



293 Hospital Road, Suite B | Sylva, North Carolina 28779

December 11, 2014

Jackson County Board of Commissioners
Attn: Brian McMahan, Chairman
401 Grindstaff Cove Road
Sylva, North Carolina 28779

Dear Mr. McMahan,

It is with gratitude and appreciation that I write this letter today. Many, many thanks to Jackson County and the Board of Commissioners for your ongoing support of the Good Samaritan Clinic. The grant funds our clinic receives from Jackson County each month provides nursing care and case management services to hundreds of our most vulnerable neighbors. Please share with the Board of Commissioners our deep gratitude as we work together to serve our community.

We believe the whole community benefits when everyone is healthier and able to keep their jobs, take care of their families, and meet their financial obligations. Day-in and day-out our staff and volunteers work to serve uninsured adults in our community. Thank you for being an essential partner in meeting this ongoing need in Jackson County.

Our Board of Directors would like to request that a County Commissioner serve on our board. I am including information about the work and mission of the Good Samaritan Clinic for you to review as you consider our invitation to serve. Enclosed with this letter, you will find:

1. Clinic Brochure
2. Clinic Overview—quick snapshot of daily & weekly services
3. 2015 Board of Directors
4. Board of Directors Expectations & Responsibilities
5. Clinic Statistics—provided services in a calendar year
6. Collaborative Network—community network that supports Good Sam

Once you all have had a chance to consider our request, please follow-up with me via phone (828-631-8719) or email (rebeccamathis.goodsam@gmail.com) so that we can talk about next steps. Our orientation for new members is scheduled for Saturday, January 10. This will be a time to learn about how Good Sam operates and serves the community, including a tour of the clinic.

Thank you for your leadership in our community and support of this vital work!

With gratitude,

A handwritten signature in blue ink that reads "Rebecca Mathis".

Rebecca Mathis
Executive Director

***Our mission is to provide healthcare to underserved adults
as exemplified by the Good Samaritan.***



293 Hospital Road, Suite B | Harris Medical Park

Mission

Our mission is to provide healthcare to underserved adults as exemplified by the Good Samaritan.

Who We Are

The Good Samaritan Clinic of Jackson County is a volunteer-based free clinic that serves adults (18-65), with limited income (below 175% of the federal poverty level), who are ineligible for Medicaid, and have no health insurance. We provide primary care and medication assistance to an active patient load of 400+ per year, serving patients from Jackson, Swain, Macon, Graham, Clay, and Cherokee Counties.

How We Serve

Provider Clinic: Appointments are made for patients to be seen by volunteer physicians, physician assistants, and nurse practitioners. Provider clinic operates on a weekly basis, occurring every Tuesday afternoon and evening (3-9pm).

Nurse Clinic: Our Nurse Case Managers coordinate and provide patient care and are available for follow-up questions, referrals, medicine refills, education, and patient applications. Nurse Clinic operates Monday-Thursday (8:30-4:30).

Medication Assistance Program: Eligible patients (both clinic patients and patients from community providers) may utilize this program to obtain free prescription medications.

Why We Serve

Despite recent changes in healthcare, we continue to enroll new patients and serve as the medical safety net for those who have nowhere else to turn. The need for a free clinic in our community has not been eliminated, as there are many who do not qualify for Medicaid or the new tax-subsidies through the Affordable Care Act. We take care of many of the most vulnerable people in our community, providing vital care and access to treatment that enables our neighbors to live healthier lives. As a non-profit organization, funded solely by grants and private donations, we are grateful for the generosity of our partnering agencies, community organizations, businesses, and faith-based groups who serve alongside us.

Rebecca Mathis, Executive Director
rebeccamathis.goodsam@gmail.com
(828) 631-8719

Jennifer Kelly, Clinic Manager
goodsamjk@gmail.com
(828) 631-8716

A Typical Tuesday Provider Clinic:

Primary Care:

provided by MDs, PAs, NPs

Rehabilitation/Therapy:

provided by WCU Athletic Training Faculty & Students

Ultrasound Screenings:

provided by SCC Sonography Faculty & Students

Mental Health Counseling:

provided by Meridian Behavioral Health & WCU Social Work Faculty

Nurse Case Management:

provided by Clinic Manager & Staff Nurse

Patient Education:

provided by Clinic Manager, Staff Nurse, and Volunteer Nurses

Medication Assistance:

provided by Medication Assistance Coordinators

Flu Shots:

provided by Walgreens Pharmacists

Education about Affordable Care Act:

provided by Mountain Projects Healthcare Navigator

English Translation Services:

provided by Volunteer Translators

Clinic Enrollment/Re-enrollment:

provided by Good Sam Staff & Volunteers

Clinical Learning Site for WCU & SCC students:

Students volunteer and serve in the clinic in a variety of ways, learning from experts in the medical field. Nurse Case Managers and Volunteer Providers mentor students from the following areas of study: Nursing, Sonography, Athletic Training, Pre-Med, Athletic Training, and Emergency Services.

The Good Samaritan Clinic of Jackson County Board of Directors Expectations

In addition to the fiduciary responsibilities provided by law and duties outlined in The Good Samaritan Clinic Bylaws (Article V), board members should promote the mission of The Good Samaritan Clinic in the following ways:

- **Regularly attend board meetings and important related meetings.**
 - Participate in New Board Member Orientation.
 - Attend at least 75% of the regular meetings of the board annually.
 - Attend planning retreats as scheduled.
 - Serve a two-year term; members may serve up to 3 consecutive terms.
 - Promptly communicate with Board Chair regarding absences.

- **Readily lend one's individual talent and expertise to GSC in furtherance of its work and mission.**
 - Serve on board committees or workgroups as needed.
 - Stay well informed about business by carefully reading minutes of the board meetings, financial statements and other materials.
 - Take seriously your legal, fiscal and ethical responsibility as a director.
 - Volunteer for at least one Tuesday evening Provider Clinic annually.

- **Actively work to maintain and expand funding for GSC.**
 - Personally make a financial contribution to sustain GSC's ongoing work.
 - Assist in annual fundraising activities and events.
 - Generate support from friends and other contacts.
 - Help the board and staff to identify and cultivate potential donors.

- **Advocate for the work and mission of the Good Samaritan Clinic in the local community and the board member's scope of influence.**
 - Serve as a goodwill ambassador and spokesperson for GSC.
 - Expand GSC's network through friends, relatives and colleagues who can help meet needs in areas such as fundraising, public relations, volunteer support, education, acquisition of office supplies, etc.
 - Seek speaking opportunities for GSC staff at community meetings, healthcare institutions, faith-based organizations, colleges, etc.
 - Assist in the recruitment of board members, volunteers and committee members to augment the board.

(Article V of the Bylaws can be found on the reverse.)

The Good Samaritan Clinic of Jackson County

ARTICLE V - RESPONSIBILITIES OF THE BOARD OF DIRECTORS

Section 1. Duties

The Board of Directors shall be the legislative and business body of the Good Samaritan Clinic. Responsibilities shall include but not be limited to:

- Policy development and administration;
- Evaluation of the operation of the organization;
- Communication with the community;
- Personnel administration, including selection and evaluation of the Executive Director and Medical Director;
- Financial oversight of the organization, including fundraising, review and approval of all financial statements and policies.

Section 2. Compensation

No board member shall receive any compensation whatsoever from the Clinic or Board of Directors for his or her services on the Board. Members may however receive compensation for expenses, but only in accordance with acceptable accounting procedures and with the approval of the Board.

(Board of Directors Expectations can be found on the reverse.)

The Good Samaritan Clinic of Jackson County CLINIC STATISTICS: 2013

48	PROVIDER CLINICS – appointment only
308	NURSE CLINICS (Mon – Thurs) – drop-in and appts
44	MERIDIAN BEHAVIORAL HEALTH only
76	ULTRASOUNDS (SCC program)
428	UNDUPLICATED PTS (includes 127 NEW enrollees)
2516	TOTAL ENCOUNTERS
Sex:	
	Female = 60%
	Male = 40%

9245+ prescriptions provided FY 2013	
\$10,209.	- Medication & supplies costs covered by GSCJC funds (voucher program)
\$750.	- DM supplies covered by GSCJC funds
GSC Medication Assistance Program (MAP) support:	
2907+	- total individual medication requests/applications
2310+	- total medications received & delivered
401+	- total patients served (average of 7 meds per pt)
\$1,915,232. – MAP total requested Average Wholesale Price (and SAVINGS)	
\$43,349. – Insulin Samples donated by pharmaceutical companies	
\$49,616. – estimated savings for discounted supplies ordered as member of NAFC	

Documented donated care, services, and supplies.		
<i>Does NOT include ALL donated care from referrals to private physicians (usually specialists).</i>		
GSC (in-clinic direct services)	2,123,166.	(coded donated encounters; AWP for MAP; ultrasounds)
MedWest Health System	1,325,195.	
Specialists (private)	23,268.	
JC Dept of Public Hlth	5,000.	
Eastgate Pharmacy	5,500.	
LabCorp	79,500.	(12,934 tests)
AmeriCares	45,366.	
Direct Relief International	4,250.	
Drug Coms – insulin samples	43,349.	
Non-patient services/supplies	1,340.	
Sub-total	3,655,934 .	
See pg 2 for TOTAL		

Provider and Other Clinic Volunteers:

Provider donation value based on federally-established UCR and CPT Common Codes, assigned at each documented encounter.

TITLE	VOLUNTEER HOURS/VALUE
MD [3]	494
PAC [2]	399
FNP [3]	144
PT/AT [3]	250
Ultrasound [2]	92
BH Counselor/LCSW [3]	42
Pharmacist [1]	90
TOTAL hours	1,511
Value	\$180,346.
Nurse Encounters coded - (Not included in Total below)	\$88,257

Other values listed below are based on Bureau of Labor Statistics for "WNC Non-metropolitan" or state data if not listed for WNC [May 2012 mean hourly wage – most current].

"Other" volunteer value from "Independent Sector – 2011 NC rate" – most current.

ROLE	VOLUNTEER HOURS	VALUE
Exec Dir/RN	2080	88,580.
RNs	144	4,300.
Medical Assistants	30	443.
Receptionists	625	8,681.
Translators	250	4,525.
Other	1867	35,641.
TOTAL	4996	\$142,170.

Total below included:

- Medication costs paid by GSC
- DM supplies paid by GSC
- AWP medications obtained thru MAP and free clinic donation organizations
- Documented donated care/services/supplies
- Other volunteers hourly values

TOTAL: \$3,809,063.

The Good Samaritan Clinic of Jackson County Collaborative Network (2014)

PATIENT-CENTERED COMMUNITY HEALTH CARE >> IMPROVED HEALTH

ACCESS TO CARE & SAFETY NET RESOURCES:

- Volunteer Providers – MDs, PAs, FNPs
- JCDPH (see program list below)
- LabCorp International
- JCDPH Lab; WestCare Labs
- WestCare Health System (Harris and Swain)
 - o Carolina West Radiology
 - o WNC Hospitalist Group
 - o Sylva Anesthesiology
 - o Highlands ER Physicians
 - o Wound Care Clinic
 - o Mountain Valley Surgery
 - o Sylva/Asheville Cardiology
 - o Sylva Orthopedics Association
 - o Mountain ENT Association
 - o Mountain Care Urology
 - o Mountain GI
 - o Western Carolina Pulmonary/CC
 - o Mountain Pathology Services
 - o Paragon Surgical Services
 - o Mountain Regional Gynecology
- WestCare Urgent Care
- Current Dermatology
- Smoky Mtn Center/Meridian Behavioral Health
- Eastgate Pharmacy; WalMart Pharmacy
- GSC MAP
- Kelly's DME; Advanced DME
- Mountain View Eye Care
- Cancer Care of WNC
- Haywood Women's Center
- Asheville Eye Care
- HOPE Center/Asheville
- Smoky Mountain Ob-Gyn
- Supplies (free or reduced costs):
 - o AmeriCares
 - o Bionime
 - o Direct Relief
 - o Henry Schein
 - o Sanofi Pasteur
- Blue Ridge Free Dental Clinic
- Mission Health System - Asheville

COMMUNITY RESOURCES:

- JCDPH
- Cooperative Extension Services
 - o Healthy Cooking
 - o Lunch and Learn
 - o Written resources
- Department of Social Services
 - o Medicaid review
 - o Disability applications
 - o Services for the Blind
 - o Food stamps
 - o Emergency services
- Public Housing of Jackson County
- Mountain Projects, Inc
- Jackson County Transit
- American Cancer Society (Jackson Co)
- Community Table
- MANNA Food Bank
- Volunteer translators
- United Christian Ministries
- Churches
- Family Donations of DME/supplies
- Western Carolina University (volunteers)
 - o Nursing
 - o Emergency Medical Care
 - o Athletic Training
 - o Physical Therapy
 - o Social Work
- Southwestern Community College (volunteers)
 - o Nursing
 - o Paramedic

ECONOMIC RESOURCES:

- Vocational Rehabilitation
- Consumer Credit/Counseling
- Cooperative Extension Services

INDIVIDUAL BEHAVIOR:

- Jackson Co Department of Public Health (JCDPH)
 - o Health Education
 - o Nutrition Counseling
 - o Women's Wellness: Pap and F/U
 - o Mammograms (BCCCP)
 - o Mens' Wellness
 - o Immunizations
 - o Family Planning
 - o STDs
- GSC Nurse Case Management (care navigation)



2015 Board of Directors

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Clinical Support Director, Smoky Mountain Center

Randal Moss, Vice Chair

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Shannon Powell, Treasurer

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Rebecca Mathis

Executive Director, Good Sam

David Trigg

Medical Director, Good Sam

Medical Director, WCU Emergency Medical Program

Steve Heatherly

President and CEO, WestCare Health

David Moore

Attorney, Earwood and Moore

Kathy Wooten

Retired Educator, Jackson County Public Schools

Jessica Ange

MD, Sylva Family Practice

Gary Long

Owner, Blue Truck Publishing

Melissa McKnight

Health Education Specialist, Jackson County Health Department

Doug Keskula

Dean, WCU College of Health and Human Sciences

Judy LeRoy Robinson

Director of Field Education, Assistant Professor of Social Work, WCU

Good Sam Volunteer Provider