



Luke's House Community Health Clinic

2009 - 2010 Annual Report

Introduction

Luke's House Community Health Clinic is non-profit, 501(c)(3) organization that was launched through the partnerships of Rayne and Mount Zion United Methodist Churches in 2007. Our mission is to provide hope, help, and healing in response to the medical, mental, and spiritual health concerns of post-Katrina New Orleans Community. Since our launch, we have treated over 400 patients, many of whom are either uninsured or underinsured and of low socioeconomic status. Six percent of the patients treated seek psychiatric treatment.

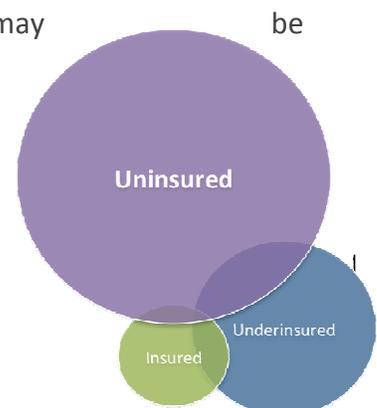
Table 1. Timeline of achievements

2007	2008	2009	2010
November 2007: Clinic launched	First year of clinic operations. Celebrated partnerships with the LSU Department of Medicine/ Pediatrics Department, NO AIDS Task Force, and several other notable community organizations.	Ongoing administration of services.	Through the help and leadership of Rev. Dr. Ramonalynn Bethley, Orleans District Superintendent, Luke's House secured a permanent space adjacent to People's UMC. The transition is ongoing.

Patient Population

In the absence of the LSU Charity Hospital System, New Orleans has encountered many challenges with administering healthcare to residents. Like most urban centers, the Crescent City is comprised of constituents that have low socioeconomic status and many chronic medical conditions, such as diabetes and heart disease. The LSU Health System is currently rebuilding the medical center in Central City, and their Interim Hospital is an over-utilized mechanism for administering care. The goal of Luke's House is to meet the acute, non-urgent needs of patients, where overcrowded public and private acute care centers may be filled to capacity.

The patient population for Luke's House to date is 58% black and 17% Hispanic residents of mostly low socioeconomic status. The



initial report for Luke's House Clinic stated that most of the population was unemployed, or living in households that make less than \$16,000 per year. The trend in homeless persons seeking care has somewhat decreased, although populations seeking care from the impoverished community has remained somewhat constant.

Our Volunteer Staff

Luke's House is continuing to follow the full volunteer staffing model. Weekly, our staff members include the following in-kind donations from the professions outlined in table 2.

Table 2. In-kind donations from medical volunteer staff

Professions	Number of Staff	Hourly Wage	Weekly In-Kind Total
Physician (Internal Medicine and Pediatrics)	3	\$75 * 2 hours = \$150	\$450
Psychiatrist	1	\$160 * 2 hours = \$320	\$320
Nurse	2	\$30 * 2 hours = \$60	\$120
Social Worker	1	\$35 * 2 hours = \$70	\$70
Pharmacist	1	\$50 * 2 hours = \$100	\$100
Weekly Total:			\$1,060

Aside from the medical volunteers at the clinic, we are also proud to have dedicated members from other Christian denominations. Luke's House is enhanced by the ecumenical service given to our Homeless Outreach Ministry through St. Andrew's Episcopal Church. We have also had rotating volunteers from neighboring United Methodist Churches, such as First Grace UMC in Mid-City New Orleans.

The volunteer model has worked for our current clinic needs and services administered; however, we are encountering challenges with keeping our volunteer base energized. In 2009, a volunteer training was held to keep volunteers abreast of HIPAA policies and compliance. This

is planned to be an annual training program, with ongoing volunteer trainings to be held as new volunteers are recruited.

Buffering Medical Costs in Post-Katrina New Orleans

According to “Post-Katrina Health Care in the New Orleans Region: Progress and Continuing Concerns” by Dr. Gary Q. Peck on behalf of the American Academy of Pediatrics (2007), the number of board-licensed primary care physicians in New Orleans compared to the month before Katrina dropped from 2,645 to 1,913: a decrease of 28%. The January 2010 Commonwealth Fund report entitled “Coming Out of Crisis: Patient Experiences in Primary care in New Orleans, Four Years Post Katrina” states that the post-Katrina primary care system largely relies on a large network of local clinics funded by federal and local government. While Luke’s House does not provide comprehensive primary care, one of its goals is to help meet patients acute needs while linking them with a medical home within this network that can meet their ongoing needs.

Upon checkout, patients complete a survey, which asks about the medical treatment they would have sought in the absence of Luke’s House. For this report, 175 surveys were analyzed from January 2009 to June 2010. Survey findings are outlined in table 3.

Table 3. Survey tool administered at checkout, questions and responses

Question	Response Rate (%)
If you had not come to Luke’s House tonight, what would you have done for medical care? Nothing Gone to the emergency room	 82% 18%
If you had gone to the emergency room, which emergency room would you have used?	Short response: University = 94% Tulane = 4% Other = 2%
Have you received medical care from Luke’s House before tonight? Yes	 44%

No	56%
Have you been to the emergency room since your last visit to Luke's House?	29%
Yes	61%
No	
How many times did you visit the emergency room in the 12 months before your first visit to Luke's House	Average = 1.02 times
Do you live in a hurricane-affected area?	
Yes	87%
No	13%

SWOT Analysis

Strengths

Luke's House has continued to meet the acute, non-urgent needs of the community since our launch in November 2007. Though there have been several political and economic changes to the healthcare system of post-Katrina New Orleans, our clinic has continued to provide services to our patients through our solid partnership with the LSU Department of Medicine and Pediatrics Residency Program.

Weaknesses

Though Luke's House was launched almost three years ago, our prospectus for expansion has not come to fruition, largely because of gaps in filling the executive director position. The challenge of finding a new director has unified our board of directors to focus on strategic planning for the clinic and on new opportunities for expansion.

Opportunities

Through the leadership of Dr. Ramonalynn Bethley, Orleans District Superintendent, Luke's House has secured a permanent space for administering services. Our plans for using the space are early in the developmental stages; however, ongoing investigation of converting the space to a multi-purpose center for medical services and education is under investigation.

Threats

The time it has taken our organization to secure an executive director, though unifying for the Board of Directors, has created a delay in grant writing and expansion of services that would not have occurred with the leadership of an executive director.

Board of Directors Development

The strategic planning meeting for the Luke's House Board of Directors was held in January 2010. Our short and long term goals were revisited and revised according to the dynamic needs of the Clinic. Our recent efforts have been geared toward executing the search for our third executive director. Thankfully, our group is on the cusp of hiring a public health professional to oversee the business and community needs of the Clinic. Additionally, the Board of Directors is reviewing the construction and licensing needs for making the permanent space that Orleans District Superintendent Bethley has given us usable and fitting for our mission. Board development and training events are also being planned in coordination with the Louisiana Non-profits Organization. Below lists the current leadership for our governing body:

Rob Anderson, Chair
Melinda Flynn, Secretary
Rev. Dianne P. Wooden, Treasurer
Dr. Susan Berry, Medical Director
Callie Crawford, Pastor – Rayne UMC

Going Forward

In the three years since the clinic's inception, our organization has continued to meet the acute non-urgent needs of the community, and to link clients to more comprehensive medical homes. Our presence has served the underserved community well. We are enhancing our partnerships with Louisiana State University, and are in the process of fostering a partnership with the Tulane University School of Medicine. Our greatest achievement thus far for Luke's House is the acquisition of a house that will provide a permanent clinic space, which will enhance our services and will transition us from a mobile clinic. Our Board of Directors is also revising our mission statement and reviewing United Methodist health services offered in the City of New Orleans to see if perhaps any additional partnerships may be made through our faith community by continuing to have a mobile model in addition to our permanent clinic.