



## Table of Contents

Celebrating our First Anniversary!	Cover	Temple's Talk	Page 3
Message from Sister Anne	Cover	About CHP	Page 4
A Patient's Story	Page 2	How You Can Help	Page 4
Spotlight on Bri Rivet	Page 2	Volunteers Are Welcome!	Page 4
Thanks for Your Support!	Page 2		
CFMC -- Three Years in the Making!	Page 3		

## Celebrating our First Anniversary!

### *October 25, 2006 marked the Cowlitz Free Medical Clinic's first year of operation!*

On November 2, 2005, 19 volunteers greeted seven Clinic patients during the very first Cowlitz Free Medical Clinic (Clinic). Nearly a year later, on Wednesday, October 25, 2006, the Clinic was staffed with 20 volunteers, saw 25 patients and had to turn away another nine patients.

The Clinic has been offering urgent care every Wednesday night for the past year to the medically uninsured of the Cowlitz County region. The number of uninsured Americans is at an all-time high and considered a national crisis. U.S. Census data shows that 46.6 million Americans, or 15.9 %, were uninsured in 2005. Cowlitz County statistics are comparable with national averages.

Did you know that eight out of 10 uninsured Americans either work or are in working families? They simply can not afford the high cost of medical insurance coverage. Even when it is offered through an employer, many working families do without to make ends meet.

Since the first clinic session, volunteers have opened up their hearts and repeatedly donated their free time, providing \$99,682 of in-kind service in the past year!

We are looking forward to continuing our good work in 2007 and beyond!

### **Cowlitz Free Medical Clinic Statistics**

(for the period of November 2, 2005 to October 25, 2006)

- Over the past year the Clinic saw 1,198 patients; of which 77% live in the Kelso - Longview area, 15% live in the Cowlitz County region, and 8% live in Oregon.
- 24% of patients spoke English as a second language and 80% of these needed an interpreter, in-person or over the telephone.
- 355 patients were referred to follow-up care, 72 to mental health services, 375 to FISH for prescription assistance, 198 for long-term prescription assistance, and 233 for referrals for food, shelter, vision, and other needs identified during the patient's visit.
- We have helped over 540 people complete applications for Prescription Assistance Programs, Basic Health Insurance, Bridge Assistance, and other local and state aid programs.
- Our volunteer pool grew to 144 volunteers including: 30 doctors, 32 nurses, 18 front desk staff, 17 clinic assistants, 11 behavioral health specialists, 8 medication distributors, 8 translators, and 20 waiting room coordinators.

Read on to learn more about the Cowlitz Free Medical Clinic and how you can help.



### *Message from Sister Anne*

CHP Board Chair

During the past year I have had the privilege of participating as a Community Health Partners (CHP) board member. CHP has worked closely with other important community organizations such as the Family Health Center, FISH, Lower Columbia College, and the Ethnic Support Council.

Through collaboration we've been able to obtain improvement of immunization rates, sponsorship of a quarterly dental clinic provided by the University of Washington Dental School, and participation of local dentists using the Kaiser Permanente Dental Clinic. We've also participated in the Justice and Hope coalition (domestic violence), and perhaps most notably, we've established the Cowlitz Free Medical Clinic (CFMC) on Wednesday evenings in the PeaceHealth Workplace Wellness Clinic.

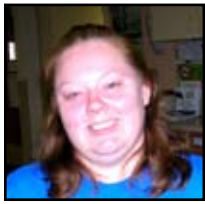
Personally, it has been an eye opener to learn of so many people who have lost health insurance and found themselves seeking services through the CFMC. Recently I assumed the role of CHP Board President. In this capacity I ask that you consider CHP and the CFMC when making charitable donations during the Thanksgiving and Christmas holiday seasons.

Sincerely,

*Sr. Anne Hayes*

## A Patient's Story

Interview with Melissa Hilts



*Not only has Melissa been helped at the Cowlitz Free Medical Clinic, she's become a regular Clinic volunteer!*

Melissa Hilts works as a temporary employee and does not currently have health insurance coverage. When she needed to renew medication, she turned to the Clinic for help. After Melissa was seen by medical staff at the Clinic, Susan Wendel, community health advocate, helped her find a permanent medical home at the Family Health Center.

Impressed with her experience, Melissa referred her partner, Crystine, to the Clinic. Crystine also found the Clinic helpful when she needed refills on her diabetes maintenance medications. She was given a free refill at the Clinic and then referred to the Family Health Center for future medical needs. "The doctor and nurse I saw were very thorough -- just like I was a new patient visiting their regular offices," comments Crystine. "Susan Wendel helped me fill out prescription paperwork and now my prescriptions are handled automatically through FISH and my pharmacy."

Since her first visit as a Clinic patient, Melissa has put in nearly 11 volunteer hours at six clinic sessions. She starts by setting-up the Clinic for the evening and then helps by greeting patients, directing them to the next place they need to go. She helps with parking and keeps the waiting room flowing. Asked why she volunteers at the Clinic, Melissa says "I like what the free clinic is doing for the community and that's why I volunteer. I am amazed at how many groups and volunteers are working together to make this work."

## Thanks for Your Support!

The following donations and grants were received for Cowlitz Free Medical Clinic planning and operations during the period from 2003 through October 2006. We have worked to ensure the accuracy of this list. We apologize if we have inadvertently misspelled or omitted any name. Please call us at 360-423-8704 if we are in error so that we can make the appropriate adjustments.

### INDIVIDUALS

Barton Family Advised Fund	Don & Gladys Hughes
Dennis & Sue Boaglio	Marcella Mashinter
Lesley Bombardier	John & Paula McClelland
Marilyn Conrad	Diane Mulligan
Alvesta & Howard Cusic	Marilyn McGee
Anne Davis	Margaret Nigro Living Trust
Dr. Mimi Fields	Sister Rose Marie Nigro
Dr. Mario Forte & Kristine Keough	Dr. Stanley & Ann Norquist
Eileen & James Givens	F.W. & Ruby Palin
Ray & Kay Green	Duane Peters
Herb & Dorothy Hadley	Kathryn Robbins
Shirley Hadley	Dr. Noel & Carito Santo-Domingo
Sally Helmer	Richard Sayles
Dr. Philip & Alma Henderson Jr.	Dr. Paul Schneider
Jancy L. Howe	George & Marge Schwartz

## Spotlight on Bri Rivet

A Cowlitz Free Medical Clinic Volunteer



*Bri volunteered at the very first Clinic on Nov. 2, 2005 and since then has put in more than 135 volunteer hours!*

A hectic work day doesn't keep Bri Rivet from volunteering at the Clinic on Wednesday evenings. As admitting supervisor at St. John Medical Center, she knows what a hectic work day can look like! Even so, Bri has volunteered at 36 clinics since the Cowlitz Free Medical Clinic opened its doors in November 2005.

During regular working hours, Bri can be found with her sleeves rolled up, supporting the 32 hospital admitting staff employees she manages that are scattered throughout the hospital in various locations. "I can't expect them to know how to do something, if I don't know myself," says Bri.

Bri brings her same hands-on attitude to her role at the Clinic. She registers patients into a database so information can be shared with community health care providers when the patient is referred to a specialist or to a permanent medical home. "Bri is currently our Clinic volunteer with the most hours. She works in the front office and is our computer whiz, checking patients in and out at record pace," remarks Susan Wendel, volunteer coordinator.

"I enjoy helping the patients," says Bri. "It's a different world than working at the hospital -- almost more of a family atmosphere. Everyone has come together to get a job done. I think some of the patients we see might be afraid to come to the hospital. The free clinic provides a non-intimidating environment."

### ORGANIZATIONS

- Altrusa Club of Longview-Kelso
- Donations from Clinic Patients
- The Health Care Foundation
- Health Resources & Services Administration
- US Department of Health & Human Services
- Kaiser Foundation
- Kaiser Permanente
- Longview Kaiser Permanente Clinic Employees
- PeaceHealth
- Regence BlueShield
- Sisters of St. Joseph of Peace
- St. John Medical Center Foundation

## Cowlitz Free Medical Clinic -- Three Years in the Making!

The Cowlitz Free Medical Clinic (Clinic) didn't begin overnight. Instead, it was a result of three years of careful planning. Start-up funding was needed and before fund development efforts began, market research was performed and a business plan written. CHP board members gathered together a clinic planning committee comprised of CHP board partner organizations and other medical community organizations to begin the planning effort. Clinic planning committee members included:

Cordon Bittner, MD - PeaceHealth  
Celicia Yeoman - Regence BlueShield  
Dian Cooper - Cowlitz Family Health Center  
Kathryn Robbins - PeaceHealth/St. Johns Medical Center  
Ken Terhaar - Community Member  
Lesley Bombardier - Community Member  
Marilyn L Netolicky - Kaiser Permanente  
Paul Schneider, MD - Cascade Emergency Associates  
Paul Youmans - Pathways 2020  
Shelley Anderson - Community Member  
Sr. Anne Hayes - St. John Medical Center  
Sue Grinnell - Cowlitz County Health Department  
Temple Parsons, RN - Cowlitz County Health Department  
Thomas Hickey, MD - Kaiser Permanente  
Todd Broderius - PeaceHealth

Planning committee members modeled the Clinic after reviewing the Vancouver Free Clinic (Vancouver, Washington) and the "Circle of Caring --Volunteers in Medicine Model" developed by Jack B. McConnell, MD, where retired and active physicians, nurses, and other providers offer their services on a volunteer basis.

In 2005, Temple Parsons, a Cowlitz County Health Department nurse was hired as the part-time clinic manager and volunteer co-medical directors, Cordon Bittner, MD and Thomas Hickey, MD, were named. Clinic core services were defined and include: general health monitoring, urgent care, prescription assistance, and referral to medical homes for follow up and to social service agencies for other needs. Volunteers were then sought to staff the clinic sessions.

An AmeriCorp position, staffed by Susan Wendel, was added in mid-2005 to provide community health advocacy services. When patients receive medical care at the Clinic, Susan's role is to follow-up with them to help them sign up for Medicaid and Washington State Basic Health Plan insurance and find them prescription assistance, if necessary. Funding is currently being sought to make her position permanent.

## Temple's Talk

It's amazing to look back over the past year and see what's been accomplished! We've held 52 successful clinics and now have a substantial pool of volunteers. We've accomplish a great deal by working together; learning what works and what doesn't work from our patients and volunteer staff.

If you've read the *Celebrating Our First Anniversary* article on page 1, our clinic statistics speak for themselves. We've come a long way! And yet, we see a real need to continue what we've started, focusing on areas where we can improve our level of care. For example, our ability to dispense a greater quantity and a wider variety of prescription drugs as well as provide maintenance medical supplies for chronic diseases, such as diabetes, is dependent on the funding we receive.

The Free Clinic offers a much needed service to the medically uninsured residents of our community and because the need continues to be great, we have high hopes for 2007. During the next year, our main objectives will be:

- To expand our community outreach for charitable support to assist in building operational capacity
- To continue our community health advocacy program which facilitates finding a permanent medical home for patients
- To increase our ability to dispense prescriptions and provide medical supplies needed for urgent care and chronic diseases

- To increase the number of medical and non-medical clinic volunteers
- To expand our clinic hours/days of operations when needed

I want to give my heartfelt thanks to all the volunteers who have given their time at the Clinic. And to the CHP board members who are playing an active role as volunteers and the organizations they represent who are providing in-kind and financial support. Our Clinic would not happen if it wasn't for the efforts expended by such dedicated individuals and organizations.

I also want to thank all the individuals and organizations who gave a monetary contribution or grant to help us get the Clinic organized and operating. Your generosity is helping us build Clinic capacity and sustainability.

I look forward to working with our Clinic's volunteers and patients in 2007 to create a stronger and more sustainable community health care network for all community residents.

My best regards,

Temple

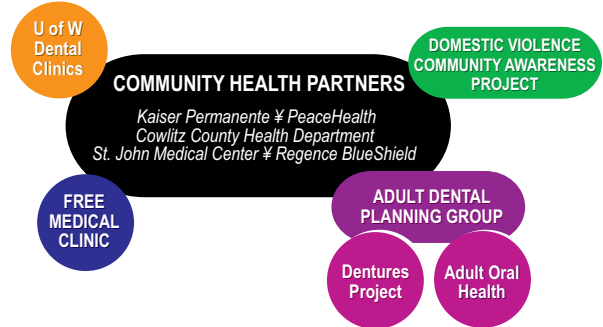


# About Community Health Partners

Founded in 1992, Community Health Partners (CHP) is an experienced and recognized advocate for low-income consumers in Cowlitz County. Operating as a 501(c)(3), its primary mission is to understand and serve the health and wellness needs of the medically under-served that live or work in the region. Providing health education and increasing healthcare access to people who don't have access has been a primary focus of the organization.

The members of CHP include community volunteers and representatives from key health care and health insurance providers including Cowlitz County Health Department, Kaiser Permanente, PeaceHealth, Regence BlueShield, and St. John Medical Center. In addition to the Cowlitz Free Medical Clinic, CHP projects (see diagram to the right) include Medicaid eligible child and parent dental clinics and adult dental clinics for low-income uninsured individuals. The clinics are operated with assistance from the University of Washington Dental School. Current CHP projects also include a dentures project for seniors and those in need, and participation in a domestic violence community awareness project.

CHP is coordinated by Pathways 2020, a non-profit agency that fosters community partnerships to promote and improve the well-being of Cowlitz County.



The 2006/2007 CHP board of directors includes:

Sr. Anne Hayes, St. John Medical Center  
Celicia Yeoman, Regence BlueShield  
Kathryn Robbins, Peace Health  
Ken Terhaar, community representative  
Lesley Bombardier, community representative  
Marilyn Netolicky, Kaiser Permanente  
Sue Grinnell, Cowlitz County Health Department

## How You Can Help

You can make a difference and allow us to continue our work by providing financial support. If you wish to make a tax-deductible charitable donation to support the Cowlitz Free Medical Clinic or other programs supported by Community Health Partners, please contact Paul Youmans, CHP Coordinator, at 423-8704, or simply send your contribution to:

Community Health Partners  
P.O. Box 2853  
Longview, WA 98632

Gifts may be in the form of cash, securities, IRAs, insurance policies and real or personal property.

We appreciate your support! Your gift will help provide resources for the future health of Cowlitz County residents.

## Volunteers are Welcome!

The Cowlitz Free Medical Clinic is open every Wednesday from 5:30 pm to 9:00 pm and located at 1405 Delaware Street (PeaceHealth Workplace Wellness Clinic) in Longview, Washington.

We are looking for volunteer physicians, physician assistants, nurse practitioners, nurses, social workers, mental health specialists, CNAs, CMAs and medical lab technicians who have current licenses and are actively practicing. We also need people with clerical skills to staff the front desk and help patients with paperwork. We have positions for greeters, interpreters, clinic assistants and others who can offer compassionate medical care to community members with limited resources and health care options.

If you would like to volunteer, please contact our volunteer coordinator, Susan Wendel, at 414-2852 or Temple Parsons, clinic manager, at 414-5588.



C O W L I T Z F R E E  
M E D I C A L C L I N I C

c/o Community Health Partners • P.O. Box 2853 • Longview WA, 98632 • 360-423-8704