



# Open Door Clinic Annual Report—2010

## Celebrating 20 Years of Healthcare for Addison County Residents!

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### WE'VE MOVED!!

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Open Door Clinic is a  
United Way Agency.



It is amazing to look back at our beginnings as the Big Blue Bus and how far we have come in providing health care services to the uninsured of Addison County. We have grown in the number of patients we see, the number of volunteers from the community, and the scope of programs offered through the clinic. **And we keep on growing...**

We continue to evaluate our programs and work to determine how we can better serve our patients. With funding from the Walter Cerf Community Fund, we began quarterly diabetes clinics (see article inside). The Women's Health Clinics are a wonderful opportunity for our female patients to receive care devoted to them at a clinic staffed completely by women, for women.

The clinic is looking at more ways to serve the farming community. Ten of our volunteers and staff have received specialized training in the Agrisafe program which is an intensive five day training that teaches healthcare providers about farm health and safety issues. This year, our director will be one of the faculty!

Other improvements include screening every patient for eligibility for state health insurance programs such as Medicaid, VHAP or Catamount. Those who are eligible are assisted with the application and receive regular, supportive follow up calls throughout the confusing determination process. This has resulted in a doubling of the rate at which our patients enroll in health insurance and are able to transfer to a primary care home.

Last year we created an endowment through the Vermont Community Foundation (VCF). This endowment helps us to build sustainability for the clinic and ensure good fiscal stewardship. Additionally, this relationship with VCF helps us grow our options for giving including gifts to increase the endowment or planned giving options such as Charitable Gift Annuities.

As we get ready to mark the twentieth anniversary of the incorporation of Community Health Services of Addison County in 2011, we are also marking incredible changes in health care in Vermont. Federal health care reform was in the spotlight in 2010 as key provisions of the federal Patient Protection and Affordable Care Act were

implemented including extending dependent care coverage up to age 26 and requiring coverage of preventative and immunization services. The spotlight on health care will be refocused in 2011 to shine on Vermont. Recently, Gov. Peter Shumlin signed a bill that sets Vermont on a path to creating **the nation's first publicly financed** health care system.

These are all exciting changes and ones that hold promise for universal healthcare coverage. But we are still a long way from achieving that goal. In the meantime, the Open Door Clinic continues to provide health care to the unin-

sured in Addison County. Over the past five years alone, our unduplicated patient load has increased over 137%.

While the ultimate hope of the Open Door Clinic is to see all Vermonters with access to affordable health insurance and responsive health care, we know that may still be a long time coming. So we will continue to provide healthcare to Addison County residents who are un- or under-insured; we will continue to help patients enroll in state health insurance programs; we will continue to recruit the best volunteers that any organization could claim; and we will continue to do this until we can say with certainty that no Vermonter is without health care.

~ James Dumont, President

"Your care and compassion made it easy for [my husband] to make and keep appointments with you. To accept a hand-out for a proud man is never easy. Dr. Naumann and the nurses all gave care as they would want to receive it. Thank you from the bottom of our hearts."

~ patient quote

## 2010 At a Glance

842 Patients	41% of patients work full-time
2,501 Patient Interactions	15% of patients work part-time
1,449 Medical Visits	99 Volunteers
1,052 Case Management Services	2,225 Volunteer Hours
444 New Patients	\$126,522 Value of Volunteer Hours
291 Patients Assisted with Green Mountain Care	88% of patients surveyed report that ODC helped them maintain or improve their health

**MISSION**  
 The Community Health Services of Addison County - Open Door Clinic provides free health care services to uninsured and underinsured Addison County residents that meet financial eligibility guidelines. Our goal is to provide quality healthcare for patients until they become enrolled in private or public insurance programs and are transitioned to a permanent primary care home.

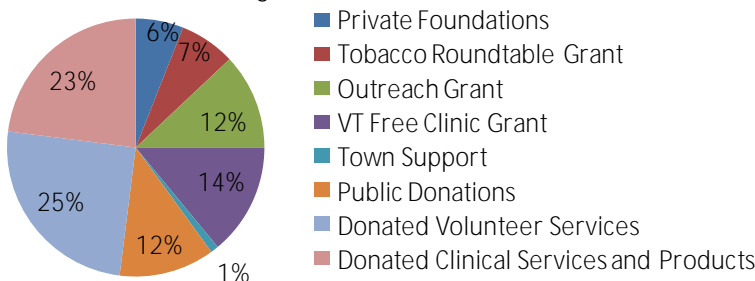
## 2010 Financials (preliminary)

Community Health Services of Addison County  
 Preliminary Statement of Activities For the Year Ended December 31, 2010

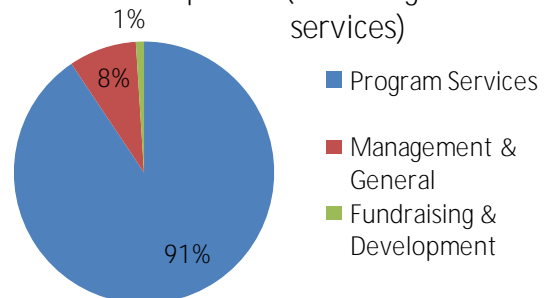
	<i>Before including volunteer time</i>	<i>After including volunteer time*</i>
Support		
Grants	\$31,586	\$31,586
VDH Tobacco Grant	35,385	35,385
HRSA Grant	57,281	57,281
VCCU Grant	67,325	67,325
Town Support	7,300	7,300
Individual and Business Donations	59,538	59,538
Interest Income	198	198
Donations		
Donated volunteer services		126,522
Donated clinical services and products		113,313
<b>Total Support</b>	<b>258,613</b>	<b>\$498,448</b>
Expenses		
Program Services:		
Open Door Clinic	100,841	340,676
VDH Tobacco Grant	32,771	32,771
HRSA Grant	61,785	61,785
VCCU	18,347	18,347
Support Services:		0
Management & General	42,144	42,144
Fundraising & Development	5,054	5,054
<b>Total Expenses</b>	<b>260,942</b>	<b>500,777</b>

\* Monetary value was assigned to volunteer time, donated services and products. This column and the pie charts below show what the true cost of running the clinic would be without volunteers or donated products and services.

Income (including donated services)



Expenses (including donated services)



## Program Highlight—Diabetes Clinics

After months of planning, the Open Door Clinic began Diabetes Clinics in January with support from the Walter Cerf Community Fund. In 2010, the nursing staff engaged in careful research and participated in an intensive training to be fully prepared for the launch of the new clinics.

Utilizing a model of group health care visits and disease self-management, the program aims to improve both the provision of diabetes care and patient outcomes. In accordance with the Blueprint for Health, Open Door Clinic seeks an integrated approach to chronic disease management for our patients and will start with management of type II diabetes based on best practices and evidence of effective care. The program provides quarterly Diabetes Clinics consisting of standardized assessments, visits with the primary care physician and nurse, and a group education/ peer support meeting.

Previously, patients with diabetes at the Open Door Clinic received care during regular clinic hours by a variety of providers - depending upon who was volunteering that evening. The quality of care was excellent but varied by provider and was not coordinated in advance with anticipatory blood tests or education for the patient. By coordinating the care through specialized Diabetes Clinics, patients receive supportive case management by the staff nurse and all blood tests are completed in advance of the clinic. The same primary care providers staff all diabetes clinics to ensure consistency and familiarity with patients as well as a standardized approach to diabetes management. Patients receive proactive education and group support following the clinic interventions.



The goal of the program is improved health through better management of their diabetes by the patients, measured through key lab values and patient surveys. But this is not the only goal...the patients are also assisted with applications for Green Mountain Care (state health insurance program) with the goal of enrolling in a health insurance plan and finding a primary care home.

**“As an RN who volunteers frequently at the Open Door Clinic, one of the things that strikes me most powerfully is the stories of our patients. Many have put off medical care because of fear of the cost and embarrassment over not having insurance.”**

~ Carol Causton, volunteer RN and Board Member

## 2010 Volunteers—Thank You!

Linda Andrews • Rachael Ballester • Anne Baron • Pamela Berenbaum • Manne Bertrand-Boise • Polly Birdsall • Steve Brown • Joe Capobianco • Carol Causton\* • Donna Chicoine • Chris Coe • Tim Cope • Sandy Cram • Anne Curran • Elizabeth Curran • Ken Dabbs • Millie Dorsey • Courtney Ellis • Daniella Figueroa-Downing • Kay Freedy • Anne Galante • Maggie Gardner • Suzanne Germaine • Kate Gieges • Judith Gillanders • Louise Giovanella • Max Godfrey • Alice Grau • Ann Griffith • Alberto Gutierrez • Ron Hallman • Jane Halpin • Jeff Heath • Lewis Holmes • Bob House • Isabel Howard • Cathy Jewett • Leila Joseph • Elianna Kan • Constance Kenna • Todd

Kincaid\* • Dayle Klitzner • Linn Larson • Trevor Lee • Marilyn Lefevre • Susie Leonard\* • Liz Lowry • Ainaka Luna • Hannah Magoun • Cindy Marshall\* • Jim McDaniel • Megan McGeehan • Grace McGrath • Lucy McKeon • John McPartland • Jim Merrigan • Tiernan Meyer • Kori Mitchell • Zach Mollengarden • Tom Moser • Janet Mosurick • Peggy Myhre • Ann Naumann • Terence Naumann • Amelia Noble • Elizabeth Nuttall • Kaitlin Offman • Evan Pagano • Alison Parker • Chalene Pek • Stan Pietkiewicz • Bob Pitts • Will Porter • Kartik Raiju • Kathleen Ready • Alison Reynolds • Cordelia Rhines • Sue Rice • Summer Rivers • Marty Roper • Milo Shaefer • Scott Smith\* • Paul Sokol • Reggie Spooner • Heather Stefek • Becky Stratton\* • Dale Ann Stratton • Heidi Sulis\* • Ed Sullivan • Dan Sunderland • Jess Terrien • Trina Thornburgh • Mary Teuscher • Roberto Veguez • Susan Veguez\* • Linda Williams • Leah Willsey • Jeri Wohlberg • Lauren Young

\* Board members

The Open Door Clinic relies on our volunteers in order to provide services and care to our patients. Many of the volunteers come to an evening clinic after working a full day at their jobs in order to provide medical care, translate or assist with insurance applications. Inevitably, it is done with a smile and compassion. These amazing individuals are the heart of our organization.

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Ben and Jerry's Foundation • Walter Cerf Community Fund • Further Fund of the Vermont Community Foundation • John Pilger Trust • Richard and Deborah Tarrant Foundation • United Way of Addison County • David and Eleanor Ignat Fund of the Vermont Community Foundation

Businesses — Special Thanks to the Highlighted Restaurants for Donating Food for our Volunteers each Clinic!

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ODC at Addison County Fair and Field Days holding health screenings for attendees

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