



North Coast Health Ministry
16110 Detroit Ave.
Lakewood, OH 44107
216.228.7878

Non-Profit Org.
U.S. Postage
PAID
Cleveland, OH
Permit No. 4524

TO:

www.nchealthministry.org

North Coast Health Ministry



*“Not what we say about our blessings,
but how we use them, is the true
measure of our thanksgiving.”*

~W.T. Purkiser

Fall Newsletter 2011

In this Issue:

- Donor Spotlight ...page 3
- NCHM News ...page 6
- Silver Celebration ...page 7
- Volunteer Spotlight ... page 9
- How You Can Help ... page 10

NCHM Patient Survey Results:

A record 96 percent of patients in our summer 2011 survey reported that their health has improved or stabilized as a result of the care they receive at NCHM.

Ninety-nine to 100 percent of NCHM patients also reported that:

- They are treated with dignity and respect at NCHM
- Staff consistently pays attention to their privacy
- Staff listens carefully to what they have to say
- Staff consistently and effectively helps them understand medical terms
- They would recommend friends and family for medical care at NCHM

Board of Directors

+

John Griffiths
Chair

Keith Vanderburg, Esq.
Vice-Chair/Secretary

Lawrence E. Yunaska, CPA
Treasurer

Bill Backus
The Honorable Pamela Bobst

Jay R. Carson
David J. Coury

Reverend Lawrence Craig
David DeRoma

Tom Fraser
Mark Getsay

Bryan Gillette
Sandy Haas

Kate Joyce
Wendy Kieding

Janice G. Murphy
C.J. Nock, M.D.

Carol Rini
Julius Skerlan

Michael C. Smith, M.D.
Carol Sterba



After a recent medical examination, one of our patients tearfully confided to our nurse practitioner that she did not have enough money to cover groceries that week for herself and her seven-year-old daughter. Thanks to the generosity of our donors, we were able to give this woman a \$10 grocery gift card to help her through her immediate crisis, in addition to free medical care and prescription assistance.

About a week later, I received a thank you card from this patient with a receipt itemizing exactly how she spent that \$10. Bread, macaroni and cheese, apples, peas and corn were on the list. She felt accountable to us to let us know she spent the funds to meet the need she described. While small in amount, that \$10 made a big difference to her and her daughter that week.

We continue to provide medical care to this patient. A day care provider, she has recently changed employers and now earns enough to purchase groceries and other necessities. She has diabetes but her symptoms are under control, thanks to the medication she receives at NCHM.

Talk is cheap. What we do—not just what we say—is the true demonstration of our gratitude for God’s blessings. It’s action that reveals the breadth and depth of a commitment. In 2011, our supporter community has shown just how broad and deep its commitment truly is to providing assistance to patients such as this woman. Whether you took action by volunteering your time, attending an event, or making a donation, you made a material difference in the life of one of our neighbors in need.

I pass along this woman’s words of thanks and remind you that she is one of almost 3,000 individuals you help annually through your support of NCHM: “I thank you all again for the kindness and generosity you have shown to me and especially my daughter. May God continue to bless you and your good works.”

With gratitude,

Lee E. Elmore
Executive Director

Donor Spotlight

Dr. Richard Watts

Dr. Richard Watts says he became a physician, in part, because he wanted his profession to be something he would never be bored by. And he says his early instincts were correct.

“Patient after patient, it’s never the same,” he says.



Dr. and Mrs. Richard and Audrey Watts

More important, however, is that he wanted to be able to help others. After a 50-year career as a cardiologist at Fairview Hospital, he became a volunteer at North Coast Health Ministry, where he donated his time for six years before finally retiring in 2010.

“I love to treat people,” he says. “North Coast patients come in with very little assets, and they really need a lot of help.”

He credits former NCHM Medical Director Dr. John Sanders with convincing him to become a volunteer, and he’s never once regretted it.

“North Coast Health Ministry is very high on my list of causes,” he says. “The staff works very hard and does a great job.”

He marvels at the many different kinds of patients he was able to serve in his years as a volunteer at NCHM. He also reflects on the gratitude shown by the patients he helped.

“There was an Albanian woman who had come to us with severe hypertension,” he says. “I told her I wanted to see her every week until we got her blood pressure under control. She did as she was instructed, came in every week, and just before Christmas she brought us a wonderful cake. It was her way to show us she was grateful for the care.”

Donor Spotlight (cont’d)

Although he is retired now, Dr. Watts continues to help NCHM patients as a generous donor, whose financial gifts allow us to serve all eligible individuals who come to us in need. As of this year, he and his wife, Mrs. Audrey Watts, are members of NCHM’s Hippocrates Society, which consists of donors who have made a planned gift to NCHM or whose lifetime giving exceeds \$10,000.

Through the generosity of Dr. and Mrs. Watts, and through that of many other individuals in our community who have included NCHM in their charitable giving, NCHM is proud to report that we have never had to close our doors to new patients, even in these extremely challenging recent few years.

In Memoriam...

Dr. Neal Chadwick



North Coast Health Ministry lost a dear and long-time friend this summer with the passing of Dr. Neal Chadwick. In addition to his roles as Chief Medical Officer of Fairview Hospital and Vice President of Medical Affairs for the Cleveland Clinic Health System – Western Region, Dr. Chadwick served as a volunteer physician for North Coast Health Ministry since the early 1990s – seeing patients both in our clinic and in his offices. He was a member of the Board of Directors of NCHM from 2004 through 2011 and served on NCHM’s Medical Advisory Committee. In recognition of his many contributions to our ministry, he was selected as the recipient of the NCHM Hahn/Hoeffler/Sanders Memorial Award for Outstanding Medical Volunteers in 2010. Dr. Chadwick will always be remembered for the compassion he brought to the practice of medicine and his care for the underserved in our community.

Patient Story: Richard McIntyre

Seven years ago, Richard McIntyre fell 16 feet from a ladder while working at a Tops grocery store in Lakewood. He went to the emergency room and was told he had a sprain and a strain. Despite rest and a leave from work, the pain persisted.

In 2006, he moved to South Carolina to be nearer to his son and start his own landscaping business. He soon found that his back pain continued to increase, and he began experiencing other confusing symptoms, such as weakness and loss of motor control. On a visit home to his mother in Cleveland, Richard suffered a major heart attack. After recovery, he returned to South Carolina, but his health continued to decline.

“In South Carolina, I tried to get help,” he says, “but there was nothing there. I had no insurance, so whenever I had a really bad incident, I would go to the emergency room. All they would ever acknowledge was the bad heart and not anything else that was going wrong with me. They’d patch me up and send me on my way, and I’d be back in a couple of months.”

Unable to take care of himself, Richard moved in with his adult son who was stationed in Fort Bragg. In 2010, his son was deployed to Iraq, and Richard moved back to Cleveland to live with his mom. He remembered that North Coast Health Ministry was in his community from his years of living in Lakewood previously and made the decision to go there for help.

“Within two visits, I was diagnosed with MS,” Richard says. “That was my problem and had been my problem all along. No one else took the time or cared enough to diagnose it. I was really desperate. My savings account was gone, and I was living off of whatever I could borrow. North Coast Health Ministry was there for me every step of the way.”

NCHM connected Richard to a neurologist, assisted him with applications for free medications, and made arrangements for him to receive in-home care. He walks with a cane and cannot maneuver stairs, so his family has set up a bedroom for him in the dining room. The home has no first-floor bathroom, so he has to sit and scoot himself up the steps to use the bathroom or take a shower.

Despite his physical limitations, Richard says he is optimistic about his life for the first time in a long time.

“Without the medications and all the help I have and in-home care I’m getting, I would have to say I would have died by now,” he says. “I finally feel like tomorrow’s going to be a better day than today.”



NCHM Offers Ohio Benefit Bank Counseling



North Coast Health Ministry is now offering assistance to members of the community wishing to apply for public assistance programs through The Ohio Benefit Bank™. Individuals interested in learning about programs they may be eligible for are guided through an online application process by a trained Benefit Bank counselor. These programs can provide resources to individuals who may be having a hard time making ends meet, and include food and nutrition, health care, energy and child care assistance.

“It is our job as a free clinic to help our patients get access to all forms of assistance for which they are eligible,” says NCHM Executive Director Lee Elmore. “If someone is eligible for Medicaid, for instance, it’s our responsibility to assist them with their application so that they can get the benefits to which they are qualified. Our Ohio Benefit Bank counselors can help them through the process and, in many cases, help them access a range of other supports that positively impact their health, such as food, prescriptions, and utility assistance.”

Monday Evening Clinics Now Offered

In September, NCHM began offering weekly Monday evening primary care clinics to accommodate patients who cannot get away from work during day-time hours. Patients wishing to schedule an appointment should call 216-228-7878.

Grant News – 2011

North Coast Health Ministry is honored and grateful to have received grants from the following organizations in 2011:

- The Abington Foundation
- The Bruening Foundation
- The Community West Foundation
- Kaiser Foundation Health Plan
- The Kresge Foundation
- The City of Lakewood – Community Development Block Grant
- The Mt. Sinai Health Care Foundation
- The Murphy Family Foundation
- The Nord Family Foundation
- The Ohio Association of Free Clinics
- The Plain Dealer
- The Richman Brothers Foundation
- The Elisabeth Severance Prentiss Foundation
- Saint Luke’s Foundation
- Sisters of Charity Foundation of Cleveland
- United Way of Greater Cleveland

Planned Giving

The Community West Foundation provides technical assistance at no cost to NCHM donors wishing to establish a donor advised fund, establish a bequest or make another type of planned gift. NCHM is grateful for this support provided by The Community West Foundation through its Colleagues Program.



25 silver Celebration

Silver Celebration Gala Marks NCHM's 25th Anniversary

A sell-out crowd of 300 guests feted North Coast Health Ministry's 25th anniversary at our Silver Celebration gala at Westwood Country Club on Thursday, Sept. 1, 2011.

The event, co-chaired by Sandy Haas, Wendy Kieding, and Carol Rini, raised record proceeds of over \$125,000, which represents more than 10 percent of our agency operating budget. Russell Elmer, NCHM founder and honorary chair, flew in from California to be present and kicked off the evening with opening remarks and reflections.

"It's humbling to see the community pull together to provide this level of support," says Executive Director Lee Elmore. "It's gratifying to know there are so many others that share our commitment to providing health care to those in need in our community."

In addition to providing valuable operating support, this year's generous event proceeds will allow us to fulfill patient critical needs, such as prescriptions and home health supplies.

At the event the following 2011 award winners were honored:

Community Champion Award:
Harry and Sharon Zilli

Partner Award:
St. John Medical Center

Hahn/Hoeffler/Sanders Memorial Award
for Outstanding Medical Volunteers:
Marvin D. Shie III, M.D. and Carol Travis, RN, MSN, CNP

Angel Volunteer Award:
Dick Heath



Thank you!

Thank you to our generous event sponsors!

Presenting Sponsors

Carol and Charles Rini, Sr.

Advancing Sponsor

Margolius, Margolius and Associates



Supporting Sponsors

Delphine Barrett

First Federal of Lakewood

Chris and Sandy Haas

Premier Physician Centers

Pat and Charlie Nock

University Hospitals

Wegman, Hessler & Vanderburg

Silver Sponsors

Lee and Larry Elmore

Rae-Ann Skilled Nursing & Rehabilitation Centers

Sea-Land Chemical Co.

St. John Medical Center

Helping Sponsors

Anonymous

Bravo Wellness LLC

Division of Nephrology and Hypertension, University Hospitals Case Medical Center

May Gendron

Joyce Buick GMC

Brian and Donna King

Medical Mutual

Caring Sponsors

Terese and George Blaha

Fred and Nora DeGrandis

Jim and Sara Doan

John and Donna Fleischer

Ken and Kathy Haber

HW&Co.

Lakewood Presbyterian Church

Kaiser Permanente

Adele and Bill Malley

McManamon & Co., LLC

North Coast Jaw & Implant Center,

John Blakemore, DDS,

William Blood, DDS, MD

George W. Quil/FM Global Foundation

Marvin D. Shie III, MD

Mary Warren



Volunteer Spotlight

George Quil

Since retiring from a career with FM Global selling commercial property insurance in June 2009, George Quil had been looking for a way to use his new-found free time for a good cause. His friend, Jeanie Foxx, a nurse at Lakewood Hospital, suggested he consider North Coast Health Ministry

and showed him a NCHM newsletter that said we needed help picking up and delivering laundry and supplies to and from the hospital. For the past year, George has come to NCHM every two weeks to help us with those deliveries.

“George has been a blessing,” says Chief Nursing Officer Kathy Rodgers. “Before he came to us, medical staff was picking up supplies and making those deliveries, and that was time we had to take out of the week that we could otherwise be spending with patients. George’s donation of his time has really resulted in our being able to provide more care to more people. He also has saved a few backs – mine for one! He does this job with good humor and a very willing spirit.”

Volunteers Needed

- Dentists willing to take referrals from North Coast Health Ministry for patients with critical dental care needs. *Contact Mary Ludwig at (216) 228-7878 ext. 122.*
- Volunteer behavioral health therapists. Minimum requirement is a Master’s degree in a behavioral health-related discipline and ability to provide therapy at least two hours/week. Minimum six-month commitment. *Contact Sharon Tipton at (216) 228-7878 ext. 108.*
- Volunteer physicians and nurse practitioners for day, evening and weekend clinics. Specialists and primary care practitioners needed. *Contact Mary Ludwig at (216) 228-7878 ext. 122.*
- Nurses willing to staff a Monday evening clinic once per month or willing to be trained to be on NCHM’s substitute nurse roster – to fill clinic staffing gaps due to vacation, sick days, etc. *Contact Mary Ludwig at (216) 228-7878 ext. 122.*
- Volunteers for NCHM’s Associate Board willing to help with fundraising events and in-house mailings. *Contact Jeanine Gergel at (216) 228-7878 ext. 107.*
- Volunteers willing to organize toiletry drives for NCHM patients at churches, schools or other community groups. *Contact Jeanine Gergel at 216-228-7878 ext. 107.*

How You Can Help

Annual Campaign

Our 2011 annual campaign is in full swing.

Make a gift today to help us deliver health care to our low-income neighbors in need without health insurance. All donations are tax-deductible. Making a donation in honor of a loved one is a holiday gift idea for that hard-to-buy-for person on your list. Just tell us on the enclosed gift envelope whom the gift is in honor of and where the acknowledgement should be sent.

Donations can also be made online at www.nchealthministry.org/donate.



Here’s How Your Contribution Helps

- \$5 or \$10** – Purchases a pharmacy gift card for a patient unable to afford their prescription drug co-pay
- \$25** – Allows us to print and mail patient registration kits to 20 people eligible for our services
- \$50** – Pays for an adult blood pressure cuff for use in our examination rooms
- \$70** – Pays for a chronic care physician visit for a patient with a chronic illness
- \$140** – Pays for two chronic care physician visits for a patient with a chronic disease
- \$250** – Provides for a month’s supply of glucose test strips for 25 diabetic patients. Test strips allow individuals with diabetes to monitor their condition between physician visits and avoid serious complications and costly hospitalizations.
- \$500** – Provides inhalers for three patients with asthma

By supporting North Coast Health Ministry, you help us provide health care to almost 3,000 men, women and children in Western Greater Cleveland without health insurance and without access to health care. We believe health care is as basic a human need as food and shelter. Eighty percent of our patients have chronic medical conditions such as diabetes, hypertension and asthma. Access to affordable health care for these individuals can mean the difference between life and death.

Mark Your Calendars

We are planning the following fundraising events in 2011:

- Junk2Funk – April 2012 (date TBA)
- The Meal that Heals at Players on Madison – Monday, July 9, 2012
- Celebration of Caring – Thursday, August 30, 2012

We hope to see you there!