

NEWS & NOTES

Will You Be at the Big Party?

Dining In the Pines, the clinic's annual fundraiser has become the "event" for many in Moore County.

When is it? Wednesday, October 24th

Where is it? Dinners will be held at individual homes and the "afterglow" will be at The Country Club of North Carolina. A fun evening is planned with raffles, super desserts, a special chocolate fountain and coffee. The live auction includes some fabulous vacations, tickets to sporting events and one-of-a-kind artwork.

How Does it Work? Volunteers host dinner parties for their friends at their own homes. The Dining In the Pines committee provides invitations which include a donation card. Your guests will be asked to make a donation to the clinic. The host's donation is the dinner party.

Interested? If you would like to host a dinner party or want more information about this event, please contact: Kathy Lannon 235-9232 or Ginger Lash 215-0002.

Clinic Launches EHR

By *Laura Tremper-Jones*
Executive Director

The clinic has taken its first steps toward going paperless. On July 24, 2007 we began using the administration portion of the Electronic Health Record (EHR), which was purchased with funds received by The Duke Endowment.

Over the next few months the staff, and then later, the volunteers, will learn how to use the new computer program. This component of EHR, will enable us to make appointments and collect data on patient visits, record patient exams, labs, x-rays and provide a template for chronic disease management.



Lisa Ritter, R.N., and Laura Tremper-Jones, MFCC executive director, working with new EHR software on laptops.

You may be familiar with this technology since many of the local physician groups are now using EHR, technology to chart your visit onto laptop computers. Initially, the system may be a bit awkward for us to use since there are many changes to our work processes and a steep learning curve, but we believe it will help us streamline our care in the future.

We could not have made it this far without the help of FirstHealth of the Carolinas. Their community health department assisted us in procuring the grant and their information systems department assisted us in developing a contract with Athena Health.

I would especially like to thank David Dillehunt, vice president of information systems and Genevieve Hinson, a senior analyst with the department, who were incredibly patient with me and helpful during that process.

As we go forward, we may need some "tech savvy" volunteers and volunteers familiar with medical records to help us with the implementation. If you think you can help, please call the clinic at 947-6550.

MCCF Awards Grant to Clinic

Moore Free Care Clinic received a \$40,000 grant from the Moore County Community Foundation (MCCF) which allows the clinic to retain its full-time nurse who is assigned to its Chronic Disease Management program. This marks the second year that the award has been made from the

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Mentors “Walk” with Patients

This past April, our interim executive director, Dr. Mark Wethington, initiated a pilot program to train community volunteers to be mentors for patients. There are many patients who wrestle with multiple issues in life which complicate their health care, and make compliance with health treatment more challenging.

Mentors are trained to “walk” with a patient for a period of time, usually six months, in order to assist with health education, the patient’s treatment plan and even with such basic things as transportation to appointments.

As Wethington describes it, “Mentors serve as an extension of the clinic’s compassion beyond the walls of the clinic, sometimes even into the homes of patients.”

At present there are 10 mentors relating to 10 patients and already there are wonderful stories of how such relationships can prove to be very beneficial to the overall health care which the clinic provides.

This initiative is presently a “pilot,” but if you are interested in the program you are encouraged to inquire about it.

We are grateful to Faye Urello who has stepped up to volunteer as mentor coordinator. She can be contacted at 235-0712.

Opportunity to Learn About Mental Illness

By Marianne Kernan

Vice-President, NAMI-Moore County

The National Alliance on Mental Illness (NAMI) of Moore County invites the public to join in their 2nd Annual *Pathway to Awareness Weekend*, Saturday, September 29 through Sunday, September 30. Several activities have been planned for this weekend event.

On Saturday, September 29, Pete Earley, best-selling author of the non-fiction book, *Crazy*, will be hosted by NAMI-MC and the Ruth Pauley Lecture Series at Sandhills Community College, Owens Auditorium beginning at 7:30 p.m.

On Sunday, September 30, at 12:30 p.m., Earley will conduct a book-signing for those who wish to purchase his book that day or from advance purchase at Waldenbook's, Pinecrest Plaza.

Mary Mandell, M.D., a psychiatrist on staff with FirstHealth’s Outpatient Behavioral Services and a NAMI national award winner, will answer specific questions regarding mental illness from 1 p.m. - 2 p.m. in the public room at the Pinehurst Village Hall Complex.

At 2 p.m. the 1/2-mile to 2-mile *Pathway to Awareness Walk* will begin. Registration for the walk, which follows a trail in Rassie Wicker Park near the Village Hall, will be from 12:30 p.m. - 2 p.m. Individual and team walkers are needed.

In addition, the afternoon will feature a book sale, the American Heritage Band and Ricky Jordan's BBQ.

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Kiwanis Club of the Sandhills Provides Grant for RX

The clinic is extremely grateful to the Kiwanis Club of the Sandhills for their grant this past June of \$2,500. Our request to the Kiwanis was for them to support our increasing costs for prescription drugs. They also generously supported the clinic last year.

Healing & Caring

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910.947.6550

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Our Mission

In the spirit of compassion and concern, the Moore Free Care Clinic provides high-quality primary, preventive and specialty health care to limited-income people in Moore County who are uninsured and can't afford access to health care.

Our Core Values

The Moore Free Care Clinic is committed to the belief that health care is a basic human need. Every individual must have access to basic health care if a community is to be truly healthy.

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The Duke Endowment

John W. and Marjorie A. Roffe Endowment

Moore County Community Foundation



North Carolina Association of
Free Clinics



BlueCross Blue Shield
of North Carolina

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OPINION

Progress on Retreat Goals

By *Stuart A. Tuffnell*

President, Board of Directors

In January the clinic staff, board of directors, key volunteers and advisors held their first strategic planning retreat. The primary objective of this session was to identify the most important areas needing attention over the next two to three years.

The three major areas of concentration were identified: 1) facilities utilization; 2) pharmaceutical logistics; and, 3) physician recruitment. Progress has been made in all three areas, but more attention and effort are still needed. Our progress report follows.

We presently have approximately 600 square-feet of office space at our current location. Ideally, we should have 1,500 to 2,000 square-feet, including exam rooms, at one location. We are continuing to identify alternatives and will pursue this effort.

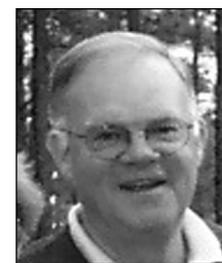
Most of the pharmacies in

the county have been approached for assistance

with prescription medications, and those who seem most interested in helping us have been identified. Medication costs, logistics, delivery and pick-up of prescriptions have been substantially improved. More fine-tuning is needed.

James A. Tart, M.D., and board member, has spearheaded a committee which has created a plan to identify and recruit new professional volunteers. A renewed emphasis on recruitment has been undertaken.

While substantial progress has been made in the three areas identified at the planning retreat, our job is not over. We will keep you informed on these issues.



Stuart A. Tuffnell

Implementing EHR is Critical

By *H. David Bruton, M.D.*

Immediate Past Chair, Board of Directors

Electronic Health Records (EHR) holds great promise to dramatically improve the quality of health care in America. The Center for Medicare & Medicaid Services, Congress, the Department of Homeland Security and many others are devoting much energy and resources into the effort to move clinical care to electronic record keeping. I am

proud that our free clinic is in the process of installing an EHR. Personal Health Records (PHR) could result in much more meaningful involvement of patients in their care. Application Service Provider (ASP) models could result in medical records being available when and where needed by all with authority and

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MFCC Foundation Seeks Support

In recent months, Dr. Mark Wethington has worked with a number of clinic board members and others in the community, to establish the Moore Free Care Clinic Foundation, a non-profit 501c3. The clinic's foundation, which is a separate entity from the 501c3a status of the clinic, was formed in order to help guarantee the future work of the clinic.

The articles of incorporation have already been received from North Carolina and the clinic is awaiting the approval of 501c3 status from the federal government.

The board of directors of the foundation will consist of approximately seven individuals, and Dr. David Bruton has accepted the position of tempo-

rary chair of the board.

The foundation has received an initial gift of approximately \$330,000 from one resident of the Sandhills community. It is our hope that within the next 12-15 months we will receive other major gifts to the foundation so that some investment gains could be used to support annual operations.

Individuals who have ideas with regard to major donors may contact Dr. Bruton (910-692-3010) or Dr. Wethington (910-690-9483).

Poverty Guidelines Indicate Need

*By Joe Vaughan
Chair, Development*

Moore Free Care Clinic provides excellent medical treatment and related services for the citizens of Moore County who have no health insurance and have incomes at or below 150 per cent of the federal poverty guidelines.

The value of services and prescription medications provided by the clinic to its patients since January is \$948,884.15 -- and we are only halfway through the year. (See Director's Report, Page 6.)

We hope you'll review the chart below, which shows the income eligibility requirements for our

patients. What would you do if faced with a health situation with these income circumstances?

Our clinic operates totally from donated funds, medicines and services. We are able to offer our crucial health care services due to the generosity of the total Moore County community.

We extend our heartfelt thanks to everyone who has assisted in this worthy effort -- not only through their monetary contributions, but also to the volunteers who have given so freely of their time.

The need continues as much or more than ever and we ask your continued support.

Poverty Level Guidelines at 150% for the Contiguous States and the District of Columbia			
Income	Annual	Monthly	Weekly
Family Size			
1	\$15,315	\$1,276	\$294.51
2	\$20,535	\$1,711	\$394.90
3	\$25,755	\$2,146	\$495.28
4	\$30,975	\$2,581	\$595.67
5	\$36,195	\$3,016	\$696.05
6	\$41,415	\$3,451	\$796.44
7	\$46,625	\$3,885	\$896.63
8	\$51,855	\$4,221	\$997.21

For family units with more than eight persons, add \$5,220 for each additional person.

The Moore Care Free Clinic brings health care to people without health insurance and to those who are least able to afford health care.

To ensure that our resources are directed most effectively in meeting these needs, the following criteria are used to admit people to the Moore Free Care Clinic programs.

1. The person must be a resident of the Moore County, N.C.
2. The person must not have any public or private health insurance plan.
3. The person must be considered "low-income." (See chart.)
4. U.S. citizenship is not required to receive health care services at the Moore Free Care Clinic

Our Thanks

The MFCC Board of Directors and staff would like to thank the following individuals for their generous service to the clinic and the uninsured of Moore County during the past quarter.

Physicians

Dr. James Tart
Dr. Gregory Mincey
Dr. John Ellis
Dr. James Nelson
Dr. Roger Waddell
Dr. Pat Henderson
Dr. David DuBois

Physical Therapy

Sue Stovall
Dee Lombard
Terry Young
Brooke Russell

Clerical

Kristen Wilson
Joyce Truscello
Mary Morris
Virginia Dean
Suzanne Bunnell
Carolyn Hallett
Sue Harvey

Nursing

Juanita Meservey
Susan Jaehne
Carol Mulcahy

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permission to use the record.

Installing an effective EHR is not a simple proposition. In fact, some initial published research has shown little quality improvement from establishing an EHR system. I believe these initial results are because we have not yet learned how to fully use these systems. I am convinced that clinical medicine will experience the same productivity gains that computers have brought to American business and industry. Physicians and hospitals have long used computers in their business functions. Their effective use in clinical care has been much more difficult.

Moore Free Care Clinic is fortunate to be in a financial position, through grants and the generosity of our donors, to realize the dream that our patients can have quality medical care regardless of ability to pay. MFCC provides a small, but important, percentage of the free care provided in our community. Implementing an EHR at this free clinic is another important step in your clinic's development.

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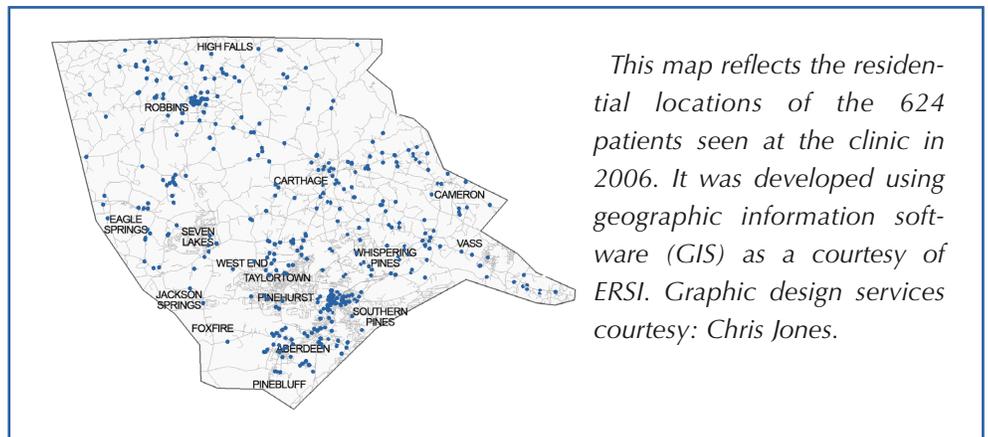
John W. and Marjorie A. Roffe Endowment, which is held and advised through the foundation.

"We are so grateful to the Roffe Endowment for their continued support and this generous gift to the uninsured of Moore County," says Mark Wethington, Ph. D., one of the founders of the Moore Free Care Clinic.

According to Wethington, the clinic's patients get intensive health care management, which is critical since many of them have been without health care for long periods of time.

"There are many in the community who are benefiting from the care provided by the free clinic's Chronic Disease Management program," he explains. "Most of our patients have significant chronic disease, typically diabetes, hypertension, chronic pain, high cholesterol, obesity or smoking addition-and many suffer from multiple health problems. Our nurse, Lisa Ritter, R.N., provides careful monitoring of their medications and is instrumental in helping them understand their disease and how it needs to be managed so that it does not become progressive."

The grant was made possible through a recommendation from the board of the MCCF, an affiliate of the North Carolina Community Foundation (NCCF).



NEWS & NOTES

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Pathways to Awareness Weekend will conclude at 3:30 p.m. with the "Candles in the Sky" observance, a massive balloon release. Balloons may be purchased for \$5 in memory or honor of loved ones or associates with a mental illness. This event will be held rain or shine and is free and open to the public. For more information, call (910) 295-1053, or email PtaWeekend@aol.com.

Duplicates Can Be Prevented

We try our best not to send duplicates of our newsletter but occasionally there are oversights. If you receive duplicates of the newsletter, or any other clinic mailing, please cut off the address labels and send them to the clinic so we can remove the duplicate from our list. If you'd prefer not to receive the newsletter, please just drop us a note along with the label and we'll be happy to remove your name from our mailing list.

Moore Free Care Clinic – Director's Report

January 1, 2007 – June 30, 2007

Patient Visits by Type		Number	Value
New Patients Visits (1)		158	\$42,999.00
Established Patient Visits		716	\$102,891.00
Consults (4)		82	\$22,425.00
Dental Visits		46	\$22,264.00
Physical Therapy		42	\$1,899.43
Total			\$192,478.43
Medications			
Pharmacy			\$31,291.55
Patient Assistance Program (3)			\$306,787.00
Samples (2)			\$9,564.96
Total			\$347,643.51
Hospital Support (5)			
			\$376,704.00
Volunteer Hours			
		Hours	
Nurse	\$24.51/hour	151	\$3,701.01
Physician	\$125.00/hour	137	\$17,125.00
Clerical	\$18.04/hour	257	\$4,636.28
Physical Therapist	\$24.51/hour	24	\$588.24
Dentist	\$125.00/hour	42	\$5,250.00
Dental Assistant	\$18.04/hour	42	\$757.68
Total			\$32,058.21
Total Value of Services (6)			\$948,884.15

(1) Patients are registered for eligibility before they are treated.

(2) Medication samples are provided to patients at the time of their treatment. These samples are donated to the clinic by physician's offices and pharmaceutical companies. The samples are provided as a "stop-gap" until the patient's Patient Assistance Program (PAP) is validated.

(3) Many pharmaceutical manufacturers have programs to help those in need obtain their medications at no cost or very low cost. These programs, Patient Assistance Programs (PAPs), are run by the manufacturers. Each program has its own rules, qualifications and medication disbursement method.

(4) Specialty appointments seen in the clinic. The clinic also has other specialists who volunteer to see patients in their own offices but the value of those appointments are not reflected in this number.

(5) Laboratory, x-ray, cardiac and other procedures donated by Moore Regional Hospital.

(6) The total value of services does not include staff labor costs.

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