

25 years of hope & healing

2026 ANNUAL SUMMARY

FAITH FAMILY
MEDICAL CENTER

For 25 years, Faith Family has been a place where hope, healing and compassionate care *come together.*

OUR MISSION

Driven by faith, we provide hope and healing to our Middle Tennessee neighbors in need.

VISION

All Middle Tennesseans have the healthcare home they need to lead a fulfilling life.

VALUES

LOVE FIRST

SERVE WITH GRIT

ALWAYS BELIEVE

INSPIRE HOPE

SET THE STANDARD

SINCE OPENING IN 2001

33,000+

PATIENTS

113,000+

VISITS

A LETTER FROM OUR PRESIDENT & CEO

Dear Friends,

As we celebrate 25 years of Faith Family Medical Center, I am filled with gratitude for the people who have made this work possible.

What began as a simple response to a need in our community has grown into a place where thousands of Middle Tennesseans have found compassionate, high-quality healthcare, regardless of their insurance status. Through every season of growth and change, one thing has remained constant: our commitment to treating every person who walks through our doors with dignity, kindness and respect.

This milestone belongs to so many people. It belongs to the visionary leaders who believed our community deserved something better, the dedicated staff and providers who live out our mission each day, and the volunteers, partners and supporters who continue to stand beside us. Most importantly, it belongs to our patients, who trust us with their health, their stories and their lives.

As you look through these pages, I hope you see more than numbers. I hope you see people finding hope, families growing stronger and a community made healthier because someone chose to care.

We are proud of all that has been built over the past 25 years, but our work is far from finished. Together, we have the opportunity to build on this strong foundation and ensure Faith Family remains a place of hope and healing for the next 25 years and beyond.

Thank you for believing in this mission and for being part of the Faith Family story.

With gratitude,

Sherry Mast

Sherry Mast

President & CEO



1999 THE VISION



2001 THE DOORS OPEN



2019-2020 A NEW HOME



2026 25 YEARS STRONG

AN OPEN LETTER TO
THE COMMUNITY THAT
MADE IT POSSIBLE

To Our Community,

Twenty-five years ago, Faith Family began with a simple belief: every neighbor deserves access to compassionate, high-quality healthcare.

What started as a conversation between two physicians became a shared vision - and, in 2001, that vision became a place where uninsured neighbors could walk through the doors and be welcomed with dignity, kindness and hope.

Since then, thousands of patients have trusted Faith Family with their care. Staff members, volunteers, donors and community partners have given their time, talents and resources to help the mission grow. Together, we have expanded care beyond the exam room, strengthened support for the whole person and built a healthcare home designed to serve our community for generations. The past 25 years have brought growth, change and challenges we could never have anticipated. Through it all, the heart of Faith Family has remained the same: people caring for people, neighbors caring for neighbors.

Today, we celebrate more than 33,000 neighbors served and 113,000 patient visits since 2001. But behind every number is a person, a family and a story that has shaped ours. Thank you for believing in this mission, walking alongside us and helping make 25 years of hope and healing possible. As we honor where we began, we look toward the next 25 years with gratitude, faith and great hope for what we will accomplish together.

With gratitude,

Faith Family Medical Center



Lucia's Story of Hope & Healing

"Faith Family has been a very good place for me. Whenever I need a doctor or help with my health, I know I can call and they will be here to care for me. Through Faith Family's referral program, I was able to have surgery at Vanderbilt at no cost to me. For someone without insurance, that kind of help means so much. Faith Family has also helped me understand my test results, manage my appointments, and receive the care I need.

What makes Faith Family so special is the people. Everyone here has a good heart, from the nurses and providers to the office and front desk staff. I have always been treated with kindness, patience, and respect. They do not make you feel like you are just another patient. They welcome you and care for you like family.

I have recommended Faith Family to many families and people from my church because I want others to receive the same care I have received. I am very thankful for Faith Family and for everyone who has helped me."

PATIENT SINCE 2023



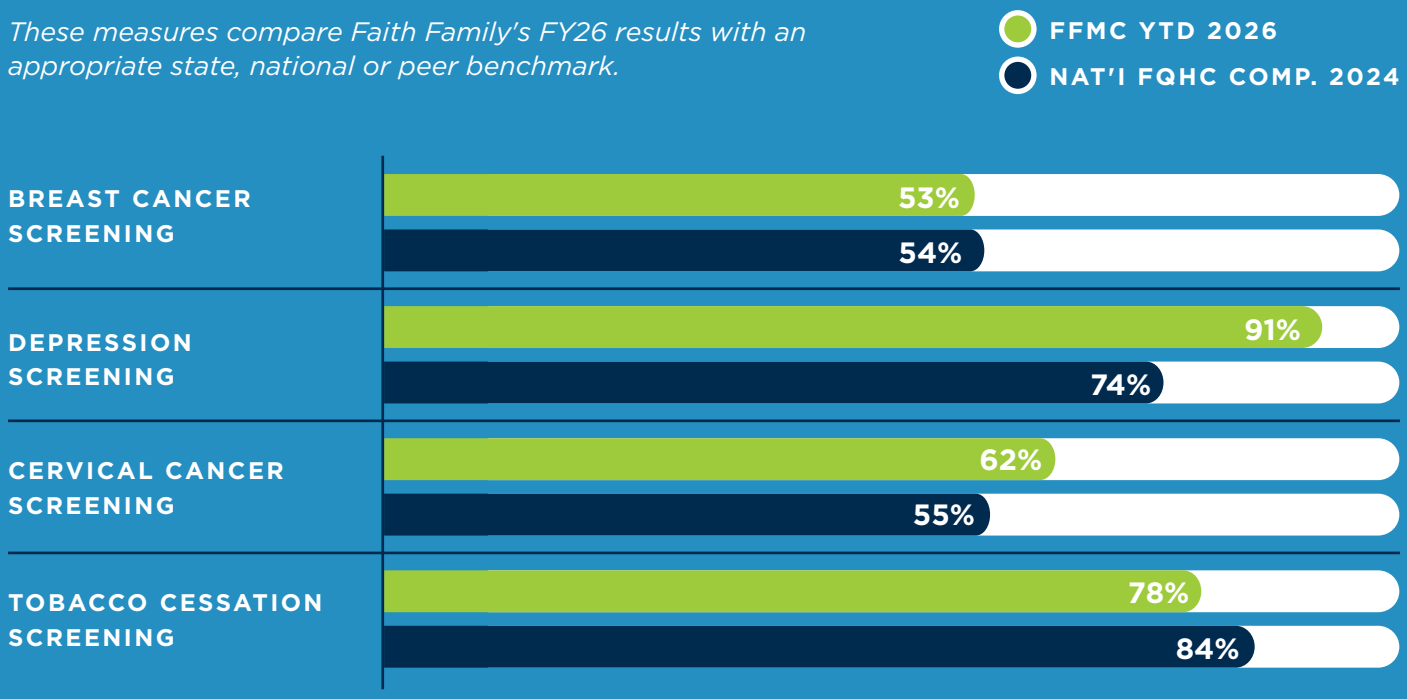
Medical Care Impact

3,896 PATIENTS SERVED	**9,114** TOTAL PRIMARY CARE VISITS *8,087 Uninsured & 1,027 Underinsured*	**30,497** LAB TESTS COMPLETED
1,200+ NEW PATIENTS WELCOMED	**529** TOTAL TELEHEALTH VISITS	**906** VACCINES ADMINISTERED
98% PATIENT SATISFACTION ACROSS DEPARTMENTS	**42 MIN** AVERAGE TIME WITH A PROVIDER	**792** NURSE CONSULTATIONS
7 VOLUNTEER PHYSICIANS	**1,020** VOLUNTEER PHYSICIAN HOURS	**1,096** SPECIALIST REFERRALS

HOW WE COMPARE

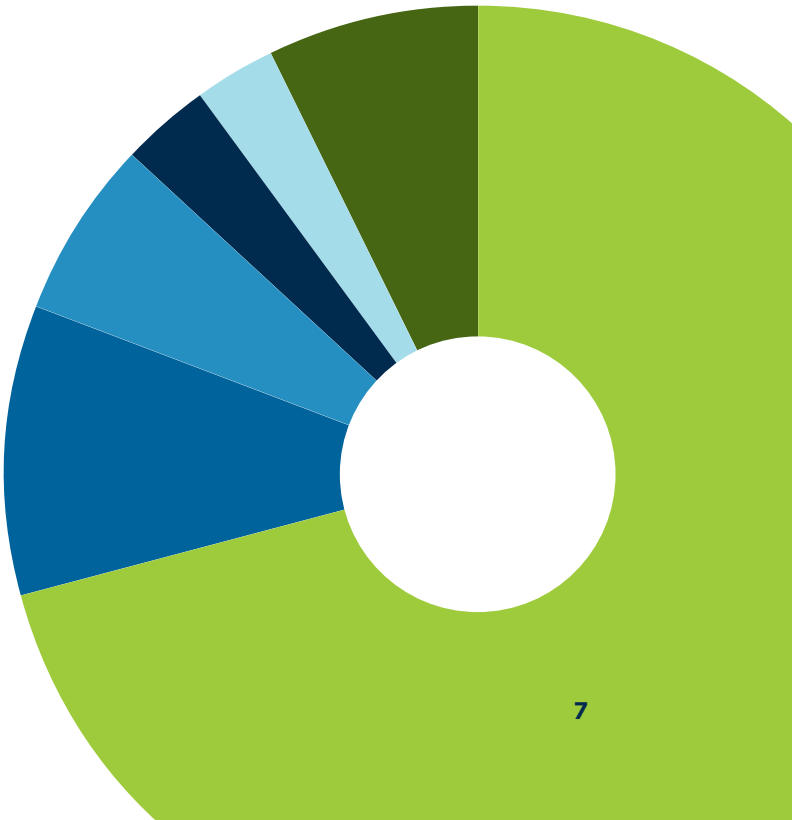
Quality care is measured not only by how many patients we serve, but by the health outcomes we help them achieve.

These measures compare Faith Family's FY26 results with an appropriate state, national or peer benchmark.



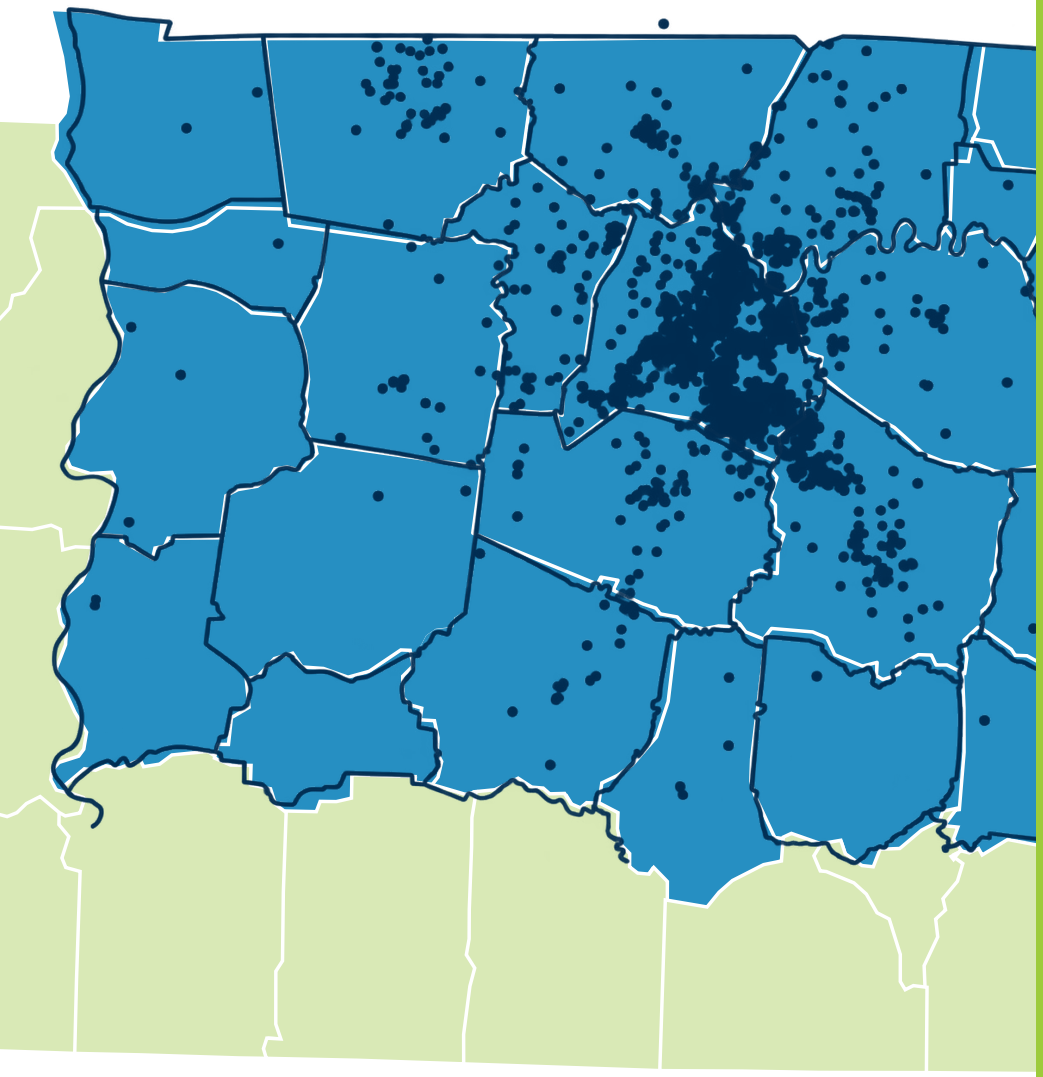
WHAT IT TAKES TO DELIVER CARE

- **71%** Salaries and benefits
- **10%** Interest and depreciation
- **6%** IT and office
- **3%** Fundraising and marketing
- **3%** Clinical supplies
- **7%** Other operating systems



Community Impact Across *Middle Tennessee*

Our patients come from communities throughout Middle Tennessee in search of compassionate, affordable healthcare.



29 OUT OF **41**
TENNESSEE COUNTIES SERVED

$19M
COMMUNITY HEALTHCARE SAVINGS

$4M+
FREE AND LOW-COST MEDICATIONS DISTRIBUTED

35+
COMMUNITY PARTNERS

Patient Record Exchange
Specialty/Referral Providers
Charity Networks
Faith Communities
HealthPass
Academic/Training
Government/Public Health Bodies







Supporting the whole person

through wellness, emotional well-being and access to medication.

JOURNEY TO WELLNESS

Practical tools and ongoing encouragement through wellness coaching, chronic-disease support, nutrition, movement and our teaching garden.

1,282
WELLNESS COACHING + CHRONIC-DISEASE MANAGEMENT SESSIONS

1,107
NUTRITION VISITS

BEHAVIORAL HEALTH

Mental and emotional healthcare is part of whole-person care. Patients receive support in the familiar, trusted setting where they receive their medical care.

1,334
BEHAVIORAL HEALTH VISITS

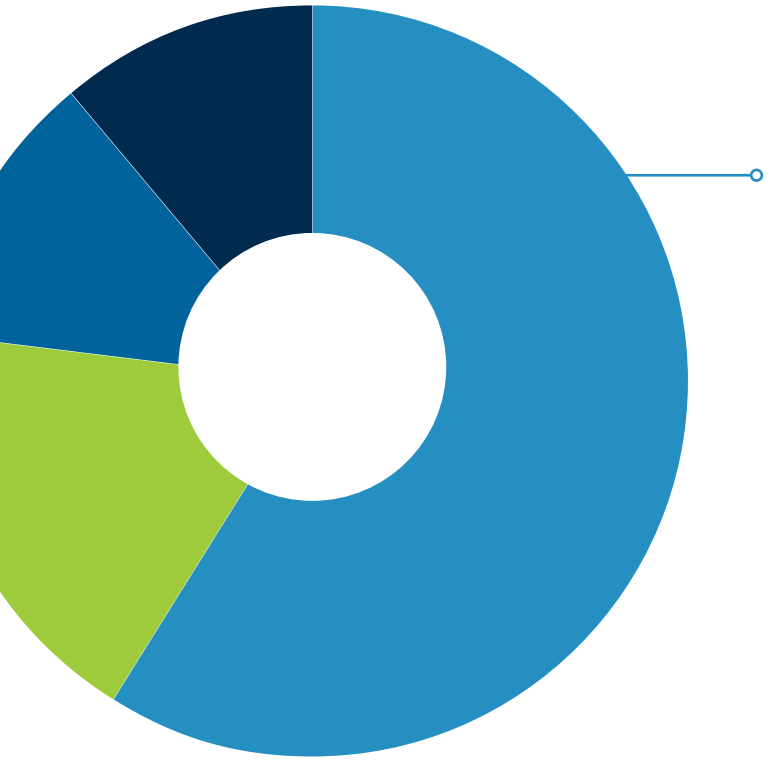
LIPSCOMB PHARMACY PARTNERSHIP

Through our partnership with Lipscomb University College of Pharmacy, patients receive medication education and support while future pharmacists gain experience serving our community.

42
TOTAL STUDENTS

2,520
TOTAL HOURS

Celebrating those who make it possible *with gratitude*



WHERE OUR SUPPORT COMES FROM

59% Fundraising

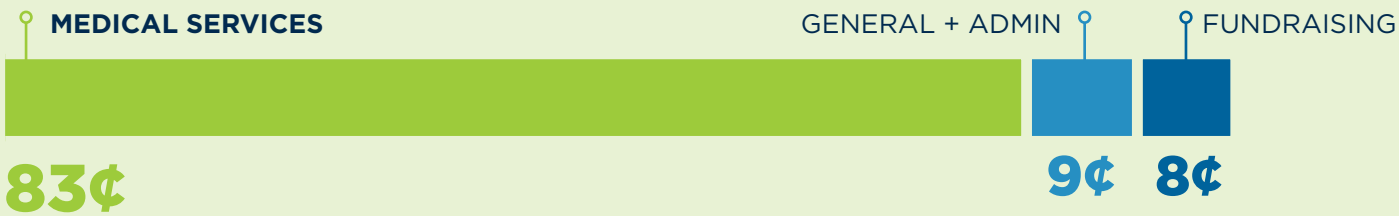
Donors, foundations, corporations and community partners provide the largest share of the resources that make care possible

SAFETY NET	PATIENT FEES	OTHER
18%	12%	11%

Thank you to our Donors & Sponsors

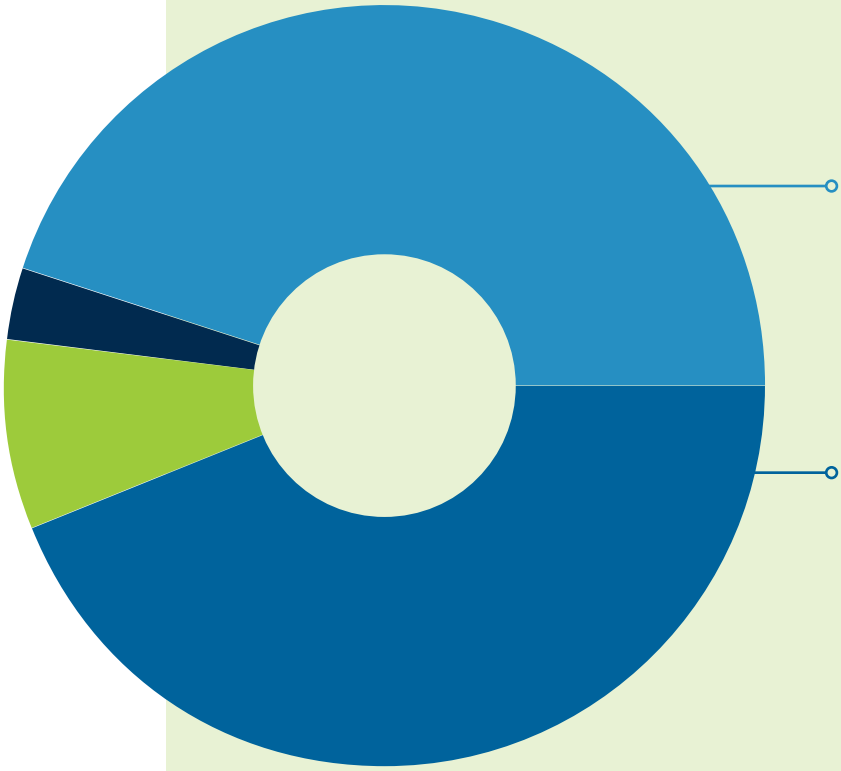
Your generosity sustains this work. Every gift and sponsorship helps connect our neighbors with compassionate, affordable healthcare. Thank you for believing in our mission and investing in the people we serve.

WHERE OUR SUPPORT GOES



83¢ **9¢** **8¢**

OF EVERY DOLLAR SUPPORTS



DONATION SUPPORT

45%
Grants + Foundations

44%
Individual Donors

CORPORATE PARTNERS
8%

CHURCH PARTNERS
3%

OUR 2026 BOARD OF DIRECTORS

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Tim Van Hal, JD
Secretary

Gerry Andrady

Kelly Birdwell Austin, MD

Chris Bishop

Stephanie Wall Bowman

Chad Butler

Manuel Calderon

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Sonya Love

Charlie N. Martin, Jr.

Mark Montoney, MD

Eric Moss

June Ngo

Jeff Pate

Reggy Ramsey

Terry Warren

Terrell Washington

Thank you to our Board of Directors

Your leadership, time, thoughtful stewardship and commitment to Faith Family helps guide our mission and shape its future.

**Lifetime Member*

The next chapter of hope and healing starts with people *like you.*

Your support helps Faith Family connect our neighbors with compassionate, affordable healthcare.

WAYS TO GIVE

Make a Gift

Support the care our neighbors need today with a one-time contribution.

Give Monthly

Make generosity part of your routine with ongoing support throughout the year.

Honor Someone

Celebrate a meaningful person or remember a loved one through a gift.

Your Gift, Your Way

Talk with our team about giving options that fit your goals.

BE PART OF WHAT COMES NEXT

If you have questions about giving, email:

fundraising@faithmedical.org


FAITH FAMILY
MEDICAL CENTER

To our entire team, thank you for the skill, compassion and dedication you bring to Faith Family.

Together, we made 25 years of hope and healing possible.



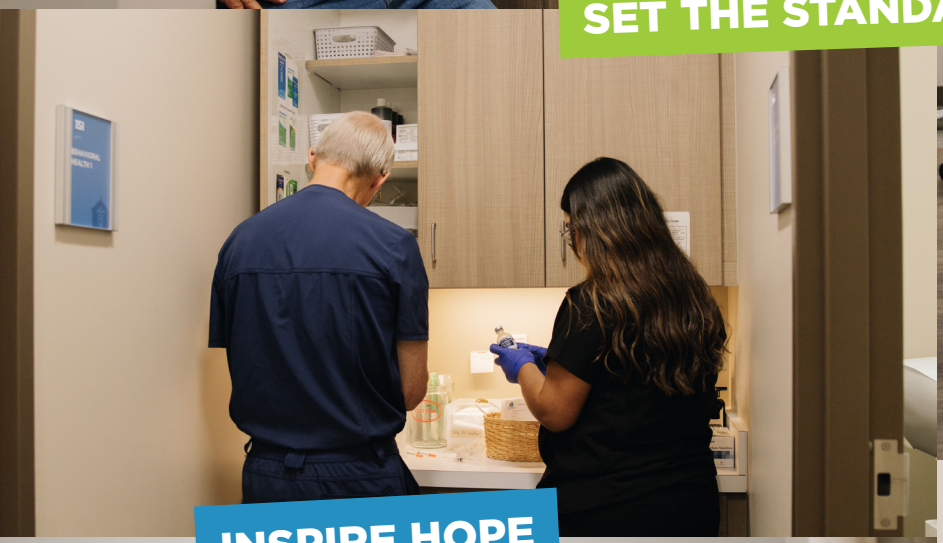




SET THE STANDARD



SERVE WITH GRIT



INSPIRE HOPE





ALWAYS BELIEVE





FAITH FAMILY
MEDICAL CENTER

326 21ST AVENUE NORTH,
NASHVILLE, TN 37203