

2008

Creating Solutions for Health Care Access

# Report to the Community

## Lloyd F. Moss Free Clinic

### The Year in Review

- 1,680 patients received 7,957 on-site visits for comprehensive health care services
- 983 patients were referred to specialists' offices for additional medical services
- 401 on-site volunteers provided over 12,900 hours of care and services
- Over 44,000 prescriptions were dispensed for patients through our on-site pharmacy at a value of over \$3 million
- 60% of the patients seen in 2008 were new patients
- Patient visits to the Clinic increased by 19% in 2008
- An unprecedented \$15 million of free health care was provided to Clinic patients
- For every \$1 donated, \$10 of health care was provided

### About the Clinic

The Lloyd F. Moss Free Clinic has been providing health care to Fredericksburg area residents since 1993. Our goal is to provide basic health care services at no charge to low-income, uninsured people.

The Clinic is a state-of-the-art, modern facility and our aim is to operate a Clinic that anyone would want to utilize for their health care needs. It is similar to most health care practices and offers a wide array of health care services.

Appointments are available in the morning, afternoon, and/or evening. The Clinic schedules vary each week depending on the availability of volunteer clinical staff.

Our patients receive free, first class health care from over 50 on-site volunteer physicians, 20 volunteer dentists, one full-time staff nurse practitioner, as well as a variety of other staff members and volunteers, from nurses to pharmacists. The patients who come to the Clinic for their basic health care needs frequently fall into one of these categories:

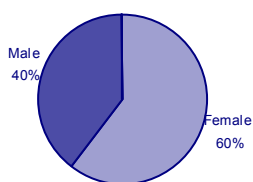
- They are employed in industries that do not offer benefits, for example, restaurant staff, hairdressers, child care workers, etc., or they work part-time and do not qualify for employee benefits
- Some are small business owners and cannot afford health insurance
- Others have recently become unemployed and no longer have benefits or cannot pay their COBRA premium

The Lloyd F. Moss Free Clinic experienced unparalleled growth in all areas of service in 2008. We increased the number of patient visits, prescriptions filled, referral appointments, wellness offerings and volunteer hours. This growth can be attributed to the overwhelming support of our volunteers and donors, to whom we offer this annual summary of our services with appreciation for letting us be stewards of their generosity.

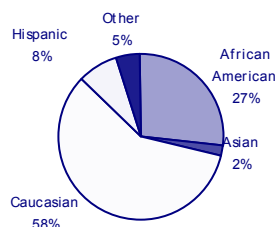


Lloyd F. Moss Free Clinic

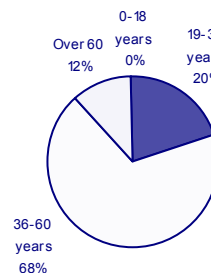
### Patient Demographics



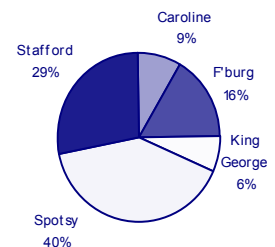
Gender



Race



Age Groups



Residence

## Health Care Services

2008 was a busy year for the daytime and evening clinics — we increased both the number of patients served and the number of patient visits. Additionally, we continued to expand the range of health care services available for our patients.



In keeping with the trend the Clinic has experienced over the past several years, visits for chronic care far exceeded those for other services. Hypertension is the number one diagnosis for Clinic patients, followed closely by diabetes, dental abscess, back pain, and acid reflux.

Kaiser Permanente assisted the Clinic in expanding access to care by placing Joan Ellmore, NP at the Clinic as part of their Clinical Ambassador program in November. Joan will remain at the Clinic full-time for up to one year, providing much-needed assistance serving primary care and chronic care patients.

On-site program	Unduplicated Patients	Appointments Provided
Chronic Care	818	3,424
Gynecology	343	370
Orthopedics	267	459
Primary Care	1,134	2,581
Surgery	107	129

## Services and Programs

### MENTAL HEALTH SERVICES

The Virginia Health Care Foundation awarded a grant of \$100,000 to the Clinic to establish an “Integrated Primary Care Model”. Services with this program will begin in June 2009. This project will track the association between depression and diabetic control. This ongoing doctoral project, coordinated by Donna Bowser, DNP, involves screening patients with diabetes using 3 instruments via ACASI (audio computer assisted self interviewing): Patient Health Questionnaire-9 (PHQ-9) for depression, RAND36 Health Survey (RAND-36) for quality of health, and Diabetes Empowerment Scale-Short Form (DES-SF) for diabetes related self-efficacy. Also tracked are length of treatment in a free clinic setting and number of missed appointments. These results are correlated with presence or absence of depression and with demographic variables (age, race/ethnicity, gender, literacy level and income level). Also monitored are HgbA1c, BMI, and systolic and diastolic blood pressure. Appropriate patients will be referred to a Psychiatric Nurse Practitioner for management of depression. All patients will be tested once a year via ACASI with the PHQ-9 and RAND-36, and all diabetic patients will also take the DES-SF. Once the patient is in the mental health program, the tests will be given every 3 months. The goal of this project is to determine the prevalence of depression in our diabetic patients and whether appropriate treatment of depression improves diabetic control. This new program will greatly enhance the Clinic’s mental health program which provided 184 visits to 71 patients in 2008.

### PATIENT EDUCATION

The Clinic provides on-going patient education activities. In the past year, we have offered the following classes:

Smoking Cessation	“Nutrition Made Easy”
Foot Care	Stress Relief
Arm-chair exercises	8-week health & fitness series
Healthy Heart Lifestyle	Body Intelligence
Weight loss	Diabetes Conversation Map
Job search in a slow economy	Sleep Apnea

### EVERY WOMAN’S LIFE

The Clinic is committed to providing preventive care and health screenings for all of our patients, including annual gynecology exams, Pap tests, and mammograms for our female patients. Thanks to a collaborative relationship established in 2002 with Every Woman’s Life—a CDC funded program administered through the Rappahannock Area Health District—the Free Clinic provides breast and cervical cancer screenings to eligible women.

*Referrals to volunteer specialists increased by 29%. The 3 most common referrals are ophthalmology, gastroenterology, and cardiology.*



## Referrals and Diagnostic Services

The Clinic is extremely grateful for the ongoing support from MediCorp Health System and Pathology Associates in providing free diagnostic testing for Clinic patients. Additionally, Medical Imaging of Fredericksburg and Radiology Associates of Fredericksburg provide donated radiology services. And, Mary Washington Hospital and Fredericksburg Ambulatory Surgery Center provide in and outpatient care and services. Additional outpatient services are donated by the Surgi-Center of Central Virginia. Emergency care is generously donated by Fredericksburg Emergency Medical Alliance physicians.

The Lloyd F. Moss Free Clinic is also fortunate to have generous support from a network of health care specialists in the community. 165 off-site providers representing 31 specialties serve as referral sources for specialty care.



## Pharmacy Services

During the past year, the Lloyd F. Moss Free Clinic pharmacy staff, volunteer pharmacists, and volunteer pharmacy technicians filled 44,239 prescriptions—a 34% increase over 2007. These medications were valued at \$3,059,596. The vast majority of these medications were obtained using the patient assistance programs of pharmaceutical manufacturers. Staff and volunteers complete applications on behalf of the patients, attaching the required income documentation, and in return, medications are shipped to the Clinic's pharmacy. In addition, the Clinic is an affiliate member of RxPartnership. RxP solicits free medications in bulk from pharmaceutical companies and arranges for their distribution directly to nonprofit, licensed affiliate pharmacies which it credentials and monitors. The Clinic also purchases medications that cannot be obtained through other methods. In 2008, approximately \$189,000 was spent to purchase generic medications, diabetes test strips, and other pharmaceutical products. Continued creativity and improved efficiencies will be needed to reduce pharmacy costs in the present economy.

The Community Pharmacy, another program administered by the Clinic, provides low-cost prescription medications to individuals with incomes up to 200% of the Federal Poverty guidelines. These individuals are patients at private physicians' offices or other health care facilities and receive pharmacy-only services at the Clinic. In 2008, 627 people participated in this program.

## Dental Services

Thanks to the steadfast commitment of our team of 22 volunteer dentists and 39 dental assistants, we saw a 72% increase in patients treated and a 21% increase in dental visits provided last year. 397 patients were treated at 810 visits to the dental clinic in 2008. The Dental Clinic primarily offers acute care for adults suffering from critical dental problems.

Dental hygiene care is provided by students from Germanna Community College's dental hygiene program. The students utilize the dental clinic space for their instruction and practical experience.

Dental treatment needs continue to grow and the Clinic continues to look for ways to expand access to care.

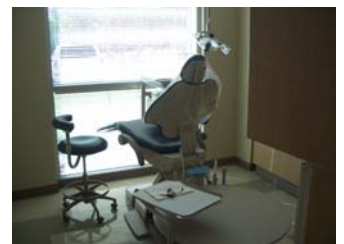
## Volunteers

Volunteers are the lifeline of the Lloyd F. Moss Free Clinic, positively affecting everything we do and everyone we serve. Volunteer activities are available during daytime and evening hours 5 days a week. Volunteers serve in a variety of ways from answering phones and completing other administrative tasks to reviewing charts and scheduling referrals. In all, over 550 on- and off-site volunteers served Clinic patients in 2008. In addition to providing extraordinary care for our patients, our volunteers support each other. Students often find time to talk with our volunteer physicians, pharmacists, and dentists about a career in health care. Physicians, counselors, dieticians, and pharmacists who seldom work under the same roof enjoy the opportunity to discuss a patient's care.

The Clinic depends on our altruistic volunteers and we offer our heartfelt thanks to each of you who help strengthen the Lloyd F. Moss Free Clinic's presence and services.

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*In 2008, the number of on-site volunteers increased by 21% and the number of volunteer hours increased by 36%.*



## Lloyd F. Moss Free Clinic

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**Operated by the Fredericksburg Area  
Regional Health Council**

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## Development

Most members of the community are aware that the Lloyd F. Moss Free Clinic is a nonprofit organization, and many support us generously through financial contributions or in-kind donations of goods or services. Throughout the year, we may receive \$10 from a patient, a grant from a local foundation, a memorial donation for a family member or friend, a group donation from a civic organization, a matching gift from a donor's employer, an honorarium for a volunteer physician's presentation at a medical conference, a donation on-line through Network for Good, or a gift from the congregation of a local church. The depth and breadth of the community's support is a testament to the caring people who reside in the Fredericksburg area.

While each dollar donated to the Clinic is appreciated, we especially thank the following community partners for their significant contributions: Mary Washington Hospital Foundation, Rappahannock United Way, County of Spotsylvania, County of Stafford, City of Fredericksburg, and the Fredericksburg Charitable Savings Foundation.

During 2008, the Clinic's website was re-developed and we added an on-line giving option. The current economy is creating additional challenges. We are seeing increasing numbers of people seeking health care services as the result of job losses and declining resources as donors limit their giving, making raising money tougher than ever before.

