

NEWS FROM THE CENTER

Laura Hobson, President of Faith Family, was chosen as a Healthcare Hero in the CEO/President category by the *Nashville Business Journal*. This award is given annually to leaders in the healthcare industry.

Faith Family held its annual Volunteer Appreciation Lunch on April 8th. **Nancy Holyfield was awarded Volunteer of the Year.** Volunteers joined staff at the clinic and enjoyed a wonderful lunch catered by The Cookery.

On June 19th a **Breakfast Table Host kick-off was held at the home of Bitsy and Wearen Hughes.** Guests enjoyed delicious refreshments while hearing the latest news about the upcoming annual breakfast.

On **May 6th MusiCares donated funding for the day to open the clinic to musicians in need.** Faith Family continues to partner with MusiCares and Nashville Songwriter's Association, Inc., to serve working musicians without insurance.

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SAVE THE DATE

November 5th - Annual Breakfast

Cal Turner, Jr.

will be the keynote speaker.

See Page 4 for details.

PATIENT STORY: MARTHA



Martha, FPMC patient, receives a foot exam from volunteer podiatrist Dr. Richelle Day during Diabetes Day.

Martha is typical of many of the people Faith Family sees on a day-to-day basis. Martha works two part time jobs both as an unarmed security guard and a home health worker. Six years ago a coworker recommended Faith Family Medical Center to her, and she made her first appointment shortly thereafter. "Since day one, everyone has been so nice," she explained during a recent interview. "I feel comfortable here and I feel like the staff is genuinely concerned about me." Martha is a diabetic and participated in the most recent Diabetes Day, pictured at left. Martha explored available options through the Affordable Care Act but found the cost of coverage to be too expensive. At a monthly charge of \$300, the cost simply exceeded

what her budget would allow. She plans to continue to receive care at Faith Family and is particularly appreciative of the sliding fee scale which allows her to budget her visits accordingly.

When Martha was badly burned on her leg, she was extremely relieved to have Faith Family overseeing her care. She had fallen asleep with a laptop on her leg, and because of diabetic neuropathy she could not feel the heat of the computer, resulting in a 2nd degree burn. The burn was so serious she was worried she might lose her leg because of complications associated with diabetes. The care she received at Faith Family was exceptional. She came for an appointment every week for two months. **"I recommend this place to anyone who doesn't have insurance. Anything I can give back, I will."**

Planned Giving

FAITH FAMILY MEDICAL CENTER LEGACY SOCIETY

We encourage you to consider making a lasting impact for our patients through a planned gift or bequest. For further information regarding including Faith Family Medical Center in your estate planning, please contact Susan Hammer, Director of Development, Faith Family Medical Center at 615-649-3032.



FAITH FAMILY MEDICAL CENTER

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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,

It is hard to believe that summer is over and fall is upon us, isn't it? Many good things have happened at Faith Family Medical Center since we last reported to you earlier this year, so we would like to take the opportunity to share some highlights.

We began "Diabetes Days" in 2013 and this continues to be a very successful program for our patients. Held quarterly, these "days" offer the patient the ability to receive everything they need during one visit, including an annual exam, lab work, medication review, foot exam with a podiatrist, oral exam with a dental hygienist, and nutrition and exercise education. We are grateful to Melba and Bill Blevins for funding this program - it is quite a gift to these patients.

Our next Diabetes Day will be on Friday, September 26 and we are pleased to announce that a volunteer ophthalmologist will be here to conduct retinal eye examinations.

Another highlight in 2014, was the completion of an effort of valuing the total services that we provide to patients. Most of these services are done onsite but a valuable aspect of our organization is the fact that we can offer patients services from many generous partners. The result is...drumroll, please...the annual value of these services is **\$7,432,027**. Southwind, a division of The Advisory Board, confirmed these amounts and we are very proud that this is a **3.74 return on investment. For every dollar raised, it is multiplied by 6 times.**

Faith Family began a partnership with Lipscomb University's School of Pharmacy to oversee the dispensing of patients' prescriptive medications and manage the Prescription Assistance Program. The Pharmacy program director comes to Faith Family 20 hours per week and supervises pharmacy students, thus enabling them to get real-world experience. Because of this arrangement, everyone benefits - the students, our patients and Faith Family.

The Journey to Health program continues to grow in popularity among our patients. Again this year an Educational Community Garden has produced abundant vegetables, herbs and fruits that are used to not only encourage our patients to eat healthier, but also to teach them how to prepare healthy meals for themselves and their families.

We have discovered that the Affordable Care Act has helped some of our patients, but we still average more than 75 new patients per month. It seems that only a small percentage of our patients are enrolling because most do not qualify for subsidies and/or find it to be prohibitively expensive. (*See story on page 5.*)

Faith Family Medical Center continues to be a vital community resource for the working uninsured population of Middle Tennessee. With your help, we will continue to serve the needs of our patients who are trying hard to make ends meet.

Gratefully,

IN MEMORIAM: JOHN WILLIAM LAMB, M.D.

It is with great sadness that we announce the death of Faith Family Medical Center cofounder John William Lamb, M.D., on May 24th, 2014. Dr. Lamb earned both his B.S. and M.D. degrees from the University of Chicago. He completed his residency in orthopedic surgery in Albany, NY, after a hand surgery fellowship with Dr. Benjamin Fowler here in Nashville. Dr. Lamb and his wife Linda moved to Nashville in 1972 joining Dr. Fowler's group. Dr. Lamb started his private practice in 1974 at Mid-State Medical Center, where his door was always open to all, regardless of financial means.



Dr. Lamb served as President of the Nashville chapter of the Arthritis Foundation and also as Chairman of the Board of the Nashville Academy of Medicine.

Dr. Lamb was instrumental in the creation of Faith Family Medical Center. Thirteen years ago, Dr. Lamb, Dr. David Gaw and Charlie Martin, Jr., dreamed of creating a place where people who worked hard could receive affordable and compassionate medical care. After much consideration and prayer, they opened Faith Family in 2001 – which became a safe haven for those struggling with limited access to quality medical care. They strived to make Faith Family a place where a doctor or nurse would not only treat a person medically, but emotionally and spiritually as well.

Dr. Lamb also led the effort to develop Faith Family's extensive network of referring physicians who treat Faith Family patients when the medical needs of the patient exceeds what can be provided at the clinic. Dr. Lamb was at the top of this list - he treated hundreds, if not thousands, of patients who needed orthopedic care. His work in recruiting physicians to join this roster has resulted in a network of more than 150 highly skilled and specialized physicians who work with Faith Family today.

Laura Hobson, President of Faith Family, stated, "The legacy Dr. Lamb created has made our community a better place in which to live and thousands of people have benefited because of his vision and compassion. Dr. Lamb achieved what many only dream of achieving in a lifetime."

HEALTH CARE CORNER

Faith Family Medical Center may not have all of the answers when it comes to the global impact of healthcare reform, but we can shed some light on what we are experiencing in our own clinic. Through this "boots on the ground" perspective we can draw some conclusions as to the immediate need for our services.

What were the results of open enrollment in 2014 at the clinic? Thanks to the generosity of HCA and the Baptist Healing Trust Foundations, we were able to provide patients with access to a full-time Health Assist Specialist. During open enrollment, the specialist met with patients and assisted them with registration. Over 350 patients were screened, and of these, 70 were able to obtain health insurance.

Are you currently enrolling patients into the Healthcare Exchanges? Currently, we are not actively assisting patients with the process because open enrollment is closed. There are still some exceptions which will allow enrollment for those who qualify. These are related to a change in household size through marriage, divorce, adoption or birth; change in circumstances such as moving outside of a service area or change in income; and change in status such as citizenship or release from prison. The upcoming open enrollment period for 2015 is November 1, 2014 - February 15, 2015.

What challenges are the working uninsured of Nashville facing with the ACA? One of the challenges still seen is affordability of care. This point is best illustrated by an actual patient who was screened at our Center. The individual is a single 40 year old male nonsmoker living in Nashville. His annual gross income of \$24,000 places him at 200% of the Federal Poverty Level. Although he is eligible for a subsidy due to income, the total cost of his monthly premium, deductible, and maximum out of pocket expense totals \$5,162, or 22% of his GROSS income. Most people would struggle to pay 22% of their gross income for medical coverage.

VOLUNTEER SPOTLIGHT: NANCY HOLYFIELD

Nancy Holyfield volunteers in many ways – she makes weekly patient reminder phone calls, she chaired Faith Family’s first Valentine’s Day concert “LoveNotes” in 2014 with husband Wayland Holyfield, and she is also a member of the Board of Directors.

When & how did you get involved in volunteering at Faith Family? David and Patsy Gaw are my neighbors. Dr. David Gaw is a founder of Faith Family, and you can’t spend any time at all with them and not know about FPMC. They are wonderful ambassadors! I wanted to do some volunteering and this seemed like a great place for me to spend my time. When I started I had no idea how long I wanted to volunteer; it’s been six years and I’m still enjoying my time here.

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

I enjoy calling patients to remind them of their appointments. For the most part they are happy to hear from us and look forward to coming in. Occasionally they will assume I am a nurse and ask me medical questions. I have to explain to them that I’m just the appointment reminder person.

If you had to tell a stranger one thing about Faith Family, what would it be? That FPMC offers excellent healthcare for the working uninsured.

What are some other hobbies/interests of yours? I love to garden, walk and read and also love to travel whenever possible.



NEWS CONTINUED

On **April 15th**, more than **15 Board members and staff** took a day trip to tour the **Church Health Center in Memphis**. Faith Family is modeled after the Church Health Center, which is the largest clinic of its kind in the country.

Southwind/The Advisory Board Company hosted a reception on **May 8th** for Faith Family Medical Center to unveil the official **valuation of services of FPMC operations**, as determined by The Advisory Company researchers. See page 4 for more details.

The quarterly Diabetes Day was held on Tuesday, June 17th. **29 patients received care through 176 encounters.**

Faith Family participated in The Community Foundation’s “The Big Payback” online fundraising campaign on May 6th. **\$2,400 was raised through this campaign.**

Longtime volunteer Physical Therapist Katie Regan has “retired” from her duties at Faith Family. Jay Sexton, Physical Therapist, is now volunteering weekly. **A garden dedication and luncheon were held in Katie’s honor on March 26th, as she has been instrumental in the expansion of Faith Family’s gardens. We are extremely grateful for Katie’s hard work and dedication to our patients through the years. We miss her!**



Garden dedication for Katie Regan (left to right: Mrs. Ellen Hudson, Mike Regan, Katie Regan)

VOLUNTEER OPPORTUNITIES Contact Hontas Lowrance at (615) 649-3048 or HLowrance@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.

JOURNEY TO HEALTH 2014 UPDATES

MEDICAL FITNESS ASSOCIATION PRESENTATION

Jeff Wolfe, J2H Program Director and Joshua Southards, Faith Family's Director of Operations presented at the **Medical Fitness Association Central Region meeting in Owensboro, KY** on April 30th. The theme of the meeting was "Moving Medical Fitness Forward." Their presentation was titled, "**Creating the Medically Integrated Patient Wellness Factory,**" and outlined the steps necessary to implement a 10-week healthy lifestyles program within a patient care setting. Jeff Wolfe also presented at the national **6th Annual Medical Fitness Institute on August 6-8th in Winchester, VA.**

PALLET GARDENING

In June, a garden demonstration outlining the construction of raised garden beds out of shipping pallets was offered to patients.



ALL ABOUT WOMEN 5K TRAINING

Journey to Health received a scholarship award from All About Women to train a group of FFMC female patients to complete a 5K race.



TEACHING KITCHEN & GARDEN DEMO

This spring a teaching kitchen was built by a J2H patient who lost 65 lbs and no longer takes medications for diabetes, high blood pressure or cholesterol.



A teaching demonstration was held in the garden, which focused on healthy preparation of an easy and affordable Mediterranean dish using vegetables from the garden.

KETTLEBELL CLASSES

J2H now offers a weekly kettlebell class, led by volunteer certified kettlebell instructor Liz Leedle.



A PROGRAM OF
FAITH FAMILY MEDICAL CENTER

Journey to Health has been busy! Many exciting highlights have occurred this spring, as J2H continues to be a sought-after program for patients. The program equips patients with the education and accountability needed to make serious lifestyle changes for good. Participants that complete the program have achieved improvements in all areas of health indicators.

Between January 1, 2014 through June 30, 2014 Journey to Health offered the following:

7 Nutrition Classes

34 Fitness Classes

7 Grocery Store Tours

Please Join Us!

Birthday Breakfast - Keynote Speaker: Cal Turner, Jr.

WEDNESDAY, NOVEMBER 5TH, 7:30-8:45AM

Faith Family's 6th Annual Birthday Breakfast at Woodmont Christian Church is scheduled for Wednesday, November 5th from 7:30 - 8:45AM. The breakfast, chaired by **Sallie and Bill Norton**, will honor **Jean and Robert Ramsey, Calvin Johnson, M.D., and United Surgical Partners, Inc.** **Cal Turner, Jr.** will be the keynote speaker.

Please join us at Faith Family's biggest fundraiser of the year! There is no cost to attend; we encourage you to bring a friend! Please reserve your seat by emailing Celeste Shepherd at CShepherd@FaithMedical.org.



Holiday Enclosure Card

We are pleased to announce Christmas Enclosure Cards are available again this holiday season. Simply place an enclosure card into your Christmas card to let someone know a gift has been made to Faith Family in their honor. The cards come in packs of 6 for \$50 and make an excellent, easy gift for anyone on your list. To order, contact Celeste at CShepherd@faithmedical.org or call 615-649-3031.

Young Professionals

Know a young person (20ish to 40ish) who is interested in giving back to the community? Encourage them to join Faith Family's Young Professionals group! The Young Professionals host mixers and events around town to support and raise awareness for Faith Family. Contact Celeste at 615-649-3031 or CShepherd@faithmedical.org for more information.

The Dr. & Mrs. Thomas W. Henderson Fund

The Dr. & Mrs. Thomas W. Henderson Fund has been established to support the significant work of the Center. Gifts may be designated to this fund to ensure future support of the Center.

United Way & Community Health Charities

Do you give through United Way or Community Health Charities? Designate your gift to Faith Family by using code #3460 when you make your United Way donation and by using code #52618 when you make your CHC donation.



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MEDICAL CENTER**

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