



# The Free Clinic Times

## Letter From the President...



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#### Jack Newton, MD

Toledo/Lucas County CareNet

### Staff:

#### Laura Pridgeon

Managing Director

[lpridgeon@ohiofreeclinics.org](mailto:lpridgeon@ohiofreeclinics.org)

614.221.6494 (phone)

614.228.7445 (fax)

[www.ohiofreeclinics.org](http://www.ohiofreeclinics.org)

By Paul Baumgartner

Turning another page, fast and furious, like a best-selling suspense novel, another chapter in the ongoing story of the Ohio Association of Free Clinics has begun. It's a saga which began in November 2000, and it has turned out to be quite a story...except this story is not only ours but our patients' story...and for many, it continues to be a story of hope, healing, strength and renewal.

It is also a story worth repeating. The story about the scores of medical professionals volunteering in a wide spectrum of settings everyday. These are volunteers who bring both comprehensive and episodic health care to those previously going without treatments, or to those rationing their medicines or putting off medical care altogether due to cost. Free Clinics have offered the setting for volunteer medical providers to practice medicine the way it was originally intended.

It is also a story about the positive impact that relationships established over the last nine years have had on the mission of the Ohio Free Clinic Association. Relationships with the Ohio Department of Health, the Ohio Optometric Association, the Ohio Attorney General's office,

Ohio Department of Health, members of our legislature, and many generous individuals have made a huge impact in our collective health care delivery capabilities. Because of this, Ohio's Free Clinics will continue to be an extremely vital part of our health care delivery system to vulnerable populations.

***"The Ohio Association of Free Clinics will continue to grow, advocate, and efficiently meet the needs of the uninsured, despite the current economic times and during times of transition."***

In 2008, Ohio's 41 Free Clinics were able to provide \$67,090,760.00 in charitable care to 54,444 uninsured patients. More than 6,000 volunteers gave 88,000 hours of their time, representing a wide variety of medical & non-medical disciplines.

It's a cast of characters, wide and far, from Toledo to Troy to Lancaster to Youngstown, and all places in between that have a shared vision and common purpose to deliver care to those needing it most. And, to those that continue to seek care in the days and chapters ahead, it is a story that is far from over.

Hopefully for more people than not, the ending will be a healthy one.

This next chapter finds the O AFC beginning the exciting, yet challenging, task of hiring its next executive director. We are confident our next leader, as in the past, will continue to build on the previous successes and victories, in a time most challenging.

The Ohio Association of Free Clinics will continue to grow, advocate, and efficiently meet the needs of the uninsured, despite the current economic times and during times of transition.

There are plenty of stories to share. We have stories about people helping people through complicated medical dilemmas and even more complicated financial dilemmas. There are traditional, textbook-style responses, as well as extraordinary responses, as clinics and personnel reach out with added compassion to their patients everyday. It is what we do best.

Thanks to all who have helped us along the way, and to those, old friends and new, who will continue to help and partner with us in the time ahead.

# Insider's Guide to Fundraising: Making the Foundation Program Officer your Ally



This excerpt from *Thank You for Submitting Your Proposal* was reprinted with permission from Emerson & Church, Publishers. For more information, visit [www.emersonandchurch.com](http://www.emersonandchurch.com).

Rarely does a real-life foundation head offer advice to grantseekers. But Martin Teitel, Executive Director of the Cedar Tree Foundation, once sought grants himself and has genuine empathy for those who apply. He urges grant applicants to ask these FIVE QUESTIONS when meeting with foundation program officers:

- 1) "Are there things I can add that will strengthen my proposal?"
- 2) "Do you see things in my proposal that could be left out in a revised version?"
- 3) "Do you think I'm asking for the right amount of money?"

4) "Is there anything else I can do that would help you in your deliberations?"

5) "Can you give me an estimate of your timeframe for deciding upon this proposal?"

Do your best to make the program officer your ally, counsels Teitel. It will pay off handsomely.

Teitel is the author of *Thank You for Submitting Your Proposal* - A Foundation Director Reveals What Happens Next. For information about this insider's guide to grantseeking, visit:

<http://www.emersonandchurch.com/books/thankyou.html>

**Special Thanks** to Darla King and King Business Interiors for supplying the OAFc offices with new furniture. Through their *Connecting the Dots* program, KBI provided a gently used desk, credenza, and side table for our new office space. We moved to new offices at the front of our house on Jefferson Avenue.

## OAFc Appreciates Intern

Marissa Ganzfried, a sophomore from Thomas Worthington High School, interned with the Ohio Association of Free Clinics March 23-27. This was Interim week for the students at her high school; an opportunity to gain experience in fields they are interested in pursuing, gather information, and decide whether or not to pursue it after high school.

Marissa was extremely helpful to staff as she researched specialty referral options for the numerous phone calls the office receives each day. By the end of the week, Marissa developed a spreadsheet for dental clinic referrals and STD/HIV clinic referrals. She spent a day on the road learning the ins and outs of our preschool vision screening project, and enjoyed getting to know the work of our clinics statewide.

Marissa also visited many of the Columbus-based clinics and attended the meeting of the Franklin County Free Clinic group. We are thankful that she chose us for her internship week and for all of her help!



# OAFC Annual Survey Results

As we move into another year of advocacy and patient care, here are a few highlights from OAFC member clinics' work in 2008.

## NUMBER OF PATIENTS

In 2008, our members provided vital health care services to more than 54,500 patients statewide. This is a 30% increase over 2007, when we saw approximately 43,000 patients. The number of adult men increased in 2008 as well as the number of children treated by the free clinics.

## PATIENT VISITS

Last year, Ohio's free clinics provided more than 106,000 patient visits, an increase from 2007 levels.

## SERVICES PROVIDED

As shown in the graph, 2008 brought an increase in specialty care provided by OAFC clinics and a decrease in both primary care and mental health care. In 2007, specialty care comprised 13% of all patient visits and mental health care made up 9% of visits.

## VOLUNTEERS

We are proud of our growing volunteer workforce of nearly 5,000 doctors, nurses, and allied health professionals. These dedicated volunteers gave more than 88,000 hours of their time to help their neighbors in need.

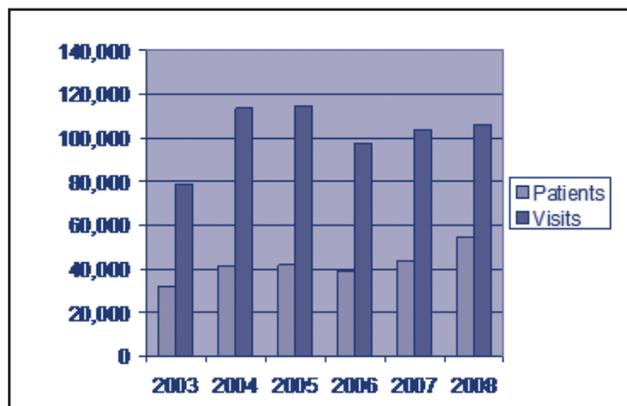
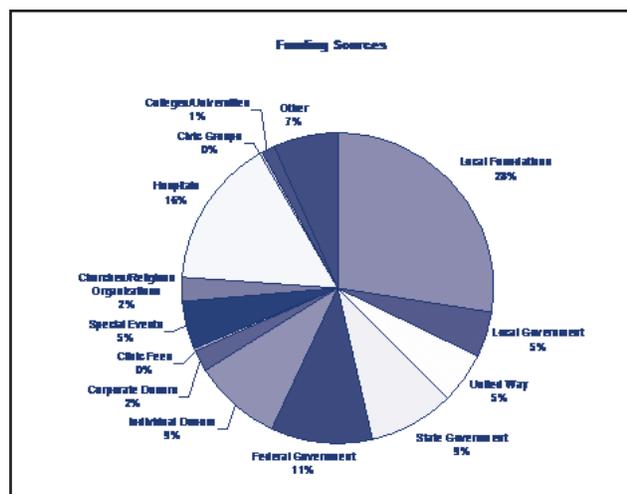
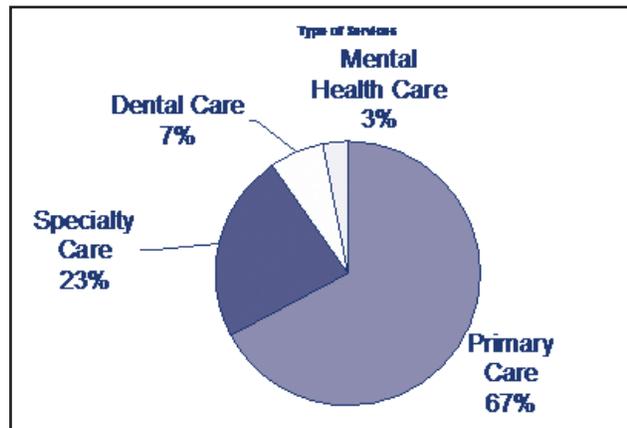
## PRESCRIPTION SERVICES

In 2008, Ohio's free clinics dispensed more than 228,000 prescriptions valued at \$13 million dollars

## TOTAL VALUE OF HEALTH CARE SERVICES

In 2008, member clinics provided more than \$67 million dollars in care to Ohio's uninsured population.

The OAFC is proud to support the good work of all of Ohio's Free Clinics! Thank you for submitting Annual Survey Data to our office.



**You can now donate to the OAFC on-line! Just go to [www.firstgiving.com/OAFC](http://www.firstgiving.com/OAFC).**

# OOA Project Update

The OAF has been working hard with the Ohio Optometric Association (OOA) on an exciting program for preschool children. The OOA was awarded a grant from the Department of Health, Save Our Sight fund to develop a preschool vision screening program to serve low-income children. The first six months of the grant were spent planning and preparing to launch our program. The following six months, starting in January 2009, have been spent out in the field, training volunteers and developing the program further.



include: Ohio University College of Osteopathic Medicine Community Health Program and University Medical Associates (Athens); Health Partners Free Clinic (Troy); Viola Startzman Free Clinic (Wooster); Lake County Free Medical Clinic (Painesville); and North Coast Health Ministry (Lakewood). Trainings have been conducted at 4 out of five clinic locations and 52 volunteers have been trained so far. During the fourth quarter of the grant we hope that the newly-trained volunteers will go out and conduct preschool vision screenings in their communities or in the clinics.

The volunteers for this program come from the free clinics and other community organizations. Over the course of a two-day training, they are trained to perform vision screenings for preschool children (ages 3-5) with the following equipment: SureSight Vision Screener, Crowded Single Lea Symbols Visual Acuity Test, and Random Dot E Stereoacuity Test. These tests screen for the most common and important childhood vision conditions; amblyopia, strabismus, and significant refractive error. The screening is not a full eye exam, but acts as a bridge to get kids who have vision problems in to see an eye doctor.



The project has provided a way for free clinics to reach out to other community organizations, particularly preschools and child care organizations, to build stronger relationships and partnerships. We hope these relationships will prove to be mutually beneficial. We have also engaged our Optometric friends in the communities of each clinic; they have agreed to see the children referred from the OOA/OAF project in their offices, regardless of ability to pay. Much effort has been made to develop our referral process and referral networks so that kids are not lost in the process; they get from the screening to the exam.

For this grant year, we've had overwhelming support from our five pilot clinic sites. They

*Please contact OAF if you are interested in bringing this program to your clinic.*

## Cardinal Health Awards

The Cardinal Health Foundation recently invested \$1.2 million in Central Ohio non-profit programs to improve health care and wellness in the community. The OAFB congratulates the following organizations and programs which were awarded 2009 'Building Health Communities' grants:

### Asian-American Community Services

#### **Here for Health Health Literacy Initiative**

Understanding that a lack of understanding of Western culture, preventive care and the United States health care system can lead to disparities in health care access and quality among Asian populations, this culturally and linguistically appropriate program is designed to help Asian members of the central Ohio community better understand the importance of preventive medicine, how to access health care services and how to better manage personal health for themselves and their children. Learn more at [aacsohio.org](http://aacsohio.org).

### Columbus Medical Association Physician's Free Clinic

#### **Medical Interpretive Services Initiative**

The Physician's Free Clinic provides free medical services to thousands of central Ohioans who might not otherwise have access to quality medical care. Nearly 75 percent of those who visit the clinic do not speak English; or they speak English as their second language. This new program will enhance the clinic's ability to serve the community by providing free, phone-based medical interpretive services for patients who have limited English proficiency. By providing patients and health care providers with access to translators who can help them communicate more clearly with each other, the program will enhance providers' understanding of patients' health care problems and help patients better understand recommended treatment plans. Learn more at [cmaf-ohio.org](http://cmaf-ohio.org).

### Ohio Association of Free Clinics

#### **Health Literacy Initiative**

Through this multi-faceted project, the Ohio Association of Free Clinics will develop and deliver educational programs to advance the health literacy of the practitioners who work at participating free clinics and the patients they serve. The project ultimately aims to better prepare clinicians to serve the unique needs of patients who are uninsured, may lack health literacy and may encounter language barriers that prevent them from fully engaging in the management of their personal health. Learn more at [ohiofreeclinics.org](http://ohiofreeclinics.org).

## Congratulations CareNet!

### **Toledo/Lucas County CareNet receives finalist award for providing medical care to residents without health insurance**

CareNet was one of six organizations nationally recognized as a finalist for the 17th annual Monroe E. Trout Premier Cares Award. The Cares Award, sponsored by Premier, Inc. and its member hospitals, honors exemplary efforts by non-profit organizations to improve access to healthcare for the underserved.

Established in 2003, Toledo/Lucas County CareNet is a public/private partnership operating as a virtual free clinic. Through a comprehensive network of eight county hospitals, 16 clinics and 155 volunteer specialists, CareNet has connected more than 16,000 uninsured residents with medical homes. This has resulted in measurable health improvements for its members: 82 percent of members meet the National Cancer Institute guidelines for preventive mammograms, 79 percent with high blood pressure are successfully managing their condition, and 55 percent of members with diabetes have their blood sugar controlled.

CareNet has been a member of the Ohio Association of Free Clinics since 2004.



Photograph individuals from left to right are:

Premier CEO – Rick Norling; Sr. Dorothy Thum – Mercy Health Partners; Holly Bristoll – ProMedica Health System; Jan Ruma – Toledo Lucas County CareNet; Sr. Mary Jean Ryan – President & CEO SSM Health Care



**Ohio Association of Free Clinics**

61 Jefferson Avenue  
Columbus, OH 43215

Contact OAFCC:  
Phone: 614.221.6494  
www.ohiofreeclinics.org

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**Upcoming Events: OAFCC Annual Conference  
October 12-13, 2009**



## Health Literacy Tips #3

### The Impact of Literacy on Patient Care

- A literate person is one who can use the ability to read (and write) to function effectively in daily life – at work, home and in society.
- Regardless of educational level, most people read three to five levels below their highest grade level attained.
- The most helpful written patient education materials should be written at the lowest

possible level of reading difficulty – no higher than the fifth grade reading level.

For additional information, obtain a copy of *Health Literacy in Patient Care: Helping Your Patients Understand*, an educational CD produced by the NEOUCOM Department of Family Medicine, available at <http://www.neoucom.edu/familymedicine>.

## SAVE THE DATE!

***The 10th Annual Conference of the  
Ohio Association of Free Clinics:  
A Decade of Service, Advocacy and Commitment***

October 12-13, 2009

At the DoubleTree in Worthington, Ohio  
We hope you'll join us for our 10 year celebration!

A conference for:

- Free Clinic Volunteers
- Free Clinic Directors
- Free Clinic Board Members
- Health Care Advocates
- Health Care Professionals
- Anyone interested in starting a Free Clinic

**For additional information about the conference, please call 614-221-6494 or visit our website at [www.ohiofreeclinics.org](http://www.ohiofreeclinics.org)**