

From the Way Inn to A Way Up

50 Years of Care, Commitment & Compassion



IMPACT REPORT 2023



BRADLEY
FREE CLINIC

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.

Janine Underwood
EXECUTIVE DIRECTOR



THANK YOU

How well I remember my first night of volunteering at the Free Clinic. The clinic was only eight years old, but its reputation had grown quickly—almost as quickly as the increasing number of patients and volunteers. I was only a second-year family medicine resident and was already intimidated and anxious about working alongside established physicians in the community, whose reputations were strong. I didn't know what to expect. As I drove up to the Way Inn, our initial home, I saw a line of patients spilling out of the front door, down the steps and sidewalk in front, then curving around the side of the building and down the adjacent street. My first thought was that we'd never be able to see all of these patients!

As I entered the building, I was greeted with a warm welcome by all and shown to my exam table, partially hidden by a sheet on a clothesline only, one of many such "rooms" in the large front room. My anxiety cranked back up when my first patient entered the room. As he sat down, almost miraculously, all my fears quickly disappeared. It was a great experience, even getting my prescribed meds from a pharmacist working out of a closet, i.e., the pharmacy.

As I have said before, that evening was magical to me, and I was hooked. We were there until 11 that night, but the time flew by. I left feeling rejuvenated and proud, and I couldn't wait for my next time to volunteer. Like so many others, my journey was beginning.

The years since seem to have flown by, and changes and growth have occurred almost daily. The move to our new modern clinic facility, thanks to Marion Bradley Via's magnificent gift, led to the even more rapid expansion of services. We now encompass all aspects of health care—medical, dental, pharmacy, behavioral health, and the Hope Initiative. The addition of daytime hours was a huge milestone, and now, with our new behavioral health wing, our first addition since first moving into the building, we can expand our services even more!

As I mentioned earlier, it has been a magical ride that only seems to improve. Feelings of pride and amazement have replaced the anxiety of that first night. But without any doubt, the most significant accomplishment is that we have never lost sight of the reason for our existence: providing quality, professional, and dignified care to the underserved of the Roanoke Valley.

Randall Rhea, M.D.
PRESIDENT



May the next 50 years be even more remarkable in every way. Our theme for our 50th anniversary is so appropriate—from the Way Inn to A Way Up!

May this continue to be our theme for the generations yet to come, and most especially for the ones we serve, our patients.



*"I was amazed that so many volunteers came forward without hesitation."
- Estelle Avner*

THE FIRST DECADE : 1974 to 1984

The Early Beginnings

On October 15, 1974, a line formed outside The Way Inn. Folks lined up to receive much-needed healthcare from local physicians volunteering to help the underserved in our community. The Free Clinic of the Roanoke Valley grew from an idea by Henry Bell, son of Dr. Houston Bell, Sr. As a student at VCU in Richmond, Henry volunteered at the Fan Free Clinic. Henry shared his experience with his father who encouraged other healthcare professionals to join him in the development of a similar clinic here.

Dr. Bell reached out to fellow physicians and recruited the first volunteer team: Dr. Dick Surusco, his wife, Barbara Surrusco, RN, Dr. Lucky Garvin, along with Estelle Nichols Avner, who were eager to address the healthcare needs of the underserved. Estelle soon became the Executive Director of the Free Clinic.

*"Take a great idea, a pressing need, a great leader in Estelle, stir them up and presto! A Free Clinic!"
- Dr. Lucky Garvin*

St. Mark's Lutheran Church's pastor, Dr. George Bowers, opened their house at the corner of Third and Highland, The Way Inn, to become one of the first free clinics in the country. Word quickly spread about this new service.

Patients like Walter Andrews and his family were appreciative. Like many patients at the Free Clinic, Walter had put off care because he could not afford to go to a doctor. Walter was so grateful for the services he received that he became a faithful volunteer around the Clinic. To this day, Walter says, "They treated everyone the same. They didn't make you feel bad because you were poor."

In 1976, Tom Garland, RPh, and the late Tom Harvey, RPh, local pharmacists, first volunteered at the clinic, originally started by Steve Russick, RPh, a local pharmacy inspector. Sandy Barton, a local pharmacy tech, was instrumental in recruiting the local pharmacists to the Free Clinic. Another key volunteer at the Free Clinic was Karen Houghton, R.N., who became the Clinic's first paid nurse and was the nurse in charge for the next ten years.

Dr. David Black and Dr. Victor Skaff joined the medical volunteers in 1976 and started the first dental practice in a free clinic nationwide. While extractions were the primary dental offering, restorative care and cleanings were added soon. The addition of an X-ray machine, per Dr. Skaff, "Enables us to treat our patients with a higher degree of thoroughness."

Roanoke Memorial and Lewis Gale supported the Clinic with medical volunteers, plus pro bono labs and imaging, from the beginning to well into the future.

Throughout its first decade and continuing to today, the mission of the Free Clinic has been to provide high-quality medical, dental, and pharmacy services to our community's low-income, uninsured members using volunteer healthcare professionals.



THE SECOND DECADE : 1984 to 1994

From Dream to Reality

As we started our second decade, the biggest impact on the Free Clinic was from volunteer residents coming to the Free Clinic through the newly formed Family Practice Residency Program at Roanoke Memorial Hospital, started by Dr. Buck Crockett. The Residents greatly impacted the number of patients that could be seen. Dr. Randy Rhea and Dr. Kevin Kelleher, were among the first group to volunteer their time at the Clinic, and they continued to be part of the Free Clinic for the next 40 years.

John Burkart, Ph.D., a Clinical Biostatistician from Salt Lake City, Utah, put the Clinic on the map by documenting the number of patients served, volunteer hours, and value of services. John continued flying cross country twice a year for 36 years to tell the story of the Free Clinic and its impact on the community. John's reporting was instrumental in securing much-needed financial support – a game changer.

The clinic received a significant gift from Marion Bradley Via in April 1990. This gift allowed the clinic to move from our original location to our current location at 1240 Third Street. This move from The Way Inn to the former home of Roanoke Orthopedic Clinic allowed the Free Clinic to grow and mature by adding volunteer providers and staff in order to expand the services that the Clinic could offer.

On April 12, 1990, First Lady Barbara Bush came to dedicate our new building, which would now be known as the Bradley Free Clinic, in memory of Marion Bradley Via's father, Harry Lynde Bradley. Another honor the Clinic received that year was a *Presidential Points of Light* designation. President George Bush said in his letter of recognition, "The true measure of any individual is found in the way he or she treats others—and the person who regards others with love,

respect, and charity holds a priceless treasure in his heart. Your efforts provide a shining example of this standard."



Bradley Free Clinic became the role model for successful free clinics nationwide. Dr. Kevin Kelleher, the Clinic's first Medical Director, authored an article on the importance and value of free clinics that was published in the *Journal of the American Medical Association* (August 1991). Additionally, he was interviewed by Malcolm Gladwell for *Reason Magazine*, *NPR*, and the *Washington Post* among others. Dr. Kelleher and Estelle Nichols Avner, Executive Director, connected with over 200 communities across the country, providing guidance and moral support to undertake this effort in their community.

"Seeing the number of people in our community who were left without healthcare was frustrating, so we took action and led with our hearts!"

– Dr. Kevin Kelleher

THE THIRD DECADE : 1994 to 2004

A Time of Sustained Growth

The beginning of our third decade found us in our newly renovated space with a growing number of volunteers willing to give their time to help the Clinic realize its mission week in and week out. The need for the services provided by our volunteer team continued. Each year of this decade, the number of patients treated and our services increased.

Since the clinic's early days, Dr. Kevin Kelleher worked tirelessly to secure malpractice protection for medical providers, volunteering their time at nonprofit clinics to help people in need. Attorney General Mary Sue Terry championed the need for malpractice protection at the Commonwealth level along with Dr. Kevin Kelleher. The establishment of malpractice protection for Clinic volunteers allowed the Clinic to provide a wider range of services and recruit professional volunteers with more specialized skills. Finally, on June 18, 1997, Congress passed a federal law, the Volunteer Protection Act of 1997, that granted malpractice protection at the Federal level. Dr. Kelleher played a significant role in the success of this legislation as he testified before Congress, providing firsthand support for the need for this level of protection for volunteer providers.

The Free Clinic of America, the secondary non-profit created to help start up free clinics throughout the country, continued to be busy. Kevin and Estelle connected with many of these clinics in states throughout the country, such as Maine, South Carolina, Georgia, and more.

Back in Roanoke, the services offered at the Clinic continued to expand. A specialty service was added, with Dr. Young Kang providing minor surgical procedures, and Estelle was able to secure the purchase of surgical lighting. Another new specialty, eye care, was established with support from the Elbyrne G. Gill Eye & Ear

Foundation, which purchased new ENT and ophthalmology equipment. Bradley Free Clinic assisted the Roanoke Valley Academy of Medicine in launching Project Access, a network of specialty care volunteer providers that provided services to the underserved in their own practice; it was known as a clinic without walls.



Throughout our history, each patient's story speaks to their gratefulness that we are here to help them through their healthcare challenges. Rhonda shared in 2000 that her longstanding relationship with the Clinic was key to successfully diagnosing a serious lung condition. She credits the Clinic team with "saving her life." In 2002, James said he wished he had a million dollars so he could "give half to the Clinic for all the care they provided" as James worked through the diagnosis and treatment of a kidney tumor.

“VCU dental students gain a feeling of gratitude and commitment to positive action through their work in a vital community safety net clinic. The impact is profound on both students and patients.”

– Dr. Will Moore



THE FOURTH DECADE : 2004 to 2014

The Impact on Future Healthcare Professionals

The highlight of this decade was receiving accreditation from the Virginia Association of Free and Charitable Clinics in June of 2009, one of the original 15 Clinics to receive this symbol of quality.



Volunteers continue to be the clinic's lifeblood and fill many roles throughout the Clinic. Many of our volunteer relationships have been long-standing and ongoing. The first student volunteers in our early years were Hollins students. They came to The Way Inn on Tuesday and Thursday evenings to do whatever was needed to keep things going. Their support continues throughout Bradley's history.

We established relationships with many healthcare training programs. Volunteering at Bradley has long been encouraged by Carilion Clinic for the residents in Family Practice and Internal Medicine programs. With the opening of the Virginia Tech Carilion School of Medicine in 2011, the Clinic became a training site for their students to provide direct patient care under the guidance of a preceptor. This student-run medical clinic was a Professional Leadership project and continues to operate to this day.



The late Dr. Richard Joachim, our dental director and dedicated dental volunteer, was instrumental in establishing Bradley as a clinical rotation site for dental students from VCU. These students come to Roanoke several days each week and work under the direction of a preceptor.

In 2007, with financial assistance from Carilion Clinic, our pharmacy underwent a renovation, and James Black became our first volunteer pharmacy director. James moved to a full-time position and grew our program to provide training opportunities for pharmacy students from VCU and Appalachian School of Pharmacy.

Other schools in the area that provided student volunteers to Bradley were the Edward Via School for Osteopathic Medicine and the Jefferson College of Health Sciences, now Radford University Carilion.

In 2006, Gregory L. Weiss, a sociology professor at Roanoke College and Board Member of the Clinic, published *Grassroots Medicine - The Story of America's Free Health Clinics*. Mr. Weiss's scholarly work represents years of interest in the free clinic movement and began when he introduced himself to Estelle Nichols Avner in 1975.

In the words of Mr. Weiss, "It is safe to say that rarely have so many done so much good for so many people with so little fanfare. They may not yet have transformed the nation's medical care system. Still, they have transformed their communities, the volunteers, and most importantly, the individuals and families who receive needed medical care."

THE FIFTH DECADE : 2014 to 2024

A New Era

In 2014, the Clinic underwent a major transition. Estelle Avner, the Clinic's founding Executive Director, retired, and Janine Underwood assumed the leadership role.

During the next ten years, the Clinic saw many transformational changes, such as the addition of Occupational, Physical, and Speech therapy to our services and the addition of a full-time Pharmacist in Charge to handle the medication needs of our patients.

In 2015, Project Access decided to close its doors, and to continue the good work of this effort, Bradley folded the operation into its structure, continuing to work with local physicians to provide no-cost specialty care to our patients in their office setting.

The HOPE Initiative, founded in 2016 to assist those seeking support and guidance on their addiction recovery journey, found its home at Bradley as part of our Behavioral Health program in 2018.

In early 2019, Medicaid was expanded in Virginia. Many of our patients qualified for Medicaid but found it difficult to find a provider. The Clinic decided to accept Medicaid patients, as many of the newly qualified Medicaid patients had been our patients and desired to keep their medical home with the Clinic.

In 2019, Bradley added our first full-time paid provider, a nurse practitioner funded by the Virginia Health Care Foundation. This position allowed Bradley to increase the times that we were open and able to provide care to our patients. We migrated from offering care from 12 to 46 hours a week.



Our pharmacy is an essential service for our patients.

In 2019, Mental Health America of Roanoke Valley closed its doors, and Bradley folded their patients into its behavioral health program. Recognizing that the Clinic needed additional space to handle its behavioral health operations adequately, Bradley moved forward with a 1,900-square-foot addition. The William & Margaret Robertson Behavioral Health wing was opened in July 2022.

The COVID pandemic hit everyone in 2020, forcing the Clinic to be flexible and adapt to a fast-changing environment. The Clinic remained open to address the healthcare needs of our patients. The impact of COVID was felt most keenly in our dental department, where we added a part-time dentist in October 2020 and another in November 2022 to meet the dental needs of our patient population. As we end 2023 Bradley is the only active dental program for the underserved population in the area.



Another significant development in this decade has been the Clinic's outreach to our community's Hispanic and Immigrant populations. Bradley has established specialized clinics to address the unique concerns of these populations, ensuring that we have providers and interpreters who can facilitate effective quality care, which is the hallmark of our clinic.

While 50 years of service is cause for celebration, the measure of our success is the lives we touch.

Thank you for being a part of our mission!

Please join us on April 20 as we celebrate 50 years of providing services to the underserved in Roanoke.



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Bradley Free Clinic gratefully acknowledges the contributions made by the following donors for July 1, 2022 through December 31, 2023. 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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Peter V. "Dyke" Davies, II
Secretary
Board Member since 2006



Celestia Sue Lawrence
Treasurer
Board Member since 1997



Janine Underwood
Executive Director



Thomas M. Kerkering, M.D.
Medical Director
Board Member since 2012



William U. Moore, D.D.S.
Dental Director
Board Member since 2017



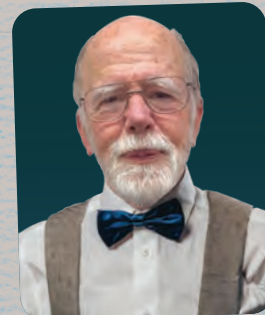
Robert Trestman, Ph.D., M.D.
Behavioral Health Director
Board Member since 2022



Paul C. Kuhnel, Esq.
Counsel
Board Member since 2022



Michael G. Abbott, Pharm. D.
Board Member since 2014



A. Sidney Barritt, III, M.D.
Board Member since 2023



Roy E. Bucher Jr.
Board Member since 2015



Apostolos P. Dallas, M.D.
Board Member since 2005



Varsha Desai, M.D.
Board Member since 2022



Todd Marcum
Board Member since 2017



Heman A. Marshall, III, Esq.
Board Member since 1981



Scott K. Miller, D.D.S.
Board Member since 2017



Cynthia B. Morrow, M.D., M.P.H.
Board Member since 2021



Sue Nussbaum
Board Member since 2019



Tommy Page
Board Member since 2020



A. Morris Turner Jr.
Board Member since 1993



E. Mark Watts, M.D.
Board Member since 2017



Owen Weaver
Board Member since 2015

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.

We want to express our gratitude to the volunteers serving on these advisory committees for their generous donation of time and talent in providing care to our patients and community partner agencies.

Thank you Advisory Committee members!

Medical
Thomas Kerkering, M.D. – Chair
Randall R. Rhea, M.D.
Mark Watts, M.D.
Michael Wiid, M.D.
Nalliene Chavez-Rivera, M.D.

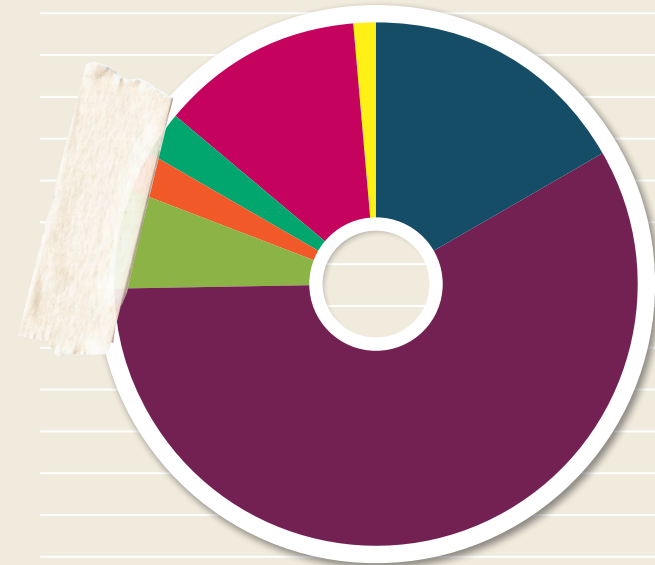
Dental
Will Moore, DDS – Chair
Sandra Andrew, DDS
Hannah Ehreth, DDS
Laura Garden, DDS
Scott Miller, DDS
Adam Williams, DDS

Behavioral Health
Robert Trestman, M.D., PhD
Letitia Hawkins-Beatty, LPC
Tom Milam, M.D.
Himanshu Patel, M.D.
Sondra Stephens, LPC
Hon. Jacqueline F. Ward Talevi

FINANCIAL SNAPSHOT

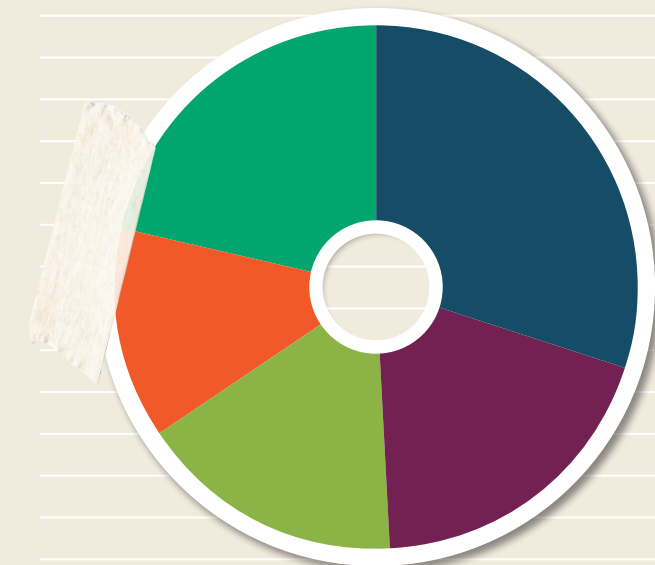
July 1, 2022 - June 30, 2023

CASH REVENUE & IN-KIND



	FY23	
Individuals	\$ 427,625	16.85%
Grants	1,470,015	57.93%
Corporations	157,159	6.19%
Churches & Civic	66,933	2.64%
Special Events	66,976	2.64%
Medicaid	319,739	12.60%
Other	29,288	1.15%
Total Cash Revenue	\$ 2,537,734	
In-Kind*	4,331,599	
	6,869,333	

CASH EXPENSES & IN-KIND



Medical	\$ 904,916	30.10%
Dental	574,523	19.11%
Behavior Health	494,987	16.47%
Pharmacy	388,787	12.93%
Operational Expenses†	642,901	21.39%
Total Cash Expenses	\$ 3,006,114	
In-Kind	4,246,115	
	7,252,229	

*In-Kind: donated services and medications

†Operational Expenses: include overhead, fundraising efforts, and building/clinic maintenance

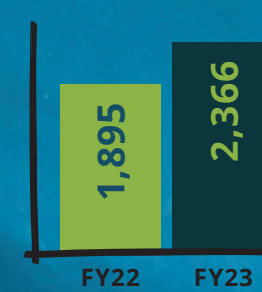
14,382
Total Clinic Visits

That's an 11% increase in FY23!

Medical Visits:



Dental Visits:



Behavior Health Visits:



16,179
Prescription Medications Dispensed



1,348
New Patients

3,151
Unique Patients Served
Medical : 1,888
Dental : 938
Behavioral Health: 1,132

*28% increase in Hispanic patients seen in FY23

13,800
Volunteer Hours

195 Volunteer Providers
346 Student Volunteers

Thank You!



507
Vaccines Administered



SAVE THE DATE



One Magical Night

HONORING OUR PAST. CELEBRATING OUR FUTURE.

April 20, 2024

Hotel Roanoke Conference Center



Keynote Speaker

Nancy Agee
Carilion Clinic CEO

Emcee Mike Stevens



Get tickets at BFC50Gala.givesmart.com or scan the QR Code.



BRADLEY
FREE CLINIC

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