

Randall Rhea, M.D.

From the President:

I belonged to an organization back in college that had a saying, "Better hang on to your hats, fellas. This group is going places!" I cannot help but be reminded of that phrase, when I think of all the exciting things going on with today's Bradley Free Clinic. From expansion of medical services, especially in mental health, to our new

Women's Health Initiative, to expanded pharmacy hours and services, to our smoothly running dental program, to the Hope Initiative--and the list could go on--it is truly an exciting time to be a part of the Bradley family. And none of this would be possible without our volunteers, donors, and supporters. We sincerely thank you for all that you do, and look forward to your continued support. But remember, "Better hang on to your hats!"

From the Executive Director:

It has been another outstanding year for the Clinic with our new strategic plan, new logo, and new programs and initiatives. Our services increased 22% over last year. Since the Clinic began we have provided healthcare services to the community valued at \$74M. This translates to 880,000 medical and dental services and 730,000 prescriptions. For every dollar donated we can provide \$4 worth of services.

Project Access has been onboard for 16 months now providing 1,026 referral services to 223 patients through an active network of 400 physicians and specialists. What you may not know is that the value of services to our patients through Project Access was \$1.1M this past fiscal year.

As part of Project Access we have added the Mini Mission of Mercy dental program treating 227 patients with over 550 dental procedures, 21 volunteer dentists, partnering with the Rescue Mission for Triage. Of course we couldn't do this without the support of Delta Dental.

Our Dental Department was upgraded to state of the art this past year, through a special grant and donations. We now have digital imaging which has been well received by volunteer dentists and

students for better diagnostic procedures and more accurate treatment.

We are expanding our services for women's health and will launch a new Women's Health Initiative, beginning January 2017, to provide comprehensive women's health-care.



Janine Underwood

The Clinic remains very active as a Future Healthcare Professionals teaching facility with the students from VTCSOM, JCHS, VWCC Dental Hygiene School, VCU School of Dentistry, and coming soon, Pharmacy Students. You can find our Med Students seeing patients at the Clinic every Thursday night; holding the International Clinic one Thursday a month; translating our flyers into Spanish; holding fundraisers at Soaring Ridge or on the Roanoke River in kayaks recovering 10,000 yellow rubber ducks at the Duck Race. The students from JCHS not only see patients they also started and run our Wellness Advocate Program.

I am continually humbled by the commitment and dedication of all the professional and lay volunteers, and donors that have supported the Clinic for so many years and continue to do so.

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MISSION STATEMENT

The Mission of the Bradley Free Clinic is to provide free, compassionate and high quality medical, dental, pharmaceutical, and preventive health care services for Roanoke Valley residents who lack the resources necessary to maintain their health and productivity, using volunteer health care professionals.

Pharmacy Expansion

We welcome our new Pharmacist In Charge (PIC), James Black, to our team after his retirement from 24 years of service to Carilion Clinic's retail pharmacy as their PIC. With a total of 34 years of pharmacy experience, James comes prepared to implement changes that enables the pharmacy team to more efficiently serve the patients.

We are constantly looking for innovative ways to improve our services to our patients. We have expanded our hours for patients to pick up their prescriptions to make this process more convenient for them. They're the reason we're here and we couldn't do it without the help of our volunteer pharmacists.

We are expanding our formulary by using more manufacturer program medications and pursuing new avenues to decrease the cost of generic drugs. This includes a greatly expanded vaccine program for shingles, pneumonia, and HPV. We have even moved from DOS to Windows based computers!

This technology upgrade came at the perfect time. Soon we will begin serving as a student training site for pharmacy students from Virginia Commonwealth University, Shenandoah University, and Appalachian College of Pharmacy. Depending on the scope of the rotation, these students will be able to assist with medication filling, assessments, counseling, and Medication Therapy Management (MTM), one of the newest programs now offered to patients.

MTM is offered to our patients taking multiple medications and may also be suffering from one or more chronic disease states. This new program will be particularly important for patients who have difficulty maintaining a medication schedule and as a result suffer worsening symptoms. Our goal is to help patients achieve a better quality of life and avoid unnecessary emergency room visits.



**James Black, R.Ph.
Pharmacist In Charge**

“We have expanded our hours for patients to pick up their prescriptions to make this process more convenient for them. They're the reason we're here...”

Coordination of Care HUB



HEALTHY
roanoke valley
MAKE CHANGE HAPPEN

The Virginia Health Care Foundation (VHCF) funded six of 22, Taking Aim: Improving Health, grants submitted by communities across the state. Each locality's healthcare safety net organizations partnered with a local hospital system to address coordination of services to provide patients with appropriate referrals necessary to achieve optimal health.

The Bradley Free Clinic, along with Carilion Clinic, New Horizons Healthcare, and United Way's Healthy Roanoke Valley are working together to introduce the HUB model. The grant provides each healthcare facility with a Community Health Worker (CHW) trained to conduct home visits to assess a patient's need and connect them to resources to

assist in overcoming social determinants to healthcare and beyond. These resource pathways include employment, transportation, food, housing, medication management, etc. By having these needs met, the expectation is that the patient will have improved health outcomes, decreased unnecessary utilization of ED and/or hospital admissions, and decreased health care spending.



Each CHW will be working with patients at the clinical sites: Bradley, New Horizons, and Carilion Family Medicine-Southeast and Roanoke/Salem. This 18 month pilot project is designed to identify patients residing in zip codes 24013, 24016, or 24017, who are low income, uninsured, diagnosed with hypertension, and have high Emergency Department or hospital admissions. The goal of this project is to continue utilizing the HUB Coordination of Care model for years to come, as the need will always be there.



Women's Health Services

The Bradley Free Clinic has for many years provided Roanoke's working uninsured with well-rounded medical care, provided by volunteer physicians and dentists in a variety of specialties. This year, we are launching the Women's Health Program, an initiative to expand our women's health services to serve more patients in diverse ways in our community.

Previously, we had a long waiting list for our limited GYN services. A recent community survey and needs assessment showed that there is a large unmet need for affordable, reliable contraception, and access to high quality women's health care services.

This program will allow us to provide more of our patients with comprehensive preventive well-woman care, increased access to reproductive health as well as

more problem-based care and diagnostic procedures.

Our team of volunteer Gynecologists and Women's Health Nurse Practitioners include Dr. Julien Meyer, Dr. David Kelly, Dr. Kurt Stockstill, Dr. Mark Gustafson, Terry Gibson, NP, Megan McNamara, RN, and Diane Whitesell, NP, will be joined by Virginia-Tech Carilion School of Medicine's Internal Medicine residents. Diane Whitesell, NP, will oversee the program.

In addition, we are partnering with TAP's Domestic Violence Services and Sabrina's Place, the Sexual Assault Response and Awareness, Inc., and with Salvation Army's Turning Point Domestic Violence Shelter to provide fast-track access to these services to women in crisis situations.

We are hoping to reach as many as 450

women in the first year of the program alone to provide these much-needed medical visits, health screenings, contraceptives, and health education opportunities. Thank you for partnering with us in this new initiative; we appreciate your continued support of our work at BFC!

Special thanks to Dr. Kaylene Logan and Diane Whitesell, NP, for developing our Clinical Care Guidelines.



Nancy Wilson, NP, and Terri Gibson, NP



VWCC Dental Hygiene

Our newest addition of students in the dental department is from the Virginia Western Community College (VWCC) Dental Hygiene School. Our volunteer dentists have been precepting dental students from VCU School of Dentistry and are now reviewing the work of our volunteer hygiene students.

The dental hygiene students have an

opportunity to practice in real dental clinic settings while working with truly grateful patients who leave here saying, "I've never seen my teeth look so good!" Some patients told the students that they never had their teeth cleaned before while one patient mentioned it had been 30 years since seeing a dental hygienist. The partnership with VWCC has resulted in bright smiles for everyone.



"If you want to do volunteer work that is very fulfilling and makes you an advocate for future generations of dentists, become a Preceptor. Practical experiences are very limited at the dental schools and we get a chance to show them real world dentistry. It is one of the most fulfilling things that I have done in my career."

~David Black, D.D.S.



Staff at the Bradley Free Clinic

(pictured left to right): Erica Bell, Donna Otey, Janine Underwood, Carla Martin, Penny Wheeler, Cindy Vernon, Chelsea Kunkle, James Black, Danielle Cohan, and Mary Tate. Not pictured: Brenda Jones, Donna Miller, Mike Reynolds, Brendle Wolfe, and Sarah Yeagan.

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Lieutenant Bill Breedlove

The Roanoke Valley HOPE Initiative (RVHI) is a new collaborative that is entirely volunteer driven! It's initial start came from Lieutenant Bill Breedlove with the Roanoke Police Department to establish a volunteer network of "angels" that assist those suffering from SUDs (Substance Use Disorders), in any form (opiates, marijuana, alcohol), to find resources and access services available for treatment and recovery, hopefully before an overdose or fatality occurs.

This program is also designed to inform the community at-large as to the severity of

the opioid epidemic facing our community. The Bradley Free Clinic, Carilion Clinic, and other local agencies along with a network of 32 volunteer angels have partnered with the Roanoke Police Department creating a community-based "drop in" session once a month at the Bradley Free Clinic where individuals with SUD can get information about professional health services available.

It is only fitting that the Clinic is the site of the HOPE Initiative because the Bradley Free

Clinic has been a safety net in the community for 42 years, providing FREE services using volunteer healthcare professionals. Now the HOPE Initiative, using the example set by the Clinic, utilizes volunteers from the community in helping those afflicted by this terrible disease find treatment and resources. So far the HOPE Initiative has helped 42 participants giving them a sense of hope by guiding them to agencies.




(pictured left to right): Randall Rhea, M.D., Cheri Hartman, Ph.D., Warren Bickel, Ph.D., Tim Jones, Chief of Police

* Deceased

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Providing Free Healthcare Services
 to those in need for 42 Years

In 2015-16...

15,602
 Recorded patient visits



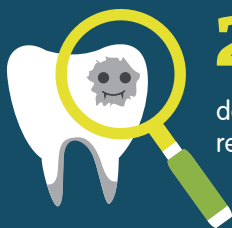
18,576

Dispensed prescription medications valued at \$2.4M



\$5.1M

provided in medical, dental and pharmacy services



2,189

dental extractions and restorative care provided to our patients

237 lbs. of fresh produce distributed to our Nutrition and Wellness Classes



2,604 HOURS

of clinical experience provided through our Future Healthcare Professionals Initiative to students from: JCHS • VCOM • VCU School of Dentistry • VTCOM • VWCC Dental Hygiene School



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2016 Awards Celebration Honoring

Our Volunteer Awards Recognition Ceremony was held on October 5, 2016 at the Shenandoah Club. This is the time of year when we recognize our amazing volunteers and patrons for their commitment to the Clinic and the patients we serve.

Saying thank you simply doesn't seem to be enough so we recognized a few of our volunteers and patrons in medical, dental, pharmacy, and philanthropy who have made a tremendous impact in our patients' lives.

Two award recipients were unable to attend the celebration and will be receiving their awards during the Open House on Friday, December 2nd:

- The David Newman Award for Volunteer Excellence in the Pharmacy will be presented to John A. Matthews, R.Ph.
- The John E. Gardner, D.M.D. Award will be presented to John L. Harris, III, D.D.S.

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Friday, December 2, 2016
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