



## 2013 SPRING NEWSLETTER

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### Where Would You Go?

**W**in a fabulous trip for two anywhere in the world. Prize includes 7-nights at ANY Hilton Worldwide Property as well as transportation up to \$2,500.

\$100 per ticket; only 300 will be sold.

Buy as many as you like! The winning ticket will be drawn May 20, 2013. You need not be present to win.

Purchase tickets on AFC's website.

Questions? Please contact Emily Billingsley at (703) 979-1425 ext. 143 or [ebillingsley@arlingtonfreeclinic.org](mailto:ebillingsley@arlingtonfreeclinic.org).

Currently, **1,000,000** Virginians are uninsured

If fully implemented, Health Care Reform could expand coverage to **500,000** Virginians

But that still leaves over **500,000** uninsured residents



#### Including:

- ◆ Single individuals with income less than \$14,856
- ◆ Family of three with income less than \$25,389
- ◆ More low-income seniors

#### Including:

- ◆ People with green cards who have been in the U.S. less than five years
- ◆ People who don't know how to register for Medicaid/Exchanges
- ◆ People who can't afford Exchanges
- ◆ Undocumented immigrants

**HALF A MILLION**

people will still be uninsured – thousands in Arlington.

An expansion would mean some uninsured Arlingtonians would get health coverage.

**But Medicaid Expansion has not yet been approved in VA.**

Regardless, many Arlingtonians will continue to depend on AFC's services for years to come.



To read the full special report on AFC and Health Care Reform written by Dr. Jennifer Lee, Clinical Assistant Professor, The George Washington University Department of Emergency Medicine, please see the insert in this newsletter.

# 2013 Board of Directors

**T**he Board of Directors is an essential ingredient in the success of Arlington Free Clinic. The Board monitors Clinic programs and services, ensures effective organizational planning and resource management, provides financial oversight and governance of AFC, and advocates for AFC in the community.



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*Chair*  
Associate Director, Smithsonian National Air and Space Museum



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*Vice-Chair*  
Partner, King and Spalding, LLP (retired)



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*Medical Director*  
Internist, Walter Reed Army Medical Center



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*Executive Director*

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*Health Director, Arlington County Public Health Division*

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*Attorney, Venable LLP*

## Message from the Chairman

### Volunteers – The Heart of AFC



John F. Benton  
Chairman,  
Board of Directors

In this newsletter, I want to spotlight the extraordinary volunteers of Arlington Free Clinic. Our 570 volunteers are truly the heart of the Clinic, and we quite simply could not provide our vital medical care without their remarkable support.

Throughout AFC's 19 years, we have asked a lot of our volunteers and they have consistently risen to every occasion. For example, the Clinic has moved three times: first, from Thomas Jefferson Middle School's Nurse's Office to Columbia Pike; then, to Fairfax Drive (where there was very little parking); and finally, to our new space on Columbia Pike. Our volunteers stayed with us through each move. Over

time, we expanded Clinic hours and added new programs which required us to recruit additional volunteers. The most recent adjustment for volunteers has been integrating new technologies, including the Electronic Medical Record system, into their work. Undeterred by these transitions, our volunteers' dedication is evidenced by their length of service: 225 have been with us for at least five years; 125 for at least ten years; and an incredible 60 volunteers have been with us since the beginning.

I want to extend my personal thank you to our volunteers for devoting their valuable time and skills, for embracing change, and for their enduring commitment to provide the best care for our patients. It is truly a gift to have such exceptional individuals as key members of our team. ❖

—John F. Benton

## Report from the Medical Director



Joan Bowes Ritter, MD  
Medical Director

After 4 ½ excellent years of service as one of our staff nurse practitioners, Leslie Henry moved with her family to Maine at the beginning of the year. We were sorry to see her go, but lucky to have a terrific replacement in Terry McManus. Terry had

been volunteering with us since 2009, so he was able to make the transition seamlessly. We feel very fortunate to have Terry and our other nurse practitioner, Maura Constance, on staff.

One of our primary clinical goals at Arlington Free Clinic continues to be the management of chronic diseases, such as diabetes and hypertension, in our patients. Although our patients have many obstacles

to overcome – access to healthy food, time to exercise, language barriers – we are working to individually engage our patients to achieve their health goals. To this end, our nursing staff has started the process of developing patient care plans. These care plans focus on ways to partner with individual patients to overcome the barriers they face. We are grateful to have support from CareFirst in this endeavor.

Finally, I wanted to highlight the progress of our vaccination program at Arlington Free Clinic. Over the past year, our nursing staff and volunteers gave 1,682 vaccinations –including 574 flu shots. We are pleased to offer this important service and we're thrilled that our patients are so receptive, even eager, to get their shots! ❖

—Joan Bowes Ritter, MD

## Did you Know?

# 570

### VOLUNTEERS

allow AFC to serve the medical needs of about **1,700 PATIENTS**

# 60

### VOLUNTEERS

have been with the **CLINIC SINCE 1994**

# 45

### MEDICAL

practices in the community see AFC **PATIENTS FOR FREE**

### VOLUNTEERS

gave 20,948 hours of service to **AFC LAST YEAR**

# Congratulations to a Cancer-Free Grad!

**I**f you're going to be diagnosed with cancer, I suppose it helps to be strong and healthy.

Because a diagnosis of leukemia and the resulting full chemical assault on the disease will quite simply — take you down. When my doctor and I had our initial cancer conversation, I'd just been admitted to the hospital. In a matter of hours, I'd gone from being a full time student half way through my PhD program — a nonsmoker who ran marathons and consciously made good choices to be healthy and strong—to full time cancer patient.

As terrifying as my diagnosis was, I had several reassuring thoughts. I knew that I could count on the



support and love of family and friends and I knew that I had medical insurance. Three days into my in-hospital chemo treatment, I found I was right about the friends and family, but wrong about the insurance. Seems that my student health insurance policy had a \$50,000 cap that had already been maxed out. And the treatment protocol to rid my body of cancer was projected to go on for two years.

So how did I get from the chilling reality of cancer patient with maxed out insurance to cancer free graduate with job offer (and insurance) in hand? Arlington Free Clinic – with its incredibly compassionate and skilled clinic staff and its

remarkable network of medical partners — saved my life. I know that sounds dramatic, but it's really true. As an AFC patient for the past two years, I had access to all the medical services needed — including oncology, labs, medications, and care coordination. And now, once again, I actually feel strong and healthy.

And here's what I've learned: strong and healthy are not always enough. We — all of us — are vulnerable. Life can turn and we no longer have the ability to go it alone. And when that happens we have to look beyond ourselves and be prepared to be amazed by the goodness that is possible when a community works together.

In March, I was thrilled to finish a half marathon. Everyone who helps to support the Clinic played a part in my victory. Thank you for getting me there strong and healthy. ❖

# Investing in Arlington Free Clinic

## Why We Support Arlington Free Clinic: *A View from the Community*



**AFC is a sterling example of what the best impulses and the collective effort of a community can create in support of those most in need.**

—John Milliken

**T**he Venable Foundation was established in 1983 and receives its funding from the partners of the law firm. Its mission is to support not-for-profit organizations in the communities where Venable employees live and work. Although the Foundation's giving is broad-based, its principal focus is on the delivery of basic services such as housing, food and health care to those most in need. The Foundation has been a proud sponsor of Arlington Free Clinic since 2006, because we recognize that AFC focuses on one of its community's greatest challenges. The diversity of Arlington's population adds significantly

to the County's vitality and energy, but that same diversity presents special challenges, as those recently arrived on our shores often lack the language skills, resources and knowledge to fully support themselves and their families as they acclimate to a new community. Health care, like shelter and food, is a basic need that has to be met, and the Arlington community, its medical community in particular, is helping meet that need through the Free Clinic. Staffed on a volunteer basis by the best health care professionals and run by an experienced and effective management team, AFC is a sterling example of what

the best impulses and the collective effort of a community can create in support of those most in need. Over the past several years we have followed the remarkable work Arlington Free Clinic is doing. Because of their four-star rating in fiscal management and innumerable other awards and recognitions, we are proud supporters and believe in AFC's mission and its ability to meet and exceed the goals of its strategic plan. We are proud to be contributors to an organization that prides itself on helping others. ❖

—John Milliken  
*Chair, Venable Foundation*

## Become a Legacy Donor: Make a Lasting Impact!

Arlington Free Clinic receives financial support from friends who choose to make planned and deferred gifts to the organization. Planned giving offers you many personal advantages while ensuring that AFC will have the resources to extend the benefits of your generosity far into the future.

Please consult your financial advisor to tailor a gift that fits your needs. For more information, please contact Pat McDermott (703) 979-1425, Ext. 121, [pmcdermott@arlingtonfreeclinic.org](mailto:pmcdermott@arlingtonfreeclinic.org). ❖

## Extension on IRA Rollovers Can Help you Avoid Tax Penalties

Thanks to last minute changes in the recently passed American Taxpayer Relief Act of 2012, the popular Charitable IRA Rollover is reinstated for all of 2013. You can make a charitable contribution anytime this year from your IRA and gain a tax benefit for 2013. This benefit is limited to distributions up to \$100,000. Although no additional charitable deduction can be made with these rollovers, you will avoid paying taxes on your distribution.

We encourage you to speak with your plan administrator about this tax-saving opportunity. For more information, please contact Pat McDermott (703) 979-1425, Ext. 121, [pmcdermott@arlingtonfreeclinic.org](mailto:pmcdermott@arlingtonfreeclinic.org).

## Spotlight on the Community

### Vaccines: Protecting the Health of AFC Patients & the Arlington Community

**I**mmunizations are a vital tool for community health and Arlington Free Clinic is wielding this tool to the benefit of our patients and the broader Arlington community. Vaccine-preventable diseases have a costly impact on individuals and their families resulting in medical visits, lost work days, and in some cases, hospitalizations. Clearly, preventing disease is good.

With the goal of disease prevention, AFC significantly bolstered its immunization program last year and administered 1,682 vaccines for pneumonia, hepatitis B, zoster (shingles), Tdap and the flu—an increase of almost 70% over the previous year! This was accomplished through a fabulous team of volunteers who administered the vaccine and helped with the labor-intensive paperwork involved in obtaining the



Staff MA, Kensie Huezco gives patient a flu shot vaccine from pharmaceutical companies at no cost.

What's one important benefit of AFC's vaccine program? Think back to January and all the news coverage surrounding flu outbreaks. Because the Clinic began a very aggressive and early preventive effort in September, we have seen very

few patients with the flu. By November, over 570 patients had already received flu shots, an increase of more than 200 for that time the previous year.

As with any vaccine, getting a flu shot not only protects our patients, but offers some level of defense for those they come in contact with in their families, as well as out in the community: at their places of work, while waiting in line at the grocery store or on the metro. Once inoculated for hepatitis B, zoster or pneumonia, a person will bear that immunity for life (Tdap provides 10 years of protection); this is an invaluable investment that AFC will continue to make in its patients for their sakes and that of those around them. Arlington Free Clinic is absolutely in favor of using all of the tools in its box to create healthier patients and a healthier community for everyone. ❖

### Neurologists Provide Nearly 20 Years of Service to Clinic Patients

In 1993, a small group of Arlingtonians began meeting with the purpose of addressing a problem they witnessed in their community: a lack of access to health care among their low-income, uninsured neighbors. Out of this core cast of visionary individuals came Arlington Free Clinic. Among that initial group of physicians and others was neurologist Archie McPherson.



Pictured left to right: Margaret Perrin, MD; Eric Czander, MD; Faye Rosenbaum, MD; Daniel Foster, MD; Carl Waldman, MD

Dr. McPherson established Northern Virginia Neurologic Associates in the 1960s; he was also part of the founding group for Arlington Free Clinic and a former member of its board. Dr. McPherson's practice has been seeing AFC patients since the very beginning.

Five physicians currently work at Northern Virginia Neurologic Associates, which has been in its current location at Virginia Hospital Center since 1995. Doctors Eric Czander, Daniel Foster, Margaret Perrin, Faye Rosenbaum and Carl Waldman see about 2,500 patients in their offices every year, including 60 AFC patients. These patients were initially seen by primary care volunteer physicians working in the Clinic who determined that the patients' conditions (including migraines, vertigo, dementia, neuropathy and myopathy) warranted the attention of a neurologic specialist.

The doctors reported that they enjoy volunteering for the Clinic because "giving back is one of the things that makes Arlington a great community – a unique community. It's important to be part of that."

# Spotlight on the Community



**Ian Shenk, MD**  
AFC Volunteer since 2010;  
Kaiser Gastroenterologist



**Jessica Hirschhorn, MD**  
AFC Volunteer since 2009;  
Kaiser Orthopaedic Surgeon



**Colman Mulkerrins, PharmD**  
AFC Volunteer since 1999;  
Kaiser Oncology Pharmacist



Pictured left to right: Cynthia Adams, RPh, MBA - Kaiser Permanente Director of Pharmacy Operations and Clinical Services; Maritha Gay - Kaiser Permanente Senior Director of External Affairs; Alex Goolsby, MSPH, MBA - Kaiser Permanente Manager of Strategy; Colman Mulkerrins, PharmD, MBA - Kaiser Permanente Pharmacist and Arlington Free Clinic Volunteer; Alan Friedman, RPh - Kaiser Permanente Manager of Regulatory, Quality, and Professional Affairs



**Ben Kamrad, PharmD**  
AFC Volunteer since 2003; Kaiser Primary Care Clinical Pharmacist



**C. Vivia Liang, MD**  
AFC Volunteer since 2009;  
Kaiser OBI/GYN



**Erika Young, RN**  
AFC Volunteer since 2013; Kaiser Business Performance Management



**Eleanor Wilson, DPM**  
AFC Volunteer since 2008;  
Kaiser Podiatrist



**Allan Korff, NP**  
AFC Volunteer since 1999;  
Kaiser Family Nurse Practitioner, Nephrology



**Mikhail Arthur RS, PharmD**  
AFC Volunteer since 2005;  
Kaiser Oncology Pharmacist

## Kaiser Cares About the Community

**K**aaiser Permanente, America's leading non-profit integrated health care model, was one of the very first donors to Arlington Free Clinic with a gift of \$5,000 in 1993. Since then, Kaiser has generously supported AFC's pharmacy, nurse practitioner program, growing technology needs, specialty medicine and our Patient Centered Medical Home through gifts totaling over \$500,000.

Last year, a team of Kaiser pharmacy experts including **Alex Goolsby**,

**Colman Mulkerrins**, **Alan Friedman** and **Cynthia Adams** conducted an in-depth assessment of efficiency of AFC's pharmacy. The team met with Clinic staff to identify potential areas for increasing efficiency and consistency of operations. Kaiser reviewed AFC's processes for filling prescriptions, handing out medications and completing Patient Assistance Program applications. AFC followed Kaiser's recommendations and the Clinic's overall prescription fill rate increased from a baseline of 6.9

prescriptions per hour to the target of 8.3 prescriptions! For their valuable contributions to AFC's pharmacy, the team was presented with a **KP Cares Award** during the **Annual KP Honors Ceremony**.

Over our 19 years of service to the Arlington community, we have had many Kaiser employees volunteer at the Clinic; there are currently nine (shown above) who regularly donate their invaluable time and expertise. Thank you for being part of our medical care team. ❖

# Spotlight on Events

## Save the Date for the “Vintage Hollywood” Benefit Gala!

**S**ave the date for Arlington Free Clinic’s *Vintage Hollywood* Gala to be held on **Saturday, October 26, 2013** from 6:00 p.m. to midnight at the **Ritz Carlton, Tysons Corner!**

We are delighted that our Gala and Special Gifts Chairs have returned for another



Joanna & Grant Ehat

year. **Amy Otteni**, our Gala Chair, has assembled a highly talented Gala Committee to plan every aspect of the event; while our energetic Special Gifts Co-Chairs, **Joanna and Grant Ehat**,

and the dedicated volunteers on the Special Gifts Committee secure commitments from individuals and businesses to buy tables and sponsorships for the Gala.



2013 GALA COMMITTEE MEMBERS

Front Left to Right: Kristen Short, Diane Wiley, Mindi McClure, Alise Troester, Deb Nichols, Angela Neeb, Amy Otteni, Sarah Cabalu, Tracy Donley, Donna Alpi, Allison Shay

This black tie event will include an elegant dinner, dancing to the music of Odyssey, a raffle, and a fabulous silent auction. Tickets and sponsorships will be available for purchase soon. Questions? Call Emily

Billingsley at 703.979.1425 ext.143.

Vital AFC patient services and programs depend on the success of this exceptional evening. Thank you for your support and generosity! ❖

## Save the Date

**Twisted Vines Wine Tasting** 4/20/2013

**Yoga at the Clinic** 6/2/2013

**Trip Raffle Drawing** 5/20/2013

**Jammin’ Java Benefit Concert** 6/22/2013

**Young Professionals Kickball Season** Spring & Summer ‘13

**Arlington County Fair** 8/7 - 8/11/2013

**Clarendon Day** 9/28/2013

**Benefit Gala** 10/26/2013



Young Professionals

## Upcoming Events AFC Young Professionals!

**W**e’re building the Clinic’s Young Professionals community! If you’re in your 20s or 30s, be on the lookout for monthly messages about opportunities for you to socialize with other YPs outside of your work at the Clinic. Some upcoming events include: happy hours, a yoga day, a benefit concert and an AFC YPs kickball team.

Questions? Want to join the kickball team? Want to get your friends/colleagues involved? Interested in helping to plan our events? Contact Alicia Nieves: [anieves@arlingtonfreeclinic.org](mailto:anieves@arlingtonfreeclinic.org). ❖



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Tweet Us!  
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**I**f you’re on Facebook, Twitter or LinkedIn – connect with Arlington Free Clinic. You’ll receive weekly insider information including short videos, patient stories and reminders about upcoming opportunities and events. We also try to connect you with interesting articles and media related to the greater Arlington community, wellness, public health and policy. Use your smartphone’s QR reader to scan this code – it’ll take you directly to AFC’s Facebook page! ❖