

Annual Report:
Fiscal Year Ending
September 30, 2018

*Audited financials



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

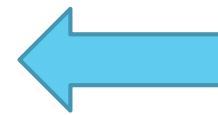
2014
Moved to
permanent
location at 450
West Monroe
Street, made
possible by the
Wythe-Bland
Foundation

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 underserved of 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	\$54,855
United Way, Fundraising & Donors	\$39,779
State Grants	\$146,996
Foundations & Other Grants	\$366,207
Other Earned Revenue	\$1,415
TOTAL CASH INCOME	\$609,252

EXPENSES

CASH EXPENSES	Total
Personnel	\$491,132
Facility Costs	\$11,191
Medications, Supplies, & Equipment	\$27,932
Licenses, Dues, Professional Fees, & Staff Development	\$35,644
Other Expenses	\$42,195
TOTAL CASH EXPENSES	\$608,094

The Financial Facts continued...

4,077 visits were provided to **688** patients at the clinic.

Carilion specialists, Dr. Spraker, and
Wythe Eye Associates provided **416** visits at their clinics.

The on-site pharmacy ensured **25,577** prescriptions were provided to patients.

Value of Donated Medications: **\$1,641,339**

Value of Donated Medical Services: **\$2,390,551**

Value of Donated Medical Supplies: **\$7,602**

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 medication. 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 medication 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. Brad Terry, Medical Director
- ▶ Venessa Coake, Family Nurse Practitioner
- ▶ Mandy Arnold, Family Nurse Practitioner
- ▶ Cassidy Hensley, PT Family Nurse Practitioner
- ▶ Cindy King, Medical Assistant
- ▶ Kim Henegar, Medical Assistant
- ▶ Haley Felts, PT Clinical Services Coordinator
- ▶ Carol Sheffield, Medical Receptionist
- ▶ Patty Stephenson, PT Medical Receptionist
- ▶ Sandra Clarke, PT Pharmacist
- ▶ Denise Dunford, Medication Assistance Caseworker
- ▶ Pattie Waller, Volunteer
- ▶ Brenda Atwell, Volunteer

Board of Directors, as of May 17, 2019

- ▶ **Patty Hall, Chair**
- ▶ **Heidi Lyall, Vice Chair**
- ▶ **Susan Evans, Treasurer**
- ▶ **Pat Porter, Secretary**
- ▶ **Jennifer Atwell, Parliamentarian**
- ▶ **Crystal Wynn**
- ▶ **Ed Schaack**
- ▶ **Molly Johnson**
- ▶ **Kay Corvin**
- ▶ **Kimberly Ayers**
- ▶ **Mary Edwards**
- ▶ **Mike Reardon**
- ▶ **Julia Jackson-King**

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 critical health care. Although we are a Free Clinic, the clinic is not free to operate. Obviously, charitable contributions are key to moving us toward fulfillment of Our Mission. Without support from our community and partners, our safety net clinic would cease to exist.

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 Plan presents our Vision, Mission, Core Values, and Guiding Principles. It includes goals in the areas of patient outcomes, quality assurance, partnerships development, communications, volunteer recruitment, Board development, and community investment.

We invite you to learn more about Brock Hughes Free Clinic and join with us as we start a new year of hope and healing for the less fortunate among us. We remain extremely grateful to all who support our efforts through their donations of time, talent, and resources.

Patty Hall, Board Chair
Stacey Linkous, Executive Director

Contact Information:
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www.brockhughesfreeclinic.org



Brock Hughes Medical Center

Providing quality healthcare for those in need