



Clinic with a
HEART®

The Pulse Newsletter

October 2015



Bless You...

When someone sneezes, I almost always say "bless you." Strangers will usually accept this blessing with gratitude. I love it too, when a stranger blesses me. When I say "bless you," it is not just words; it is a true focused energy. I pause for that moment and see that person.

One of the things happening at Clinic with a Heart is that volunteers are being much more intentional about blessing others. It is intentional energy focused on showing other people true, faith-born love. Of course that blessing of deed is much stronger than my sneeze blessings.

The community that blesses our patients is really a web. It includes those mission teams, donors, sponsors, partner agencies, patients, referring nonprofits, people who are praying for us in the community and so much more. It is an honor to be spending so much time in this web.

With that, and while I have a forum, Bless You! --
Teresa Harms, Executive Director

The Source of Need

Three years ago, the mission team from Southwood Lutheran said they would be willing to sponsor two extra clinics on Saturdays just for school physicals. The Lincoln-Lancaster County Health Department came alongside us and offered to



provide immunizations for children. That first year we saw 60 patients over two Saturdays in August.

Year two grew and in year three we provided 115 school physicals! The immunization clinic was also busy. This year we took a little extra time to try and understand the need. Don't kids have access to Medicaid and a doctor? So we did a survey. Here are some of the highlights:

- 71% of the kids we saw did not have a regular doctor.
- We often think kids in poverty should have access to Medicaid, so we were surprised that 77% did not have insurance. Here were some of the more predominant reasons:
 - 23% just moved to Lincoln and do not have Medicaid established yet.
 - 10% have Medicaid pending.
 - 12% once had Medicaid but no longer qualify (for example, the parents got a raise at work and now make too much money).
- Other factors that brought families to the school physical clinics included the ability to complete dental, immunizations and physicals at the same time.
- 29% of the families surveyed said they couldn't get an appointment at their doctor's office.

"Thousands of candles can be lighted from a single candle, and the life of the candle will not be shortened. Happiness never decreases by being shared." -- The Buddha



Allstate Provider Relations Grant

When we moved to our permanent location in 2011 we saw a big uptake in the number of patients who came to the clinic. That increase put a strain on our volunteers as they strove to meet the

increased demand. We had to turn away patients because we simply did not have enough capacity to serve everyone who came to the door. Valiant efforts were made to recruit additional providers but ordinary turnover made it a tough task and we were hearing from our medical providers an element of fatigue.

In 2013 we applied for a grant to the Allstate Foundation to help us develop a provider relations program with the goal of retaining existing medical provider volunteers and providing new volunteer opportunities for family practice residents. We are appreciative to Allstate for awarding us this grant.

Developing the program was a work in progress. We tried several approaches with the goal of making a positive difference for our providers. After some experimentation we moved one of our operations coordinators to the new role of “Provider Relations.” Angela Boule, RN, provides direct orientation to the clinic and assists with recruiting and retention of medical providers. She works directly with team leaders and medical providers to even out coverage. Angela also works directly with the Family Practice residents from the Lincoln Medical Education Program through a voluntary community rotation and converts many of the residents to increased volunteering. Did it help? Yes! Here are some of the improvements we have experienced:

- In 2011 we had 77 medical providers who volunteered at the clinic. In 2014 we had 110!
- In 2011 medical providers volunteered an average of 5 times during the year. In 2014 they volunteered 4 times a year. Is less better? Yes as it helps to reduce volunteer fatigue.

- We also looked at the average number of patients served by each provider during the year. In 2011 the average was 30 patients (for the year). In 2014 it was down to 20. In part this is because we have more providers and in part because our patients tend to be more complicated and take more time.
- Best of all, for our patients: we were turning away up to six patients per clinic; now we rarely turn a medical patient away.

We are grateful to the Allstate Foundation for supporting our efforts to build our provider relations program. It has truly made a difference in the number of patients we can serve and has made a positive impact on the volunteer experience for our medical providers.

New Volunteer Achievement Level

A few years ago we created “Club 200” to recognize volunteers who have given more than 200 hours of service since record keeping began in 2008. We welcome 16 members into Club 200 this year, bringing our total number of Club 200 volunteers to 55! And, we are excited to announce the creation of yet another level of volunteer service: Club 1000! Volunteers are the foundation of Clinic with a Heart and their generosity of service is amazing. Two individuals will be inducted into this new level, Club 1000. All our volunteers provide an incredible gift to those we serve. Their time, dedication and love truly impact the people we serve. Thank you to our volunteers!



Mark Your Calendars

The 2016 Rx for Hope event is on the books! Mark your calendar for Friday, April 22, 2016, at the newly remodeled Lincoln Country Club. We hope you can attend!

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