



# HANDS and HEARTS

The Newsletter of  
Moore Free &  
Charitable Clinic

Spring, 2019

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Our Mission:  
With compassion and respect, Moore Free & Charitable Clinic provides health care to the limited income, uninsured of Moore County.

Dear Friend of Moore Free & Charitable Clinic,

The goal of health care is to improve health and patients' lives. Measuring progress toward that goal can be a challenge. However, Moore Free & Charitable Clinic (MFCC) is committed to measuring and tracking health outcomes for our low income, uninsured patients. It lets us know how well we are performing against our peers. More importantly, it lets us know whether we are improving our patients' lives.

On February 10, we held our annual Hearts and Hands Valentines Brunch at the Carolina Hotel. It was attended by over 200 of our friends and supporters. In addition to the wonderful brunch food and setting, the guests enjoyed hearing about how well we are meeting our goals from the CEO of the NC Association of Free and Charitable Clinics (NCA FCC), Randy Jordan.

Randy reviewed statistics for two important health indicators. First, MFCC tracks how well blood sugar is controlled for diabetic patients. He noted that in 2017, only 19% of our patients did not achieve adequate blood sugar control, compared to 33% of patients with commercial insurance coverage, and compared to 28.1% of NCA FCC member clinic patients overall.

Next, he reviewed how many of our hypertensive patients achieve blood pressure control – in 2017, 79.1% achieved control. That was compared to 61.6% of patients with commercial insurance coverage, and 63.3% of NCA FCC member clinic patients overall. He added that in 2017, MFCC won an award from the Blue Cross Blue Shield Foundation for the most improvement in health outcomes. According to Randy, MFCC's performance is exemplary.

Another statistic important for our supporters to know: **in 2018 MFCC and its partners provided \$29.61 in medical services for every \$1.00 donated.** That is an excellent return on investment. These numbers show we provide great results with compassion and efficiency.

Won't you help us by giving generously so we can continue improving health and lives? **Using the enclosed envelope, please make a gift today to make an immediate impact on the lives of those who seek help and health from Moore Free & Charitable Clinic.** Thank you again and again.

With appreciation,  
The Board of Directors, Staff, Patients and Volunteers

## CEO TONY PRICE RECOGNIZED FOR LEADERSHIP



*Pictured from left: Dr. Dan Barnes, Brian Canfield (FirstHealth COO), Tony Price and Dr. Sharon Harrell (Director of FirstHealth Dental Clinics).*

**O**n January 19, 2019, FirstHealth Moore Regional Hospital held a Dr. Martin Luther King, Jr. Tribute Event, featuring MFCC CEO Tony Price as the keynote speaker. Tony spoke about why a free and charitable clinic is needed, even in this relatively affluent community.

It is estimated that nearly 14,000 of our fellow Moore County residents go without health It is estimated that nearly 14,000 of our fellow Moore

County residents go without health insurance. Many of those have no access to insurance through their jobs and cannot afford to buy it on the marketplace. He explained that MFCC fills the primary care gap for our neighbors who would otherwise have no routine medical care. He also talked about the close partnership MFCC has with the medical community, and Moore Regional especially. MFCC receives referrals from the hospital's Transition Care Clinic, providing a medical home to over 200 high risk patients last year.

After Tony's talk, Dr. Dan Barnes, president of the FirstHealth Physician Group, presented Tony with the first ever Dr. Martin Luther King Leadership Award, in recognition of his and MFCC's tireless work to improve the lives of the less fortunate in our community. The MFCC Board of Directors, staff and volunteers all know Tony as an outstanding leader, and the recognition is well deserved. Congratulations!

### Cheers and Thanks to Our 2018 Volunteers!

Nancy Andrews  
 Dr. Michael Antil  
 John Arnold  
 Shirley Baldwin, R.N.  
 Mary Ellen Bender  
 Dr. Gregory Blakely  
 May Lou Brodict  
 Wanda Brooks  
 Margaret Butcher  
 Mary Chapman  
 Cathy Crawford  
 Ramona Cook  
 Jeanie Daigre  
 Virginia Dean  
 Anne Dickerson  
 Sherry Driscoll  
 Alexandra Ferguson  
 Connie Fletcher  
 Chelsi Frazer

Marion Grote  
 Teresa Griffin  
 Ellen Hamilton  
 Don Harnum  
 Elizabeth Harry  
 Dr. Lori Heim  
 Karen Helms  
 Lauren Keeper  
 Dr. Scott Klenzak  
 Sandra Knapp  
 Barbara Korn  
 Richard Korn  
 Jim Langford  
 Madeline Liddy  
 Amalia Mangum  
 Charlie Mardigan  
 Phyllis Marker  
 Marian Maroney  
 Arthur Medeiros

Angela Meredith  
 Susan McBride  
 Ursula McGlammery  
 Nancy McGowan  
 Ann McNeish  
 Sonia Middleton  
 Virginia Minichello  
 Dr. Walter Morris  
 Benford Morse  
 Donna Neimi  
 Kay Overcash-Jenkins  
 Sherry Price  
 Corrine Ray  
 Randy Rime  
 Dr. Fabian Rodriguez  
 Jane Schwarting  
 Linda Seiberling  
 Jordan Swandell

***We have many opportunities for volunteers interested in clinical and non-clinical jobs. Go to [www.MooreFreeCare.org/volunteer.html](http://www.MooreFreeCare.org/volunteer.html) for more information on needed positions and to access a printable application form.***



## HAPPY BIRTHDAY TO US!

Fifteen years ago in April, Moore Free & Charitable Clinic opened our doors to the first patients. The idea was the inspiration of retired pediatrician, Dr. Dave Bruton, and the former pastor of Southern Pines United Methodist Church, Rev. Mark Wethington. But it could not have come to fruition without an anonymous donor who provided start-up funds. We have been supported primarily by our generous community ever since.



We first saw patients in 600 square feet in the Moore County Health Department. Hours were limited, and dependent on the availability of a handful of volunteer physicians and others. Many times it seemed that the momentum would be lost and the uninsured would once again be left with no medical home. But somehow, the community kept coming through with donations and volunteers.

In 2008, we were blessed to be offered 3000 square feet at 211 Trimble Plant Road in Southern Pines for rent of \$1.00 per year. With funds from grants from the Kate B. Reynolds Charitable Trust and the Cannon Foundation, the space was renovated. We began seeing patients in the new location in May 2009. The new space included a waiting area, examination rooms and offices.

Now, we have again been blessed by the generosity of this community and hopes to begin expansion of our space to 7500 square feet to better serve our patients, staff and volunteers. The new space will have an expanded patient intake and triage areas, an expanded pharmacy area and three additional examination rooms. Construction will begin soon and the goal is to have the new space completed by the third quarter of 2019.

Many have contributed to making this dream a reality. We are so grateful to those whose gifts, time and talents will help improve MFCC's environment so much. Dr. Bruton, MFCC Medical Director Emeritus, summed up the excitement and anticipation: "When we started out in Carthage at the Health Department, I never dreamed we would grow to serve so many patients. I'm just amazed by the quality of care the staff and volunteers provide, and by the positive impact on our patients. It makes me very proud."

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### MANY THANKS TO OUR 2018 SUPPORTING ORGANIZATIONS

195 American Fusion Cuisine  
Bethesda Presbyterian Church  
Brownson Presbyterian Church  
Cameron Presbyterian Church  
Community Congregational Church  
Drs. Monroe & Monroe  
Elliot's on Linden  
Emmanuel Episcopal Church  
Emmanuel Episcopal Thrift Shop  
First Baptist Church

FirstHealth of the Carolinas  
Forte Fitness  
Foundation for the Carolinas  
Foundation of FirstHealth  
Hollyhocks Gallery  
Moore County Community  
Foundation  
PEO Sisterhood Chapters  
Pinehurst Baptist Church  
Pinehurst Medical Clinic  
Pinehurst Radiology

Pinehurst Resort  
Pinehurst Surgical Clinic  
Pinehurst United Methodist Church  
Sacred Heart Catholic Church Ladies  
Auxiliary  
Sandhills Community College  
So. Pines United Methodist Church  
Sunrise Counseling Services  
The Village Chapel  
Whispering Pines Thrift Shop  
Wolcott's

## Making a difference one life at a time

Moore Free & Charitable Clinic has measurable success improving the health of its patients because we approach each patient as a unique individual who deserves the blessing of good health. Our charge nurse, Teresa Hanf, RN, says it's all about the "Four R's" – Recognize needs, provide Resources, generate Results, and build Relationships.

This story is a good example of relationship building. "Tom" is a soft spoken 36-year old who grew up in Moore County. He has been trying to find a new job but is hampered by poor health. He came to MFCC with serious high blood pressure, which was addressed with medication. He came in every month or so for monitoring and was dutifully coached on lifestyle changes, such as eating healthier food and getting more physical activity.



After a period with no real improvement, Tom got "the Talk". He was told by the Clinic Director, Abigail Bivans, PA-C, that if he did not make changes very soon, he was going to end up with a debilitating stroke or heart attack. On his next appointment he was proud to learn his blood pressure was normal. He said he had "cut out all processed foods from my life" and was eating more fruits and vegetables. As a result, in a short time he felt better than he had in years. He now has energy and hope that he can improve other aspects of his life.

These are typical stories for our patients, who would otherwise have no options for care other than the emergency room. All our providers, like Teresa and Abigail, try to understand the challenges our patients face. Thanks to our community's generosity, people like Tom have dedicated providers who take time to know their patients, one life at a time.

## WE NEED YOUR HELP

Moore Free & Charitable Clinic relies on community support like yours to help make a difference. You know from your own health care experience that we have a costly mission. That's why we must ask you to **PLEASE GIVE TODAY.**

**In 2018, our average cost per patient was \$419.81. Won't you help fund the cost to provide quality services for one, two or more of your neighbors who need care?**

## HOW TO GIVE

- **Use the enclosed envelope to send credit card information or a check made payable to Moore Free & Charitable Clinic.**
- **OR**
- **Go to [www.MooreFreeCare.org](http://www.MooreFreeCare.org) and click on DONATE NOW link on our home page.**

MFCC is a 501(c)(3) charitable organization and gifts are tax deductible according to applicable law.

Gifts of stock or other property, and IRA qualified distributions are welcomed, and can be a tax smart way to donate. Gifts in your will to Moore Free & Charitable Clinic will help ensure our mission to provide health care to the low income uninsured of Moore County will be carried out for years to come. If you are doing a review of your will, please consider a gift.

**Remember: all gifts—whether large or small—are deeply appreciated!**

Moore Free & Charitable Clinic is a member of

