

Annual Report:  
Fiscal Year Ending  
September 30, 2017



Brock Hughes Medical Center

...Because everyone needs & deserves quality health care.

# History

Formed in 1995 to meet the health care needs of the uninsured, low income residents of Wythe and Bland Counties, BHMC started under the umbrella non-profit of Helping Overcome Poverty's Existence (HOPE), Inc.

The clinic was named for the late Dr. C. Brock Hughes who was a much admired member of the medical community.

1995  
The clinic begins at  
Wythe County  
Health Department  
with only volunteers

1997  
Brock Hughes  
Free Clinic  
relocated to the  
Edgemont  
Center location

2004  
Brock Hughes  
Free Clinic  
gained  
independent 501  
c-3 status

2010  
Brock Hughes  
Free Clinic  
relocated to the  
Pine Street  
location

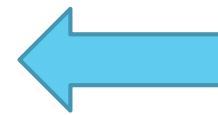
2014  
Moved to  
permanent  
location at 450  
West Monroe  
Street, made  
possible by the  
Wythe-Bland  
Foundation

# BHMC Mission Statement



The mission of Brock Hughes Medical Center is to provide low-cost, compassionate, and high-quality medical, pharmaceutical, and preventive health care services to the Wythe and Bland Counties.

The Brock Hughes Medical Center envisions a community of healthy people made possible through accessible and dignified health care services for all.



# BHMC Vision Statement

## As an organization, we value...

### Accountability

- Health care services provided by the Clinic produce desirable health outcomes which can be measured and reported.

### Collaboration

- Strong partnerships with other health and human service organizations make the Clinic and the community stronger.

### Cost-Effectiveness

- The Clinic is managed in a way that maximizes resources.

### Prevention

- It is best to prevent illness and injury before they occur. Prevention services are a priority.

### Responsiveness

- Services are designed and delivered in accordance with the needs of the community.

### Transparency

- Governance and operation of the Clinic is conducted in a manner that encourages patient and community input, and regular communication with stakeholders.

### Community Wellness

- Good health is a community asset that should be promoted and protected.

### Flexibility

- Clinic leadership must be proactive in meeting local health care needs as they evolve, and must remain flexible in response to the rapidly changing operating environment.

## We believe that every person has the right to health care services that are...

### Accessible

- Every person has the right to receive health care services that are barrier-free, and geographically and linguistically accessible.

### Affordable

- Every person has the right to receive the full scope of services offered, regardless of their ability to pay or insurance status.

### Culturally Appropriate

- Every person has the right to receive health care services that are consistent with and sensitive to their cultural values.

### Delivered with Dignity and Respect

- Every person has the right to be treated with dignity and respect when they are seeking and receiving health care services.

### High-Quality

- Every person has the right to health care services that reflect current best practices and are evidence-based.

### Equitable

- Every person has the right to receive high quality and comprehensive health care services.

### Timely

- Every person has the right to receive health care services without unnecessary delay.

# The Financial Facts

## INCOME

CASH INCOME	Total
Donations from Patients	\$54,723
United Way, Fundraising & Donors	\$69,675
State Grants	\$197,851
Foundations & Other Grants	\$278,527
Other Earned Revenue	\$1,036
<b>TOTAL CASH INCOME</b>	<b>\$601,812</b>

## EXPENSES

CASH EXPENSES	Total
Personnel	\$408,414
Facility Costs	\$33,745
Medications, Supplies, & Equipment	\$45,981
Licenses, Dues, Professional Fees, & Staff Development	\$48,272
Other Expenses	\$6,349
<b>TOTAL CASH EXPENSES</b>	<b>\$542,761</b>

# The Financial Facts continued...

**3,428** visits were provided to **666** patients at the clinic.

Carilion specialists, Dr. Spraker, and  
Wythe Eye Associates provided over **323** visits at their clinics.

The on-site pharmacy ensured that **25,620** prescriptions were provided to patients.

Value of Donated Medications: **\$1,428,551**

Value of Donated Medical Services: **\$1,986,086**

Value of Donated Equipment: **\$22,856**

## Patient Testimonials

On March 3, 2015, Mark was injured in a serious car accident. A rescue squad took him to the nearest Emergency Room, where after the X-Rays, and a CT Scan, it was discovered he had suffered a chest injury and a severe right shoulder injury. Which required 6 months of rigorous physical therapy.

From March 4, 2015, to the present day, Brock Hughes Medical Center has cared for Mark both physically and emotionally. Mark suffers from PTSD and depression from the accident. He had a suicidal bout and still has nightmares reliving the wreck.

Through it all, he is thankful and very appreciative of everything that the Brock Hughes Medical Center does for him. “Without Venessa Coake and Theresa Norman I wouldn’t still be here with my family. I have never been to a medical facility where the staff cared so much.”



Amber first came to Brock Hughes in 2011 for routine medical care because she was uninsured. She presented symptoms consistent with a mood disorder. After a referral, she was diagnosed with Bipolar and placed on Latuda. This medication would cost her over \$900 a month, however, she is able to get her prescription through the Medication Assistance Program offered by BHMC. Prior to her diagnosis, she had a very difficult time working, had been self-medicating through drug abuse for several years, and did not function well in social situations. She is now able to work full time, has been drug free for over 7 years, and can now handle social situations. “I would not be able to function without my Latuda and without Brock Hughes I wouldn’t be able to pay for it.”

## Ways to Help Patients like Mark and Amber!

### 1. Volunteering:

Medical Receptionist/Front Office  
Medical Provider (NP, PA, MD, RN, LPN, CMA)  
Board Member  
Fundraising Committee

2. The "Giving Tree" was created for the clinic by Wayne Yoder of Yoder Woodcrafters. The "Giving Tree" is located on the wall in the patient waiting room. A leaf can be purchased and a plate will be engraved with the donor's chosen wording. A memorial or honor gift is a meaningful way to celebrate someone important to you or a special occasion and in turn benefit BHMC as well.

\*\*There are 3 levels of giving:

\$100-\$499-Bronze Level (Red Leaf)

\$500-\$999- Silver Level (Green Leaf)

\$1000-Up- Gold Level (Yellow Leaf)

\*\*\*\*\*All donations are appreciated.





# Brock Hughes Leadership Team & Support Staff

- ▶ Stacey Linkous, Executive Director
- ▶ Dr. BradTerry, Medical Director
- ▶ Venessa Coake, Family Nurse Practitioner
- ▶ Mandy Arnold, Family Nurse Practitioner
- ▶ Theresa Norman, PT Family Nurse Practitioner
- ▶ Cassidy Hensley, PT Family Nurse Practitioner
- ▶ Cindy King, Medical Assistant
- ▶ Haley Felts, Clinical Services Coordinator
- ▶ Carol Sheffield, Medical Receptionist
- ▶ Patty Stephenson, PT Medical Receptionist
- ▶ Sandra Clarke, Pharmacist
- ▶ Denise Dunford, Medication Assistance Caseworker
- ▶ Pattie Waller, Volunteer

# Board of Directors, as of March 31, 2018

- ▶ Patty Hall, Chair
- ▶ Ed Schaack, Vice Chair
- ▶ Jerry Hurt, Treasurer
- ▶ Mike Reardon, Secretary
- ▶ Mary Edwards, Parliamentarian
- ▶ Rita Phillips
- ▶ Heidi Lyall
- ▶ Jenny Tarter
- ▶ Charlie Fore
- ▶ Pat Porter
- ▶ Kristie Osborne
- ▶ Willie Everhart

## Thoughts from The Board Chair & Executive Director

People come to the Brock Hughes Clinic out of necessity but leave with appreciation for the medical professionals who dedicate their time and talent to serve those who might otherwise go without. However, the free clinic is not free to operate. Obviously, monetary donations are a vital part of our mission. Without support from the community, these professionals could not provide the necessary medical services. We strive to be good financial stewards and use every dollar that is donated wisely. In an effort to be good stewards of the monies we receive and provide the necessary medical services for the population we serve, the Board of Directors of the Brock Hughes Clinic adopted a new strategic plan to take us through 2020.

The patients, staff, and board of directors are very grateful to all who aid in our efforts through the donation of your time, talents, and/or resources.

Patty Hall, Board Chair  
Stacey Linkous, Executive Director

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**Fax Number: 276-223-0015**  
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**Brock Hughes Medical Center**

*Providing quality healthcare for those in need*