

# 2016 ANNUAL SUMMARY



**FAITH FAMILY**  
MEDICAL CENTER

# 2016 ANNUAL SUMMARY

## OVERVIEW

We saw growth in each of the following areas, but average patient cost remained the same:

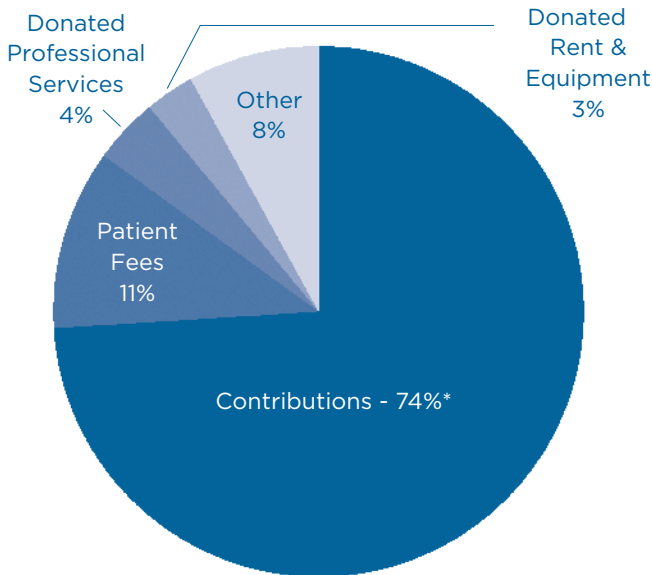
- Served approximately 3,000 patients through 9,000 visits, an increase of 6% over 2015.
- FFMC served 833 new patients, a 12% growth over 2015.
- Provided patients with 212 psychiatric/counseling sessions.
- Referred 720 patients to specialists, and 570 patients for imaging services. FFMC has a network of more than 160 specialists who will see and treat our patients at significantly reduced costs.
- Distributed \$4,385,470 worth of free medications through prescription assistance programs for needy patients by helping them negotiate and complete the necessary paperwork.
- Average patient cost for an office visit was **\$27**.

The value of services provided by FFMC was more than \$8.7 million dollars, equating to a 4.33 return on investment (According to a formula created by The Advisory Board).

## NEW IN 2016

- We started offering **urgent care visits** in March of 2016, and scheduled 81 urgent care appointments by the end of December.
- We added **online appointment** scheduling in October. In only three months, 101 patients scheduled appointments online.
- We partnered with **Operation Walk**, a program that acquires joint replacement parts for patients without affordable access to these life changing operations. Faith Family recruited surgeons, facilities, therapy, and equipment donations to help 11 of our patients receive free joint replacement surgeries.

## 2016 SOURCES OF INCOME



## 2016 PATIENT SURVEY HIGHLIGHTS

- **94%** of our patients would recommend Faith Family Medical Center to others.
- **86%** of our patients would not know what to do if Faith Family Medical Center was not available.

### QUOTES FROM OUR PATIENTS

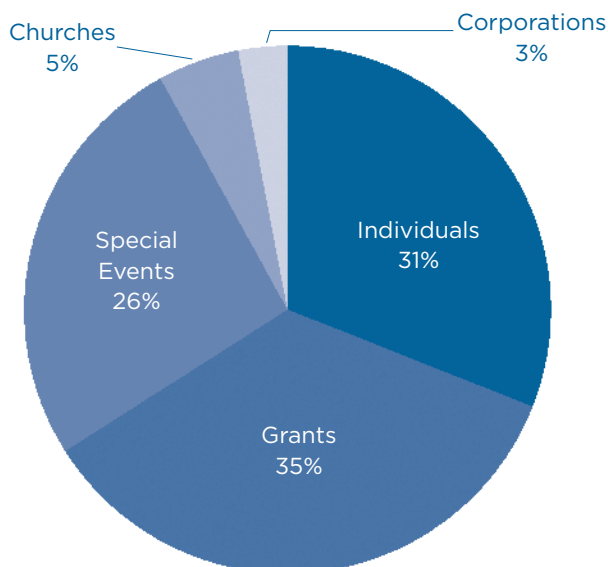
"Thank you to all who go the extra mile (and I mean at times EXTRA) to be helpful!"

"Faith Family is literally a lifeline."

"I feel so thankful to be a patient here."

"I'm so grateful for your excellent care at affordable prices."

## \*DETAIL OF CONTRIBUTIONS



## 2016 PATIENT DEMOGRAPHICS

Patients pay on a sliding scale based on income and number in the household.

- 36% of our patients live at or below FPG.
- 24% of our patients live at 100-150% FPG.
- 25% of our patients live at 151-250% FPG.

Federal Poverty Guidelines (FPG) for a single person household is \$11,880. 150% of FPG is \$17,820, and 250% is \$29,700.

## FUNDRAISING HIGHLIGHTS

- A total of \$1,482,912 raised for 2016.

### OUR MISSION

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

# 2016 DONORS OF FAITH FAMILY

Thank you for your generous gifts.

## DAYS OF GIVING

### Gift of a Month - \$50,000+

BlueCross BlueShield of Tennessee Health Foundation  
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The Healing Trust  
The Memorial Foundation  
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