers Care Day of Service

Cavaliers Care

To honor UVA's core values of volunteerism and public service, UVaClubs all over the country participate in humanitarian projects during the month of April. **Our local UVA alumni, friends and family** chose to help out the Free Medical Clinic for their Cavaliers Care community service project. Volunteers were up bright and early doing the heavy lifting at the Rubbermaid sale, and on their feet selling products all morning. In addition to their help at the sale, they have been collecting vitamins and over-the-counter medications for Clinic patients at their monthly Wahoo Wednesday gathering. Thanks for all of your support!

Custer Foundation Keeps the Clinic Copying

Thanks to a generous grant from the **Custer Foundation**, the Clinic was able to purchase two replacement Konica black and white copier-printer-scanners for the eligibility/downstairs reception area, and the upstairs medical area. At right, Paul Peters, eligibility screener and administrative volunteer, puts the new copier to use for patient eligibility documents. The new machines have kept staff and volunteers working without interruption. We look forward to implementing the scanning functions once our new server is in place (see pg. 7).



Like us on Facebook to stay up to date with what's happening around the Clinic. www.facebook.com/fmcnsv

Specialty Referral Network Continues to Grow

Free Medical Clinic **Specialty Referral Partners** provide life-saving medical care free of charge to our patients who have no means to access those needed services. Recently several new practices joined are network of specialists: Galaria Plastic Surgery; Glaucoma Consultants of Washington; Kidney Specialists, PLLC; Valley Health Colorectal Surgery; Valley Retina Specialists; Valley Vision. Please thank these and all of our referral partners when you see them. In 2012 over 2000 appointments were made with referral partners for volunteer services in their own offices.

Advanced Pain Relief Centers
Arthritis Specialists of Winchester
Asthma & Allergy Center of the Northern Shenandoah Valley, Inc.
Blue Ridge Gynecology & Obstetrics
Blue Ridge Radiation Oncology
Bone & Joint Specialists of Winchester
Cedar Creek Eye Care
Cornerstone Sports
John Chesson, MD
Laura Dabinett, MD
Dermatology Associates, Inc.
Diabetes Management Program of Valley Health
Diabetic Retinopathy Clinic
Diagnostic Center at Winchester Medical Center
Eye Associates of Winchester
Eye Care Physicians & Surgeons - Alla Hynes, MD
Eye Surgery Center of Winchester
Foot Care Center, PLC
Galaria Plastic & Reconstructive Surgery
General Surgery Specialists, PLC
Glaucoma Consultants of Washington
Heart & Vascular Institute of Winchester LLC
Interventional Radiology
Kidney Specialists, PLLC
Mountain View Ear, Nose & Throat, PC
Neurologic Associates, PLC
Northern Virginia Eye Institute
Piedmont Medical Laboratory
Renal Physician Associates of Winchester
Retina and Vitreous Consultants of Virginia, PC
Retina Associates, PC
Rheumatology Consultants, Inc
Selma Medical Associates and The Cardiovascular Group at Selma
Shenandoah Head & Neck Specialists
Shenandoah Oncology
Shenandoah Valley Pathology Laboratories, Inc.
Surgi-Center of Winchester
Trex Center
University of Virginia Health System
Urology Clinic of Winchester
Valley Cardiovascular Consultants

VH Anticoagulation Clinic (Coumadin Clinic)
VH Cardiothoracic Surgeons
VH Colorectal Surgery
VH Neurovascular Institute
VH Outpatient Rehabilitation Services
Valley Health Rehabilitation Services—Physical Therapy and Aquatic Physical Therapy
VH Vascular Surgeons
VH Wellness & Fitness Center
VH/WMC ACCESS Program
VH/WMC Endoscopy Center
VH/WMC Pre-Admission Testing
VH/WMC Radiology Department
VH/WMC Wound Care Clinic
VH/WMC CardioPulmonary Rehabilitation
Valley Open MRI
Valley Vision Ophthalmic Center
Virginia Brain & Spine Center
Virginia Brain & Spine Center - Pain Management
Carolyn Wilson, MD
Winchester Anesthesiologists, Inc.
Winchester Breast Center
Winchester Cardiology & Vascular Medicine, PC
Winchester Diabetes & Endocrinology
Winchester Ear, Nose & Throat
Winchester Eye Specialists – Drs. Keenan, Reuling & Stine
Winchester Foot & Ankle Associates
Winchester Gastroenterology Associates
Winchester Imaging
Winchester Medical Center
Winchester Musculoskeletal Medicine, PLC
Winchester Neurological Consultants, Inc.
Winchester Orthopaedic Associates
Winchester Physical Therapy & Sports Medicine
Winchester Pulmonary & Internal Medicine Associates, PC
Winchester Radiologists, PC
Winchester Surgical Clinic

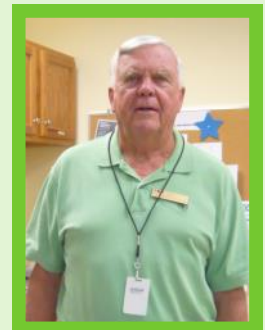
We apologize for any errors or omissions in this listing.

Volunteer Faces

**SOME NEW, SOME SEASONED,
BUT ALL PRICELESS**



From left: Eligibility Screeners Jan Dirckx, Peggy Clark, Debbie Lewis; Interpreter Vianey Miramontes



**Walt Shaver,
Clinic Services**



Colleen Lafferty, RN



**Beverley Byrd,
Eligibility Screener**

THANK YOU VOLUNTEERS!

Pharmacy Passes Inspection with Flying Colors

We are excited to recognize our FMC Pharmacy staff, John Archibald, Pharmacist In Charge; Missy Ritter, Certified Pharmacy Technician; and Debbie Bringham, Certified Pharmacy Technician for scoring no deficiencies during our Virginia state Board of Pharmacy inspection on July 1st! The FMC Pharmacy received no major deficiencies or minor deficiencies, and thus received no monetary penalties (all penalties are now associated with a monetary fee).

John, Missy and Debbie have been working nonstop to ensure that the pharmacy operations are running smoothly and efficiently. We have very dedicated and caring Pharmacy staff and a team of dedicated volunteers who do whatever it takes to get the job done. John, Missy and Debbie have been on board and working as a team in the FMC Pharmacy since 2004. Our pharmacy volunteers, including pharmacists Stephen Maloney, John Massey, Ann Palmer, Jeff Spray, and Lokie Voight, and pharmacy techs Steve Zuckerman and Rachel Simard, provide essential support to keep the operation running smoothly

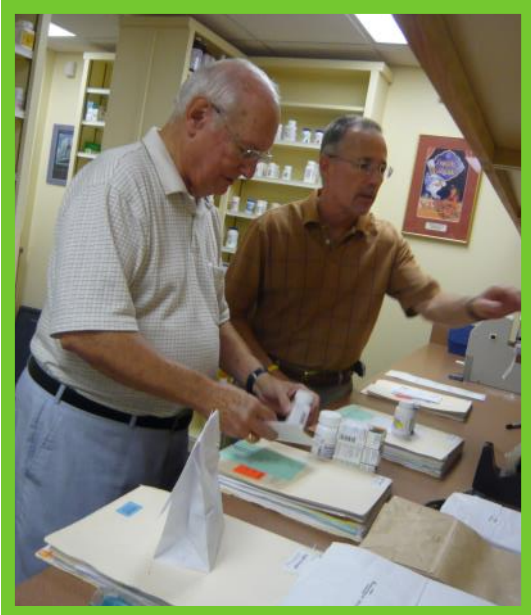
In recent years, we've definitely seen the Clinic grow, especially in the FMC Pharmacy. In 2012, the FMC dispensed over \$4.5 million (retail value) worth of prescriptions for Clinic patients, all while ensuring patient safety measures are followed, patient eligibility compliance, and PAP program applications are completed and submitted. Now with two regularly scheduled part-time nurse practitioners the FMC is treating more patients.

Thank you also to Mark Johnson, Associate Professor and Director of Postgraduate Education at Shenandoah University School of Pharmacy and FMC Board member, for supporting us behind-the-scenes to complete the audit and supply a pool of knowledgeable and willing to learn SU pharmacy students, especially Kaylyn Chandler, who is helping out this summer.

We'd also like to recognize our Operations Manager, Brian Testerman, and front desk staff, Julie Baumgartner, Dusty Gauthier and Sarah Witt for following the pharmacy procedures in handling medication pick-up.



John Archibald, Pharmacist In Charge



Volunteer Pharmacist John Massey and Volunteer Pharmacy Tech Steve Zuckerman fill medications in the FMC Pharmacy.

FMC Becomes Rx Partnership Affiliate

We are pleased to become a newly credentialed Affiliate of Rx Partnership in Virginia and look forward to the benefits of membership. Rx Partnership is a public/private partnership, non-profit organization that helps connect free clinics and community health centers in Virginia with free bulk prescription medication from six pharmaceutical manufacturers. RxP acts as a "broker," accessing free bulk medication through pharmaceutical partner's patient assistance programs (PAP) and then arranging for its distribution directly to participating clinics pharmacies. We believe that the value of being an RxP Affiliate will help the Free Medical Clinic of NSV better connect our patients with the critical, often life-saving medications necessary to maintain and improve our patients' lives. Our partnership with RxP will keep us better informed with important pharmacy changes in the industry today; and strengthen our organization as an safety net health care provider.

Free Medical Clinic of NSV PAP Program Utilization

- In Calendar year 2012 more than 30,000 PAP requests made by FMCNSV through The Pharmacy Connection
- 2012 prescriptions worth over \$4.5 million (retail value)
- 31 different pharmaceutical PAP companies
- Receiving medication through a bulk program does not eradicate the need to submit individual applications to other companies – it simply allows clinics to help more people with the same resources

007 for the 17th Annual Taste of the Town

For 17 years the Taste of the Town has provided essential financial support for the Free Medical Clinic's programs. 2012 was a banner year, with record net proceeds of \$130,248! These proceeds play a vital role in ensuring those in need continue to have access to high quality health care services.

Planning is now underway for this annual black-tie event. We are excited to announce that 2013 marks the 10th consecutive year that Virginia National Bank will be Taste of the Town's signature sponsor. We are grateful for their dedicated support, and for the support of all of our sponsors, contributors, partners and volunteers.

2013 Taste of the Town Volunteer Committee

Kathy Nerangis, Co-Chair

Mary Nordman, Co-Chair

Diane Sinclair, Co-Chair

Julia Boudier
Mary Pat Gronauer
Nicole Hoffman
Jennifer Hudson
Fabiola Hutchins
Pam Keim
Lenore Kornreich
Tammie Limoges

Becky Lipscomb
Janet Maucione
Lynn Miller
Corene Roberts
Patti Rucker
Linda Shimer
April Willingham



TASTE OF THE TOWN BENEFIT & AUCTION

Thursday, September 12, 2013
Shenandoah Valley Golf Club

Coming Soon: A New Server

While providing critical medical care is paramount, it can't be accomplished with outdated technology. Our main server has reached its end of life and to ensure continued operations, a replacement will be installed this summer. With the new server we will have a more stable computing environment and can expand our EMR use to include scanning documents to patient records. Our email system and data storage capacity will also be upgraded during this process.

Adding to this year's one-time technology replacement costs, hardware upgrades were also necessary to meet requirements of the QS/1 software used by our state-licensed in-house pharmacy, including a dedicated server replacement, printer upgrades and computer replacements.

As the FMC moves forward into the world of EMR, it is critical to strengthen the organizational IT infrastructure to protect patient health records and enhance the coordination of patient care. We are deeply grateful to two local foundations for recognizing that a stable IT environment is an essential part of care delivery. The Free Medical Clinic was honored to receive an **\$11,000 grant from the American Woodmark Foundation** in February to support our server replacement. The Free Medical Clinic was also grateful to be awarded an **\$11,760 grant from the Winchester Medical Center Foundation** in July to support these capital expenses.

Scott Largent and his team at DSL Data Services, LC are partnering with the Clinic on the server project. Several of the components are being acquired by Microsoft donations through TechSoup (for a small administrative fee for eligible non-profits). The main server installation and email platform migration took place at the end of July.


Clinic Calendar

- 8/2** Clarke County Rotary Golf Tournament benefitting the Free Medical Clinic, Shenandoah Valley Golf Club
- 9/12** 17th Annual Taste of the Town Benefit & Auction, Shenandoah Valley Golf Club
- TBA** Memorial Tree Planting in honor of Wayne Jones, Our Health Campus
- 11/28** Clinic Closed for
11/29 Thanksgiving Holiday
- 12/24** Clinic Closed for
12/25 Christmas Holiday



of Northern Shenandoah Valley, Inc.

**301 North Cameron Street
Suite 100
Post Office Box 44
Winchester, VA 22604**

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[@FreeClinicNSV](https://twitter.com/FreeClinicNSV)



Provide the Gift of Health to those in need

The Free Medical Clinic is a locally supported non-profit organization. Your generous donations help us to provide quality health care services to those in need.

Name _____

List Name on Donor List as _____

I prefer my gift to remain **Anonymous**

Address _____

Email _____

Phone _____

This gift is In honor of In memory of

Please mail this form with your donation to:
Free Medical Clinic of NSV, PO Box 44, Winchester VA 22604

**Donate today by credit card on the
Free Medical Clinic website: www.fmcwinchester.org**

THANK YOU!



Clarke County

GOLFERS & SPONSORS, **THANK YOU!**



For supporting our
9th Annual Golf Tournament
August 2, 2013 - Shenandoah Valley Golf Club

EVENT SPONSORS

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"E" Electric & Telecom, Inc.
Rappahannock Electric Cooperative
Brad Snowden
Valley Health System
Roseville Veterinary Clinic and Plaza Pet Clinic

HOLE-IN-ONE SPONSOR

Walter & Walter Insurance Agency

CHALLENGE SPONSORS

DEWALT **Dixon Golf**

HOLE SPONSORS

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The Bayliss Wealth Management Group	Robert D. King, D.D.S. and Associates
BB&T Bank	Locke Store, LLC
Berryville Family Chiropractic	Dennis J. McLoughlin
Blossom Propane & Gas	R.W. Bayliss Plumbing and Electrical
Broy & Son Pump Service, Inc.	Power Quality
Chop Stick Café	Powhatan School
Creekside Insurance Advisors	Smith Benefit Options
DSL Data Services, LC	Valley Emergency Veterinary Clinic
Tricia James, Edward Jones	Villa Donato's Italian Restaurant
Family Antiques	Winchester Rentals, LLC