



ORAL HEALTH PROGRAM UPDATE

Before the launch of the AFC Oral Health Program, most of our patients hadn't been to a dentist in years – some had never seen a dentist – because it was simply too expensive.

In the first eight months, we've provided:

- 1,550 procedures
- In 575 appointments
- For 245 patients

In addition to an initial exam, including a cleaning and x-rays, patients typically require an additional three appointments due to the severity of their dental needs:

- 91% required **fillings** (68% required 5 or more fillings)
- 50% required **deep cleanings**
- 36% required **surgical extractions** of 1 to 8 teeth

It is not an exaggeration to say that this program has been life-changing for our patients – whether it's finally experiencing relief after months or years of pain, having the confidence to openly smile once again, or simply having the ability to chew food.

Please contact us if you're interested in getting involved financially or as a volunteer: jody@arlingtonfreeclinic.org.



AFC MOVES TO HEALTH

arlington freeclinic
2921 11th Street South • Arlington, VA 22204

Non-Profit Org
U.S. Postage
Paid
Arlington, VA
Permit No. 5246

ADDRESS SERVICE REQUESTED

[A PATIENT'S STORY: TSETSENTUYA]

Tsentsentuya used to frequent the emergency room. There, they treated her kidney and gall stones, but the pain in her abdomen never completely went away. Then in 2011, a social worker at another local nonprofit referred her to Arlington Free Clinic where she finally found the medical home that she so desperately needed. Shortly after becoming a patient at AFC, she was diagnosed with a severe form of stomach cancer and the prognosis wasn't good. Luckily, the skilled oncologists at Virginia Cancer Specialists – who provide pro bono care to every AFC patient diagnosed with cancer – were able to treat Tsentsentuya. Now, she is happy and healthy and still comes to Arlington Free Clinic for physical therapy to help with the numbness from chemotherapy and to get referrals for regular CAT-scans at Virginia Hospital Center by the physicians of Northern Virginia Radiology Consultants.

We chatted with Tsentsentuya while she was at the Clinic for one of her PT appointments. She discussed briefly her experience at AFC and her gratitude for the excellent treatment she was – and still is – able to receive. But we didn't talk about cancer for long. Tsentsentuya pulled out photos of her children and her artwork, and was excited to share with us her personal story – who she is and what she loves – not the story of her disease.

Tsentsentuya is a *Thangka* style painter – one of the few women in the world who

have mastered this Mongolian-Tibetan spiritual art form. She studied art in her country and has worked as a fine arts teacher at the Mongolian School, an organization where young Mongolian-Americans can go to learn about their language and culture, since 2009. She annually donates paintings to the Mongolian American Cultural Association to benefit humanitarian causes.

Tsentsentuya's paintings are quite large and difficult to transport, so we had the privilege of visiting Tsentsentuya and her two young daughters at their home in Arlington to view her artwork. Her remarkable talent is immediately evident. Her living room is decorated with her work, both *Thangka* and otherwise, and it is beautiful. We took pictures and chatted with her daughters, one of whom is a budding artist as well! As we left, we thanked Tsentsentuya for sharing her work with us.

The care Tsentsentuya was able to receive through AFC means that today she remains cancer free. But more importantly, it means that she is able to continue her painting, to care for her children, and to share what she loves with her community. 🌱



arlington freeclinic NEWS

2016 SPRING NEWSLETTER

AFC MOVES TO HEALTH

The World Health Organization (WHO) describes health as “a state of complete physical, mental, and social well-being and not merely the absence of disease.” With the global healthcare conversation shifting to “wellness,” we at Arlington Free Clinic have embraced the opportunity to promote patients' overall health in the spirit of the WHO definition. We are proud of several new initiatives aimed at improving our patients' quality of life and helping them manage or prevent the progression of their diseases.

We are particularly excited for the launch of *Move to Health*, our brand new physical activity program created in partnership with Body Dynamics, Inc. that aims to make physical activity a routine part of our patients' lives. Especially for those challenged by or at risk for chronic disease, building endurance, strength and flexibility can provide tremendous health benefits. Patients participating in *Move to Health* meet one-on-one with a physical activity counselor to develop an individualized exercise prescription– and have regular phone contact in between visits to keep them on track.

Sedentary lifestyles and poor nutrition have long been linked with negative health outcomes, including higher risk of heart disease, stroke, type II diabetes, depression, and some cancers. These outcomes are especially marked in less educated adults and those below the poverty line, who are less

likely to meet recommended physical activity guidelines. Over 80% of AFC patients do not get enough exercise and over 70% suffer from obesity and/or other chronic health conditions. Through *Move to Health*, we are targeting at-risk patients who are severely deconditioned, pre-diabetic, diabetic, hypertensive, or obese and equipping them with the tools to take ownership of their health.

We've faced some challenges unique to our patient population in our effort to integrate wellness initiatives into our programs at AFC. One hurdle to success is the relatively low level of health literacy among many of our patients. When we were working with one patient to integrate jumping jacks – “like she had done in school” – into her exercise routine, she remarked how she never went to school. Additionally, many of our patients work long hours at multiple jobs, leaving little to no time for sufficient sleep or exercise. By working with our patients to understand their realities, we are continuously reevaluating how we present and convey information to our patients to help them find ways to improve their health.

We are looking forward to continuing to promote the complete mental, physical and social well-being of our patients in ways that are meaningful to them. 🌱



Photos (top to bottom): 1) February's Waiting Room Wellness Display 2) Yoga Class 3) Healthy Cooking Class taught in Amharic 4) Zumba Class

[AFFORDABLE CARE ACT & AFC]

There are **11,000** low-income, uninsured Arlingtonians who are **NOT** eligible for insurance through the Affordable Care Act. The need for Arlington Free Clinic's services continues to be great.

Thank you for partnering with AFC to provide top-quality care to the hundreds of patients, new and old, who count on us. Help us meet our Fiscal Year 2016 goal by making a donation before June 30th.

[WHY I VOLUNTEER: LYNNE GABY, MD]

I have been providing psychiatric care for patients at Arlington Free Clinic for the past five years. I first came into contact with AFC when I was trying to see if it would be possible for psychiatry residents from GW's Department of Psychiatry to do some work there. While that didn't end up working out, it was during my meeting with the AFC staff that I decided to begin volunteering myself. I had long done volunteer work for Physicians for Human Rights but I really liked the idea of volunteering in my own community as well.

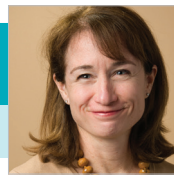
I go to my shift at AFC after a long day of seeing patients in my office. I am usually

tired and often wish I didn't have to go. Volunteering at AFC is challenging for many reasons – from the complex range of ways psychological distress gets expressed, to the challenges of working through translators, to the limits of psychiatric medications to relieve the suffering of people who are living very hard lives. But I always enjoy my time there. Each one of my patients is grateful for the care they get at AFC, and grateful for the time I give them. I always leave in a good mood.

I appreciate the energy and enthusiasm of the staff at AFC. They always go out of their way to make me comfortable, to help in

any way they can and to thank me for coming. More importantly, I love how every patient is treated with respect, dignity and kindness. These are people who are struggling every day with difficult life circumstances, and who are among the more marginalized members of our community. At AFC they are treated with the respect they deserve.

I volunteer at AFC to give to my community, but in reality I get a lot more than I give. 🌱



[A REPORT FROM OUR MEDICAL DIRECTOR]

Joan Bowes Ritter, MD

Despite the changes in health care since the passage of the Affordable Care Act, AFC continues to see numerous new faces each month at our lotteries and is receiving more referrals from Virginia Hospital Center (VHC) and local shelters than ever before. The demand for our services continues to greatly exceed our capacity, and we anticipate the need to remain high for the foreseeable future. Consistently innovating and striving for excellence, AFC continues to look for ways to better serve our patients; to efficiently collaborate with partners to provide the best care at the lowest cost to our community; and to reach out to the medically underserved.

Celebrating Community Partnerships

Arlington Free Clinic is fortunate to work with a network of enthusiastic and engaged safety-net partners. Our strong partnership with Arlington Food Assistance Center (AFAC), for example, allows us to bring additional resources to our patients. We began screening our patients for food insecurity, and as we uncover need we are able to refer patients to AFAC for supplemental groceries. AFAC has also come to AFC during evening clinic sessions to provide cooking demonstrations, highlighting ways to incorporate affordable, healthy ingredients into meals – complementing our already robust schedule of wellness activities.

In addition to ensuring that AFC patients have access to healthy food and nutrition education, this partnership also allows us to educate AFAC clients about the services available at AFC. We are working

to strengthen our relationships with other organizations like Shirlington Employment and Education Center (SEEC) and Arlington Street People's Assistance Network (A-SPAN) to provide new services to our patients and ensure that Arlington residents in need of a medical home find one here at AFC.

Addressing Emergency Care

AFC is in the process of looking more carefully at our patients who visit the Emergency Room at VHC for urgent care. Our goal is to keep patients out of costly ERs that only address immediate problems and leave larger health issues unresolved. Even though our patients have a medical home at AFC, we are working to educate them to better manage their own health and make appropriate decisions about when and where to seek care. Once we have better data on who is using the ER and why, we are hopeful that we will be able to meet some of these urgent needs here at AFC.

Medication Compliance

A critical factor in caring for patients is ensuring medication compliance, as medication errors can be a significant source of morbidity and mortality in

healthcare. Providing our patients with an easily understood list of medications – as well as instructions on how to correctly take them – is complicated by language barriers and literacy issues.

We're striving to understand and overcome challenges related to medication compliance in order to optimize our pharmacy program's effectiveness. More than 60% of our patients suffer from one or more serious health conditions including diabetes, hypertension or cancer. AFC's pharmacy provides medications that help decrease the risk of life-threatening medical events such as heart attack or stroke. Affordable access to needed medications in conjunction with information on how to take them properly allows patients to make the most of the care they receive at AFC.

Thank you for continuing to support the mission of Arlington Free Clinic. 🌱



[IN MEMORIAM: ANNE V. HAMILTON]

Anne V. Hamilton spent her entire adult life in Arlington and was always involved in her local community and civic affairs. We would've loved the opportunity to meet Anne, who made such a generous bequest to AFC – but instead had the privilege of learning about her through the words of her friends.

Anne was a brilliant businesswoman whose company, Oliver & Hamilton, provided financial services to federal agencies for many years. She was a crossword puzzle expert and ace Scrabble player. She was a flamboyant present wrapper and habitual sender of the funniest Christmas cards (which usually featured the sender herself). She was a much-loved student mentor, the world's best godmother, and, quite simply, the perfect travel companion. She always had

perfectly manicured nails and possessed an uncanny, x-ray-like empathy. Anne's friends like to joke that her only flaw was her karaoke singing. But more importantly, she was awash in integrity and the enemy of prejudice, closed-mindedness, cruelty and injustice. Anne filled buckets, she didn't empty them.

Anne was an ardent supporter of just causes and champion of all things Arlington – including Arlington Free Clinic. Though we only recently learned about the indelible imprint Anne made on everyone she met, we are so grateful to catch a glimpse of this legacy in each patient served through her generous gift to AFC. 🌱



Arlington Free Clinic is incredibly grateful to those who choose to remember us in their wills or trusts.
www.arlingtonfreeclinic.org/ways-to-give/planned-giving

[PARTNER SPOTLIGHT: AVALONBAY COMMUNITIES]

AvalonBay Communities, Inc. owns, develops and manages apartment communities in major U.S. markets on the east and west coast. Their headquarters and six of their apartment communities are located right here in Arlington. As a leader in the apartment living business, AvalonBay is driven by its purpose of *creating a better way to live*, and its nearly 3,000 associates strive to bring this purpose to life every day for its more than 140,000 residents.

One of AvalonBay's longstanding core values is *a spirit of caring*. Acting with genuine kindness and concern for others extends to giving back to the communities where AvalonBay does business. During its annual Spirit of Caring Month last year, employees gave over 3,200 volunteer hours to over 85 charities including Arlington Free Clinic. Employees spread the word about AFC at outreach events, helping us meet prospective supporters to fill our constant need for new volunteers. Another team of employees wrote auction item descriptions and tackled a long list of administrative tasks related to AFC's annual Benefit Gala. In 2014, we held a special 20th Anniversary Gala, and AvalonBay's CEO, Tim Naughton, and other top executives supported the event by helping us raise double the amount generated the previous year – they've continued to be a part of this important fundraising effort ever since.

AvalonBay leverages its tremendous local reach to help spread awareness of our mission to the residents of its apartment communities in and around Arlington. The AVA Ballston community held a barbeque and invited AFC to come and share about our mission and ways to get involved. Residents at all of AvalonBay's local communities participated in



Photo: Mark Delisi, Sr. Director of Corporate Responsibility; Christina Wilson, Investments & Corporate Responsibility Administrator; and Gauri Paydenkar, Sr. Pricing & Revenue Manager help facilitate the partnership between AvalonBay and Arlington Free Clinic.

a drive that collected over 5,000 hygiene items for our patients. Residents met a very tangible need that many of our patients have for things like shampoo, soap, floss and toothpaste.

At its highest level, the company understands the importance of investing in the culture of AvalonBay through enacting its core values. CEO Tim Naughton says that "the company's long-term success should be viewed through not just the lens of financial performance, but also through its environmental impact and impact on the prosperity and well-being of the communities in which we do business," and this, he says "is why we support Arlington Free Clinic." 🌱

Board of Directors

Jennifer M. Gamboa, DPT, OCS
CHAIR

James Meenan
VICE-CHAIR

Kurt Hyde, CPA
TREASURER

Meredith E. Anderson
SECRETARY

Kit Gordon
DIRECTOR AT LARGE

Donna L. Alpi

Edgar Aranda-Yanoc, LLM

Mark A. Buchholz, PMP

Kathleen Buto

Eleanore Christiansen, MHSA

John M. Couric, CPA

Jeffrey DiLisi, MD, MBA

Grant M. Ehat

Adam R. Hess, JD

Dianne Morse Houghton

Stephen A. Hugh

Barbara L. Korman

Ginger Loper

Stephen F. Messinger

Diane H. Naughton

John Rhee, MD, FACS

Douglas H. Root

Scott E. Sterling

Chabine Yamine, MD

Joan Bowes Ritter, MD
MEDICAL DIRECTOR

Christine M. Shiker, JD
Holland & Knight, LLP
COUNSEL TO THE BOARD

Community Council

Randy Anderson

Joseph A. Backer, MD

Lawrence Cheng

James B. Cole

N. Thomas Connally, MD

Judy Feder

Stephen Fedorchak

Doreen Gentzler

Brian Gray, DDS

Raymond Hoare, MD

Hon. Edward M. Holland, JD

Julissa Marengo

Rev. Andrew T.P. Merrow

Talal Munasifi, MD

John Murphy

Christopher J. Nassetta

Timothy J. Naughton

Mary Ann Nirschl

Matthew D. Shank, PhD

Matthew Shay

Grace Abi-Najm Shea

Thomas Shooltz

Kristian & Chuck Todd

David N. Townshend

Reuben Varghese, MD, MPH

Newsletter design: Winking Fish
Photography: Lawrence Cheng

[UPCOMING EVENT]

An apple a day does keep the doctor away!
Particularly when it's in a martini glass...

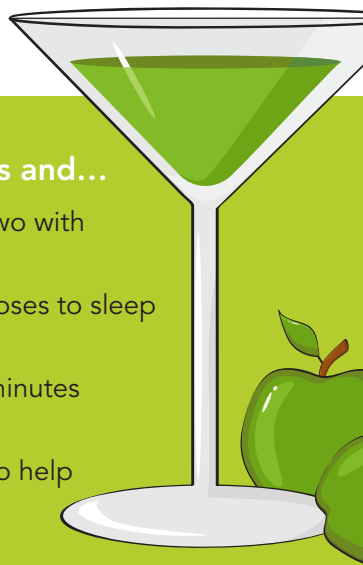
So join us for

An Appletini with a Twist

a party supporting your health and well-being – and Arlington Free Clinic!

Bob for apples wellness and...

- relax over a cocktail or two with friends and neighbors
- enjoy restorative yoga poses to sleep better at night
- sit in meditation for 10 minutes to cool your racing mind
- experience reflexology to help the detox process



WHEN:

Thursday, June 9, 2016 • 7-9pm

HOSTS:

Maggie Grant & Monica Gerlach

LOCATION:

The Arlington Home of
Max & Maggie Grant
(address provided upon registration)

DRESS:

Dress is casual and comfortable so you can try a little yoga, sit in meditation or just relax with friends over a cool cocktail.

COST:

\$75 per person

All funds raised go directly to Arlington Free Clinic

REGISTER:

www.arlingtonfreeclinic.org/appletini