



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.

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## **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.



## 2014 Clinic Statistics

Clinic Served **584** unduplicated individuals in 2014

- 427 Clinic Patients (Primary Care, Case Management, Medication Assistance)
- 157 Community Patients (Medication Assistance Only)

Clinic documented **2,545** medical encounters in 2014

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*For every \$1.00 the Good Samaritan Clinic spent, \$13.90 worth of care and services were provided to our patients in 2014.*

### **Value of Services/Procedures Directly Provided by Good Sam: \$1,752,415**

- Direct Primary Care Services: \$373,276
- Prescription Medications (MAP): \$1,348,830
- Eastgate Pharmacy Voucher Program: \$9,670 (direct cost)
- Value of Ultrasound Procedures On-site: \$20,639

### **Value of In-Kind Support provided to Good Sam patients: \$935,183**

- WestCare Health System:
  - Lab Analysis
  - Diagnostics
  - Ambulatory Procedures
  - Physician Referral Services
  - Other Hospital Services
- Lab Analysis by LabCorp
- Non-Hospital Diagnostic Services
- Physician Specialists (Non-Hospital)
- Ophthalmic/Optical Donations/Services

### **Value of In-Kind Support provided to clinic (not patient specific): \$110,370**

- WestCare Health System
  - Rent/Water/Maintenance/Facility Support
  - IS/Equipment
- Coca-Cola of Bryson City
  - Office Supplies/Paint
  - Drinks for Volunteers
- DirectRelief International
  - Medications and Medical Supplies
- AmeriCares US Access
  - Medications and Medical Supplies

## Prescription Assistance

**Total prescriptions provided by Medication Assistance Program: 5,221**

- Total value of above medications = \$1,348,830 (AWP)

**Total prescriptions dispensed by Eastgate Pharmacy Voucher Program: 5,195**

- Direct cost to Good Sam Clinic for these medications: \$9,670

## Volunteer Services

Volunteer Position	Total Number of People	Total Number of Hours
Physician	5	635
Mid-level (PA and FNP)	6	630
Nurse	3	184
Counselor/Social Worker	2	77
Pharmacist	3	84
Rehab/PT Providers	6	77
Ultrasound/Sonography	2	69
Translators	7	168
Office Assistants/Clinic Support	10	907
WCU/SCC Student Volunteers	60	405
Community Volunteers/Volunteer Board	40	801



# The Good Samaritan Clinic of Jackson County

## Collaborative Network

### PATIENT-CENTERED COMMUNITY HEALTH CARE >> IMPROVED HEALTH

#### ACCESS TO CARE & SAFETY NET RESOURCES:

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| <ul style="list-style-type: none"> <li>- Volunteer Providers – MDs, PAs, FNP's</li> <li>- JCDPH (see program list below)</li> <li>- LabCorp International</li> <li>- JCDPH Lab; WestCare Labs</li> <li>- WestCare Health System (Harris and Swain)               <ul style="list-style-type: none"> <li>o Carolina West Radiology</li> <li>o WNC Hospitalist Group</li> <li>o Sylva Anesthesiology</li> <li>o Highlands ER Physicians</li> <li>o Wound Care Clinic</li> <li>o Mountain Valley Surgery</li> <li>o Sylva/Asheville Cardiology</li> <li>o Sylva Orthopedics Association</li> <li>o Mountain ENT Association</li> <li>o Mountain Care Urology</li> <li>o Mountain GI</li> <li>o Western Carolina Pulmonary/CC</li> <li>o Mountain Pathology Services</li> <li>o Paragon Surgical Services</li> <li>o Mountain Regional Gynecology</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>- WestCare Urgent Care</li> <li>- Current Dermatology</li> <li>- Smoky Mtn Center/Meridian Behavioral Health</li> <li>- Eastgate Pharmacy; WalMart Pharmacy</li> <li>- GSC MAP</li> <li>- Kelly's DME; Advanced DME</li> <li>- Mountain View Eye Care</li> <li>- Cancer Care of WNC</li> <li>- Haywood Women's Center</li> <li>- Asheville Eye Care</li> <li>- HOPE Center/Asheville</li> <li>- Smoky Mountain Ob-Gyn</li> <li>- Supplies (free or reduced costs):               <ul style="list-style-type: none"> <li>o AmeriCares</li> <li>o Bionime</li> <li>o Direct Relief</li> <li>o Henry Schein</li> <li>o Sanofi Pasteur</li> </ul> </li> <li>- Blue Ridge Free Dental Clinic</li> <li>- Mission Health System - Asheville</li> </ul> |
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#### COMMUNITY RESOURCES:

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| <ul style="list-style-type: none"> <li>- JCDPH</li> <li>- Cooperative Extension Services               <ul style="list-style-type: none"> <li>o Healthy Cooking</li> <li>o Lunch and Learn</li> <li>o Written resources</li> </ul> </li> <li>- Department of Social Services               <ul style="list-style-type: none"> <li>o Medicaid review</li> <li>o Disability applications</li> <li>o Services for the Blind</li> <li>o Food stamps</li> <li>o Emergency services</li> </ul> </li> <li>- Public Housing of Jackson County</li> <li>- Mountain Projects, Inc</li> <li>- Jackson County Transit</li> <li>- American Cancer Society (Jackson Co)</li> </ul> | <ul style="list-style-type: none"> <li>- Community Table</li> <li>- MANNA Food Bank</li> <li>- Volunteer translators</li> <li>- United Christian Ministries</li> <li>- Churches</li> <li>- Family Donations of DME/supplies</li> <li>- Western Carolina University (volunteers)               <ul style="list-style-type: none"> <li>o Nursing</li> <li>o Emergency Medical Care</li> <li>o Athletic Training</li> <li>o Physical Therapy</li> <li>o Social Work</li> </ul> </li> <li>- Southwestern Community College (volunteers)               <ul style="list-style-type: none"> <li>o Nursing</li> <li>o Paramedic</li> </ul> </li> </ul> |
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#### 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)