

2008 ANNUAL REPORT
GOOD NEIGHBOR HEALTH CLINIC and RED LOGAN DENTAL CLINIC

The **Good Neighbor Health Clinic (GNHC)**: The medical clinic continued to be busy in 2008 with 968 individuals accessing our services in a total of 2,359 visits. During 2008, a total of 558 medical and specialty clinics were held as compared to 168 medical clinics in 1999. The top medical diagnoses treated at the GNHC during calendar year 2008 included:

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| • Depression and anxiety (546 visits) | • Diabetes (208 visits) |
| • Musculoskeletal pain (508 visits) | • Dental infections (83 visits) |
| • Hypertension (242 visits) | |

Patient services are provided by volunteer physicians, nurse practitioners, physician assistants, complementary providers, nurses, students, and community members. GNHC staff is available during the day to accept new patient referrals, schedule appointments, provide follow up on diagnostic tests, obtain patient medication and supplies, perform case management, and promote continuity of care. Our model of care involves not only assessing, diagnosing and managing each patient's individual health needs, but helping to empower patients around health care issues and removing barriers to care through education and connecting patients with other programs to obtain needed services not provided at Good Neighbor Health Clinic.

The Red Logan Dental Clinic (RLDC): Volunteer dentists, dental hygienists and assistants of our free dental clinic provided direct patient care to 474 individuals, participating in a total of 881 patient visits in 2008. Services provided included restorations (filling cavities), simple tooth extractions, dental cleanings, dental X-rays, and education on good dental hygiene. In addition to the services offered within RLDC, several area dentists accepted a limited number of referrals of Red Logan patients in order to provide services at their private offices.

The number of people without dental insurance is estimated at 50% of the population. This created a great demand for free dental services among low income people throughout the Upper Valley. During 2008, there was an average of 200 people on the waiting list for services, resulting in a two to three month wait for dental appointments. Dental clinics were scheduled during both daytime and evening hours each week, depending upon the availability of volunteer dentists. Red Logan employees were available during regular Monday through Friday office hours in order to respond to calls, offer information and referrals and to coordinate patient care with other medical and dental clinics.

Patients at Good Neighbor Health Clinic and Red Logan Dental Clinic receive comprehensive health care services. Health care access is a top priority as well as creating and maintaining an atmosphere that instills dignity, trust, partnership and respect. By maintaining both a free medical and dental clinic within the same community-based organization, patients have improved access to integrated health care.

GNHC 2008 Financial Report	Year ending
	Dec 31, 2008
INCOME	
Contributions, Medical Clinic	121,339.22
Contributions, Dental Clinic	\$17,928.75
VT Coalition of Clinics for Uninsured Grant	\$105,775.85
Grants, other	\$15,770.00
Hospitals (DHMC and APD)	\$125,000.00
Rental (VT Medicaid Dental Clinic)	\$32,536.63
Special Events (Bowl-a-Thon, etc)	\$20,169.75
Interest Earned	\$4,220.70
Satellite Clinic	\$7,728.45
Donated medical supplies (in-kind)	\$63,536.65
Total Revenue	514,006.00
EXPENSES	
Wages and Benefits	\$232,953.19
Contract Service	\$14,942.00
Insurance	\$9,782.69
Supplies	\$62,091.46
Utilities	\$9,166.67
Telephone & Internet	\$4,488.66
Maintenance & Repairs	\$12,000.80
Professional Fees	\$5,877.19
Satellite Clinic (Mascoma)	\$3,662.31
Postage & Printing	\$1,914.59
Volunteer Support	\$2,546.00
Donated medical supplies (in-kind)	\$63,536.65
Depreciation	\$21,215.00
Other	\$3,091.79
Total Expenses	\$447,269.00
<i>* Excess for the year (dedicated to meeting 2009 expenses)</i>	\$66,737.00

Note: The \$66,737 excess for 2008 was due to receipt of both 2007 and 2008 funding from Dartmouth Hitchcock Medical Center (DHMC) during 2008. Also a portion of funding from Vermont Coalition of Clinics for the Uninsured (VCCU) for 2009 contract services was received in 2008. This excess or revenue over expenses offsets an excess of expenses over revenue of \$39,244 in 2007. The organization is using the excess from 2008 to help meet an expected 2009 revenue shortfall.

Good Neighbor Health Clinic and Red Logan Dental Clinic, 2009 Updates

The most significant changes at Good Neighbor Health Clinic in 2009 involve efforts to better integrate medical and dental services. We have implemented improved procedures involving screening and educating residents in order to identify the most appropriate services and best treatments available. Vermont residents are also given information on how to apply for health insurance through the Green Mountain Care programs. The average number of medical visits by Vermont residents has decreased slightly with some limited success in enrolling patients in Vermont Health Access Program or Catamount Health.

In the Red Logan Dental Clinic, the clinic schedules have been changed in order to allow more time for necessary dental procedures with individual patients. This has resulted in a reduction of the number of patient visits but improves quality of care and convenience to the patients who are able to have more work done in a single visit. The dental clinic is also piloting a program to provide partial and or full dentures to an estimated twenty patients.

There were 1,105 total patient visits to the medical clinic during the first six months of 2009, while dental clinic patient visits were 416 during the same period in 2009.