



North Coast Health Ministry (NCHM) is a faith-based free clinic serving the low-income uninsured on Greater Cleveland's West Side.

With the support of a network of volunteer physicians, nurses and other caregivers, NCHM is able to provide primary health care, specialty referrals, prescription assistance, behavioral health counseling and social service benefits access to the medically underserved.

We strive to be our patients "medical home," providing a patient-centered source for preventive care and chronic disease management. We believe health care is a basic human need and are grateful for the generosity of our supporters that enables us to provide essential health services to our neighbors in need.

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[www.nchealthministry.org](http://www.nchealthministry.org)

North Coast Health Ministry 

## 2010 Annual Report



Dear Friends,

Since 1986, North Coast Health Ministry has been a vital part of the health care safety net on Greater Cleveland's West Side. When we reflect on what lies behind us, we remember that in our early day many said it couldn't be done. How could a few volunteers funded by seed money from just a few churches pull it off? Many others, along the way, said we wouldn't be able to keep up with the growing need. Well, we've done exactly what many doubted we could do. In our first year of operations, we delivered care to just 123 individuals. In 2010, we delivered care to 2,521 men, women and children in need.

The last few years have been extremely difficult for our country, our region and our nearest neighbors. We wish we could say that the challenges are behind us, but the facts tell us otherwise. The number of people living in poverty and the number of people without health insurance coverage are at record high levels. Yet we at North Coast Health Ministry continue to find ways to meet the need. We are proud to report that in 2010 we registered more new patients, delivered a record number of services and dispensed a record amount of prescription drugs at no charge to our patients.

We used to say we were providing care to those who were falling through the "cracks" of the health care system. In truth, those "cracks" have become a chasm, and the need we are witnessing is unprecedented. While we are hopeful that health care reform will increase access to care for the most vulnerable among us, most experts predict that the need will only continue to grow between now and 2014. And, beyond that, it is predicted that there will still be at least 20 million uninsured individuals in our country and countless more "underinsured" who will still need care and will be without the means to pay for it.

We have met the challenges of growing need and limited resources since our beginnings precisely because of what lies within us. Our volunteers, our partners, and our staff all possess incredible compassion, a firm belief in the dignity of every person, no matter how humble, and a willingness to look past the impossible to see the truly possible.

In Scripture, we are reminded time and time again that one of the great promises that God makes is that he will provide for us. Over the past 24 years, this ministry has been truly blessed by God's mercy, love and providence. How can we, as people of faith, expect anything different from Him in the future?

Sincerely,

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## MISSION STATEMENT

North Coast Health Ministry is a faith-based free clinic that provides and optimizes access to health care.

## OUR VISION

Partners in health care, bridging the gap

## DEFINING PRINCIPLES

**FAITH:** Our strong faith-based culture calls us to serve all individuals with humility, compassion, and respect.

**COMPASSION:** We treat everyone with dignity, openness and respect the diversity of the community we serve.

**EXCELLENCE:** We hold ourselves to high standards of performance, quality and integrity. We accept responsibility with a “can-do” attitude.

**TEAMWORK:** We value community and, as such, seek collaboration with a diverse network of relationships to serve the needs of our patients and their families.

**STEWARDSHIP:** We are faithful stewards of all the financial and human resources entrusted to us.

## SERVICE OVERVIEW

We offer primary medical care, prescription assistance, specialty referrals and behavioral health counseling to the low-income uninsured in western Cuyahoga and eastern Lorain counties. Our goals are accessible, continuous, coordinated and comprehensive patient-centered care. The programs we offer, therefore, are integrated and coordinated to this end and consist of the following:

**Primary Care Walk-In Clinic:** Offered five mornings per week

**Chronic Illness Management Program:** Geared toward patients with commonly diagnosed chronic conditions and managed by a coordinated team of NCHM caregivers, with the goals of improving the quality of care provided to those with chronic illnesses and preventing and minimizing complications related to chronic illness

**Women’s Health Program:** Includes preventive breast health and gynecological screenings and care

**Behavioral Health Program:** Consists of short-term behavioral health therapy provided to patients with depression, anxiety and other mental health issues

**Prescription Assistance Program:** Enables our patients with chronic illnesses to receive free or low-cost medications to manage their diseases and prevent complications; also enables the provision of age-appropriate immunizations and home health supplies to patients

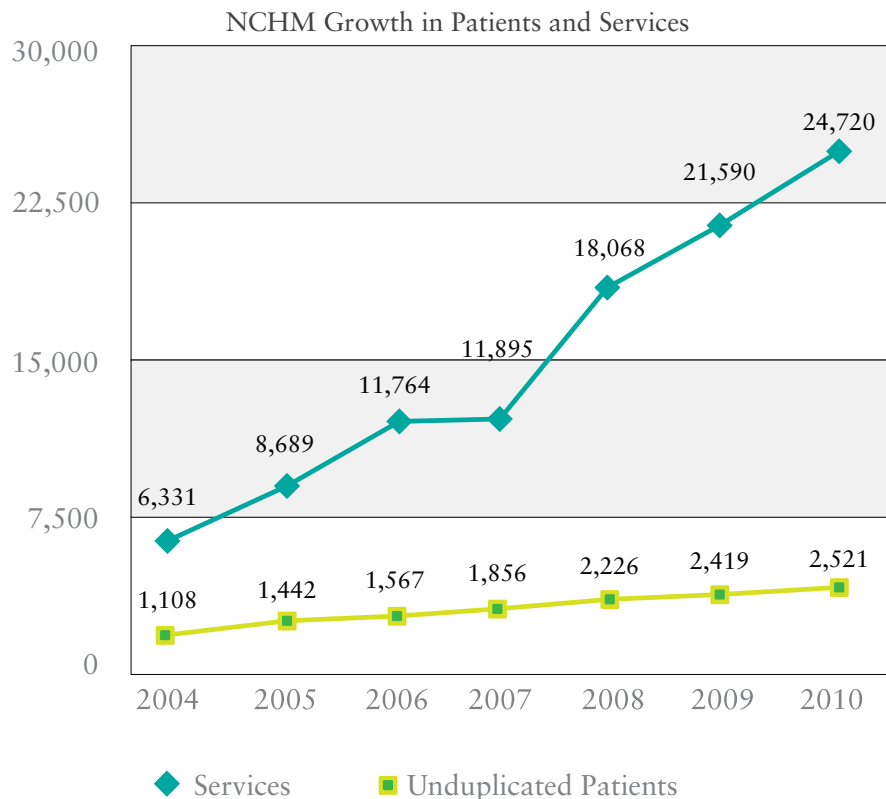
**Specialty Referral Program:** Allows our patients to access specialty care donated by our volunteer referral physician network

**Patient Critical Needs Program:** Provides immediate resources to meet patient critical needs and links patients with social service needs to resources and outside agencies that can help

In 2010, North Coast Health Ministry:

- Served 2,521 individuals
- Registered 1,195 new patients
- Provided 24,938 services, a 16 percent increase over 2009, which included:
  - 8,663 primary care visits onsite
  - 1,193 primary care visits offsite
  - 1,097 mental health counseling and social work visits
  - 1,225 specialist referrals
  - An additional 12,760 services, which included help with prescription assistance forms, specialty referrals and lab testing
- Dispensed \$3.1 million in prescription drugs, a 38 percent increase over 2009; included:
  - \$44,454 in drug repository medications
  - \$2.2 million in medications acquired through pharmaceutical manufacturer patient assistance programs
  - \$700,711 in medications through the Astra-Zeneca institutional patient assistance program (IPAP)
  - \$142,055 in medications provided by medication samples

The volume of patients we serve and the number of services we provide has grown substantially in recent years.



Volunteers are the Heart of North Coast Health Ministry



In 2010, 120 volunteer physicians, nurses, social workers and other individuals donated their valuable time to provide care to our patients. Some nurse practitioners and physicians come to our clinic to volunteer. Others see our patients in their offices and waive the fee, thereby extending the care provided through NCHM into every corner of our community. Some provide primary care; others provide specialty care on a referral basis. North Coast Health Ministry is truly the center of a caregiving network that would not exist without the contributions of our many volunteers and partners.



## A Celebration to Remember

Thank you to all our supporters for a record-setting 15th annual Celebration of Caring fundraiser, held on September 2, 2010 at Westwood Country Club. Through the combined efforts and generosity of all who supported the event, we raised a record of almost \$120,000, which represented over 10 percent of the agency's 2010 annual operating budget and an almost 20 percent increase over proceeds from the previous year's event.

In addition to providing valuable operating support, 2010's event proceeds allowed us to equip and restore our patient exam rooms and clinic facility.



At the event the following 2010 award winners were honored:

*Community Champion Award:* Brian M. King

*Partner Award:* Fairview Hospital

*Hahn/Hoeffler/Sanders Memorial Award for Outstanding*

*Medical Volunteers:* Dr. Neal Chadwick and Dr. Michael Dobrovich

*Angel Volunteer Award:* Betsy Hutcheson

## Thank you to our generous event sponsors

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*Also a special thanks to our the event's honorary chairs  
Milan "Mike" Busta and Ed and Shannon FitzGerald.*

## Caitlin Lowry

At age 22, nursing student Caitlin Lowry was what many in the health care industry would call a “frequent flier.” Suffering from fainting spells, a racing heart, asthma attacks, and blurred vision, she visited five different emergency departments in the course of a year.

“My heart would start racing and I’d start to panic, which would throw me into an asthma attack,” she said. “At the ER, I was told time and time again that it was just a panic attack. They didn’t take me seriously. They would just ‘treat and street’ – pump me up with drugs and send me on my way like it was all in my head. I knew something was really wrong, but nobody took the time to find out what it was.”

Her medical condition affected her job as a server at a local restaurant, her school work and her family relationships. Her job didn’t come with health insurance, and she didn’t earn enough to purchase coverage on her own.

“One time I was so hot at work I went into the cooler and passed out,” she said. “My heart and body were reacting like I was running a 50-mile race every day. I was too exhausted half the time to study, cook, drive my car or even do something as simple as take a shower.”

After her last visit to the ER, a nurse referred her to North Coast Health Ministry. There she was examined by staff physician and medical director Dr. Philip Tomsik, given an EKG, and immediately admitted to the hospital.

“I got there at 8:30 a.m., and they had me in an exam room by 8:31 a.m.,” she says. “My blood pressure was so high the nurse couldn’t even read it.”

What had been a terrifying mystery for years was diagnosed in one just visit as Graves Disease, an autoimmune disorder that impacts the body’s ability to regulate heart rate, temperature and other functions. NCHM staff referred her to a volunteer endocrinologist who has helped her get her symptoms under control. Through NCHM’s patient assistance program, she is now able to access the medications she needs that she was previously unable to afford.

“I got really emotional when I found out I’d be able to get my medications for free,” she says. “It costs \$127 for a 30-day supply of my daily asthma medication and over \$50 for my rescue inhaler. That’s almost \$200 a month just to be able to breathe.”

Now a nursing assistant at University Hospitals and on track to graduate from nursing school in December 2011, Caitlin says she is virtually symptom-free.

“I know I’ll always have a chronic illness, but I’m feeling great,” she says. “As long as I stay on my medications I am fine, and that’s only due to North Coast Health Ministry.”



*Note: In compliance with the Health Insurance Portability and Accountability Act of 1996, all stories about specific patients are shared with their express written informed consent.*

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**In honor of the Mize, Rodgers,  
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*NCHM Hippocrates Society*

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Mr. and Mrs. John C. and Jean Dannemiller  
Mr. Charles A. Rini Sr. and Mrs. Carol Rini  
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*Assistance with planned gifts is provided to NCHM donors by  
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# Statement of Activities and Net Assets

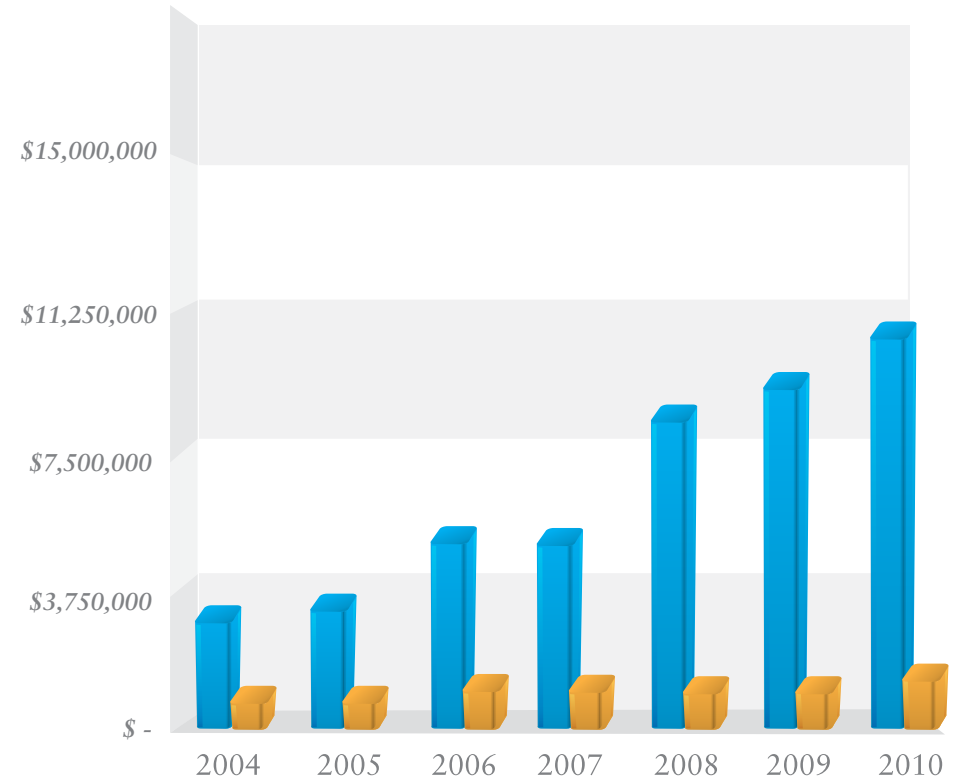
Year Ended December 31, 2010

# Value of Services Provided

## Changes in unrestricted net assets:

Revenue and other support:	
Contributed goods	\$3,104,618
Contributed services	271,074
Foundations and grants	615,515
Individual contributions, and other	197,175
Special events, net	118,453
Interest income	940
Miscellaneous	<u>1,849</u>
Total revenue and other support	<u>4,309,624</u>
Net assets released from restrictions	
<hr/>	
Expenses:	
Program services	\$3,920,764
Management and general	100,526
Fund raising	<u>116,795</u>
Total expenses	<u>\$4,138,085</u>
Increase in unrestricted net assets:	171,539
Change in temporarily restricted net assets; net assets released from restrictions:	<hr/>
Increase (decrease) in net assets	171,539
Net assets, beginning	635,328
Net assets, ending	<u>\$ 806,867</u>

Value of services below includes direct program expenses, in-kind contributions of goods (e.g., prescription drugs), volunteer contributions, and services donated to our patients by our three partner hospitals – Fairview Hospital, Lakewood Hospital and St. John Medical Center.



*Thanks to the generosity of our supporters, partners and volunteers, North Coast Health Ministry was able to provide \$12 worth of health care for every dollar raised in 2010.*