



# From *the* Heart

Primary Healthcare for the Working Uninsured

Summer 2009

## Meet Our Patients

### **Mollie Taylor**

Mollie Taylor first walked through Faith Family's doors in 2006, after losing her TennCare coverage. During her first visit to the clinic, Mollie requested to pray. "I asked God to give my doctors the wisdom and knowledge to take care of me," she remembers.

Mollie is deeply grateful for her home, her work as a part time caregiver, and for Faith Family which, as she puts it, "has allowed me to be able to run this race." She came to the Clinic with a serious pre-existing condition. She knew it was crucial to monitor her disease.

Faith Family's affordable fees have made it possible for her to successfully manage her illness.

Passionate in her faith and reliance on God, Mollie is also enthusiastic about the care she has experienced at Faith Family. She sees Faith Family as just one more way God is taking care of her and describes it as "a beautiful place".

"You can't leave with low self-esteem because they build you up," she adds. "They give you dignity."



**Mollie Taylor and Dr. Lisa Crowe**

## Save The Dates

We are looking forward to a number of exciting events over the next few months to benefit Faith Family. Please mark the dates on your calendar and plan to join us for both of them if you can. (See the details for all the events on Page 3).

### **Saturday, September 12 – SoulWalk.**

Join the Faith Family Team or sponsor a walker for a 5K walk to benefit the clinic and international missions.

**Tuesday, November 4 – Annual Birthday Breakfast.** Join us for our first annual birthday event that focuses on the mission of Faith Family Medical Clinic and our impact on the working uninsured in Middle Tennessee.

## The Clinic Is Growing

### RENOVATION PLANS FOR THE CLINIC

As Faith Family approaches its eighth birthday, our clinic is busier than ever. We are delighted to report that we are beginning to renovate a few areas of our clinic to allow for better patient flow and increased efficiency.

The reconfiguration will create four private workspaces for nurse practitioners and physicians. This is an important improvement that will give these dedicated staff members a place to chart and return calls to patients. The renovation will also create an additional exam room, bringing the total to six. Lastly, our medical chart files will be moved which will open up our front reception area and will result in an additional check-in/check-out counter.

We are eager to see how the renovation will enhance our day to day work. Ultimately, we know these investments in our physical space will also be investments in the people we serve.



Thomas Henderson, M.D.  
*Medical Director*

Laura Hobson  
*Executive Director*

### 2009 Board of Directors

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## Letter from our Medical Director and Executive Director

Dear Friends,

The first six months of 2009 have been extremely busy as we witness great need for our services. In addition to the mission-oriented staff who daily meet the needs of the working uninsured, the board and staff leadership are monitoring the changes in health care at national, state and local levels that may impact FFMC's mission. As these changes occur, Faith Family remains committed to serving those who are struggling to meet their physical, emotional and spiritual needs.

We have exciting news to share with you about our facility. The board recently agreed to renovate a few key areas of the clinic which will result in an additional exam room and better patient flow. These improvements will be finished by the fall and will allow us to care for even more patients (Please read more about this on page 1).

The latter half of 2009 also includes other exciting developments. Faith Family will branch out into the world of special events with a walking team in the 5k SoulWalk on September 12th. November 4th brings a wonderful opportunity to introduce friends and colleagues to Faith Family when Dr. Scott Morris will speak at a fundraising breakfast at Woodmont Christian Church. Dr. Morris is the physician and minister who founded the Church Health Center in Memphis, an organization that has served as a model for Faith Family. (For more information about these happenings, see the articles on page 3).

On behalf of the patients and the lives of all whom the clinic touches, we thank you for your support. We feel fortunate to be able to see firsthand the profound impact that your contributions have on individual lives.

Blessings,

Dr. Tom Henderson, M.D.  
Medical Director

Laura Hobson  
Executive Director



Save The Dates

# Next Few Months Promise To Be Exciting Time For Faith Family

Over the next few months, two events are scheduled to benefit Faith Family. Beginning in September, and continuing in November, clinic supporters are invited to participate in two fun and uplifting events, all of which will benefit Faith Family financially. We hope you'll mark your calendars and plan to participate in both of the events.

## Saturday, September 12

**What:** **2009 SoulWalk** - A 5K walk to help raise funds for Faith Family!

**Where:** Bicentennial Capitol Mall State Park, Nashville

**When:** 10:00 am

**How You Can Help Faith Family:** There are two simple ways:

- Join the Faith Family Medical Clinic Team and walk in the event.
- Or, sponsor a Faith Family walker in the event.

If you would like to walk with the Faith Family team, get as many people (family, friends, neighbors, your church group, etc.) to sponsor your walk. (A typical sponsorship is \$10, and a typical sponsorship goal is ten sponsors - \$100). Or, choose a member of the Faith Family walking team and sponsor their walk.

Faith Family will receive 50% of all funds raised on behalf of our team. (The other 50% will go to support SoulWalk's international mission projects).

To join the Faith Family Team as a walker, or to sponsor a walker, go to [www.soulwalk.org](http://www.soulwalk.org), or [www.faithmedical.org/soulwalk](http://www.faithmedical.org/soulwalk).

## Wednesday, November 4th

**What:** **Faith Family Annual Birthday Breakfast**

**Where:** Woodmont Christian Church, 3601 Hillsboro Pike

**When:** 7:30 am to 8:45 am

Faith Family will be 8 years old this fall and the Board of Directors is hosting our first fundraising breakfast! This breakfast will be in honor of our lifetime board members, Dr. David Gaw, Dr. John Lamb and Charles N. Martin, Jr. Our hope is to fill the room with prospective donors - people who will have a heart for our mission of providing loving medical care for the working uninsured. If you already donate to Faith Family, we ask you to come and bring a prospective donor. If you have not yet donated to us, then we hope you will come to the breakfast to learn more about us. We are confident you will be blessed, encouraged and motivated.

You'll meet the dedicated Faith Family staff, and hear a terrific keynote speaker, Dr. Scott Morris. Dr. Morris is the founding physician of the Church Health Clinic in Memphis, and the inspiration behind Faith Family and other similar clinics around the country.

Please register for this special event on our website at [www.faithmedical.org/breakfast](http://www.faithmedical.org/breakfast) or by calling our office at (615) 341-0808.

## Training a New Wave of Health Care Professionals

*In a typical year, between 25 and 30 aspiring nurses, nurse practitioners, and doctors are mentored by Faith Family practitioners through internships or other training programs. We are pleased to introduce you to one recent Faith Family intern: Kelly Tschida*

On a regular basis, Faith Family receives the help of energetic and capable nursing and medical interns. This summer, we were grateful for assistance from several interns, including Kelly Tschida. A former Peace Corps volunteer with a background in business, Kelly has a deep interest in helping people, a commitment which recently led him to pursue a second career as a nurse practitioner. He is currently completing his studies at Vanderbilt and was assigned to Faith Family for his 280-hour clinical rotation.

The patient population at Faith Family was a good fit for Kelly, since his long-term plans include providing health care to the underserved. "It was a great place to get lots of practical experience," says Kelly of his six week rotation. "The physicians, nurse practitioners and physician's assistant are excellent role models," Kelly adds. "They are influencing a whole group of students through the loving care they model for us."

Kelly was struck by how an important part of the compassionate care provided at Faith Family comes in the form of attentive listening. "They are more concerned with helping people than hurrying patients through the clinic," says Kelly, of the Faith Family team. "I loved being there to see how people work in that kind of system and how it is so beneficial for everyone involved."

In September, Kelly will return to Africa, this time to Rwanda where he has a fellowship at a hospital for a few months. Afterwards, he plans to either continue working in Africa as a nurse practitioner, or return to the Western United States where he is interested in working for Indian Health Services. We are grateful to Kelly for touching our lives and the lives of our patients this summer, and wish him well in the next step of his journey.



**Kelly Tschida & Dr. Tom Henderson**



# Staff Spotlight

## Becky Eagle

Office Assistant & Patient Assistance Coordinator at FFMC since February, 2003

Becky Eagle's path to Faith Family began almost 10 years ago when she started volunteering at a local healthcare clinic. For four years, Becky provided clerical help one evening a week. After being laid off from her job in advertising, Becky reconsidered what kind of job she wanted to pursue and realized that her work at the clinic provided the meaning she wanted in her next job. What at first seemed like a dream quickly became reality. Through the help of a board member, she found herself being offered a recently vacated position at Faith Family.

During the six years Becky has been at the clinic, she has filled a variety of administrative positions. Her primary responsibility presently is to administer the Patient Assistance Program, which involves processing the paperwork for qualified patients to obtain free medicine from pharmaceutical companies. Although the clinic providers prescribe the affordable generic medications when they can, they sometimes must prescribe high cost medicines. In the first half of 2009, Becky has placed 800 orders for 385 patients for a total of \$539,726 worth of medications.

Faith Family collaborates with two local partners in the delivery of medication. Faith Family works with the

*"One of the joys of my job is getting to meet and know the patients. They are inspiring and their stories are often humbling. One of the most amazing people I know is a lady who works at a local thrift store. This woman lives alone, has no car, no phone and gets by on a very modest income. Her fee is \$20 and yet she always pays us \$50. Recently, she brought us a card and inside was her entire tax refund...\$350. She's truly a remarkable soul." - Becky Eagle*

Siloam Family Clinic to share the cost of the prescription assistance program software. Faith Family also utilizes the Dispensary of Hope in providing sample medication to fill the gap before their medicine arrives from the pharmaceutical companies.

Has Becky's experience with this kind of work changed her? "Yes", she says. "Look at me. I'm just one person who started volunteering one evening a week. Now I spend my days helping our patients by ordering life-saving medicine for them." Becky has learned that compassion, love and perseverance are what matter most when helping the patients at Faith Family Medical Clinic. "This is hard work," Becky adds, "but I've been blessed to be here. It's some of the best care you can get and I love being a part of it."



Becky Eagle

## Our Patients Need Your Gifts Now More Than Ever

Your contributions allow Faith Family to provide critically needed healthcare for thousands of individuals each year.

Without your gifts, many people would not receive the medical attention and caring support they need.

***Please send your gift today!***

Use the enclosed donation envelope, or make a secure donation on our website at [www.faithmedical.org](http://www.faithmedical.org).

### Support Faith Family with your donation to United Way

Please consider designating your United Way donation to Faith Family. Simply designate code **#3460** and the amount you'd like to give when you make your United Way donation.

If you are interested in setting up a planned gift to support the mission of Faith Family Medical Clinic on an ongoing basis, please contact our Executive Director, Laura Hobson at (615) 341-0808 or at [lhobson@faithmedical.org](mailto:lhobson@faithmedical.org).

# Meet Our Patient

## Jerry Carmack

Jerry Carmack is a self-employed construction worker. He first found his way to Faith Family through the advice of a friend. In 2006, he started to develop some troubling symptoms. Even so, he put off going to the doctor, dreading the diagnosis. Finally, he met with Dr. Henderson, who referred him to a physician at Saint Thomas, who confirmed that Jerry had cancer.

After a total of seven surgeries and eight courses of chemotherapy, Jerry celebrated his last treatment on July 5, 2007. To date, all follow up tests have shown him to be cancer-free.

He remembers the attention and care the Faith Family staff showed following his surgeries. "They were all rooting for me to make it," says Jerry.

Like so many other Faith family patients, Jerry has been touched by the Clinic's personalized care. "They know my name when I walk in the door," he says. "I've never had a bad experience there. Very few places care about their patients as much as Faith Family does."



Jerry Carmack and Traci Warner, FNP

# Meet Our Specialists

*In addition to the dedicated staff of doctors, physician assistants and nurse practitioners who provide the primary care to our patients at the clinic, Faith Family is blessed to have an "extended family" of physician specialists who we can call upon when our patients need specialized advice and treatment. These specialists either donate their services or provide them at a deeply discounted rate in order to help us meet our mission of providing affordable and comprehensive healthcare to the working uninsured in Middle Tennessee.*

*We'd like to introduce you to one of these generous specialists, Dr. Harrison Shull.*

## Dr. Harrison Shull, M.D.

Dr. Harrison Shull has been a practicing gastroenterologist in Nashville for 30 years. About five years ago, he met Dr. Tom Henderson and learned of the Faith Family mission. The vision of the clinic appealed to him, and he volunteered to see patients whenever needed.

Ever since then, Faith Family Clinic has referred an average of one or two patients a week to him. He describes the patients as "extremely interesting and rewarding." "When they come to me, they have a clear need in the area I see," he

*"Faith Family Clinic is a great mission, run by some truly inspired people"*

explains, "and they are so grateful for what we do for them. It also gives me the opportunity to work with truly spiritually-based physicians at Faith Family." Clinically, he sees a broad range of illnesses among the Faith Family patients and almost all respond well to treatment. "This is a very

good, strong, responsible group of patients," Dr. Shull adds. "By and large, you can count on them to keep their appointments and do all they can to get tests done and follow through with their medications."

Each patient seen by Dr. Shull has been pre-screened by Faith Family staff to determine what they can afford to pay for their specialist care. Everyone pays something, which gives them the sense that they are partnering with their medical team and that their care is not somehow different.

"In some respects, working with patients from Faith Family is one of the best parts of my practice," says Dr. Shull. "These patients sometimes give me a level of satisfaction that I don't find with the traditional patient population. They don't have the resources to interface with traditional healthcare delivery services. As they get better, it's very rewarding for me and for them."



Dr. Tom Henderson and Dr. Harrison Shull, Gastroenterology specialist at Heritage Medical Associates



**FAITH FAMILY  
MEDICAL CLINIC**

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## Volunteer Opportunities

We are always looking for volunteers to help us out. Opportunities include:

- Administrative office help (confirm appointments, file, insert dictation in charts, etc.)
- Professional Organizer to assist after renovation is complete.
- We are also currently seeking volunteers with the following training/expertise:
  - Physicians (particularly Specialists from any field)
  - Nurses
  - Medical Assistants

If you are interested in becoming a volunteer, please contact our Volunteer Coordinator, Heather Harlen, by email at [hharlen@faithmedical.org](mailto:hharlen@faithmedical.org) or by phone at (615) 341-0808.

## Wish List

You can help us reduce our overhead and operating costs by donating the following items:

- We are in need of donors to sponsor multi-function workstations in the new provider work areas (presently, 4 providers are sharing one computer). An \$850 donation will equip one provider work area. Donors will be recognized in the work area. Please consider a sponsorship for this critical need.
- We are also in need of storage. If you own, or would like to donate a secure storage unit near the clinic we would be grateful!
- Office Supplies (especially Post-it Notes, pens and copier paper)
- Cleaning Supplies (large kitchen trash bags, light bulbs, Kleenex, toilet paper, antibacterial soap)
- Poster Board & bulletin board materials
- First Aid Supplies (band-aids, alcohol pads, latex gloves, etc.)

Call Sheree Keith at 341-0808 for more details about what we need the most or to arrange a delivery! THANK YOU!