

Fall 2011

## Season of Hope and Health

Alliance Medical Ministry believes that you shouldn't have to choose between providing for your family and caring for yourself. We strive to provide accessible and affordable healthcare to the working uninsured. By caring for these adults, we are, in turn, strengthening their families. Please join Alliance in strengthening families by making your 2011 gift today. The majority of our funds come at the end of the year. Don't forget your annual gift so that we may continue to provide valuable services to our community.

This coming holiday season, will you shop for friends or family members who have all they need? Or do you have clients and colleagues you'd like to thank? Simplify your life and celebrate the true spirit of giving by recognizing those important to you with a special honorary gift to Alliance. Your gift will help the working poor enjoy a healthier, happier and more productive new year. For your convenience, we've enclosed a return envelope and honorary form or you can visit our website at [www.alliancemedicalministry.org](http://www.alliancemedicalministry.org) for easy online donating.

Alliance is also in need of many tangible items to keep the clinic running. Consider a collection drive at your work or congregation to help fulfill these needs. A full list is enclosed.

Please contact the Development Office at 919.250.9254 with any questions or to discuss other giving opportunities.

## Family Approach to Care

Twenty years ago, Michael became a single parent of his nine-month-old daughter. When his life changed unexpectedly, his focus became razor sharp on the most important thing in his life, his daughter. His sole focus became his family.

Michael did whatever he could to make sure his daughter had everything she needed. When she was school age, he worked third shift so that he could be home with her during the evening. He slept while she was at school and she slept at her grandparents while he worked. "She did not know I worked until she was much older," said Michael, because he was always there.

Michael's sacrifices for his daughter had lasting effects. To ensure her health and safety, Michael purchased health insurance for his daughter, but could not afford to do the same for himself. "I had always been healthy," said Michael, so it was a risk he was willing to take.

All of that changed in July of 2010. Michael ending up in the emergency room following swelling and infection in his legs that he could not manage. His hypertension was out of control and his weight kept increasing. Over the next year, Michael went to the ER five times; three visits lasted four days. Prior to that, it had been 12 years since he had seen a doctor because he could not afford insurance. The total cost of his care exceeded \$80,000. The doctors also told him that if things continued along this path, he would lose his left leg within 5 years and then the right shortly after. He could be wheelchair bound within 5 to 10 years if things did not change. *Continued on page 2*



Michael, left, and Dr. Bilbro, right, celebrate Michael's 47-pound weight loss over the last four months.

## New Research Links Alliance to Healthier Patients, Stronger Communities and Lower Costs

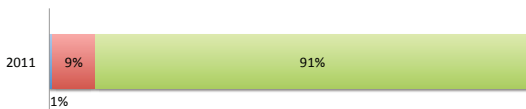
### Patients report fewer ER trips, fewer work days missed, healthier lives, and high satisfaction with Alliance's care.

Thanks to Alliance Medical Ministry, emergency room visits are cut in half, patients miss fewer days at work, and overall health improves dramatically. These and other findings are reported in the newest wave of Alliance's patient research (conducted by an independent, national research firm).

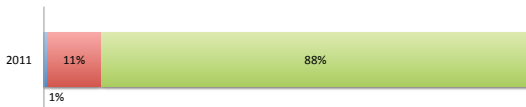
Every two years, Alliance conducts an independent survey of patients to professionally measure quality of service, health improvements, and other important aspects of our service to patients. "It's vital that we increase the volume of the services provided at Alliance based on the community need, but more important that we measurably improve our patients lives," said Sean Harrison, Executive Director of Alliance Medical Ministry. "In addition, we use this research and other measure to show our donors and volunteers exactly how we are using their support to profoundly improve our community."

**FGI Research Results** Alliance continues to be vital to the continued good health of many residents of Wake County who would otherwise have limited or no access to quality medical care. After establishing care at Alliance, patients have 50% fewer trips to the emergency room. With an average cost of \$1,596 per trip to the ER, Alliance will save the community more than \$12,768,000 in 2011. *Continued on page 3*

Quality of Medical Care



Satisfaction With Access to Treatment



Level of Overall Health Improvement



■ Above Average
 ■ Average
 ■ Below Average

## Family Approach to Care *Continued from page 1*

Through this process, Michael was referred to Alliance. Our doctors started to work with him to get his hypertension under control, but the swelling and infection continued. "I had simply let things go to far," said Michael. "My whole life, I have put myself last." Michael then started to meet with Dr. Bilbro, one of Alliance's volunteer providers and a cardiac specialist to manage his hypertension. He also started to meet with a new volunteer, Dr. DeMaria of New Hope Wellness Center, a specialist in bariatric care, to focus on nutrition and behavioral health coaching.

Through the patient-focused, collaborative approach to care and Michael's sheer will to make a change, he is seeing results. Since July, he has not returned to the ER, his blood pressure has improved and Michael has lost 47 pounds through diet change and an exercise program.

"We are so proud of his personal commitment and all that Michael has accomplished in such a short time," said Regina Heroux, Director of Programs and Outreach for Alliance. "For Michael and many others like him, it's about finding the right resources."

"Michael is an example of what motivation and hard work can do," said Dr. DeMaria. "He listens and pays attention to his doctors. His success is the result of comprehensive support."

Michael raised his daughter through his own determination and with the support of his family. Now his Alliance family, staff, volunteers and supporters, are teaching him how to put himself first for a change.

## Connect for Greater Impact

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](http://alliancemedicalministry.org/register)
- Follow us on Twitter: [ammnow](https://twitter.com/ammnow)
- Follow our blog: [ammnow.wordpress.com](http://ammnow.wordpress.com)
- Register to Volunteer: [alliancemedicalministry.org/support/volunteer](http://alliancemedicalministry.org/support/volunteer)

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

## Can you support an Alliance family in need?

At this time of year many Alliance patients need additional support to make it through the year. Support comes in the form of food, transportation, and community outreach. Add your name to the list to help a patient family in crisis. Pastoral Care and Counseling will contact you as needs occurs. You can designate how you want to help and at what level. Email [chaplain@alliancemedicalministry.org](mailto:chaplain@alliancemedicalministry.org) for more information or to volunteer.

## 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.

**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**.



## Hope & Family

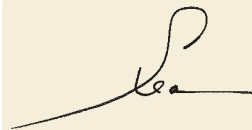
As part of Michael's extended family, we celebrate his personal success and are honored that we could help connect him to the resources he needs to achieve his goals. The goal of Alliance is to serve – either by direct patient care or by providing the connections people need to enable them to work, support their family, overcome health issues or manage their health.

This year we will exceed 13,000 patient encounters. Our numbers look good and our outcomes better. We continue to be innovative with new programs and use of technology, but our sense of family and our call to serve comes first.

Providing Michael access to healthcare is not the only answer; we must also care. Dr. Bilbro and Dr. DeMaria cared enough to volunteer at Alliance and work with Michael individually to achieve positive outcomes. This care gave Michael hope and the determination to make improvements in his lifestyle.

However, the demand for high quality, comprehensive and appropriate care. During this season of hope, I challenge all of us to care a bit more for our working neighbors. Care to make a donation to fund daily clinic operation. Care to volunteer and engage in the ministry. Care to spread the word about Alliance and grow the family of support. Your care will give hope to others. Hope that neighbors can help neighbors!

Thank you again for being part of the Alliance Family!



Sean Harrison  
Co-Founder & Executive Director

# New Research Links Alliance to Healthier Patients, Stronger Communities and Lower Costs

Continued from page 1

Patients of Alliance experience measurable and significant improvements in their health. Because of AMM, patients make fewer trips to the ER, seek the medical care they need, miss 30% fewer days of work, and describe their general health as having improved greatly (eight-in-ten patients). Nearly nine-in-ten patients are very satisfied with their access to treatment, and two-thirds of patients consider the care they receive at Alliance to be better than that of other facilities.

During the survey, one patient commented, "grateful, I could not do without them." Another said, "I love the care that I get there, and I really like my doctor because I know she really cares."

The results of this longitudinal research indicate that Alliance is generating significant benefits for patients, and in turn the community at large. With a \$96 average cost per visit at Alliance funded through local support, the decreased visits to local emergency rooms benefits everyone. Community gains also include improved health, greater productivity in the local economy, and more efficient and effective delivery of care (fewer ER visits, fewer untreated problems, etc.).

In areas for improvements, patients called for an improved phone system and increased access to specialty care at Alliance. If you can help in any of these areas, please reach out to Alliance.

"The research continues to indicate that Alliance improves patient health, strengthens the community, and lowers the over-all cost of healthcare," said David Wilson, CEO of FGI Research. "Alliance should be commended for its commitment to measuring its performance and reporting its results to donors, volunteers and the community at large. They have a great story to tell and the research and empirical to back it up."

FGI Research, a national provider of patient satisfaction and other market research services (headquartered in Chapel Hill, NC), conducts the research for Alliance (all services are donated by FGI Research). FGI's research for Alliance focuses on patient health, satisfaction measures, barriers to receiving care, demand for other medical services, and ideas for improving Alliance. The research in 2011 is based on 855 telephone interviews with Alliance patients.

Thank you FGI Research for your continued partnership! Your contribution of time and talent has enriched compassionate care in our community.

# 30% fewer workdays missed

## Alliance Wish List

Help reduce costs and provide additional options to the clinic and our patients. Use the wish list as a group project to help provide hope to others this holiday season.

### Office supplies:

Wireless phone headsets  
Staples gift cards  
White printer/copy paper  
Colored paper  
Card stock (multicolored)  
Black ink pens (no caps, please)  
Postage stamps  
Office chair  
Digital camera  
Laminator  
5160/8160 label sheets  
Step stool

### Over-the-counter medicines:

Artificial Tears  
Aspirin (81mg) low dose  
Benadryl  
Caladryl lotion  
Cetaphil wash  
Claritin  
Coricidin  
Cortisone cream  
Cough drops

**Bring items to 101 Donald Ross Dr. Raleigh, NC 27610.**

**Call the Development Office at 919.250.9254 for more details.**

### Ibuprofen

Imodium  
Mucinex and Mucinex DM  
Nasal saline  
Prevacid  
Prilosec  
Sudafed PE  
Theraflu  
Tylenol (ES and Arthritis)  
Zaditor Drops  
Zantac  
Zegerid  
Zyrtec

### Medical supplies and equipment:

Prodigy Blood Glucose test strips  
Insulin pen needles (Relion brand)  
Blood pressure cuffs (large/thigh)  
Nebulizers (new or used)  
CPAP machines (new or used)  
Pulse oximeter (portable)  
Exam light  
Pill organizers

### Volunteer needs:

Experienced clinical volunteers (RN, CNA, MD)  
Medical interpreter  
Optometrist  
Dentists  
CDE (certified diabetic educator)  
Registered Dietician  
Data entry  
Saturday healthcare providers (MD, PA, NP)  
Marketing/communication expertise  
Web support  
Event planners





101 Donald Ross Drive  
Raleigh, NC 27610

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## Happy Holidays!

Alliance Medical Ministry serves all regardless of religion, race or gender. During this season of thanksgiving and hope, thank you for being part of our family and working together to provide for our working uninsured neighbors!

