

Annual Report:  
Fiscal Year Ending  
September 30, 2019

\*Audited financials



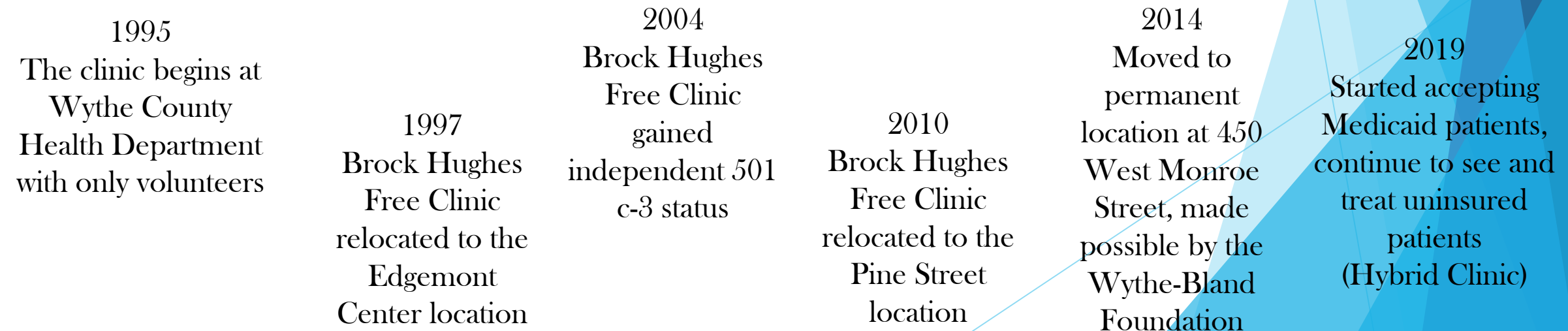
Brock Hughes Medical Center

*...Affordable Care, Close to Home*

# 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.

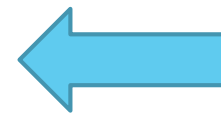


# BHMC Mission Statement



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 Cash Facts

## INCOME

CASH INCOME	Total
Donations from Uninsured Patients, Medicaid Reimbursement	\$147,970
Fundraising & Donors	\$39,467
State Grants	\$160,492
Foundations & Other Grants	\$399,220
Other Earned Revenue	\$2,532
<b>TOTAL CASH INCOME</b>	<b>\$749,681</b>

## EXPENSES

CASH EXPENSES	Total
Personnel	\$508,369
Facility Costs & Equipment	\$19,522
Prescriptions & Medical Supplies	\$20,811
Licenses, Dues, Professional Fees, & Staff Development	\$87,886
Other Expenses	\$60,185
<b>TOTAL CASH EXPENSES</b>	<b>\$696,773</b>

# Clinic Numbers

4,118 visits were provided to 589 patients at the clinic.

Carilion specialists, Dr. Spraker, and

Wythe Eye Associates provided 355 visits at their clinics.

The on-site pharmacy ensured 14,616 prescriptions were provided to patients.

Value of In-Kind Medications: \$1,043,108

Value of In-Kind Medical Services: \$1,610,139

Value of In-Kind Medical Supplies: \$10,561

# What Patients Have to Say About Brock Hughes Medical Center

“Everyone at Brock Hughes Clinic treats me like family. They make me feel comfortable and always go above and beyond to provide me with top-notch care.” -Shirley Hale

“Brock Hughes Clinic provided me with the medical services that saved my life!” –Jeff Gregory



## Ways to Help Patients like Mark and Amber!

### 1. Volunteering:

Board Member  
Medical Receptionist/Front Office  
Development 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. David Woodson, Medical Director
- ▶ Tiffany Viars, Practice Manager
- ▶ Venessa Coake, Family Nurse Practitioner
- ▶ Mandy Arnold, Family Nurse Practitioner
- ▶ Cassidy Hensley, PT Family Nurse Practitioner
- ▶ Melissa Barr, Medical Assistant
- ▶ Kim Henegar, Patient Care Coordinator
- ▶ Carol Sheffield, Medical Receptionist
- ▶ Patty Stephenson, PT Medical Receptionist
- ▶ Sandra Clarke, PT Pharmacist
- ▶ Denise Dunford, Medication Assistance Caseworker

# Board of Directors, as of March 20, 2020

- ▶ Julie Jackson-King, *Chair*
- ▶ Heidi Lyall, *Vice-Chair*
- ▶ Susan Evans, *Treasurer*
- ▶ Sarah Sarver, *Secretary*
- ▶ Mary Edwards, *Parliamentarian*
- ▶ Crystal Wynn
- ▶ Ed Schaack
- ▶ Molly Johnson
- ▶ Kay Corvin
- ▶ Kimberly Ayers
- ▶ Brenda Atwell
- ▶ Mike Reardon
- ▶ Grant Barraclough
- ▶ Jamie Hinkle

# “Affordable Care, Close to Home.”

That tagline epitomizes the work of the Brock Hughes Medical Center for the 2018-2019 fiscal year and neatly summarizes the mission of BHMC: “to provide low-cost, compassionate, and high-quality medical, pharmaceutical, and preventive health care services to the underserved of Wythe and Bland Counties.”

While FY 2018 (which ended Sept. 30, 2019) presented new challenges as the Clinic has moved to enrollment of eligible clients in Medicaid services, to billing both Medicare and Medicaid for services rendered, and to accommodating the administrative processes that such billing entails, it has also afforded the clinic multiple new opportunities to serve those clients who have come to rely upon the BHMC as their primary healthcare provider. The Board of Directors of the BHMC has expanded to include a broad cross-section of community professionals who lend their expertise to the fulfillment of the Mission of the BHMC.

Grateful to all of its funding sources, the Brock Hughes Medical Center realizes its responsibility in diversifying its funding base and has successfully sought out new sources of revenue which have allowed the clinic to continue its rich tradition of providing high quality health care while remaining a responsible steward of the resources provided to it. The Board of Directors foresees the need for ongoing creativity in seeking new revenue sources to supplement third-party reimbursement and existing underwriting as the costs of providing that care are ever-increasing in today’s healthcare market. To that end, a robust Development Committee has explored several new fund-raising endeavors, the most successful of which was the Jerry Hurt Memorial Golf Tournament. This inaugural event was held in August 2019 and was a huge success. The event is now planned as an annual fundraiser and has been warmly received by the local philanthropic community.

2020 marks the 25<sup>th</sup> anniversary of the Brock Hughes Free Clinic formation. Certainly in that time the clinic has grown exponentially in its service outreach as well as its presence in the Wythe-Bland Community, while remaining true to its initial mission and to the spirit of its namesake. As we celebrate this landmark, the Clinic looks forward with great anticipation of the opportunities that lie ahead for growth and further ministry to those citizens of Wythe and Bland Counties who depend upon the BHMC for their healthcare now, for another 25 years, and beyond.

*Julia Jackson-King*, Board Chair  
*Stacey Linkous*, Executive Director

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**Brock Hughes Medical Center**

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