

Providing Quality Health Care to the
Uninsured and Underserved

2018 Annual Report



Board of Directors



Message from the President

Dear Clinic Community,

It is with joy, hope and gratitude that I start this letter. Since our last Annual Report, The Clinic has experienced substantial patient growth, community reinforcement, a stronger Board of Directors, new personnel and new relationships in the County and our region. 2018 was an incredible year for The Clinic, in both challenges and successes.

Late in the year, Dr. George Spyropoulos announced that he would be leaving The Clinic, moving on to a tenured faculty position at the Philadelphia College of Osteopathic Medicine. Moving into 2019, our beloved George has an extraordinary physician, Dr. Sissy John, for his successor. Our patients are so lucky to have Dr. John's talent and compassion at the helm of The Clinic. Finally, our co-founder, the legendary Dr. Lorna Stuart, moved back to Pennsylvania at the end of 2018. Dr. Lorna is now a volunteer doc at The Clinic, providing her incomparable skills and loving care to patients every week. Welcome home, Dr. Lorna.

The Clinic has many parts. I often talk of our unparalleled volunteer community – our devoted volunteer nurses, doctors and specialists, along with our enthusiastic clerical volunteers – and our amazing, dedicated staff. We try our best to recognize volunteers and let them know how grateful we are for their contributions of time and talent, but our incredible staff probably doesn't get as much attention, although they are absolutely critical to the success of The Clinic. These staff members give their best every day, quietly and without fanfare.

I welcome you to reach out to me with your thoughts and comments, and I thank you, dear friends, for your support during the last year.

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John W. Enyart
President, Board of Directors
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OUR MISSION

The Clinic provides quality health care to the uninsured, in an atmosphere that fosters dignity and respect.

—— 2018 ——

Notable Numbers

8,020 patient visits

**Comprehensive care to
2,576 unique individuals**

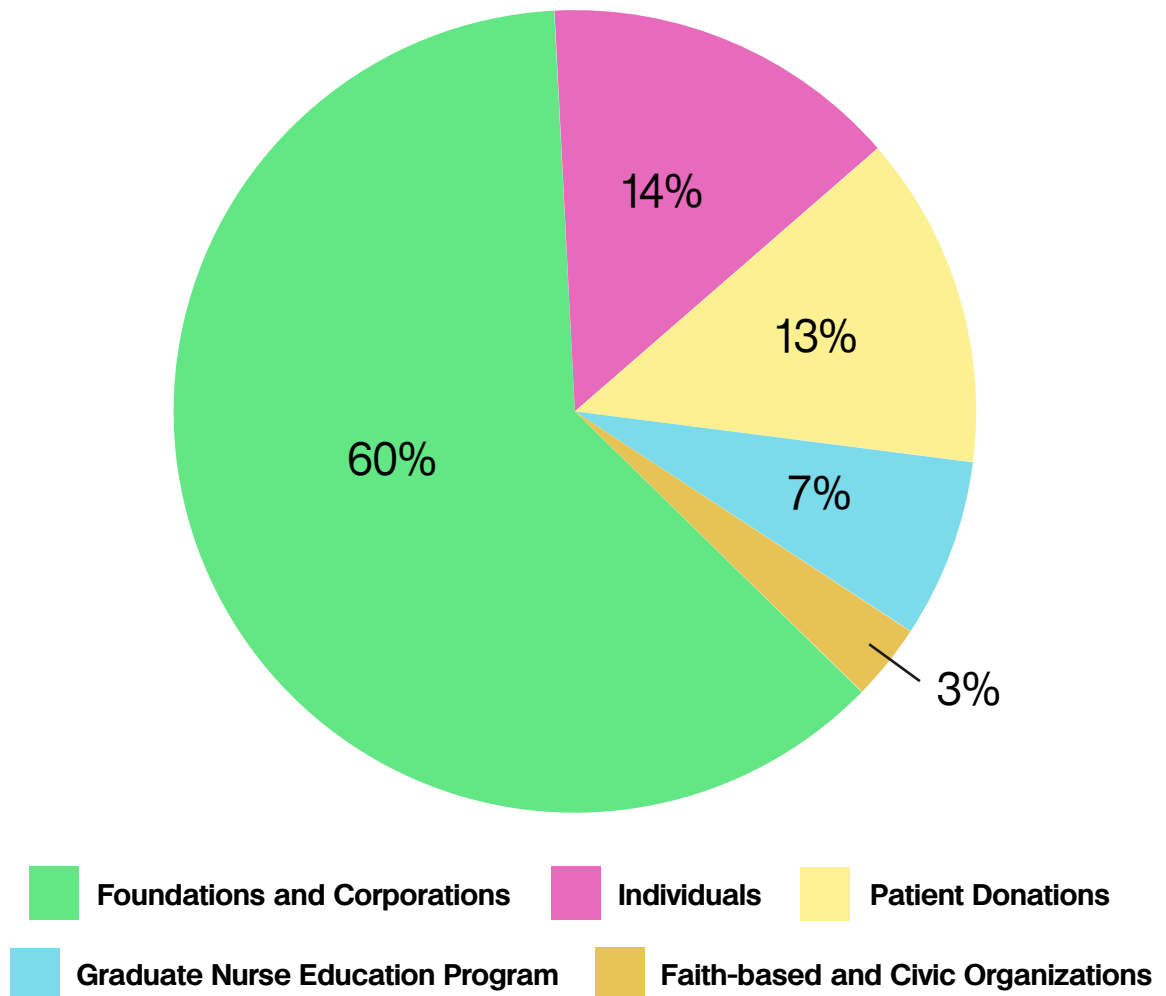
1,056 new patients

**4,641 free laboratory tests
for patients**

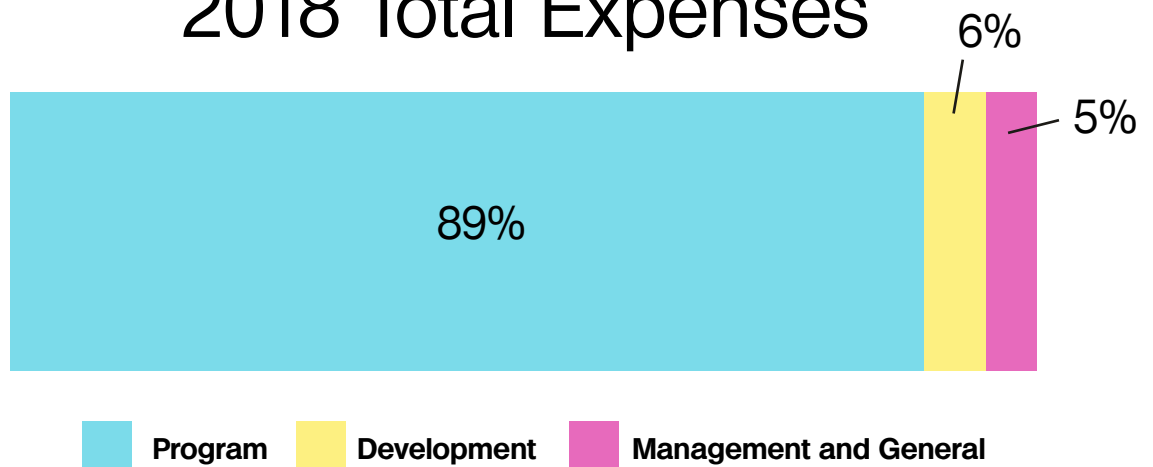
12,075 volunteer hours

**Since inception in 2002:
More than 135,000 patient visits**

2018 Total Revenue



2018 Total Expenses



Message from the Executive Director



Welcoming in the New

In 2018, we welcomed many new patients into The Clinic, resulting in an increase of over 25% in new patient visits. We also welcomed several new staff members, including myself, who joined the full-time staff after volunteering here for over five years. With so many new staff members and volunteers, we also welcomed a newly energized spirit of enthusiasm that is found throughout the hallways, exam rooms and offices of our beloved clinic.

We welcome patients with needs of all sorts – from routine checkups to life-threatening health issues that may have been caused by years, or even decades, of not having access to medical care. We welcome people who have lost their health benefits due to a loss or change of a job, those who are traveling from another country and do not have health coverage here in the US and those who are economically disadvantaged and cannot afford even the most basic health care due to high premiums, deductibles or co-pays.

Lastly, we welcome our loyal donors, who are our life blood in this body of caregivers. We welcome your input, your participation in our events and fundraisers, and of course, your generous support that makes all of this possible.

As we move forward into 2019, we have a very bright future ahead and we welcome you to continue to stay close to us by reading our newsletters, Facebook posts and emails. We also welcome you to greet us at the many community events that we attend in this vibrant town that we all love.

Thank you, always, for caring about our community.

Lew Osterhoudt
Executive Director



Message from Jacki Tully, Associate Medical Director



**“We feel
privileged to act
as a safety net for
the most
vulnerable
members of our
diverse,
compassionate
community.”**

Throughout 2018, our medical program was booming with a huge increase in overall patient visits. Not only were we busy providing primary and specialty care services to our patients, but we also built on our program with meaningful partnerships and new data initiatives. These data initiatives are a way to increase our quality and outcomes management by measuring specific patient outcomes, which will be used to evaluate how our medical program is doing and help us set goals for upcoming years.

As part of our Quality Improvement and Patient Experience Committee, we began tracking hemoglobin A1c values for our type II diabetic patients throughout the year. This is a laboratory value that helps us evaluate how well-controlled the patient's blood glucose is over an approximate three month period. We used this data to ensure that the efforts we make to educate patients on diet and lifestyle changes, as well as medication management, are working to improve glucose control and reduce insulin resistance in this subset of patients. As part of our management of patients with chronic conditions like type II diabetes, we were very lucky to partner with the Chester County Food Bank which provided us with fresh produce to distribute to our patients throughout the week. We were also able to write “prescription” vouchers for fresh produce to be used at the Fresh2You Mobile Market, which provides access to fresh, locally-sourced fruits and vegetables every week during the growing season. This was a wonderful success and we are pleased to continue that partnership in 2019.

We also kept track of the number of influenza vaccines we provided to patients throughout the entire flu season. Through our partnership with the Chester County Health Department, we were able to provide over 600 influenza vaccines, all at no cost to our patients!

In addition to these wonderful partnerships and programs, throughout 2018 we were also able to send 953 patients for services at Paoli Hospital through the Charity Care Program, performed 4,641 laboratory studies and had volunteer providers with specialties in Pediatrics, Internal Medicine, Family Medicine, Orthopedics, Urology, Dermatology, Allergy and Immunology, Cardiology and Mental Health Counseling serving our patients.

All of these programs combined provide our patients with quality, comprehensive medical care, regardless of their ability to pay. We feel privileged to act as a safety net for the most vulnerable members of our diverse, compassionate community.

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Angelo's Carpet Cleaning
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**A special THANK YOU to St. Peter's Episcopal Church
for their support of The Clinic over the years.**

We are so grateful for the support from our community.

**"Seriously, best humans ever!
The kindness of the staff at
The Clinic blows me away."**

**"They helped save my
life and for that I will be
eternally grateful."**

"The Clinic has been a Godsend for me since losing my health insurance!"

"These people are amazing, and truly care for their patients."

**"What a blessing to have The Clinic here in Phoenixville! They are helping
so many people who are in need of medical care that do not have
medical insurance. We thank all the doctors and volunteers who give of
their time to those in need."**

**"Dr. Stuart is a wonderful woman and I can't say enough good things
about The Clinic. What a blessing to have this facility in Phoenixville."**

**"Thanks to all who continue to support this important clinic
that serves the less fortunate in life."**



The Clinic
Healthcare for the Uninsured

