



# From *the* Heart

OFFERING HOPE & HEALING

VOLUME 11 ISSUE 2

## NEWS FROM THE CLINIC

Faith Family officially “went live” on May 16th with **Greenway Medical Technologies electronic medical records system**. Paper charts are being scanned and stored, and the transition is scheduled to be complete by the end of the year.

Faith Family will be partnering with **NSAI (Nashville Songwriters Association International)** to provide medical care to current members without insurance.

On May 12th, **MusiCares donated funding** for the day to open the clinic to musicians in need. The clinic saw 40 MusiCares patients on this day.

In March, 16 staff, board members and volunteers visited the **Church Health Center in Memphis**. Faith Family is based on this model, and participants toured the medical facility and wellness center.

Four staff members attended the national **Christian Community Health Fellowship Conference** from June 2nd through 4th in Nashville. Topics at this nationwide conference included sustainability, development, mission focus and integrated health.

Faith Family has received the **Tennessee Primary Care Association’s Charles E. Darling Organization of Excellence Award**. This award is given to one team or organization in Tennessee each year that has exhibited innovation and dedication to the delivery of primary care to vulnerable populations.

## Raymond Horton - Patient and Donor

Ray Horton faithfully leaves a donation at the front desk every time he comes to an appointment at Faith Family. He credits Faith Family for saving his life.

Ray first came to Faith Family three years ago as a self-employed landscaper who had been without health insurance for a long time. Years before coming to the clinic he had undergone two back surgeries, and as a result, could not find a health insurance company willing to cover him. Faith Family was a welcome



find three years ago, as his back had been bothering him from the daily rigors of landscaping. Dr. Henderson saw Ray from the beginning, treating his back pain, and life carried on normally.

In July of 2010 Raymond noticed something strange. A small lump had developed on the left side of his neck. Thinking it was just a sinus infection, he called Faith Family and scheduled an appointment. Dr. Henderson checked his neck and asked him to come back in six weeks, so six weeks later Ray came back, and Dr. Henderson didn’t like what he saw. Ray was sent to Premier Radiology that same day for a CT scan, and was told the results would be available in a few days.

The phone rang two hours later. He was being scheduled to see an ear nose and throat specialist. The next day he underwent a biopsy, and was informed of the shocking diagnosis: cancer.

*continued on page 7 >*

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## Faith Family’s 10th Birthday

The coming months are cause for celebration, as Faith Family announces its 10th birthday this fall. To kick off this exciting milestone, the clinic has planned a variety of events. Included in the celebration are planned prayer days, a Sunday Supper for major donors, the Birthday Breakfast, and a songwriter night at the Bluebird Café. Please see Upcoming Events on page 3 for more information.

The clinic has come a long way since opening the doors on October 8th, 2001. In the first year of operation the entire Faith Family staff consisted of five individuals. With such a small staff,

*continued on page 3 >*



**Dr. Thomas Henderson**  
Medical Director

**Laura Hobson**  
Executive Director

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**FAITH FAMILY MISSION:**

We seek to follow the commitment of people of faith to provide hope and medical care for the working uninsured and their families by meeting their physical, emotional and spiritual needs.



# Dear Friends,

When we look back at the humble beginnings of Faith Family, we are overwhelmed with gratitude for the many supporters that have made this vision a reality.

Our work is just beginning, and though a 10 year birthday is a milestone, it is also an indicator of the great need that still exists throughout our community. We say thanks to those that stood by our side in the early years, thanks to those that have helped us grow, and thanks to those that have just joined our mission of providing compassionate care to the underserved population of Middle Tennessee.

We feel strongly that patients, when given an opportunity to take ownership of their own medical care, will not only take the opportunity, but also become healthier both spiritually and physically in the process.

As we celebrate our 10th birthday, we are celebrating much more than being open for 10 years. We celebrate the volunteers, the board members, the patients, their families, churches, foundations, businesses, civic organizations, staff, and all of the prayers that have been said throughout the years for Faith Family. The list of reasons to celebrate could go on forever. We are thankful for the support we've received over the years, but we still need help. We urge you to consider making a special 10th Birthday gift in honor of how far we've come. With this in mind, we say thank you for all you do, and invite you to join us in the upcoming season of celebration!

Warm Regards,

Dr. Tom Henderson, Medical Director

Laura Hobson, Executive Director

**WISH LIST**

**Please help us reduce operating costs by donating:**

- **Bibles** (particularly Bibles in Spanish, Korean, Arabic and other languages)
- **Children's Band-Aids** (all sizes and shapes)
- **Office Supplies** (copy paper, post-its, pens, glue sticks, etc)
- **Paper Products** (paper towels, Kleenex, and toilet paper)

Contact Sheree Keith at (615) 341-0808 x404 or skeith@faithmedical.org to arrange a delivery. Thank you!

**VOLUNTEER OPPORTUNITIES**

**Administrative:** Contact Laura Beth Pope at at (615) 341-0808 x402 or lpope@faithmedical.org

**Clinical:** Contact Jessica Friley at (615) 341-0808 x417 or jfriley@faithmedical.org

**Physician Specialists:** Contact Dr. Tom Henderson at (615) 341-0808 or Joshua Southards at (615) 341-0808 x403 or jsouthards@faithmedical.org

**Journey to Health:** Contact Jeff Wolfe at (615) 341-0808 x422 or jwolfe@faithmedical.org

**Fundraising/Marketing:** Contact Lily Duncan at (615) 499-4181 or lduncan@faithmedical.org

**EMAIL NEWSLETTERS:** If you are interested in receiving our newsletter via email, please send your email to [signup@faithmedical.org](mailto:signup@faithmedical.org).

# Faith Family's 10th Birthday *continued from page 1*

everyone took on almost every responsibility. "Everyone did everything," recalls Sheree Keith, Office Coordinator. On that exciting first day Faith Family saw one patient. By October 12th, four patients came through the doors.

The numbers continued to grow as the years went on. Fast forward to 2010, and over 4,667 patients were seen and 11,517 patient visits were conducted. The clinic has done very little advertising in the past 10 years, and yet the demand for services continues to grow. This word of mouth advertising has been overwhelmingly powerful, especially when emotional and spiritual needs are addressed in addition to medical care. So many patients are in desperate situations when they come through the doors at Faith Family, and when they are cared about and listened to, they share their stories with others.

Faith Family now has a staff of 15 full-time and four part-time employees. The clinic has established itself as a refuge for those unable to afford medical care while working to support their families and themselves. We hope you will join us in this exciting season of celebration as we look to the bright future ahead.



*Marie Müller has been coming to Faith Family for nearly 10 years. "I'm so glad Faith Family has been there for me all these years. Everyone is so nice; I've recommended the clinic to lots of people." Pictured from left: Front Office Assistant Lakeesha Nation, Dr. Henderson, Marie Müller, Nurse Practitioner Liz Threlkeld, and Medical Assistant Nikeki Green.*

## Upcoming Events

### • **PRAYER DAYS: AUGUST 9 , SEPTEMBER 9 , OCTOBER 9, NOVEMBER 9**

As we enter into our 10th year, please join Faith Family in praying for thanksgiving on these prayer days. We will be praying for those we have served, and also praying for those we will serve in the future. Prayer at home or work is also encouraged. **August 9 and September 9:** Join us at the clinic at 9:00 a.m. for a special prayer session.

### • **SONGWRITER NIGHT AT THE BLUEBIRD CAFÉ: WEDNESDAY, OCTOBER 5, 9:00PM**

Faith Family is pleased to announce a partnership with NSAI (Nashville Songwriters Association International) to provide services to members. To announce this exciting partnership and to raise funds and awareness, the Bluebird Café will be hosting a songwriter night with proceeds benefiting Faith Family. Tickets may be purchased online one week in advance, please visit [www.faithmedical.org](http://www.faithmedical.org) for more information.

### • **SUNDAY SUPPER: SUNDAY, OCTOBER 9**

We'll be saying thank you to our loyal and major donors at this family-style Sunday supper.

### • **BIRTHDAY BREAKFAST: WEDNESDAY, NOVEMBER 9**

Faith Family's 3rd annual Birthday Breakfast at Woodmont Christian Church is scheduled for Wednesday, November 9th from 7:30 – 8:45 a.m. The breakfast is our biggest fundraiser of the year.

Faith Family is pleased to announce the three honorees at this upcoming event: Dr. Bob Alford, Baptist Hospital (Bernie Sherry, President and CEO), and Katie Regan.

Please join us at this year's breakfast and bring a friend! RSVP to Lily Duncan at (615) 499-4567, [LDuncan@FaithMedical.org](mailto:LDuncan@FaithMedical.org) or on our website at [www.FaithMedical.org](http://www.FaithMedical.org)



*Photos from top: (1) 2009 Birthday Breakfast (2) Bluebird Café*



# Faith Family Patient Story: Shelly McClure



*Shelly and J2H Program Director, Jeff Wolfe at 5k race*

Nearly every day at Faith Family we have the pleasure of meeting a new patient. We also often greet former patients who return to us when a change of employment leads to the loss of medical insurance.

We're glad to be able to be a place of consistent care for these returning patients. One person who has come to count on the Clinic for times when medical insurance is not accessible is Shelly McClure. When she first came to Faith Family, she had recently been diagnosed with Type 2 Diabetes, and had lost her medical insurance due to her husband's job change. "Finding Faith Family was like a godsend," remembers Shelly. Not only did she receive medical attention at the Clinic, but her family did as well.

Earlier this year, Shelly heard about the Journey to Health program offered at the Clinic and she and her husband, Doug, decided to sign up. **"It came at the perfect time in our lives," explains Shelly. "We were ready to start making changes."** A poor physical exam had

opened Shelly's eyes to the fact that her lifestyle had become much more sedentary than she ever intended. With diabetes in her family history, she was aware of the complications that could arise if she did not start trying to control her blood sugar and weight.

Through Journey to Health, she and Doug set goals and got approved for an exercise program. Within one month of starting their new exercise and diet routine, Shelly had lost 10 pounds, her thyroid levels were better and blood pressure was where it should be. Shelly says that the program has benefited her in so many ways, from the refresher course on proper nutrition to the new friendships she formed through the class. She now leads a walking group with Magdalene patients (see article below).

"Journey to Health has totally changed my life," Shelly declares. The personal, knowledgeable, consistent care of Faith Family staff has also been an inspiration to her. With all three of her children grown and on their own, Shelly is considering starting nursing school. "I've always wanted to go," she says. "This last year has motivated me to make that happen."

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## Journey to Health - The Journey Continues



*Journey to Health Participants*

Faith Family's health and wellness program Journey to Health has had a busy and successful first six months. Business is booming as they say, and the number of patients in need of the program continues to grow with each passing day.

To begin the program, participants undergo a one-on-one assessment to measure general fitness levels. The assessment includes body composition testing, identifying target heart rate during exercise, blood pressure reading, and identifying resting metabolism. An individualized exercise and nutrition plan is developed, realistic goals are set, and a two-month trial membership at Baptist Wellness Center is provided. Following this, patients partake in a variety of wellness classes through Faith Family.

As part of a long term exercise plan, patients are encouraged to participate in walking groups. The first patient walking group was initiated at Magdalene house, a residential program in Nashville for women who have survived lives of violence, prostitution and addiction. The partnership with Magdalene began when staff began teaching residents fitness and nutrition classes, and Marcie Brolund, Faith Family volunteer Nurse, began walking with the group. Marcie quickly connected the walking group with race communities and before long the walking group completed the Wilma Rudolph 5K in Clarksville on June 25. Shelly McClure, a patient and Journey to Health alumnus, helped lead the group. (See Shelly McClure's story above) *continued on next page >*

# Journey to Health - The Journey Continues

The Journey to Health program is not only filled with inspiring patient stories, but has measurable health indicators to back it up. In many ways, numbers speak louder than words. Over 500 participants have been involved in Journey to Health in a matter of six months. By June, of those fully committing to the program, 75% of J2H diabetic participants had A1C levels below 7%, 82% had attained blood pressure below 140/90, and 75% had achieved optimal cholesterol levels. In addition, the program has potentially saved the eyesight of six participants through retinal eye exams.

“Medical fitness integration is a unique, yet growing trend in the U.S.,” Jeff Wolfe explains of the Journey to Health program. “And when your physician writes a prescription for good health, what they are essentially saying is, ‘exercise and nutrition is your medicine.’ This ‘medicine’ along with accountability, is what is giving our patients hope and excitement for a better quality of life.” Faith Family is pleased to offer this innovative program to our patients.

## Upcoming and Ongoing Opportunities to Support Faith Family

### SUPPORT FAITH FAMILY WITH YOUR DONATION TO UNITED WAY

Simply designate code #3460 and the amount you’d like to give when you make your United Way donation.

### MACY’S SHOP FOR A CAUSE SATURDAY, AUGUST 27



Faith Family is pleased to participate in Macy’s Shop for a Cause. A 25% off shopping pass can be purchased for \$5, proceeds benefit Faith Family. Tickets can be used at Macy’s nationwide and online on Saturday, August 27. Purchase a ticket at [www.Fundgiving.com](http://www.Fundgiving.com) (enter Macy’s in the search bar) or in person at the clinic M-F 7:30-3:30. Some exclusions apply.

### CONGREGATIONAL GIVING

Please ask your congregation or Sunday School class to take up a special offering this fall in celebration and support of Faith Family’s 10th Birthday.

### PLANNED GIVING

Planned giving is an excellent way to incorporate charitable giving into your financial plan. Gifts can consist of cash, appreciated securities/stock, real estate, artwork, partnership interests, personal property, life insurance, a retirement plan, and others. For more information, please contact Laura Hobson at 615-305-3805 or [LHobson@FaithMedical.org](mailto:LHobson@FaithMedical.org).

### FRIEND US ON FACEBOOK!

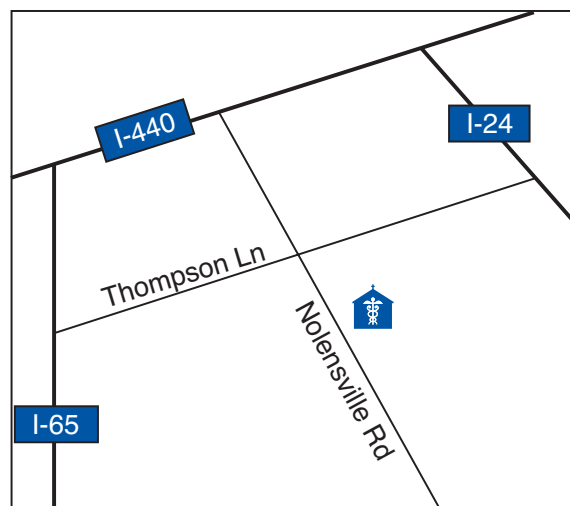


Are you on Facebook? Get clinic updates and show your support by “liking” us on Facebook.

### FAITH FAMILY ANNOUNCES FIRST SATELLITE CLINIC

Faith Family has long hoped to open a satellite location. In the past few months the clinic has begun an exciting partnership with Tusculum Cumberland Presbyterian Church. The church recently merged with Woodbine Cumberland Presbyterian Church and offered space in the vacant church to the clinic. Faith Family will be opening a Saturday morning clinic to serve a growing population in need in the area. This satellite clinic will be staffed by a Faith Family Nurse Practitioner and support staff from the church.

**Location: 3016 Nolensville Road**



# Staff Spotlight: Carolyn Pratt, Physician Assistant



*Photo caption: Cathy Parnell, patient and Carolyn Pratt*

**How did you decide to become a PA?** I had an interest in medicine and chose the pre-med track for college. I know it sounds like a cliché but I really do have a passion for people. Towards the end of my junior year I did some research on the physician assistant profession and decided that fit me more than going to medical school for so many more years. I loved my experience at Trevecca for undergrad so getting in to the PA program there was the right fit.

**What are some common barriers patients have to receiving medical care?** Cost is a big one. For many of them, they are on expensive medication and when it comes down to paying the bills or buying medicine, they choose to keep their lights on at their house. I also see lifestyle as a big barrier. That's why I am so excited about Journey to Health. Not only can we provide medications that they need, we can get them plugged into learning the tools that might help them manage their condition without medication.

**What do you enjoy most about caring for the working uninsured?** They genuinely appreciate their care. I feel like some of them don't feel deserving because of their circumstances, so they respond with such gratitude. I'd continue to do it even if they didn't seem as grateful, but it does make a difference.

**What is one thing people may be surprised to know about you?** While I may seem quiet and professional at all times, I'm not. I've gotten a little reputation around here as a prankster. I like to keep things fun and keep people on their toes.

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# Volunteer Spotlight: Babs Oglesby



*Babs Oglesby at NFocus "Model Behavior" photo shoot. Photo credit: Gina R. Binkley for Nfocus Magazine*

Faith Family Medical Clinic had been around for just a year when Babs Oglesby first got involved. She had been taking Bible study classes at West End United Methodist Church for several years, and in the fall of 2002 joined a Companions in Christ study group. Mission work was often discussed in the group, and Babs soon found herself with an urge to volunteer somewhere. Bishop Roy Clarke and another pastor suggested Babs visit Faith Family because of her extensive skills as a nurse, so she decided to stop at the clinic on her way home one day. "The staff welcomed me and assured me that they could turn this old semi-retired nurse into a functional clinic nurse. The rest is history," she explains of her start at Faith Family.

Since then Babs has done a little bit of everything at the clinic. She has been a nurse, made appointment reminder phone calls, lent her hospitality skills, and has been a Board Member. While Babs enjoys the patients that frequent Faith Family, "my favorite times were sitting in the break room sharing stories and getting to know the wonderful folks who work there," she explains.

In March of 2011, Babs was also chosen to be Faith Family's representative in the NFocus "Model Behavior" feature. "I was a bit apprehensive about having my picture in a magazine," she recalls, "but darling Becky Eagle convinced me that it would be fun - and it absolutely was!"

In her free time, Babs loves to cook, and explains that gardening and beach time are her therapy as well as a great source of pleasure. She also enjoys entertaining and spending time with her family and four children. Not only does her husband, Wills Oglesby, M. D. provide orthopedic care for Faith Family patients, he also is the Medical Relations Committee Chair on the Board of Directors.

Babs is an invaluable volunteer for Faith Family, and her breadth of talents has helped the clinic in immeasurable ways.

# Raymond Horton - Patient and Donor continued from page 1

“I felt like I was put into God’s hands. I let him decide what happened next.” The cancer Ray was diagnosed with was a throat cancer typically seen in smokers, and he had never smoked a cigarette in his life. Ray began treatment on November 1, 2010, undergoing seven weeks of radiation and now undergoes chemotherapy every three months. One year later, he is cancer free. Ray believes that if he hadn’t gone to Faith Family, he wouldn’t be alive today.

Today he enjoys spending time with his children and grandchildren, going on vacation with them, and walking. “A lot of people are proud, and don’t want to ask for help,” he explains. “Faith Family is something God has put here, to help others. I leave a donation each time I come in the hopes that I may help someone else like me.”

## Gift of a Day

Faith Family recently unveiled a sign specially created to pay tribute to Gift of a Day donors. The sign is a new focal point of the clinic lobby and features various photos of patients and providers. Featured in the center of the display is a section used to identify a donor’s name and date of the sponsored Gift of a Day. **A Gift of a Day is a gift of \$2,500 or more, and funds the entire clinic operation for one day.** We are grateful for these generous gifts, which can be made in honor of or in memory of someone, or in celebration of a special birthday, anniversary or event.



## Who are the working uninsured?

“Working uninsured” is a term used to describe those who seek care at Faith Family. The Tennessee Department of Health estimates in 2010 there were a total of 628,307 uninsured patient medical visits at primary care facilities in the state. Out of these visits, 172,656 were conducted through Faith Based or Community Clinics. The remaining patients were treated at Local Health Departments and Federally Qualified Health Clinics (FQHC).

**According to the Nashville Safety Net Assessment Report approximately 85,000 (21%) of adults in Nashville are uninsured.** The majority of uninsured individuals



in Davidson County are working; supporting their families, putting food on the table, and yet still cannot afford health insurance.

The Kaiser Commission on Medicaid and the Uninsured explains that approximately one quarter of uninsured individuals go without healthcare because of costs. However, not tackling preventative care often results in serious traumatic events down the road. The Kaiser Commission explains, “Receiving needed care is especially important for the uninsured since they are generally not as healthy as those with private coverage. Uninsured adults are less likely to receive follow-up care after a chronic condition is diagnosed and as a result are more likely to have their health decline.”

Faith Family continues to fill the gap in the healthcare landscape throughout middle Tennessee. Over 75% of Faith Family’s patients earn less than \$16,335 per year. As one patient wrote, “Life has been rough, but this clinic has been an answer to prayer.” Faith based clinics can be found across the country, growing in numbers, serving the working uninsured each day. **In Nashville, TN, there’s a blue gray building at the corner of 21st Ave. and Murphy Road with a white sign out front that reads, “Faith Family Medical Clinic.” Inside, we offer hope and healing daily.**

<sup>1</sup>[http://health.state.tn.us/statistics/PdfFiles/2010\\_Healthcare\\_Safety\\_Net\\_Annual\\_Report.pdf](http://health.state.tn.us/statistics/PdfFiles/2010_Healthcare_Safety_Net_Annual_Report.pdf) <sup>2</sup>[www.health.nashville.gov/healthdata](http://www.health.nashville.gov/healthdata) Search: Nashville Safety Net Assessment

<sup>3</sup><http://www.keff.org/uninsured/upload/7806-03.pdf> <sup>4</sup><http://www.keff.org/uninsured/upload/7806-03.pdf>



# Meet Our Specialist: Dr. Alford



*From left: Dr. Tom Henderson and Dr. Bob Alford*

Faith Family would not exist without volunteers giving time at all levels of the organization. Dr. Robert Alford is one such individual who has

helped in many ways; especially as a member of Faith Family Medical Clinic's Board of Directors for its first nine formative years.

An Infectious Disease specialist, Dr. Alford taught Vanderbilt medical students at the VA hospital for many years. A mid-life change of career took him to HCA for 22 years, where he was Medical Director of Parkview Hospital and eventually Chief Medical Officer at Centennial. This background as a medical doctor, teacher and administrator allowed him to make valuable contributions at Faith Family Medical Clinic.

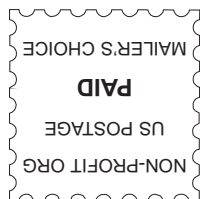
One of his most important legacies is the arrangement that exists with Centennial Medical Center Clinical Laboratory for low cost laboratory services. Much of what Faith Family does to help

chronic disease sufferers such as diabetes patients simply would not be possible without this arrangement.

In addition, Dr. Alford's lifetime of experience in the Nashville medical community (he was born and raised in Nashville and graduated from Vanderbilt Medical School) allowed him to work closely with Dr. Henderson to find specialist care for patients whenever needed.

For Dr. Alford, serving on the Faith Family Board of Directors was a chance to help people while broadening his own horizons. "It was a terrific learning experience," Dr. Alford reflects. "It has been an honor to be associated with the clinic staff, administration and the other board members."

Faith Family is pleased to announce we will be honoring Dr. Alford at this year's Birthday Breakfast. Please see page 3 for further details.



**Faith Family Medical Clinic**  
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