

Spring 2011 • *Special Edition*

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- Our Impact on Healthcare



Mary meets with Dr. Lewis for a follow-up appointment.

Connect for Greater Impact

Did you know we “tweet?” Did you know we “post?” Become our “friend” online or through email and learn more about the regular activities of Alliance. Help us share our story and keep costs low by connecting with Alliance through one of the following ways.

- Sign up for monthly email updates:
alliancemedicalministry.org/register
- Follow us on Twitter: [ammnow](https://twitter.com/ammnow)
- Follow our blog: ammnow.wordpress.com
- Register to Volunteer:
alliancemedicalministry.org/support/volunteer

Show us your “love” by joining Alliance online and be inspired by our impact in the community.

“Because of Alliance...” Mary’s Story

“Alliance is more like a family, than a doctor’s office,” says Mary. “They have been there for me through everything.” Mary became a patient of Alliance Medical Ministry in 2008. Prior to that Mary sought medical care through urgent care clinics or the emergency room. Neither was giving her the complete care she needed to address her ongoing health issues. Emergency room visits also damaged her family’s credit. Fortunately she was referred to Alliance.

But the physical support became secondary when Mary’s mother and best friend passed away suddenly last fall. The stress of her mother’s passing induced insomnia and ultimately caused her to lose control of her hypertension and thyroid disease. She reached out to Alliance and within an hour her doctor called back wanting to help. “I could not believe I got called so quickly. And on top of that it was my doctor wanting to know how she could personally help.” Mary immediately came in for a visit, but Alliance knew there was only so much that could be done if her personal stress was not better managed.

Mary was connected to Alliance’s Pastoral Care Program to work through her grief and the stress in her life. Slowly but surely Mary started to get back on track. “I don’t feel like I have to hide anything here at Alliance,” says Mary. “They accept me for who I am and treat me like a real person. I can tell you for certain that does not happen everywhere!” With Mary’s trust and partnership, Alliance has been able to help her improve physically and emotionally.

In 2010, more than 12,000 patients came through the doors and were “seen” as a complete person. Mary shared that “without Alliance, I would not do anything,” because of limited financial resources, lack of access to care and the inability to find a partner that cared. Mary’s physical and emotional health is a simple, but important return on investment in 2010. She is an example of what can be accomplished when integrated services at Alliance surround and support an individual.

Healthcare Hits A High Note!

On May 7, Third Eye Blind is coming to Raleigh for the 2011 Band Together concert benefiting Alliance. More than 3,000 people will join together to raise \$500,000 to increase the capacity of the Alliance clinic and give more individuals access to quality care in Wake County. Buy your ticket or become a sponsor or VIP today. Volunteer groups are needed! For more information go to www.bandtogethernc.org or call Alliance at 919-250-9254.



From the Desk of the Executive Director: Reflections from 2010

Dear Friends,

I think it is fair to say that all of us have faced some unwelcome decisions over the past two years. For some, the impact of the economy has required modest adjustments, like scaling back on dining out each week or postponing a summer vacation to Florida.

But for many, the recession has resulted in more painful decisions, like how to provide the essentials — food, shelter and transportation — for families already struggling to make ends meet.

The latter has certainly been the case for patients at Alliance Medical Ministry, where the economic environment has further increased demand for all our services. In 2010, patient visits increased 22% to 12,388 and the volume of prescription medications dispensed increased by 300%.

The following pages highlight how, with your generous help, we responded by growing our core programs and building innovative extensions like Pastoral Care, diabetes disease management and the community garden to promote long term positive outcomes for our patients. All this was accomplished with a modest 5% increase in expenses.

As our name implies, Alliance Medical Ministry, is just that — an Alliance of committed and caring people responding to God's call to Love Thy Neighbor.

Thank you for being part of our alliance. As always, I welcome your thoughts and comments. Please email me at sharrison@alliancemedicalministry.org.

Sean Harrison
Co-Founder & Executive Director

Alliance Impact in 2010

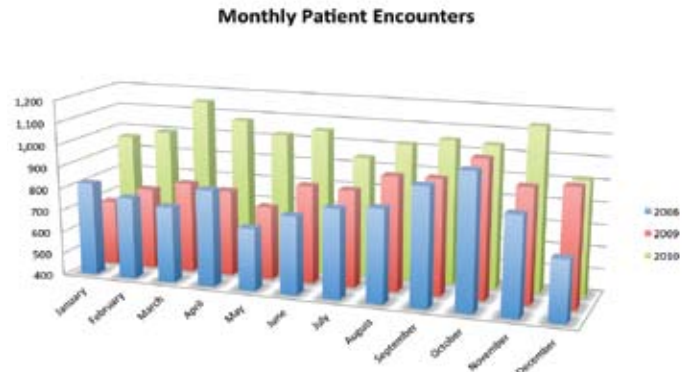
Alliance Medical Ministry is a faith-led medical ministry serving the working uninsured in need of affordable health care. The mission is accomplished in partnership with more than 600 donors, 100 active volunteers, and 40 congregations. Following are the areas where Alliance made great impact in 2010. Only through these valuable relationships is Alliance able to serve as the medical home for more than 8,000 patients.

Clinical Impact

On average Alliance sees more than 1,000 patients each month.

In 2010, Alliance conducted 12,388 patient visits, a 22% increase over 2009. The Acute Care Clinic completed 2,189 encounters to new and existing patients in its first full year of service. Alliance patients pay on a sliding scale, with most paying

\$15 per visit. Their visit includes time with a physician, lab testing, education and most medications. Alliance is a partnership with all patients investing financially along with supporters in improving their health.



Pharmacy Expansion

In 2010, Alliance expanded its pharmacy through a partnership with Blue Cross and Blue Shield of North Carolina Foundation and Kate B. Reynolds Charitable Trust. As a result, Alliance now has a full-time clinical pharmacist onsite who oversees the Patient Assistance Program to facilitate free medications for patients and provides education and management of chronic diseases. **Alliance dispensed more than \$1,500,000 in PAP medications as compared to \$650,000 in 2009.** The impact is that 3,300 brand-name prescriptions were provided to our patients at no cost to them. Along with those medications, Alliance patients receive much needed education and management for chronic diseases such as diabetes, hypertension, cholesterol, and asthma. This addition to our services has enabled Alliance to increase patient access to affordable medications and comply with their doctor's treatment plan.

Disease Management Program



"Support from my Care Partner helped me change my behavior," was the common message at a focus group to learn more about the barriers to achieve success with diabetes management.

To improve long-term outcomes for patients with chronic disease, Alliance launched a disease management series in June of 2010 to address both the educational and behavioral changes necessary to promote lasting change. The two-part program combines an approved Diabetes Management curriculum taught by licensed educators and nurses from Duke Raleigh Hospital, with an ongoing support, accountability and education program. Education areas include problem-solving, nutrition, physical activity, weight reduction, blood glucose monitoring, medication, and support. The program was designed with post program follow-ups with their provider and care team at 3-6-9-12 month intervals to continue

monitoring their outcomes/success. Currently positive results have been documented at the 3-month interval with A1c reduction average of 50%. The next series begins this spring.

Alliance Impact Summary

	2008	2009	2010
Total Patient Encounters	9,685	10,179	12,388
Monthly Average	807	848	1,032
Total Acute Care Clinic Visits	n/a	994	2,189
Chaplin Visits	n/a	45	315
Value of PAP Meds Dispensed	\$466,283	\$565,395	\$1,533,427

Launch of Pastoral Care Program

In 2010, Alliance formalized its pastoral services through the development of the Pastoral Care and Counseling Program. **Free pastoral support and counseling for all patients and families is now offered five days a week.** Our chaplains are clinically trained to work with the Alliance community by listening, acknowledging feelings, offering prayer, meditation and even silence in a private setting. Offering this service as part of a comprehensive medical plan helps to remove barriers to achieve physical health.

The Care Partners Program was introduced to connect with patients in the disease management program on a regular basis to promote healthy communication, positive reinforcement and ultimately motivation for change. Alliance has learned that this level of support is instrumental in driving behavioral change.

Seeds of Hope was launched in 2010 to help connect congregations through forums offering conversation on local healthcare challenges, resources, network opportunities and service. The forums enable all groups to be in ministry together with Alliance.

2010 Financial Impact

Alliance Medical Ministry's impact is a community partnership. Without gifts of time, treasures and talent, Alliance would not be able to serve more than 8,000 of our Wake County neighbors. Ninety-three cents on every dollar was spent on mission services. The balance was used for administrative and fundraising purposes. Following is a reflection of the financial assets Alliance received in 2010.

Impact Built on Partnerships



Alliance patients are a partner in their healthcare. The community is in partnership with Alliance to provide quality healthcare. All must work together to achieve results. The fruits of our labor were evident in 2010.

Fresh fruits and vegetables were plentiful with the first full summer of the **Community Garden** managed in partnership with the **Inter-Faith Food Shuttle**, area congregations and the **Boys & Girls Club**. Food from the garden was provided free of charge to patients to encourage healthy eating. The produce was also used as a teaching tool and in cooking classes for the Diabetes Management Program's nutrition segment.

Through partnership with **Rex Healthcare**, **Alliance has been able to provide annual health screenings**

for uninsured patients in the community. Hundreds of women have received cervical and breast screenings, as well as education and community resources. Rex Healthcare provides the supplies, analysis of the tests and initial follow up with participants. Alliance utilizes its clinic and volunteers to serve the low-income, uninsured patient base and provides on-going care and follow-up for the women. As a result of both screenings, several women have been diagnosed and treated promptly for early cancers, thanks to Rex and special funds such as Pretty in Pink. Both screenings recruit a large percent of Hispanic participants from our community, many of whom have never been screened before.

With a patient base of more than 8,000 active patients, Alliance depends on volunteer providers to help manage a growing and complex patient load. The following **physicians and specialists are regulars at Alliance** and increase the level and access of care available to patients.

Deb Basket, MD

Dr. Stephen Chiavetta

Dr. Allan Eure

Dr. Charles Hodges

Dr. Charles Mann

Nancy Register, FNP

Pilar Berg, PA-C

Joy Cooper

Rick Gannata, NP, DHA, FACHE

Dr. Walton Joyner

Kristen Monahan, PA

Dr. Susan Weaver

Dr. Robert Bilbro

Dr. Taj Eldin

Dr. James Gentry

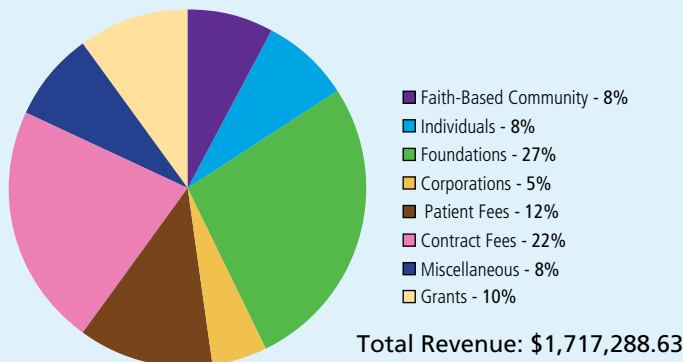
Liska Lackey, FNP

Dr. John Paar

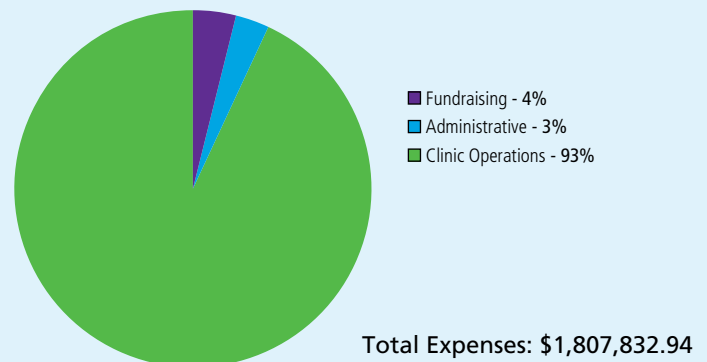
Anne Yerby

Saturday volunteer groups include Carolina Family Practice and Sports Medicine and Boylan Healthcare.

2010 Revenue



2010 Expenses



2010 Covenant Giving Circles

If there is among you anyone in need, a member of your community in any of your towns within the land that God is giving you, do not be hard-hearted or tight-fisted towards your needy neighbor. You should rather open your hand, willingly lending enough to meet the need, whatever it may be— Deut 15:7-8

In an economically challenging year, individuals, families, congregations, corporations, and foundations opened their hands and hearts to support our working uninsured neighbors. Alliance recognizes the sacred cycle that exists between giving and receiving and would like to acknowledge contributions through the following annual Giving Circles.

Circle of Compassion \$25,000 and above

Anonymous
Blue Cross and Blue Shield of North Carolina Foundation
Cary First United Methodist Church
Cary Oil Foundation, Inc.
The Curtis Foundation
The Duke Endowment
Duke University Health System
— Charitable Grants Fund
Edenton Street United Methodist Church
Kate B. Reynolds Charitable Trust
NC Conference of the United Methodist Church — Advance Specials
NC Office of Rural Health and Community Care
Rex Healthcare
The Stewards Fund
Triangle Community Foundation
Triangle Medical Professionals
Wake County Commissioners
WakeMed Health & Hospitals
Western Wake Internal Medicine

Circle of Healing \$10,000 - \$24,999

Bank of America Foundation
Duke Raleigh Hospital
Fidelity Charitable Gift Fund
Hayes Barton Baptist Church
Banks and Dorothy Kerr Fund of Triangle Community Foundation
Mr. and Mrs. Rick Marcotte
John William Pope Foundation
Ms. Grace Ramsey
St. Francis United Methodist Church
Wachovia Wells Fargo Foundation

Circle of Faith \$5,000 - \$9,999

Blue Cross and Blue Shield of North Carolina
Hayes Barton United Methodist Church
Mr. and Mrs. Michael Hendren
Irene Rand Poole Endowment Fund of Triangle Community Foundation
Kirk of Kildaire Presbyterian Church

Phoenix Systems, LLC / Mr. and Mrs. Sheldon Winston
Raleigh Radiology
United Way of the Greater Triangle
White Memorial Presbyterian Church
Mr. and Mrs. David Wilson

Circle of Grace \$2,500 - \$4,999

Christian Community in Action
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Crossroads Fellowship Church
Digital Insurance, Inc.
Mr. Joshua Dillon
Mr. Ken Eudy and Ms. Linda Davis
First Presbyterian Church of Raleigh
ForeverHome
Helton Family Foundation
Mr. and Mrs. Robert Herrington
Highland United Methodist Church
Mr. and Mrs. Lee Morris
Mr. and Mrs. Neil Morris
Providence Baptist Church
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Sonitrol Security Systems of the Triangle
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Westwood Baptist Church
White Plains United Methodist Church
Ms. Frances Wilson

Circle of Hope \$1,000 - \$2,499

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Cary MacGregor Rotary Club
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The Lift Connection
Wake Chapel Church
Mr. Robert Weaver and Dr. Susan Weaver

Circle of Care \$500 - \$999*

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* Cumulative gifts of \$500 or more in the current calendar year will be invited to an annual stakeholders event.

Circle of Blessing \$250 - \$499**

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** Cumulative gifts of \$250 or more in the current calendar year will be recognized in the next Annual Report.

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In honor of Andrew Liepins
 by Triangle Medical Professionals
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 by Bill and Linda Giles
In honor of Barbara Barham
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In honor of Barbara Ennis
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In honor of Anne and Cross Williams
 by J. Cross Williams
In honor of Cleo Edwards
 by Reese Edwards
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In memory of Sally Tanner
by Barbara and John Kelley

In memory of Wilson Hayman's father
by Dick and Jane Walz

In memory of William Titus Ward, Jr.
by Thomas and Larry Hines

Wish List

Below are just a few of the items needed:

Office supplies:

Yellow highlighters
White printer/copy paper
Card stock (white & multicolored)

Over-the-counter medicines:

Artificial Tears
Zaditor Drops
Zyrtec

Medical supplies and equipment:

Insulin syringes
Insulin pen needles
Blood pressure cuffs

For a complete list of current needs with details, visit alliancemedicalministry.org.

Mission of Alliance Medical Ministry

Alliance Medical Ministry is a faith-led medical ministry serving the uninsured working poor in need of affordable primary medical care.

Alliance is a registered 501 (c)(3) nonprofit charitable corporation that relies on donations from individuals, corporations, the faith-based community, and foundations to serve the uninsured working people of Wake County.

Our Vision for 2011

Alliance Medical Ministry is well-positioned to expand our impact on the health of low-income, uninsured adults in Wake County. Our top goal in 2011 is to **increase core primary services**. Primary Care visits grew by 22% in 2010 with only a 5% increase in year-over-year expenses. In order to impact the growing demand for primary care for the uninsured in our community, Alliance must add clinical staff, improve operations and fully fund all programs.

Two campaigns will support Alliance's ability to increase capacity and funding. The first will be the annual **Love Thy Neighbor Campaign** that will start in April. The second will be a partnership with **Band Together**. More than 200 local volunteers will "band together" to raise funds and awareness for Alliance Medical Ministry. The goal is to raise \$500,000 to fully fund an additional full-time physician, nurse and receptionist over the next two-years. The result will be a medical home for 1,500 new patients, providing an additional 3,000 client visits annually.



In 2011, Alliance is launching two quality programs that will improve operational performance for years to come. In partnership with NC Area Health Education Center (NC AHEC), Alliance is working towards meaningful use of our Allscripts Electronic Health Records (EHR) and implementing the Improving Performance in Practice (IPIP) program.

The meaningful use effort will improve clinical work flow and use of the EHR to improve patient care and satisfaction, and document quality outcomes. The IPIP initiative transforms primary care by helping Alliance physicians, nurses and administrative staff to adopt proven tools and systems that support the delivery of consistently high quality care to all patients at all times.

Both the meaningful use and IPIP programs will help Alliance advance towards of goal being an accredited **Patient Centered Medical Home**.

If there are ways you would like to be in service with Alliance Medical Ministry, contact us today.



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Alliance Medical Ministry is the charity partner for the 2011 Band Together Concert. Get involved today and help increase access to affordable healthcare in Wake County.



Support Alliance Medical Ministry through United Way and the Combined Federal Campaign.

Designate your gift using the following gift codes:
United Way - **3899** or Combined Federal Campaign - **89394**.