

NEWS & NOTES

Belk Foundation Award



The Belk Foundation awarded Moore Free Care Clinic \$5,000 at its recent grand re-opening of its Southern Pines store. The award, made by

store manager, Gordon Willis, to the clinic's executive director, Laura Tremper-Jones, was one of several made to organizations in the area.

The Belk Foundation makes grants to a wide variety of community-based non-profit organizations and institutions whose missions and actions support local and regional educational, religious, cultural, social and medical causes "for the up-building of mankind," as set forth in the will of William Henry Belk, founder of the Belk department store organization.

Retreat Plans

The Moore Free Care Clinic Board of Directors will meet Saturday, January 13, 2007 for a strategic planning retreat. The all-day retreat, which will include all members of the board, advisors and friends of the clinic, will be facilitated by Leslie Deane, director of planning and marketing, FirstHealth of the Carolinas. The retreat will be held in FirstHealth's board room at Moore Regional Hospital, Pinehurst.

A pre-retreat workshop will be held as part of the board's next meeting at 3:00 p.m. on December 4 at Southern Pines United Methodist Church.

For more information about the retreat, please contact Stuart Tuffnell, 215-8903.

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DIP Raises \$57,000 for Clinic

By Claudia Watson

Dining In the Pines (DIP), the clinic's annual fundraiser, tallied \$57,000 for the clinic and brought smiles to those in attendance.

"We are ecstatic with the outcome," says Bobbi Erdman, chairperson of the event. "The evening came together and thanks to the generosity of our hosts, guests, sponsors, the Country Club of North Carolina (CCNC) and our hard-working committee members – it was a tremendous success for the clinic."

According to H. David Bruton, M.D., chairman of the clinic's board of directors, the money raised will be used by the free clinic to provide health care for uninsured, low-income patients in Moore County.

"There's an increasing need in our community," he says. "We are dependent upon the kindness of the community to plan for the care of so many. The free clinic leverages the donation of \$57,000 to nearly four times that value

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New Practitioner Increases Clinic's Patient Capacity

By Rose Young



Susan Craven, A.N.P.

In September Moore Free Care Clinic hired a full time adult nurse practitioner, Susan Craven. Susan learned about the position from Marcia Ballard, a nurse practitioner who has an office in Carthage and also volunteers at the clinic. When Marcia found out that Susan was interested in the position, she immediately called Laura Tremper-Jones, the clinic's executive director, and Dr. David Bruton, the clinic's board chairman.

Within a matter of days an offer was extended to Susan and she accepted. "We feel very fortunate to get someone as experienced as Susan in this position," says Tremper-Jones. "She can handle any situation that comes up."

A native of Richmond County, Susan has worked in health care for over thirty years. She obtained her R.N. designation in 1975 and her bachelor of science in nursing in 1987. She has worked in several hospitals around the state, including Moore Regional Hospital, Richmond Memorial Hospital, Forsyth Medical Center, Wake Medical Center and Mercy Hospital.

Her nursing experience includes general medical, labor and delivery, intensive care, open heart surgery, emergency department and critical care.

After returning to the University of North Carolina-Greensboro for her nurse practitioner degree, which she received in 1994, she worked in internal medicine and family medicine practices in Richmond County.

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A Year Marked by Sadness, Joy and Growth

By Laura Tremper-Jones, R.N.C., M.S.N.
Executive Director

As we come to the end of the year, I am starting to breathe a sigh of relief as I see all of the wonderful efforts of so many groups and people come together.

This year the clinic has experienced both sadness and joy. Sadness, because we marked the passing of two of our steadfast volunteers: Dr. John Haserick, a board member and volunteer physician at the clinic, and Charlie Kelly, a physician assistant and founder of our back clinic. We also were sad to lose one of our first patients, Ms. Frances Cole, to cancer. Ms. Cole was interviewed by WUNC-TV when the clinic opened in April 2004. We offer our sincere condolences to their families.

We've also experienced great joy. We received additional grants to provide nursing support and to help the clinic upgrade to electronic medical records (EMR). This allows us to increase the continuity of care for our patients in the clinic.

I am especially relieved and excited, after a long search, to have found an extremely experienced and compassionate nurse practitioner join our team. The addition of Susan Craven, ANP, is an important asset to the clinic, because it allows us to accomplish our primary mission – to provide first-rate primary care to our patients.

As the clinic's executive director I now have time to handle new projects, such as our accreditation with the North Carolina Association of Free Clinics and the application for malpractice coverage through the Federal Tort claim Act.

Of course, we could not have reached this point without the support we have received from our generous community. I am so grateful to all of you for helping us reach this point! It's truly amazing to see what we have been able to provide for our patients in such a short period of time. We could not have done it without all of you. I hope you have a joyous holiday season.

DIP Raises \$57,000 for Clinic CONTINUED FROM PAGE 1

– so it goes a long way to help take care of our patients' this year."

This was the second year for Dining In the Pines, an evening that begins with private dinner parties hosted throughout Moore County. Guests offer a donation to the clinic to attend the evening's festivities which include the dinner and the popular "afterglow," which is held at CCNC and includes scrumptious desserts, a cash bar, themed raffles and a live auction.

Moore Free Care Clinic also used the event to kick-off its third annual fund campaign setting this year's goal of \$350,000. Donations to Dining In the Pines, which are counted towards the campaign total, give the campaign a healthy start.

According to Laura Tremper-Jones, the clinic's executive director, the clinic has provided care to 1,150 patients since it opened on April 29, 2004. During the past year

care has been provided by the clinic's staff and a volunteer cadre consisting of 47 physicians, 10 dentists, 48 nurses, pharmacists, physician assistants, nurse practitioners and 120 lay volunteers. They contribute their time, skills and expertise to care for those who so desperately need help.

During the evening Moore Free Care Clinic also recognized David Bruton, one of the co-founders of the clinic, for his active leadership, dedication and countless hours of volunteer service to the mission of the clinic.

"David's been part of this clinic since day one and has been instrumental in setting the course for its success," says Tremper-Jones. "There are far too many nights when he's been the one I've called to take care of our patients. His compassion for people runs so deep – it's just who he is and why he's been so important to us. He is a great physician, leader and a dear friend."

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, Inc.
705 Pinehurst Ave.
P.O. Box 1656
Carthage, NC 28327
Information and Referrals:
910.947.6550

Claudia Watson, editor

Contributing writers:

H. David Bruton, M.D.

Laura Tremper-Jones, R.N.,C., M.S.N.

Rose Young

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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EDITORIAL

Final Editorial

By H. David Bruton, M.D., Chairman, Board of Directors, Moore Free Care Clinic

The editor of our newsletter suggested that I write my final editorial as chairman of Moore Free Care Clinic (MFCC). Aside from the fact that this is the first time in my life I have ever been fired, it is with very mixed emotions that I write this final editorial.

I am thrilled to be replaced by Stuart Tuffnell. Stuart is just the kind of hard-nosed executive to take MFCC to the next level of sustainability. Our board has several new members who will ensure that MFCC continues to improve in quality and productivity.

Rev. Dr. Mark Wethington deserves credit for the idea to create MFCC. As we planned and initiated the clinic, frequent roadblocks seemed to be surmounted by the next good thing to happen for the clinic. Mark believed these were divine interventions. Physicians, nurses, physician's assistants, clerical workers, lab techs, physical therapists, and dentists all volunteered to help. FirstHealth of the Carolinas, Kate B. Reynolds Charitable Trust, Duke Endowment, Blue Cross Blue Shield of North Carolina Foundation, the Moore County Community Foundation, Pinehurst Surgical Clinic, Pinehurst Medical Clinic, Moore County Health Department, Belk Foundation, community civic clubs, thrift shops, churches and this wonderfully-generous community provided the money. The Pinewild Country Club community has been particularly generous.

My dream is that in America we will not continue to need free clinics. We need a system of universal care with multiple payers. I hope we never lose the creativity and productivity inherent in free enterprise. Medical care is too important to be completely controlled by government. We must have our patients become more involved in their care. Public health and prevention are neglected areas that deserve more attention.

Until my dream of universal care comes true, our community will continue to need MFCC.

New Practitioner

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In her short time at the clinic, Susan has greatly increased the capacity to see and provide treatment to patients. The clinic makes sure that each patient has enough time to receive the examination and the information they need.

"Most of our patients have not seen a health care provider in a long time and have multiple health issues," she says. "They also may not be as informed as they need to be so that they can take care of their own health. I really love the patient education part of my work at the Clinic."

In addition to the patient contact, Susan also enjoys the clinic staff.

"T.J. is so helpful and knows how to get things done in the free clinic environment. I knew Dr. Bruton from my work in labor and delivery, so it's great to be able to work with him again."

For all the staff, the rewards of helping others are the main appeal of work at the free clinic. "I knew there was a need for a clinic like this, but until I got here, I never knew just how huge the need was."

She encourages her fellow practitioners to volunteer their services, even if it is just an hour here and there. "You'll be amazed how good it feels," she says.

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Accreditation Process Underway

Moore Free Care Clinic is currently being evaluated for accreditation by the North Carolina Association of Free Clinics.

This process provides a valuable opportunity for program improvement for healthcare agencies that provide free services and medications in North Carolina. It offers a structured, careful self-evaluation followed by a review by unbiased evaluators.

Accreditation offers free clinics an opportunity to strengthen programs and services for compliance with standards that are shared by similar organizations. The overall purpose of the accreditation process is to improve the free clinic's organizational development and quality of patient care.

Goals of the accreditation process are to provide encouragement for organizational growth and long range planning, standardization of clinic performance and quality assurance for stakeholders and funders.

According to Laura Tremper-Jones, executive director of Moore Free Care Clinic, the evaluation should be complete by spring 2007.

Director's Report – Moore Free Care Clinic

Reporting Period: April 29, 2004 to October 24, 2006

Number of Patients Registered (1)	1,153
Number of Patient Visits Since Opening	4,270

Reporting Period April 29, 2006 – October 24, 2006

Services		
Number of Patient Visits Current Year (as of April 29, 2006)	882	
Estimated Worth of Visits and Specialty Referrals		\$ 93,413.00
Value of Medication Samples (2)		\$ 8,246.63
Value of PAP (3)		\$ 76,340.00
Purchased Medications		\$ 24,565.57
Physician Volunteer Hours (\$125)	157 hours	\$ 19,625.00
Nursing Volunteer Hours (\$24.51)	308 hours	\$ 7,549.08
Number of Dental Patients	45	
Dental Volunteer Hours (\$17.54)	48 hours	\$ 841.92
Dentist Volunteer Hours (\$125)	52 hours	\$ 6,500.00
Estimated Value of Dental Care		\$ 11,011.00
Clerical Volunteer Hours (\$17.54)	335 hours	\$ 5,875.90
Lab Tests & Imaging Services (April – June, 2006)		\$ 69,196.25
Total Value of Services for this Reporting Period		\$ 323,164.35

(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 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.

P.O. Box 1656
705 Pinehurst Ave.
Carhage, NC 28327



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