



Clinic with a  
**HEART**®

# The Pulse Newsletter

February 2015



## Reflecting Back

Last year we started a prayer request box for our patients and volunteers. Simple really. You write your prayer on a piece of paper and put it in a box. The prayer gets recorded and many, many people pray for you.

Just the act of putting your prayer in a box is an act of connection - to a higher power and to each other. We try to never forget that the faith-inspired part of our mission is an important part of who we at Clinic with a Heart are.

Wrapped in prayer, we finished another year of service. We gratefully continued to provide quality care to our community. Here are the statistics for 2014:

- 2,723 individuals came to the clinic in 2014. Those individuals accounted for 3,199 clinic visits. During their visits, patients used 3,591 services (medical, dental, physical therapy, chiropractic, mental health, vision and hearing).
- 62% of the services used were medical and 22% dental. The remaining 17% were divided among Physical Therapy, Chiropractic, Mental Health, Vision and Hearing.
- Throughout the year, we continued to make improvements to our vision program. We were blessed with additional volunteers and donated equipment. In addition, we reorganized how exams were provided and have gone from seeing 99 patients in 2011 to seeing 255 in 2014. 96% of our patients were given a prescription and free glasses.
- One area we watched closely during the year was the percent of patients with insurance. The expectation was that, with the Affordable Care Act, more of our patients would be insured (but unable to afford copays). Our percent of uninsured patients stayed relatively stable from 94% in 2013 to 93% in 2014.
- During this year our patients spoke 25 different languages with 15% speaking Spanish. 416 patient

visits during the year required an interpreter. If we did not have an interpreter on site we worked with a language line.

- 79% of our patients were between the ages of 19-64.
- 38% of our patients were employed, which is stable compared to previous years.
- As a gateway to other services, we limit medical visits to no more than three in a twelve month period. 54% of our patient visits were a "first" visit with 25% utilizing the clinic for a second time.
- Were it not for Clinic with a Heart, 41% of our patients tell us they would have gone to the Emergency Room for their care.
- Of the patients we saw during the year, 93 are veterans.
- 50% of our patients have lived in their current home for one year or less. 15% of our patients were homeless.
- 37% of our patients did not have a car to get to Clinic with a Heart. They relied on friends, bikes, walking, etc.
- 19% of our visits were from patients living in the 68502 zip code (the same area as Clinic with a Heart). 13% were from 68503 and 11% were from 68521.
- A group of volunteers goes to Matt Talbot Kitchen and Outreach once a month to provide health screenings. These volunteers provided 129 health screenings (blood pressure and glucose) and 82 vision screens.
- The services we provide are dependent on volunteers. In 2014, 643 volunteers donated 11,651 hours of care.

It's been a busy year as seen by the statistics and the generosity provided by our supporters. We urge you to continue your support by joining in the power of prayer through this [link to the prayer requests](#). -- Teresa Harms, Executive Director



### **Additional Clinic Night**

We are excited to announce that a new mission team began at Clinic with a Heart. CHI Health St. Elizabeth, along with members of the Catholic community, is sponsoring a team to provide urgent health care services on the first Monday of each month. The first night of service was in January of 2015.

In 2011, CHI Health St. Elizabeth began offering specialty care at the clinic one night a month. This will be the second night of services sponsored by CHI Health St. Elizabeth. “To help meet the needs of the Lincoln community, we have organized a second night of service at Clinic with a Heart. We have recruited members of the Catholic diocese as clinic volunteers. Nurses and physicians on our staff are volunteering to provide health care services,” says Libby Raetz, VP of Nursing Services and Chief Nursing Officer of CHI Health St. Elizabeth. We are grateful for this partnership. Please join me in welcoming this new team. – *Teresa Harms, Executive Director*

### **Diabetic Support Group**

We also began offering a free diabetes support group at Clinic with a Heart on the 1st Monday of each month. The group meets from 5 - 6 p.m. All are welcome.

The group will discuss how to live well with diabetes and will be led by Hy-Vee registered dietitians Becky Guittar and Marcia Wallen. Light carbohydrate-friendly refreshments will be served. For questions, please contact Becky, 402-467-5505 or Marcia, 402-421-2462.



### **Meet Teri**

It is a privilege! That is how I feel about the opportunity I have been given to work with the donors, volunteers, and staff of Clinic with a Heart as Director of Development. Over the past month I've met many wonderful, caring people and look forward to

meeting more of you through personal visits, clinic nights and of course, at the upcoming Rx for Hope on April 10th.

Until we meet, here's a bit about me. I was born, raised and educated in Lincoln and began my lifelong career with nonprofit organizations at the United Way of Lincoln and Lancaster County. Wanting to experience life in another part of the country, I took a job with the

United Way in New Haven, Connecticut, thinking I might stay for a few years. Those few years turned into almost 28, with development work at the Yale Schools of Drama and Medicine as well as the International Festival of Arts and Ideas. Three years ago, when my daughter discovered that she loves organic farming during an AmeriCorps year in Wisconsin and was unlikely to live in Connecticut again, I returned to Lincoln, where my parents and sister still live.

While working with Community Services Fund of Nebraska, I had the good fortune of learning about the work of Clinic with a Heart. And, as the saying goes, the rest is history! I feel like I am home in more ways than simply living in Lincoln again. Please let me know if you have ideas about growing the Clinic's financial resources or questions about our financial needs. You can reach me at 402-404-0454 or [teri@clinicwithaheart.org](mailto:teri@clinicwithaheart.org).

### **Re-save the date**

In an earlier addition of The Pulse we announced a different date for our 10th Annual Rx for Hope Fundraiser, but this time we mean it! Please save the date for our 2015 Rx for Hope event. We will celebrate on Friday, April 10 at the Cornhusker Marriott. If you want to be a sponsor or purchase tickets you can do so online this year and pay by credit card. We'll also be sending out paper invitations in a few weeks.



Also, if you or your business has an item you would like to donate to the silent or live auction part of the event, please contact Teri ([teri@clinicwithaheart.org](mailto:teri@clinicwithaheart.org)). We will be happy to make arrangements to pick the item up.

### **Feed Your Family, Nourish the Community**

Clinic with a Heart is one of six local nonprofits that grocery shoppers can support through the “Meeting Needs” category of the Community Rewards program at Russ's Market. The program awards shoppers with 10 points for every dollar spent. It's easy to redeem your points in support of Clinic with a Heart—just tell the clerk when checking out. Not only will we receive the value of your points, Russ's Market will match your points, doubling the impact! The points really do add up to make a difference. We just received a \$720 check for points designated to the Clinic during the last quarter of 2014. We appreciate the commitment that Russ, has to the Lincoln community.

If you don't have a Community Rewards loyalty card, ask for one at the service desk or when checking out. You can register the card in the store or online at [http://brstores.com/rcr\\_signup.php](http://brstores.com/rcr_signup.php).

### **Give to Lincoln Day**

Thanks to the Lincoln Community Foundation for setting the date for the fourth annual Give to Lincoln Day. Mark your calendars for Thursday, May 28th. Thanks to your monetary support, this has become a significant fundraiser for Clinic with a Heart. Watch for more information in future mailings.

Clinic with a Heart  
1701 S. 17th Street, Suite 4G  
Lincoln, NE 68502  
402-421-2924 [www.clinicwithaheart.org](http://www.clinicwithaheart.org)