

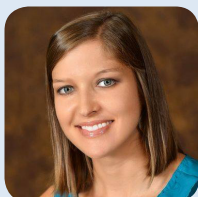
NEWS FROM THE CENTER

COMMUNITY ENGAGEMENT

In April, Medical Director **Dr. Parker Panovec** participated in a panel discussion at the Tennessee Health Plan meeting, which focused on strategies for impacting the health of Tennesseans. In addition, Director of Operations Joshua Southards spoke at the Safety Net Consortium's recent Diabetes Improvement Project meeting about the needs for multi-disciplinary solutions to diabetes management, sharing the approach that Faith Family has implemented through Journey to Health.

30 IN THEIR 30s WINNER

We are happy to announce that **Carolyn Williams**, a Physician Assistant at Faith Family Medical Center has been recognized by The Center for Nonprofit Management as a winner of "30 in their 30s". Congratulations Carolyn for your dedication to ... and compassion for our patients. You're one in a million!



VISIT WWW.FAITHMEDICAL.ORG FOR MORE NEWS

SAVE THE DATE

8TH ANNUAL BREAKFAST

OCTOBER 19TH, 2016

WOODMONT CHRISTIAN CHURCH

***This year's keynote speaker is
Dr. Rubel Shelly***

Please RSVP online no later than October 12th to:

<http://bit.ly/faithfamilybreakfast>

Alternative: jsuedekum@faithmedical.org or 615/649-3045

PATIENT STORY: JULIA MCGINNIS

Julia McGinnis' wake-up call came in late 2015 when she was told by Faith Family Nurse Practitioner Liz Threlkeld that she was pre-diabetic. "That really scared me and made me finally realize that I had to do something," says Julia.

Julia McGinnis works as a dental assistant for a pediatric dentist in Nashville. She is offered health insurance through her employer, but she cannot afford the cost. She depends on Faith Family Medical Center for her primary care.



Julia actually has been a patient at Faith Family since 2011. At the

time, she was told she needed to get healthy and become part of the Journey to Health (J2H) wellness program, but Julia had a more pressing health issue that demanded her attention. Julia suffered from endometriosis, and thanks to the medical staff at Metro General Hospital, Julia had a successful surgery and was soon able to resume normal daily activity.

Over the course of the next few years, Julia continued coming to FPMC for her annual exams, and Threlkeld kept reminding and encouraging her to participate in the J2H program. She met with Wellness Director Beth Allen in 2015, but continued to lack motivation.

Finally, at her annual examination last fall when she was told she was pre-diabetic, Julia knew she had to get serious about her health. "Julia contacted me about improving her health. We had met once before, but this time she just sounded different - more determined," said Allen. "I was finally ready to make a change," says Julia.

Julia began attending the J2H classes and even brought a co-worker with her. They both listened intently and absorbed all that was presented. After three six-week sessions, they continue to participate in the J2H classes, and according to Julia, she continues to learn new information every time she comes to class.

"I have lost 17 pounds and two dress sizes. I have more energy and my pre-diabetic numbers are good! I don't feel like I am dieting because I can eat everything I enjoy. I just control the portion size and how frequently I eat certain foods. My family and boyfriend are very supportive and encourage me every step of the way. They can tell a difference in not only how I look, but also in my outlook on life. I am basically a much happier person."



FAITH FAMILY MEDICAL CENTER

Laura Hobson
President and CEO

Dr. Parker Panovec
Medical Director

BOARD OF DIRECTORS

Robert Alford, M.D., Chairman

John Crawford

Zach Evans

Chris Frost, M.D.

David W. Gaw, M.D.

Kathy Gibson

Claire Cowart Haltom

Raleigh Harwell

Thomas Henderson, M.D.

Rodney Holliman

Nancy Holyfield

Randy Howard, M.D.

William B. Kurtz, M.D.

Frank Kyle

Pam Lasley

Charles N. Martin, Jr.

Sue Minch

Reggie Ramsey

Douglas Ribeiro, PhD

Phil Roe

Whitney Schickling

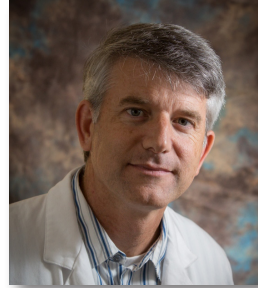
Harrison Shull, Jr., M.D.

Marcia Sloan

Rev. Clay Stauffer

Pam Wylly

DEAR FRIENDS,



In October, Faith Family Medical Center will turn 15 years old!

This milestone is quite significant because of all the changes that have occurred since our beginning. For example: the 2005 disenrollment of thousands of people from TennCare, the passage of the Affordable Care Act in 2010, and the transition of Medical Directors in 2013. Each of these changes brought significant challenges but we met them head-on. We have remained steadfast in our mission of serving those who have no health insurance and most recently, those who lack adequate insurance. We are grateful to our supporters who have stood with us during these interesting times.

During these 15 years, we have served approximately 35,000 patients - individuals who would have either gone without care or who would have ended up at our hospitals' Emergency Rooms. Not only have we delivered the appropriate medical care, we have provided hope through the emotional and spiritual care we also provide. What a blessing this is not only for our patients, but also for our staff, our Board of Directors and all of our supporters.

Because health care is so complicated and confusing, we have made a significant effort this year to be sure people who need our services know about us. Please see the article on page 3 that describes some of the creative ways we are reaching our patients in these new times. This summer, which is normally a fairly slow time for primary care, we have seen an increase in our patient visits.

We hope you will tell your friends, family and colleagues about Faith Family Medical Center. We also ask you to tell people you come in contact with every day - restaurant servers, dry cleaner employees, lawn care workers, etc. about our services. With your help, we can continue to grow to meet the needs of our hard-working neighbors.

We also would like to invite you to come to the Center to take a tour and visit with us. It is always helpful to witness first-hand what we are doing on a daily basis. Please call Laura at 615-649-3030 to set up a tour.

Thank you again for your steadfast support of Faith Family Medical Center. We could not do this important work without you!

Gratefully,

Laura Hobson
President and CEO

Parker Panovec, MD
Medical Director

FAITH FAMILY 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.

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 more information on how to include 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 - TECHNOLOGY & DIGITAL MARKETING

Outreach is a vital part of Faith Family's mission. Each new patient, new donor, or new volunteer relationship begins with some sort of outreach. Spreading the word about all the great programs and services Faith Family has to offer has typically occurred through face-to-face efforts; church events, community organizations, health fairs, fundraising events, and in-person meetings with local employers, friends of the clinic, and even family. While the personal touch is still integral, in the 21st Century it is increasingly important to utilize as much digital technology as possible to reach a more expansive pool of patients and supporters. In addition, Faith Family strives to stay current with the hardware, medically geared software, and social media trends that ensure our providers are able to continue delivering exceptional patient care and follow-up. We also want to continually reach out to new potential patients.

Thanks to generous technology and marketing-based donations and grants, Faith Family is sharing its message with a broader audience. This enables us to communicate more efficiently with new and existing patients. By harnessing the power of available technology, three times as many patients found the Center online in the second quarter compared to the first quarter.

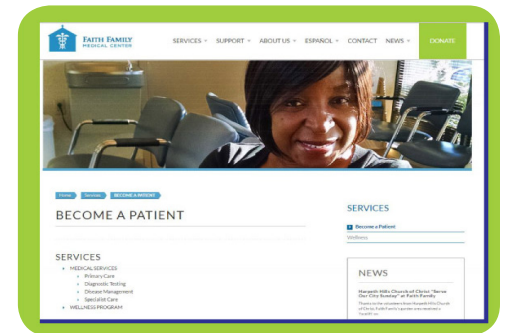
COMPUTER HARDWARE & SOFTWARE: In 2015, a **Frist Foundation Technology** grant allowed FFMC to move forward with a needed computer server upgrade. The increased capacity of the hardware speeds up electronic medical record management and allows providers to spend more time on patient care and less time on record keeping. This spring, **Relatient** donated a HIPAA compliant software program to the Center that allows appointment reminders and targeted health management messages to be automatically sent via text message to patients, freeing up staff and volunteer time. On the horizon this fall are online appointment scheduling and a robust patient portal. The patient portal, made possible by a 2016 **Frist Foundation Technology** grant, allows providers and staff to communicate securely and electronically, while the online scheduling will be a boon for our busy working patient population.



DIGITAL MARKETING: Last fall, Faith Family launched its new website. Please visit **www.FaithMedical.org**.

With the help of **5x5 Marketing**, the development team created a new marketing campaign that is simple, clear, and speaks to the needs of our patient population. This message has been branded across print and online media and has been very well received.

FFMC received a **Google Ad** grant that provides an **AdWords** budget of approximately \$10,000 per month. Anyone searching for targeted keywords such as "low-cost healthcare" will find links to Faith Family and a short pre-qualification questionnaire for interested parties. In addition, the Google account allows online registration for events such as the upcoming Birthday Breakfast.



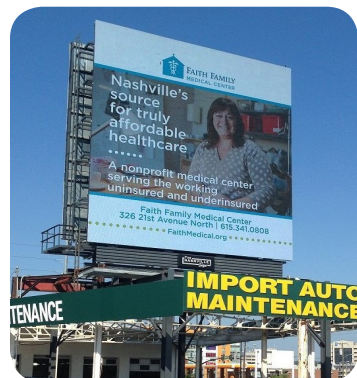
Please LIKE our **Facebook** page and SHARE our posts as this is an easy way for you to help with digital outreach

@**FaithFamilyMedicalCenter**. You'll see weekly posts about FFMC events and health-related news. Ads run daily and comments and questions are responded to by Director of Operations Joshua Southards. Social media analytics show the demographics of who is reading the ads, continues to our website, etc. This data is invaluable in making strategic marketing decisions. If you prefer to Tweet, you can find us on Twitter at @**FaithMedical**.

FFMC was featured in July on the digital "Nashville Sign" at the split of West End and Broadway. Thanks to **BlackBird Media**, commuters couldn't help but see that FFMC is "Nashville's source for

truly affordable healthcare."

BOOTS ON THE GROUND OUTREACH: Old-school marketing has not been abandoned - staff and volunteers continue to visit with the community at large. A committee was formed of "ambassadors" to visit local businesses and leave marketing materials about FFMC to distribute to their employees.



PLEASE JOIN US!

BIRTHDAY BREAKFAST - PRESENTED BY FREEMAN WEBB

Wednesday, October 19th, 7:00AM-8:30AM

Birthday
Breakfast

DISTINGUISHED SPONSOR: Dr. and Mrs. Thomas Frist, Jr.

KEYNOTE SPEAKER: Dr. Rubel Shelly



Dr. Rubel Shelly

Faith Family's 8th Annual Birthday Breakfast at **Woodmont Christian Church**, chaired by **Ann and Kirby Davis**, will honor **Melba and Bill Blevins, Barbara and Willie K. Davis, and Don Griffin, M.D.**

We welcome **Dr. Rubel Shelly** as our keynote speaker. Dr. Rubel Shelly's distinguished career began at Freed-Hardeman University as instructor of Philosophy and Religion. In 1978 he moved to Nashville and served as senior minister of what is now Woodmont Hills Church, taught at Vanderbilt University School of Medicine, Tennessee State University and Lipscomb University. He later became Professor of Philosophy and Religion at Rochester College and served as President of the College from 2008-2013. He and his family then returned to Nashville where he is currently the Distinguished Professor of Philosophy and Religion at Lipscomb University and an associate with Interim Ministry Partners.

Dr. Shelly has been an integral part of FPMC since its beginning 15 years ago. He served on the Board of Directors from 2001-2007 and made many contributions to the organization in its early years.

ANYTHING GOES 2016

ANYTHING GOES 2ND YEAR A HUGE SUCCESS

In April, Faith Family's Anything Goes event took place at **Rick Hart's** home for the second year. Thanks to co-chairs **Rick Hart, Whitney Schickling** and **Karly Hart**, the evening was a huge success. Not only did we raise almost \$80,000 for Faith Family's operational budget, we secured the reputation of being one of Nashville's most popular events - a great way to raise awareness for Faith Family - especially among those in the 30-40 age range. Plans are already underway for next year's event on April 29, 2017, which is being chaired by **Christine Kyle** and **Grace Clayton**.



Karly Hart and her family as the Brady Bunch

JOURNEY TO HEALTH - HERB PROJECT ENCOURAGES HEALTHY EATING

The Garden Club of Nashville recently donated funds to support a container gardening project here at Faith Family. Wellness Director Beth Allen invited Journey to Health patients, friends and staff to participate in the project. Each individual was given a clay pot, potting soil and a variety of herbs (all purchased from the Garden Club's donation) to assemble. They took the pots home, tended the plants and used them in various recipes. Each person regularly sent Beth photos to document their progress. Thanks to the Garden Club of Nashville's support, 25 patients and friends shared recipes, discovered new flavors, and are now learning to dry herbs for future use.



Container Gardening with Herbs

VOLUNTEER OPPORTUNITIES: Contact Ann Johnston at (615) 649-3048 or AJohnston@faithmedical.org

WISH LIST: Office supplies and paper products. Contact Sheree Keith at (615) 341-0808 or SKeith@faithmedical.org.

PREFER AN ELECTRONIC VERSION OF THE FAITH FAMILY NEWSLETTER? IF YES, PLEASE EMAIL AMY HARPER AT AHARPER@FAITHMEDICAL.ORG TO BE ADDED TO THE LIST



ARE YOU ON FACEBOOK?

Get updates and show your support by "liking" us on Facebook.



E-MAIL NEWSLETTER

Sign up for our newsletter by emailing AHarper@faithmedical.org.



CONNECT ON LINKEDIN

Be a part of our professional network.