

[UPCOMING EVENTS]

Hoops for your Health

Tuesday, June 2 and Wednesday, June 3
7 – 10 pm

Marymount University
Rose Benté Lee Center
2807 N. Glebe Road
Arlington, VA 22207

\$100 Team Entry (up to 5 players per team)
\$20 Individual Entry

Register at arlingtonfreeclinic.org/hoops2015

Join AFC for a competitive yet friendly game at our 8th Annual Hoops for your Health tournament!

Mug Night at Whitlow's on Wilson

Thursday, July 16 • All day!

Whitlow's on Wilson
2854 Wilson Boulevard
Clarendon, VA 22201

Grab a new WOW mug and \$1 of your purchase will go to AFC.

Clare & Don's Beach Shack 5th Annual AFC Fundraiser

September 2015 • Date/Time TBA

Clare & Don's Beach Shack
130 North Washington Street
Falls Church, VA 22046

Live music, lots of prizes and a fun, beachy atmosphere!
Look for more info coming soon!

Imagine... Arlington Free Clinic 19th Benefit Gala

Saturday, October 24 • 6 pm – midnight

Ritz-Carlton, Tysons Corner
1700 Tysons Boulevard
McLean, VA 22102

Imagine...an elegant evening full of surprises – all supporting AFC!



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2015 SPRING NEWSLETTER

NEWS

MEET OUR NEW EXECUTIVE DIRECTOR

It is with great excitement that we introduce you to Nancy T. White, DPT, Arlington Free Clinic's new Executive Director! The other day, someone in the office referred to her as our "new" Nancy – AFC's founding Executive Director, who recently retired after leading the organization for its first 21 years, is also named Nancy. But then Nancy White is hardly new to AFC.

Twelve years ago, she teamed up with Marymount University faculty to develop the Physical Therapy Program at Arlington Free Clinic. Since then, she's been a devoted supporter of AFC's mission and a committed volunteer who continues to regularly see patients. Today, the PT Program that she helped start is a thriving and integral part of the comprehensive, patient-centered care that we provide.

On top of Nancy's over 30 years of clinical practice experience, she brings a wealth of knowledge in the areas of leadership, development and financial management to her new role. Nancy comes to AFC from the American Physical Therapy Association where she most recently served as its Executive Vice President of Professional Affairs. Here she provided leadership and strategic direction for the physical therapy profession in the areas of practice, research and education.

Prior to this, Nancy had a 30 year career in

physical therapy practice and was most recently affiliated with Body Dynamics, the practice that provides much of the volunteer services for AFC's physical therapy program. She has served in volunteer roles for many organizations including board president and chair of the capital campaign for the Foundation for Physical Therapy Research, a non-profit organization that funds physical therapy research to improve patient care.

When Nancy was approached to consider the Executive Director position, it occurred to her that every aspect of her career had helped prepare her for success in leading Arlington Free Clinic. Her clinical background, her fundraising and leadership skills, her management experience as a member of the senior leadership team at APTA, and her familiarity with the staff, the volunteers and, most importantly, the community served by the Clinic have helped prepare her for this important role.

It is an honor and a privilege, she says, to continue the legacy that was begun 21 years ago by Nancy Sanger Pallesen and the scores of committed volunteers and staff members. As a member of the Arlington community for more than 25 years, Nancy looks forward to leading Arlington Free Clinic as it continues to make a difference in the lives of the patients it serves. 🌱



[A PATIENT'S STORY: STEPHEN HUGH]

Stephen had a stroke while he was talking on the phone with his brother in the grocery store. Somewhere between the dairy aisle and the produce section, his speech turned to word soup.

He was rushed to Virginia Hospital Center (VHC) where skilled Emergency Room physicians and staff saved his life. But his speech and motor skills were left temporarily impaired, and while in the hospital, he learned he had high blood pressure and diabetes.

Stephen had worked as an accountant in the area since his Georgetown University days. But his company made cuts, so he was out of work and without insurance at the time of his stroke. This meant that he couldn't afford the ongoing care he needed after he was released from the hospital.

Dr. Manesh Nachnani, the hospitalist who cared for Stephen at VHC, has been an

Arlington Free Clinic volunteer since 2011. He served on our Board of Directors, is a member of the committee that oversees our clinical procedures and policies, and he sees patients here one night a month. Three days after his stroke, Stephen left the care of Dr. Nachnani and his staff in a cab bound straight for AFC and a team ready to support him here. Stephen had appointments as often as twice a week when he first became our patient. As he healed, he began the hard work of cutting the sugar and fatty food from his diet and incorporating exercise into his life. This morning, Stephen had his best blood pressure and glucose readings since he became a patient at AFC – both in the normal range!

These days, he is actively job hunting and devoting spare time to volunteering. He serves as the Patient Representative on AFC's Board of Directors. Additionally, he's been working with Clinic staff, the team at Arlington Food Assistance Center (AFAC) and representatives from Arlington farmers markets, to begin exploring ways for increasing our patients' access to fresh, nutritious food.

That day in the grocery store was June 13, 2014 – Friday the 13th to be exact. It was an unlucky day, but right now Stephen feels very lucky and extremely grateful. 🌱



Rosa received extractions, fillings and partials through an AFC Referral Dentist Partner. Soon all patients will have access to oral health care. "It feels terrible to lose seven of your teeth, but I couldn't afford the dentist before."

Dental Care Comes to AFC

Arlington Free Clinic provides comprehensive care to over 1,700 low-income uninsured Arlingtonians every year. Unfortunately, nearly all of our patients lack access to oral health care.

Virginia Hospital Center's 2014 Community Health Needs Assessment looked at the health of our community and found that dental care is an important service gap. We're pleased to share that we are expanding services to help fill this vital need.

By leveraging private donations with the use of space in the Arlington County Dental Office, our new staff dentist and dental assistant will provide cleanings, fillings and extractions. When

necessary, we will access more extensive care through a network of volunteer dentists who have the equipment to provide crowns, root canals and periodontal care in their private offices.

Know a dentist that might want to get involved in supporting community-based oral health at AFC? Encourage them to find out more about joining our network of volunteer dental providers who pledge to see one or more AFC patients each month in their private offices. Please feel free to reach out to the AFC Development Office at 703-979-1425, ext. 121 if you have any questions. 🌱

[ACA UPDATE]

While most of Arlington Free Clinic's patients do not qualify for the Marketplace Exchanges ("Obamacare"), we estimated that around 400 current patients might be eligible. The Clinic worked with two volunteer Certified Application Counselors (CACs) to provide one-on-one sessions three times a week to help our patients with the process, and provided referral information and guidance to other organizations for more assistance.

Approximately 100 AFC patients have enrolled in insurance plans.

While we don't have the final figures yet, it appears that approximately 100 patients have enrolled in insurance plans. AFC is helping to smooth their transitions by: making sure they made appointments with their new providers; preparing copies of their medical records; and filling any prescriptions due to run out before their first visits with their new doctors. Because these patients obtained health insurance, AFC now can take in more Arlingtonians who continue to lack access to care. 🌱

[PARTNER SPOTLIGHT: VHC CASE MANAGERS]

If you're ever admitted to Virginia Hospital Center, you can expect to receive a visit from a skilled member of the Case Management Department within 24 hours. It's the job of this 30-person team to coordinate with families, physicians, nurses and insurance companies to help patients build a plan for returning to normal life after discharge.

VHC treats everyone who comes to the hospital, including those who are unable to pay. Let's say that you're uninsured and have just had a heart attack. Now you're stable, but the continuing care you need to get back to normal, including follow-up, medication, tests and surgery, goes beyond what can be provided in the ER. Arlington Free Clinic reserves space for people in this situation, whom the Case Managers can refer to us for on-going care. These tend to be our sickest patients, including those in kidney failure and those who have just experienced a life-threatening medical event like a heart attack or stroke.

Case Managers work with AFC staff to set up an initial appointment within 72 hours of the patient leaving the hospital. They also work with patients while they're still at VHC to ensure they come to us with all the paperwork



needed to have a seamless transition. Once here, we're able to give patients excellent continuity of care since many of our volunteer providers work at VHC. At AFC, providers can access patients' medical records, review treatments that have been started and pick up right where the hospital left off. This helps keep costs down by avoiding duplication.

From time to time, we'll enlist the Case Managers to help out if an AFC patient is struggling. Through our combined efforts, an unnecessary visit to the hospital can often be avoided.

Thanks to the hard work done on behalf of some of the poorest and sickest members of our community, last year 97 uninsured individuals who came to the Emergency Department with serious conditions were connected to a medical home and the resources needed to help them get healthy and back to families and jobs sooner. 🌱

[WHY WE GIVE]

Michael and Zita Drillings

While in high school, our son volunteered at Arlington Free Clinic. After college, he joined the AFC staff. His experiences at AFC motivated him to attend medical school and he is about to graduate. From his experiences, we know both of the continuing need for AFC's services and of the great job that they do in providing health care. Even with the recent government programs that expand coverage, there are still many, many people who cannot get medical care. Unfortunately, the Clinic does not have all the resources it needs as evidenced by the long line of people who attend their monthly lotteries, hoping to become patients.

Our son continued to serve the medically underserved population while in medical school and hopes to do so as a physician. Because of both the need for AFC and the great job they do, we have continued our support of AFC and urge others to also contribute to a very worthy cause. 🌱



Have you given yet this year?

Help us meet our Fiscal Year 2015 goal by making donation by June 30th!

[VOLUNTEER PROFILE: CATHERINE GORDON, RN]

Interpreters were in short supply that night, so Catherine Gordon, a volunteer nurse, had to give her health education session without a translator. The discussion turned toward strategies for preventing diabetes. "Necesita bajar de libros," she said.

The patients looked incredibly confused so she repeated her advice, once again mixing up the Spanish word for pounds, *libras*, with the word for books, *libros*. After everyone had a good laugh at "You need to lose a few books," Catherine resolved to finally get serious about honing her Spanish skills.

Arlington Free Clinic volunteers know that the patients aren't the only ones whose lives are impacted here. That night at the Clinic inspired Catherine to spend the next six years taking five hours of Spanish lessons a week. This transformed her relationships with AFC's Spanish-speaking patients: sharing their health struggles and life stories in their native language, she believes, is a valuable part of the healing process.

Better able to communicate, she loved talking with our patients, and our patients loved telling her all about their home countries. Armed with their tips and recommendations, she's traveled almost everywhere in Latin America, plus Ethiopia and Mongolia.

Catherine recently retired from a career working in health policy for the federal government. During her years with the CDC, CMS and USAID, she volunteered at AFC and kept up her



clinical skills. We've been incredibly grateful to have a volunteer on our team with certifications in Chronic Disease Self-Management, Diabetes Self-Management and the CDC's Diabetes Prevention Program – plus Zumba and Zumba Gold. And through AFC, Catherine the health policy guru, discovered how much she loved outpatient nursing. So much so that she's gone back to Adult Gerontology Nurse Practitioner School in retirement! 🌱

[A REPORT FROM OUR MEDICAL DIRECTOR]



Joan Bowes Ritter, MD

Arlington Free Clinic consistently strives to provide high-quality health care for patients with chronic illnesses, while at the same time working hard to *promote and maintain* the health of all our patients. To this end, AFC administered over 700 influenza vaccinations during the most recent flu season, thanks to our nursing staff and volunteers. I want to point out that this not only benefits our patients but also makes our community healthier through prevention of communicable disease. AFC has also started to provide Prevnar, the new supplemental pneumonia vaccine, to our highest risk patients.

New health initiatives at Arlington Free Clinic include a multidisciplinary, pilot program to prevent the development of diabetes in those patients at highest risk – our "prediabetic" population. Since there is strong evidence that diabetes can be delayed

or prevented through lifestyle changes (diet, exercise, weight loss), this is the focus of our new program. We especially appreciate the efforts of Board Member and Physical Therapist Jennifer Gamboa and her team from Body Dynamics – they have been critical in getting this initiative underway.



About 130 patients recently received basic dental services through Mission of Mercy, an organization that holds an annual pro bono dental clinic in the region. I had the opportunity to hear a patient tell me about receiving preventive dental care for the first time in many years, reinforcing the critical need for providing access to this service for all of AFC's patients. On the front page of this newsletter, you can read more about how we're going to accomplish this through our new Oral Health Program.

Finally, Director of Clinical Services Sheila Ryan and I recently attended the first Virginia Population Health Summit in Charlottesville. It was a great opportunity to hear about what other safety-net clinics are doing to promote the health of their communities. We came away with a lot of new ideas and a renewed enthusiasm to reduce health disparities in Arlington. 🌱

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Newsletter design: Winking Fish
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Something Sweet to Stick on your Fridge

It was 2010 and Wanda Dobrovolny, the sister of an AFC staff member, was inspired to try and come up with something nice to do for AFC families. Since it was January and she was living in Minot, North Dakota where the winters are cold and long, she decided to make blankets for our patients' babies. We look forward to a delivery of her cuddly creations a couple times a year now! In addition, she started making and sending a few larger blankets to give to our adult patients undergoing treatment for cancer. Wanda now spends her winters in warm Arizona, but she's still making blankets – and thanks to her, over one hundred AFC kiddos have a cozy one to call their own!

