



From *the* Heart

OFFERING HOPE & HEALING

VOLUME 13 ISSUE 1

NEWS FROM THE CENTER

Laura Hobson, FFMC President, was chosen to receive the Tennessee Primary Care Association **Logan Beasley Leadership Award**. This award is given annually in recognition of an individual within a health center who has demonstrated leadership skills resulting in the expansion of primary health care access.

Faith Family **expanded** the office through the lease of additional space in the administrative offices of Faith Family for the Journey to Health program. This space, along with the transition from paper charts to electronic medical records has resulted in clinical space that will create another exam room.

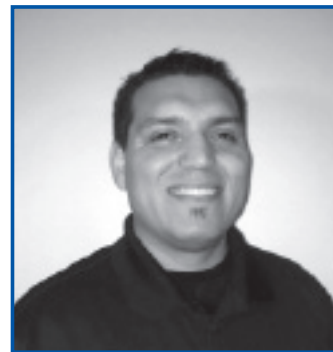
Faith Family was a **finalist** in 2012 for HUMANA's Communities Benefit grant award. Additionally, the Journey to Health program was a finalist for the Center for Nonprofit Management's Innovation in Action Award.

Faith Family **Young Professionals** hosted a mixer at Mafiaoz's on October 18th. The group welcomes any young person in the Nashville area interested in raising awareness for the clinic. For more information, contact LDuncan@faithmedical.org.

Faith Family is pleased to announce our name change to **Faith Family Medical Center**. The name "center" better identifies the comprehensive array of services offered to patients. Look for a new logo design and updated materials in the coming months.

Meet Our Patient: Danny Martinez

Danny Martinez knew something was wrong. "Before going to bed I was asking the Lord to please let me survive the night because I didn't know if I was going to wake up the next morning." As an IT Analyst with a wife and three children, he knew he needed to take action. "I was experiencing so many symptoms, but the one that scared me the most was when my eyesight started to go." Danny came to Faith Family Medical Center last March and found out he was diabetic, after his A1C (blood glucose level) was measured at an alarming level of 14.9. "I found out an A1C greater than 10 puts you at high risk for a heart attack, stroke or diabetic coma."



Faith Family patient, Danny Martinez

A Faith Family provider referred Danny to Journey to Health, and he registered immediately. "I was in such bad shape, but every week I'd come and hear everyone share what they did during the week and that motivated me to continue." He now works out at least 5 days a week and has completely changed his eating habits, losing 55 pounds over the last 6 months.

"Journey to Health was just amazing; it's been a huge blessing not only for me, but for my entire family." His most current A1C reading was 5.4, a healthy level for even a non-diabetic. Danny was able to achieve his success without the aid of medication, instead utilizing lessons learned through the program. **"As your body begins to change, your life begins to change and that just pours out onto everyone around you. Journey to Health has changed my life."**



Join our monthly giving campaign! Giving \$10 a month is easy. Simply sign up online at www.FaithMedical.org



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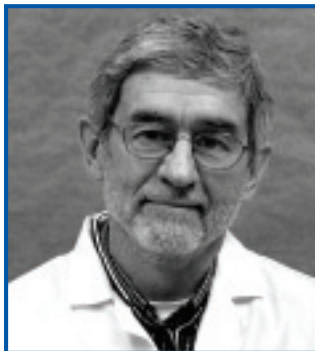
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We seek to follow the commitment of people of faith to provide hope and medical care for the working uninsured and their families by meeting their physical, emotional and spiritual needs.



Dear Friends,

The start of a new year brings opportunities to reflect upon the previous year's successes and the coming year's goals. In the following pages you'll see an extraordinary list of supporters that gave to Faith Family Medical Center in 2012. These gifts made a true impact in the health and well-being of Nashville's working uninsured, collectively enabling the clinic to provide hope and medical care to more than 3,500 patients last year.

Faith Family is pleased to welcome three new board members in 2013: Elsie Faciane, JD, Senior Operations Council at HCA; Raleigh Harwell, Assistant Vice President of Renasant Bank; and Chris Frost, M.D., National Medical Director of Hospital Medicine Services at HCA. We look forward to another successful year of leadership from the Board of Directors in 2013, under the direction of Board Chair, Terry Warren.

Thank you for your support of the center; we hope you will continue to keep the work of Faith Family in your prayers. Although the Affordable Care Act will likely affect many aspects of health care, we're confident that no matter what outcomes emerge, there will always be a healthcare gap to fill for our neighbors in need. Our patients are inspirational – they are hardworking people caught in difficult situations. Whether they need us for 10 years, or just 6 months, we will be there for them. Thank you for your gifts, may God bless you.

Dr. Tom Henderson
Medical Director

Laura Hobson
President

Planned Giving: FPMC Legacy Society

We encourage you to consider making a lasting impact for our patients for many years to come through a planned gift. For further information regarding including Faith Family Medical Center in your estate planning, please contact Laura Hobson, President, Faith Family Medical Center at 615-649-3030.

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Contact Lily Duncan at (615) 649-3031 or lduncan@faithmedical.org

WISH LIST Please help us reduce operating costs by donating: children's band-aids, office supplies, and paper products. Contact Sheree Keith at (615) 341-0808 or skeith@faithmedical.org to arrange your donation.

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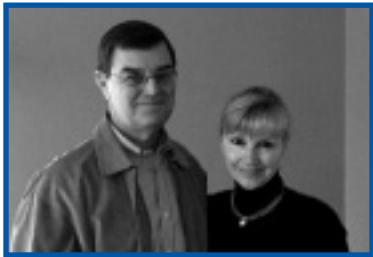
Thank you to all of our donors. If there is an error in your listing or if we have inadvertently omitted your name, please accept our apology and contact Lily Duncan at (615) 649-3031 or lduncan@faithmedical.org Without your support, Faith Family would not be able to care for our neighbors in need.

4th Annual Birthday Breakfast

Faith Family held a record-breaking Birthday Breakfast on November 14th, 2012. Over 450 people attended, and over \$187,000 was raised! The breakfast recognized three very important supporters: Former Board Member and advocate **Dorsey Tynes**; Board Member and referring physician **Dr. Wills Oglesby** and his wife **Babs**, who is a former Board Member and current volunteer; and referring physician **Dr. Raymond (Buz) Martin**. We were pleased to have keynote speaker **Mayor Karl Dean** at the breakfast, who discussed the role of Nashville in taking care of those in our community. The breakfast would not have been possible without the leadership of chairs **Mr. & Mrs. Micki Slingerland (Michelle)** and **Catherine Duffy**.

We would also like to specially thank sponsors Blue Cross Blue Shield of Tennessee Health Foundation, HCA/TriStar, Humana, Renasant Bank, Baptist Healing Trust, Dale Incorporated, DET Distributing, Flow Construction, Gober Law Firm, Hastings Architectural Associates, Bitsy & Wearen Hughes, Lewis and Wright Funeral Directors, Pinnacle Financial Partners, Patty & Joe St. Lawrence, Scott Insurance, Standard Candy Co., Inc., The Stumpf Family and VistaPoints. Special thanks to Woodmont Christian Church.

Volunteer Spotlight: Jean & Robert Ramsey



Robert Ramsey became involved with Family Family 7 years ago, assisting the clinic with financial planning. He quickly became interested in the clinic's mission, and encouraged his wife Jean to volunteer. Once involved, she realized the clinic might be able to help her brother. "My

brother was a hard-working member of the Nashville community that unfortunately fell into the category of working and unable to afford insurance." Today Jean volunteers at the clinic making patient reminder phone calls and helps with events. Robert leads the Sponsorship Committee of Faith Family's Birthday Breakfast.

What are some of your favorite volunteer experiences at Faith Family and why?

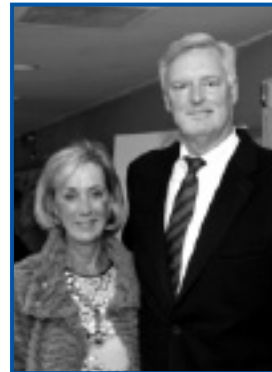
(Jean) You might say that I've seen firsthand that you are treated with dignity and respect. There is a sincere concern for the patient's well-being. Sensing that my brother was uneasy, Dr. Henderson personally convinced him that he was worthy of receiving proper care. Dr. Henderson took my brother's hand and prayed with him.

(Robert) My favorite volunteer experience has been seeing the growth of the Birthday Breakfast. To see where it started to where it is now, our most recent breakfast was busting at the seams.

If you had to tell a stranger one thing about Faith Family what would it be?

(Jean) I love the staff and the doctors. They are welcoming and friendly. Patients have their undivided attention and care. Patients leave with the assurance that everything possible will be done to get them the help they need.

(Robert) These folks are not looking for a handout. They work and work hard, but can't afford insurance. This is not a handout program; these are people who are trying.



Photos from top: (1) Mr. & Mrs. Micki Slingerland (Michelle) and Catherine Duffy, Chairs; (2) Dr. & Mrs. Buz Martin (Wendy); (3) Dr. & Mrs. Wills Oglesby (Babs), honorees; (4) Mr. & Mrs. Dorsey Tynes (Carolyn); (4) Dr. Tom Henderson, FPMC Medical Director; Lauri Hobson, FPMC President; Mayor Karl Dean, Keynote Speaker; Rev. Clay Stauffer, Board Member; Terry Warren, Board Chair.

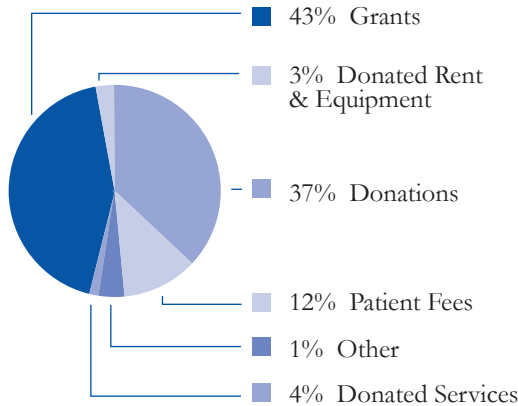
2012 HIGHLIGHTS

HIGHLIGHTS

3,580 working uninsured patients served
8,961 patient visits

SOURCES OF FUNDING

2012 Revenue: \$2,089,046



PATIENT SURVEY RESULTS

Faith Family Medical Center conducted a patient satisfaction survey.

Of 250 respondents:

- 89% made less than \$30,000 per year
- 77% have been coming to Faith Family for at least 2 years
- 42% have come to Faith family four or more times each year

Regarding the level of their satisfaction:

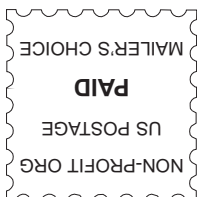
- 100% top ratings (4-5) on all 19 indicators of success
- 95% said that they would highly recommend Faith Family to others
- 98% said they did not know what they would do if Faith Family were not available to them

Journey to Health Highlights:

- 304 patients participated in Journey to Health programs
- 14 Diabetes Education Classes and 17 Nutrition Classes were held
- 13 Grocery Store Tours and 15 Stress Management Classes were provided
- Smoking Cessation Classes and Weight Watchers meetings were introduced

"You all helped me to change my life and I am incredibly grateful. The medical care from the Clinic has set me on the right path. I am headed in the right direction thanks to you all."

- anonymous patient



Faith Family Medical Center
326 21st Avenue North
Nashville, TN 37203
www.faithmedical.org

