

IMPACT REPORT | 2022



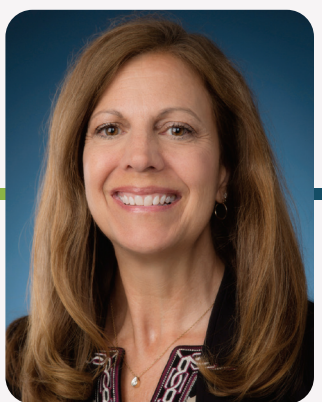
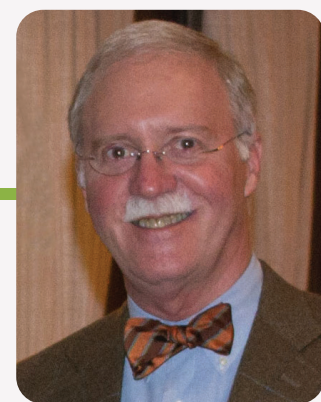


This year marks a milestone for the Clinic as we celebrate impacting over 100,000 lives in the community. For 48 years, the Bradley Free Clinic has provided healthcare at no cost to the low-income, uninsured, and underserved members of the Roanoke Valley. As we have struggled these past two and half years through COVID-19, the one constant we have had is that Bradley will always be the safety net for our patients and the community. The fantastic team of volunteer healthcare professionals, with our faithful donors, continues to be the backbone of the Clinic and allows us to provide the critical services to keep our patients healthy.

All of our healthcare services have grown dramatically over the last few years, seeing increases of more than 32%. Bradley continues to expand and develop new programs to meet the changing needs of our patients and the community. In July, we opened our new Robertson Behavioral Health Wing to provide psychiatry and counseling services and peer recovery services to more than 1,000 patients. Our dental department is focused on expanding services as safety net dental providers in the community have decreased. Our Medical and Pharmacy team continues to grow more comprehensive care and education through our Hep C Clinic, Diabetes Management, and Women’s Health. Our commitment to future healthcare professionals remains strong. We continue partnerships with Virginia Tech Carilion School of Medicine, Virginia Commonwealth University School of Dentistry, Radford University Carilion, Roanoke College, Virginia Western Community College, Appalachian School of Pharmacy, and others.

All of this is possible through the dedication and commitment of our volunteers, donors, grantors, and community support.

Randall Rhea, M.D. | PRESIDENT
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OUR MISSION

The mission of the Bradley Free Clinic is to provide compassionate and comprehensive health care services in partnership with high-quality professional volunteers for under-served residents of the Roanoke Valley.

OUR VISION

The Bradley Free Clinic promotes community health and wellness by providing accessible and exceptional health care services.

FOREVER GRATEFUL FOR BRADLEY FREE CLINIC

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On a cold morning in January 2022, Jenny Bordonos thought she was coming to Bradley Free Clinic for her first dental appointment to take care of a few nagging dental concerns that she had been neglecting while she searched for a dental provider. Much to Jenny's surprise, her January morning appointment was with Bradley's medical provider, not the expected dentist.

Jenny is a member of the local Hispanic community, and the fact that she chose to establish her medical home at Bradley was partly due to our commitment to connect with this community. Yomaly Henriquez, Bradley's Hispanic Health Navigator, has made a concerted effort to spread the word about Bradley and provides education and outreach about the services Bradley offers and how to become a patient at the Clinic. In addition to working out in the community, she is also present in the Clinic to help our Spanish-speaking patients



during their appointments. As Jenny was a new patient at Bradley, having a medical workup was on her list of things to take care of. Jenny is very thankful that she kept that appointment. The result of her initial medical workup was the discovery that Jenny had breast cancer. It was found in its early stages, and her prognosis was good, but the team needed to get her treatment plan underway. Utilizing Bradley's partnerships in the local healthcare community, Jenny was referred to the appropriate providers to begin her treatment plan.

Today, Jenny is cancer free, and she is very grateful to the Bradley team for treating her with such care and concern. Jenny is a strong advocate in the Hispanic community for Bradley and our services. She says, "I got such wonderful care at Bradley, I gladly tell my story to others and encourage them to seek care at Bradley."



BEGINNING A JOURNEY WITH HOPE

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Claude had a long-standing addiction to alcohol and his prescription medications when he came to Bradley Free Clinic to receive counseling services. Our volunteer counselor referred Claude to the HOPE team at Bradley. Bradley's HOPE team is in place to assist those with substance abuse issues in seeking treatment and recovery options. Claude participated in a Coordination of Care interview but was not ready to proceed with treatment options.

Claude continued to receive counseling support and after several significant drug-related events, he realized he was ready to begin his recovery journey. The HOPE team conducted an intake interview where they fully discussed Claude's addiction issues and began assisting him in deciding how he wanted to address his treatment plan.

Claude's recovery journey began with a 3 week's stay at a regional residential detox center. He moved from there to a 45-day treatment center. And now Claude is completing his stay at a local halfway house.

Today Claude, six months after he began his recovery journey he is drug-free. He continues to

receive the support of Bradley's HOPE team as he moves along his recovery path. Early in his journey, the HOPE team helped remove any barriers that limited Claude's ability to get started with his treatment, now that he is getting ready to migrate from this halfway house, they will be there to assist with any roadblocks that could arise.

There are many clients like Claude that have been encouraged, assisted, and supported by the members of Bradley's behavioral health team. They hear many times, "I wouldn't be where I am today without your support."



OVERCOMING DENTAL FEARS

4

Sophia was extremely anxious when she arrived at Bradley Free Clinic for a recent Thursday evening extraction clinic. Sophia has a lifelong fear of the dentist, and as such, she had let her dental pain go untreated for quite a while. When she finally sought care, the only solution was to remove the painful tooth.

Several professional volunteer dentists staffed this Thursday evening clinic. The students from VCU School of Dentistry were present, as well as a local volunteer dentist who performed Sophia's extraction. The procedure was done without any issues, but Sophia's anxiety was extremely high. Her blood pressure was elevated, and she was lightheaded. Rather than moving on to his next patient, the volunteer dentist stayed with Sophia until she could calm down.

By the end of the evening, Sophia's dental pain was gone, and the team convinced her to return for a New Patient Exam and a treatment plan workup that would put her on track for improved dental health. The care and attention paid to Sophia by our volunteers and our staff convinced a once fearful Sophia to embrace a commitment to her oral health.



SAM FINDS BETTER HEALTH

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It was a painful knee that brought 30-year-old Sam Booth to Bradley Free Clinic in April 2022. He needed care but did not have insurance. He found Bradley by Googling "healthcare, no insurance." Sam connected with the

Clinic, completed the necessary registration paperwork, and became a patient. During his first visit to assess his painful knee, Sam met Keri Baker, our staff Nurse Practitioner.

Keri encouraged Sam to get an assessment of his overall health. Sam has a fear of needles and would not agree to additional tests that involved drawing blood. During a subsequent follow-up visit for his healing knee, Keri convinced Sam to have a basic blood panel. To reduce his anxiety, the team put Sam in a darkened room and turned on soothing music. Before Sam knew it, his blood was drawn and sent to Bradley's on-site lab for assessment. The test showed that Sam had developed diabetes and needed a plan to get this disease under control.

Sam began taking medications to control his diabetes. He listened to Keri's advice and began eating better, reduced sugary sodas, and tied to quit smoking. After the first three months under Keri's care for his diabetes, Sam's A1C dropped from 10.6 to 6.2. He has lost almost 30 pounds

by incorporating healthy eating habits into his lifestyle and no longer drinking sugary sodas. Sam's attitude about his illness and his commitment to getting better has been an integral part of his improved health. Sam continues to work on his "pesky smoking habit" and has reduced his intake to a half-pack a day.

During Sam's last visit to the Clinic in late October 2022, Sam's A1C value is now in the normal range and he is diabetes free. Sam sees Keri every month to work on reducing his weight. Sam now works as a Security Guard, which requires him to walk each hour. This increased activity level is helping him to achieve his goal of a healthy weight.

Sam has found his medical home at Bradley Free Clinic and a new lease on life. Sam says, "I feel comfortable there. You can talk to them about anything. It is one of the nicest doctor's offices I have ever visited."



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Bradley Free Clinic gratefully acknowledges the contributions made by the following donors for July 1, 2021 through September 30, 2022. Their generous support allows Bradley to meet its vision of promoting community health and wellness by providing accessible and exceptional healthcare services.

If there are any inaccuracies or omissions, please get in touch with Joanne Paris Jones, Director of Development at 540-344-5156 x116 or joanne@bradleyfreeclinic.com.

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VOLUNTEER SPOTLIGHT

Our volunteers are the backbone of the Clinic. During the last year, our patients have been served by over 300 volunteers across all of our departments. These volunteers have provided over 15,000 hours of service to our patients. Here is what a few of our dedicated volunteers have to say about their volunteer experience at Bradley.

“Volunteering at the clinic is one of my favorite parts of each week. The relationships formed with the gracious patients are both pure and rewarding. I always leave refreshed with a positive feeling towards our community.”

Jonathan Fielder, Occupational Therapist



“There’s a huge unmet need in the community for dental services. I grew up in Roanoke, and I love it here. It’s important to me to use my skills to keep our community healthy by helping those who may not have the means or insurance to get the basic services they need. Good dental care helps them stay healthy, keep going to work, and live their best lives.”

Dr. Will Moore, Volunteer Dentist

“I volunteer at BFC because I enjoy giving back to my community. The population we serve is always grateful, and the staff is wonderful to work with. I definitely get more than I give.”

De-De Ward, RN, BSN

“ I love volunteering at Bradley Free Clinic. I’m giving my time and professional expertise, but I get back so much in return. I meet the most interesting people from all walks of life, learn about our community’s dynamics, and help make the world just a tiny bit better than it was the day before.”

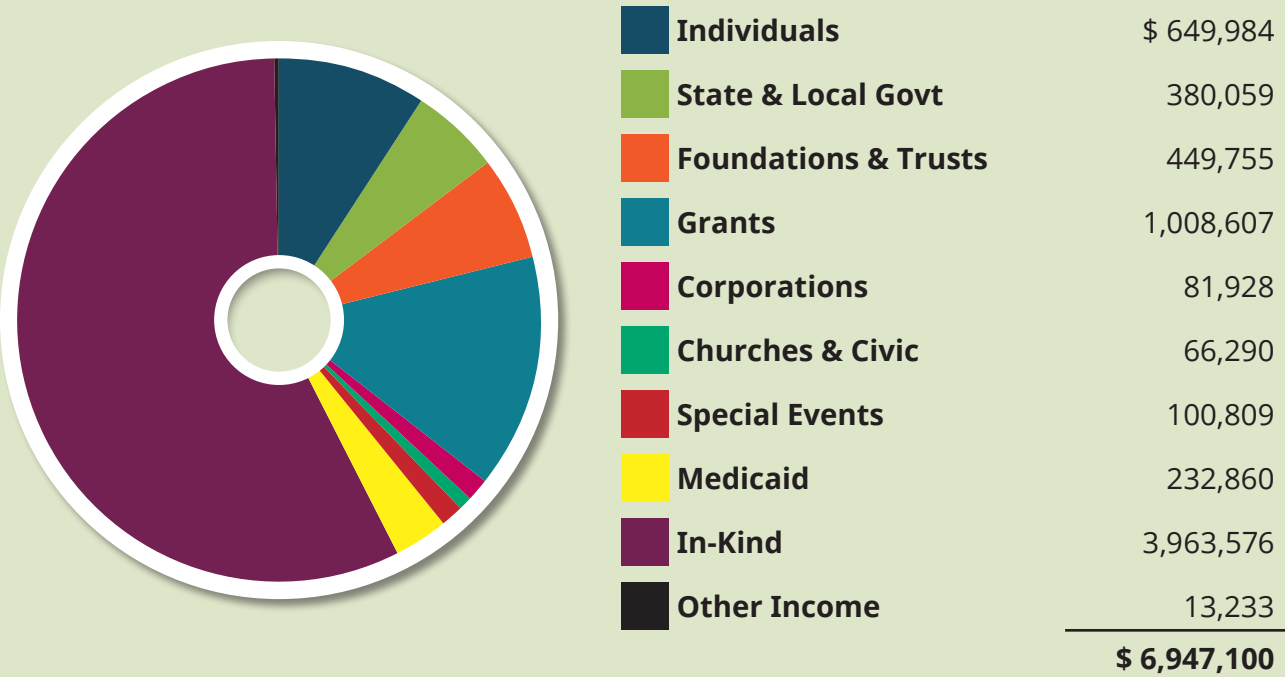
Jill Thompson, Physical Therapist



FINANCIAL SNAPSHOT | JULY 1, 20221 - JUNE 30, 2022

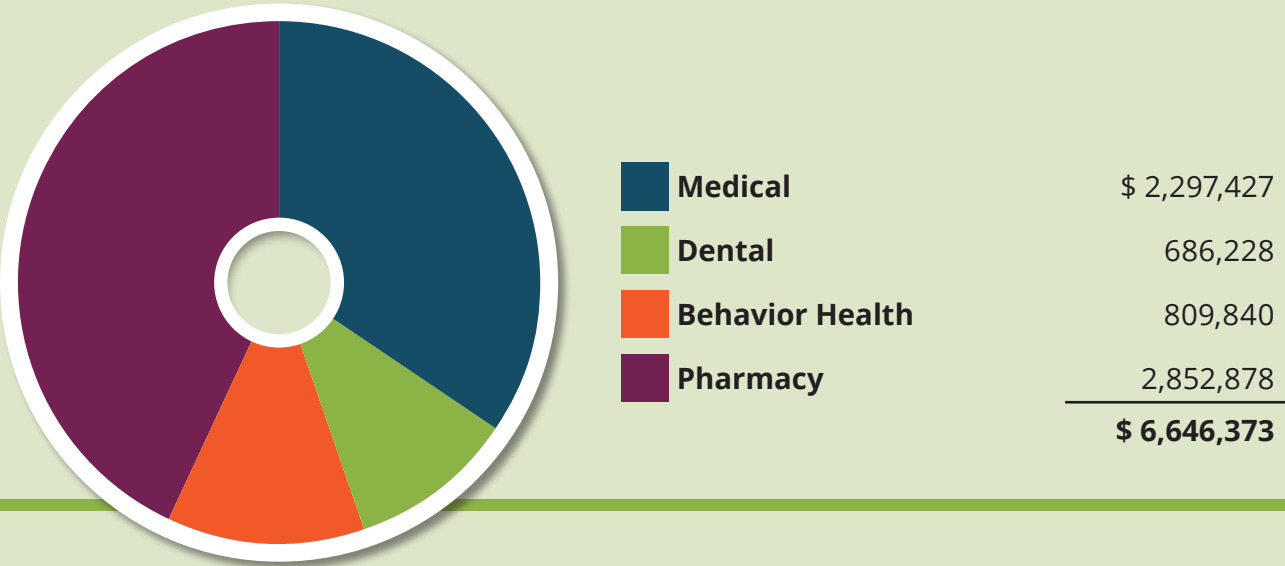
CASH REVENUE & IN-KIND

Total \$6,947,100 - In-Kind \$3,963,576 = \$2,983,524 Total Cash Revenue



CASH EXPENSES & IN-KIND

Total \$6,646,373 - In Kind \$4,126,402 = \$2,519,971 Total Cash Expenses



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16



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ADVISORY COMMITTEES

Many of our volunteers provide much-needed support to ensure that great things happen every day at Bradley Free Clinic.

The Medical Advisory Committee, the Dental Advisory Committee, and the Behavioral Health Advisory Committee consist of professional volunteers of each field. These committees give guidance, advice, and support to Clinic management and a liaison between the professional volunteers of each discipline, Clinic management, and the Board of Directors.

These volunteers who serve on an advisory committee also provide care to our patients or are community partner agencies, and we wish to thank them for the gift of their time and talents to support the Clinic.

Thank you Advisory Committee members!

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