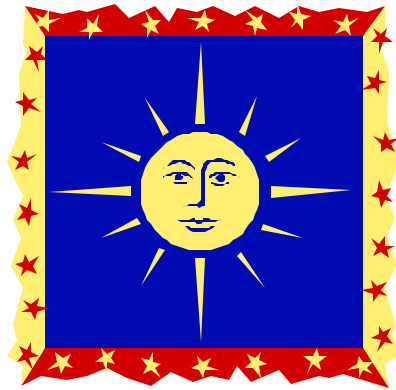


Lloyd F. Moss Free Clinic



Annual Report 2001

435 Hunter Street
Fredericksburg, VA 22401
(540) 741-1061

The Fredericksburg Area Regional Health Council...

John Fick, III
President

William Tignor
Vice-President (President Elect)

Katherine Lovello, MD
Vice-President

William Harris, Esq.
Treasurer

Barbara Kane, RN
Secretary

Lloyd F. Moss, MD
President Emeritus

Robert Kravetz, MD
Medical Director

Harvey Allen, DDS
Diane Armstrong, RN
Elizabeth Attreed, DDS
Thomas Baker
Angie Berman
Rebecca Bigoney, MD
Rev. Fred Donahoe
David Goldman, MD
Thomas Heck-Howard
William Howell, Esq.
Oscar Laserna, MD
David Lynn, MD
Patrick McManus, MD
Steven Mills
Mary K. Overton
Fred Rankin, III
Donald Reed, MD
Donald Stern, MD
William Tignor

The Fredericksburg Area Regional Health Council

is made up of representatives from the following organizations

- ❖ Fredericksburg Area Bar Association
- ❖ Fredericksburg Area Chamber of Commerce
- ❖ Fredericksburg Area Medical Society
- ❖ Fredericksburg Area Ministerial Association
- ❖ Mary Washington Hospital/MediCorp Health System
- ❖ Planning District 16 Departments of Social Services
- ❖ Planning District 16 Nurses
- ❖ Rappahannock Area Community Services Board
- ❖ Rappahannock Area Health District
- ❖ Rappahannock Pharmaceutical Association
- ❖ Rappahannock Valley Dental Society
- ❖ The legislators and governing bodies of Planning District 16

The Fredericksburg Area Regional Health Council

is committed to

- ❖ Identifying and assessing the obstacles that prevent or diminish the delivery of acceptable health care
- ❖ Determining alternatives to overcome barriers to adequate health care
- ❖ Creating mechanisms to address program implementation to assure access to medical attention
- ❖ Collaborating with public and private agencies to assess the health status of the community in order to improve the health of citizens of this region

Lloyd F. Moss Free Clinic

...providing quality, primary health care to those who are unable to pay for private medical care



The Free Clinic – A World of Caring



The Lloyd F. Moss Free Clinic is a private, nonprofit, community-based organization that provides medical and dental care at no charge to low-income and uninsured people through the use of volunteer health care professionals and partnerships with other health providers.

The Clinic is supported primarily by cash and in-kind contributions from the private sector. State and local governments provide funding to the Clinic amounting to approximately 13% of the Clinic's annual revenues.

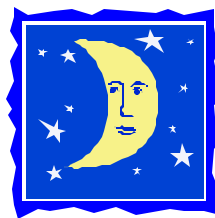
Volunteerism is a central feature of the Clinic. Clinic services are provided largely by volunteer health care professionals in the Clinic's own facility or in their own private practice setting. Non-clinical volunteers also perform a variety of administrative and clerical tasks, keeping overhead costs low.

The Clinic places a strong emphasis on providing compassionate, non-judgmental care, respecting the dignity and self-worth of every patient.

To be eligible for care at the Clinic, a patient must be

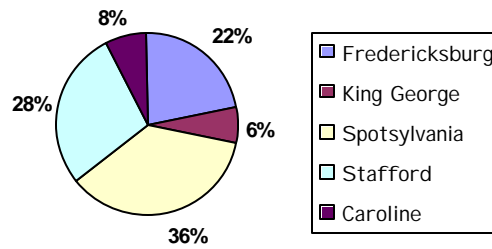
- ❖ Uninsured
- ❖ A resident of Fredericksburg, Caroline, King George, Spotsylvania, or Stafford
- ❖ In a household with income of less than 125% of the Federal Poverty Guidelines

2001 Service Statistics – To the Moon and Back

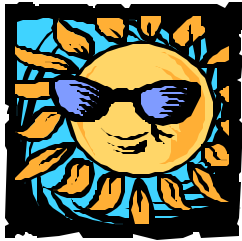


- ❖ The Clinic provided health care services to 1,323 patients
- ❖ Patients residing in the City of Fredericksburg, Caroline, King George, Spotsylvania, and Stafford were served
- ❖ 375 volunteers provided over 4,800 hours of care
- ❖ Dispensed 23,585 prescription medications worth \$665,766
- ❖ 6,046 Patient Visits, including:
 - ◆ 2,104 primary care visits
 - ◆ 326 dental visits
 - ◆ 3,446 chronic care visits
 - ◆ 170 gynecology visits
- ❖ 425 referrals to specialists
- ❖ 85% of patients are ages 18–60
- ❖ 29% of patients are male; 71% of patients are female
- ❖ 64% of patients are Caucasian; 32% of patients are African-American; 2% of patients are Hispanic; the remaining 2% of patients are Other races
- ❖ Mary Washington Hospital donated over \$1 million of in-kind patient services
- ❖ For every dollar spent, the Clinic provided \$5 in overall health care

Residence of Patients



Clinical Services – Everything Under the Sun



- ❖ Primary, non-emergency medical care
- ❖ Specialty medical care
- ❖ Limited dental care
- ❖ Laboratory and radiology services offered in cooperation with MediCorp Health System
- ❖ Referrals to medical specialists and community resources
- ❖ Prescription medications
- ❖ Health education and promotion

The Primary Care Clinic

In 2001, 39 volunteer medical professionals provided services in our Primary Care Clinics for 2,104 patient visits. These clinics are held on Tuesday and Thursday evenings, when doctors, nurses, and other volunteers are finished working their day-jobs and patients are able to come get care without taking valuable time off work. The Primary Care Clinic is accessed by appointment or on a limited walk-in basis. Typically, patients are seen for a variety of conditions, including ear infections, sore throats, and headaches. Patients with chronic conditions are usually referred to one of the Chronic Care Clinics for follow-up. Frequently, patients are referred to one of a number of volunteer specialty physicians who see patients in their own offices.

The Chronic Care Clinics

Evening Chronic Care

The evening chronic care clinic addresses the needs of patients with chronic conditions like diabetes, hypertension, and asthma. In 2001, 3 physicians and 1 nurse practitioner volunteered 2 evenings each month to care for a small number of patients on a regular basis. A volunteer gastroenterologist and orthopedist also see patients during the evening chronic care clinics. In all, there were 385 patient visits to the evening chronic care clinic in 2001.

Daytime Chronic Care

Thanks to a 3-year grant from the Virginia Health Care Foundation, which began in 1998, the Clinic was able to supplement the work of volunteer physicians with a paid nurse practitioner. The Lloyd F. Moss Free Clinic is one of several free clinics in Virginia who have dramatically expanded patient capacity and improved continuity of care by participating in this initiative. This clinic now operates 3 1/2 days a week. Extensive health education and lifestyle management classes are held to promote healthy living. Other volunteer medical providers also participate during the daytime chronic care clinic, further enhancing the availability of services. Approximately 50% of all patient visits occur during the Daytime Chronic Care Clinic.

Daytime Chronic Care Clinic Summary

Provider Type	# of Patient Visits
Staff Nurse Practitioner	2,564
Volunteer Nurse Practitioner	60
Nurse Educator/Life Skills	248
Volunteer Orthopedist	101
Volunteer Physician	88
TOTAL	3,061

The Gynecology Clinic

Held once a month, by appointment only, the Gynecology Clinic is staffed by volunteer gynecologists and nurses. Routine well-woman exams, pap smears, and mammograms are offered to established Clinic patients in need of these services. In 2001, there were 170 patient visits to the gynecology clinic.

The Dental Clinic

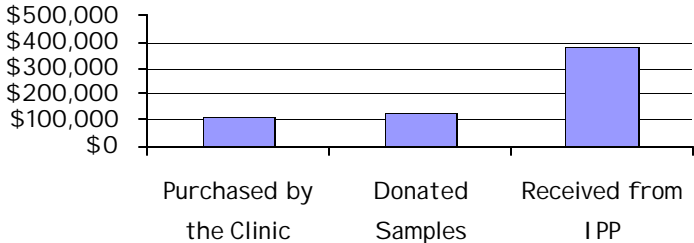
The Dental Clinic just completed its third year of operation. Funded with the assistance of the Mary Washington Hospital Foundation, the Dental Clinic provides limited dental care to established Clinic patients. The Dental Clinic operates on Tuesday and Thursday evenings by appointment only. 23 volunteer dentists provide emergency care (tooth extractions or fillings) to alleviate pain and swelling. There were 326 patient visits to the dental clinic in 2001. With the assistance of a grant from the Virginia Health Care Foundation, the Clinic is looking forward to expanding its dental services in 2002.

Prescription Medications

Without the assistance of the Clinic’s pharmacy program, many patients would go without their daily medications. Prescriptions don’t help if you can’t afford to fill them. In 2001, the Lloyd F. Moss Free Clinic filled 23,585 prescriptions in its licensed pharmacy. Many

pharmaceutical manufacturers offer free medicines to those who qualify. The Lloyd F. Moss Free Clinic takes advantage of these opportunities by utilizing "The Pharmacy Connection" software, designed by the Virginia Health Care Foundation, to navigate these often-complex patient assistance programs. With the assistance of a full-time Pharmacy Access Coordinator, the Clinic received \$382,775 worth of free medications from pharmaceutical companies (IPP= Indigent Patient Programs) in the past year (an increase of 18% over the previous year). Combined with the donated samples from physicians' offices and pharmaceutical representatives, and the medications purchased through a pharmaceutical wholesaler, the Clinic dispensed \$665,766 worth of medicines to its patients. For every dollar spent on pharmaceuticals, over \$6 worth of medications were provided.

Medications Received by the Clinic - 2001



Diagnostic Testing

In cooperation with Mary Washington Hospital, the Lloyd F. Moss Free Clinic is able to provide diagnostic testing to its patients. The charitable capacity of the MediCorp Health System allows Clinic providers to order a wide variety of laboratory and radiology tests. Both in-patient and out-patient services are provided to Clinic patients by the Hospital. The availability of testing options gives health care providers confidence in being able to provide quality care to the Clinic's patients. In 2001, Mary Washington Hospital donated over \$1 million of in-kind patient services.

Referrals to Specialists

Referrals to medical specialists and other community resources are a valuable service to the Clinic's patients. Last year, the value of services donated by over 100 local physicians in their own offices was nearly \$200,000. In 2001, 425 referrals were made as follows:

Local Physicians

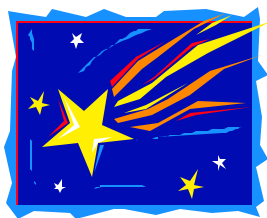
Allergy	2
Cardiology	31
Dermatology	15

Endocrinology	11
ENT	21
Gastroenterology	30
GYN	11
Infectious Disease	4
Nephrology	4
Neurology	26
Oncology	11
Ophthalmology	90
Oral Surgery/Dental	11
Orthopedics	39
Pain Management	8
Plastic Surgery	2
Podiatry	20
Pulmonary	12
Rheumatology	9
Surgery	49
Urology	17

Mary Washington Hospital

Diabetes Management	51
Emergency Room	80
Physical Therapy	20
Sleep Study	10

Volunteers - Our Shining Stars



In 2001, 375 generous volunteers helped to provide the medical and dental care for Lloyd F. Moss Free Clinic patients. These included:

- ❖ 155 physicians (on-site and off-site)
- ❖ 4 nurse practitioners
- ❖ 23 dentists
- ❖ 6 pharmacists
- ❖ 44 nurses
- ❖ 19 other health professionals
- ❖ 124 lay volunteers

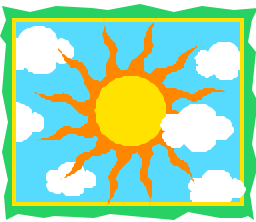
The outstanding volunteerism of health care professionals and community-minded citizens makes a tremendous difference in the lives of our neighbors in need.

Funding Sources

For every dollar the Lloyd F. Moss Free Clinic raised in 2001, \$5 of health care was provided to its patients. The commitment of donors helps ensure the delivery of quality health care to the area's many uninsured citizens. We extend our warmest thanks to our partners who have contributed so generously to our work in the past year.

- ❖ Community Foundation of the Rappahannock River Region
- ❖ Dahlgren/Quantico/Ft. A. P. Hill Combined Federal Campaigns
- ❖ Fredericksburg area churches
- ❖ Fredericksburg area civic groups
- ❖ Fredericksburg Area Running Club
- ❖ Fredericksburg Savings Charitable Foundation
- ❖ Lee's Hill Golf Club
- ❖ Local Governments
- ❖ Mary Washington Hospital Foundation
- ❖ Rappahannock United Way
- ❖ The Community Foundation
- ❖ The Opp Shop
- ❖ Trigon Blue Cross/Blue Shield
- ❖ Virginia Association of Free Clinics
- ❖ Virginia Health Care Foundation
- ❖ And many others!

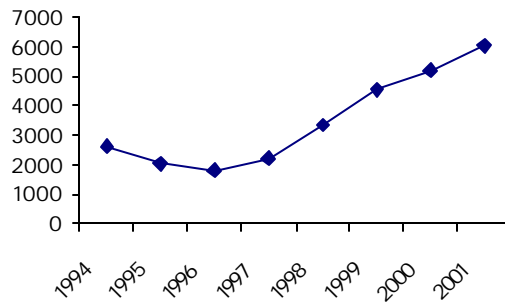
Continuing Our Growth – The Sky's the Limit



With each success and new program comes the realization that more can be accomplished. While the Lloyd F. Moss Free Clinic has made tremendous progress in serving the growing needs of the uninsured in the Fredericksburg region, it has not come without challenges.

The changing economic times have had a substantial impact on the demand for Clinic services. We must continue to find ways to increase the number of volunteers and staff for all aspects of the Clinic's operation. We must examine and adjust procedures and protocols to assure maximum and efficient utilization of volunteer medical providers. And, we will continue to struggle to expand the pharmacy program to keep pace with patient needs.

Patient Visits



One patient at a time, we are making a difference in the lives of our neighbors in need.

Staff

Karen Dulaney
Executive Director

Fran Beach, RPh
Pharmacy Manager

Donna Bowser, CFNP
Nurse Practitioner

Laura Hunt, RHIT
Medical Records Coordinator

Jacque Arthur, RN
Clinical Services Coordinator

Donna Jadot
Pharmacy Access Coordinator

Tina Jackson
Volunteer Services Coordinator