



ILLINOIS ASSOCIATION OF
FREE & CHARITABLE CLINICS

#TheNeedContinues

5th Annual Conference

Monday, December 7, 2015

Starved Rock Lodge and Conference Center



WELCOME

Welcome Fellow Travelers on the FCC Road –

As free and charitable clinics, we are often asked to do a lot with very little. We're good at it, and we know we can get the job done. What we have found, though, is that the road is a lot easier when you're walking with others. In the past few weeks alone, I must have picked up the phone or emailed some of my fellow clinic directors a dozen times to ask for advice, or find out what they're doing on a certain problem. There is – without a doubt – strength in numbers, which is why we are thrilled to have you here to share your own ideas and build collaborations with others.

Increasingly, clinics in states around the country are banding together to look at projects, technical assistance and legislative opportunities to strengthen our sector and the services we offer our patients. This knowledge sharing and idea generation will keep us nimble and able to respond to changes in the healthcare environment. Please take the opportunity to meet at least three people you don't know – they could be the source of the 'next big thing' at your clinic! And even if that doesn't happen, you'll know who you're sharing the road with. And that makes the journey more enjoyable.



Julie Darnell, PhD, MHSA
Chairperson, Conference Advisory Group & Director, IAFCC Board of Directors
Associate Professor, Stritch School of Medicine, Loyola University Chicago



Suzanne Hoban, MPH
Chairperson, IAFCC Board Directors
Executive Director, Family Health Partnership Clinic

CONFERENCE SCHEDULE

Preconference Reception

Sunday, December 6, 7:00-8:30 pm
LaSalle Room, Starved Rock Conference Center
Featuring: Tours of the The Night Ministry's Mobile Clinic

Starved Rock Room

- 8:00 am** **Registration & Resource Tables**
Continental Breakfast
- 9:00 am** **Welcome and Association Update**
Julie Darnell, PhD, MHSA, Conference Chair
Suzanne Hoban, MPH, Board Chair
Leslie Ramyk, MA, Executive Director
- 9:30 am** **How are Free & Charitable Clinics Faring under the Affordable Care Act?**
Julie Darnell, Associate Professor, Stritch School of Medicine, Loyola University Chicago
- 10:00 am** **Treating Fundraising Anxiety in Your Clinic**
Keynote Speaker: Brent Hafele, MA, NewDay Nonprofit Solutions
Fundraising, particularly with major donors, is an effective strategy to improve the impact and sustainability of clinics. Yet fundraising anxiety can prevent clinics from reaping the benefits of a vibrant fundraising program. It's time to take the anxiety out of fundraising!
- 10:30 am** **Resource Tables, The Night Ministry Mobile Clinic Tours, Networking**

RESOURCE TABLES

This year's Resource Tables are a mix of nonprofit and vendor partners providing clinic information, supplies and support, pharmaceutical access, and innovative uses of technology.

- AmeriCares
- Rx Outreach
- DentaQuest
- Care Message
- ECHO-Chicago

Challenges & Opportunities in the Post-ACA Era

Julie Darnell, PhD, MHSA, Associate Professor, Stritch School of Medicine, Loyola University Chicago

Judith Haasis, ACSW, Executive Director, CommunityHealth in Chicago

Suzanne Hoban, MPH, Executive Director, Family Health Partnership Clinic in Crystal Lake

Starved Rock Room

The Affordable Care Act has impacted free and charitable clinics in predictable as well as unexpected ways. Julie Darnell will highlight the challenges clinics face in Medicaid Expansion states. In Illinois, clinics have taken a variety of paths to remain relevant, from adding a mobile clinic component or dental chairs, to closing the clinic completely or merging with another clinic. Suzanne Hoban will provide specific examples from Family Health Partnership Clinic's exploration of revenue options and efforts to assess the feasibility of billing Medicaid. Judy Haasis will share CommunityHealth's messaging to funders and expanded partnerships. Participants will be encouraged to share their challenges and successes; the focus will be on structural, organizational issues with an emphasis on sustainability.

Following the workshop, participants will be able to:

- 1. Discuss the impact of broad healthcare systems change on the sustainability of free and charitable clinics.*
- 2. Identify the steps one clinic took to assess the feasibility of billing Medicaid.*
- 3. Articulate specific strategies clinics have taken to adapt to the post-ACA era*

Innovative Approaches for Improving Breast and Colorectal Cancer Screening for the Uninsured in the Free Clinic Setting

Laura Sheffner, MSN, RN, Women's Health Nurse at CommunityHealth in Chicago

Emily Hendel, MSN, CNP, Director of Clinic Services at CommunityHealth in Chicago

LaSalle Room

Uninsured individuals are disproportionately impacted by life-threatening breast and colorectal cancer diagnoses. Mammography is underused by women without health insurance and the uninsured have few options for colorectal cancer screening. As of September 2015, 49% of CommunityHealth's female patients age 50-75 have been screened for breast cancer within the past two years – exceeding the screening rate for the uninsured nationally (39%) and nearing the screening rate for Medicaid patients (52%). Fifty-three percent of CommunityHealth's patients age 50-75 have been screened for colorectal cancer – more than double the screening rate for uninsured nationally (21%). CommunityHealth has achieved improved breast and colorectal cancer screening through various innovative approaches

to be shared in this workshop, including: (1) process mapping, (2) a “higher-touch” approach to outreach, education, and follow-up, and (3) strategic partnerships.

Following the workshop, participants will be able to:

- 1. Utilize process mapping to identify gaps in current processes for breast and colorectal cancer screening and identify means to address them.*
- 2. Discuss patient barriers to breast and colorectal cancer screening and identify means to address them through “higher touch” targeted outreach, education, and follow-up.*
- 3. Identify potential resources and untapped partnerships to further breast and colorectal cancer screening efforts.*

12:15 pm **Buffet Lunch, Resource Tables, Networking**

1:00 pm **2015 Clinic Innovation Award Presentation**
Winner: Will-Grundy Medical Clinic, Joliet

This award is presented annually in recognition of innovative approaches to patient care that result in measurable improvements to patient health and well-being. The Will-Grundy Medical Clinic was selected this year for its Care Coordination System.

From the Clinic Innovation Award Nomination:

Will-Grundy Medical Clinic currently serves approximately 1000 patients. Eighty percent of the clinic’s patients are chronically ill. Seventy-eight percent of the patients are co-morbid. The clinic does not have a staff medical director. The clinic was facing the challenge of a largely chronically ill patient population and no staff physician or nurse practitioner to lead patient care. Our current medical leader is a retired physician who volunteers for ten hours per week. However, the clinic has nearly 50 on-site volunteer medical providers. The Clinic also has a fifteen-person Medical Advisory Committee. This committee is comprised of volunteer nurses and physicians, including hospital executives.

In order to address the challenge, the clinic developed a Care Coordination Program. The clinic’s care coordination program is nurse led; however, the Clinic’s medical advisory committee guides patient care via meeting with and guiding the care coordinator (head nurse). The care coordinator serves as the liaison between the Medical Advisory Committee and volunteer doctors. This plan was affordable, and it better harnessed the knowledge and skill of the Medical Advisory Committee.

The main goal of the program was to improve patient outcomes. Will-Grundy Medical Clinic is implementing disease care management plans for 100% of its chronically ill patients. All patients are offered ancillary services, including nutrition counseling and education, fitness classes and mental health counseling. Through a partnership with Midwestern University and Roosevelt University, fourth-year pharmacy students provide medication teach back and medication management counseling to clinic patients.

The Impact of Adverse Childhood Experiences (ACEs) on our Patients & Communities

Audrey Stillerman, MD, Office of Community Engagement & Neighborhood Health Partnerships at the University of Illinois at Chicago

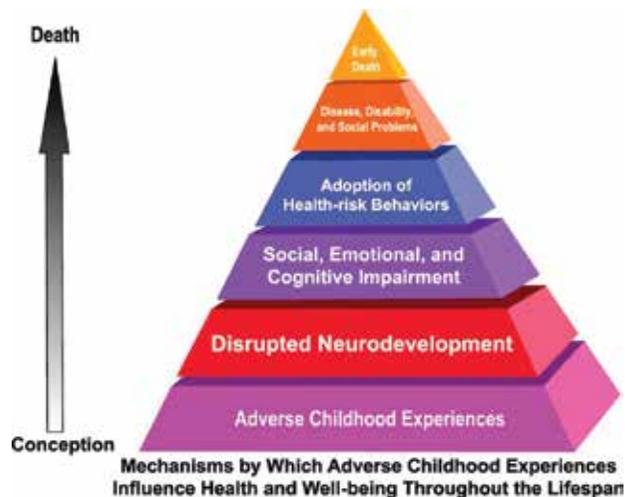
Angie McLaughlin, MSW, Executive Director at Community Health Care Clinic in Normal

Starved Rock Room

The Adverse Childhood Experiences (ACEs) Study is one of the largest investigations ever conducted to assess associations between childhood trauma and later-life health and well-being. The landmark ACEs Study revealed striking associations between childhood adversity and leading causes of physical, mental and social illness in adults. The ACEs Study findings suggest that certain experiences are major risk factors for the leading causes of illness in adults. In this presentation, Dr. Stillerman will explain the ACEs Study, its findings and its relevancy to free and charitable clinic patients, their families and broader communities. Angie McLaughlin will share Community Health Care Clinic's integration of the ACEs Study findings and the impact these changes have had on patients as well as clinic staff.

Following the workshop, participants will be able to:

- 1. Identify specific adverse childhood experiences as defined by the Study.*
- 2. Describe the ACEs Study findings and the impact of childhood trauma on adult wellness.*
- 3. Connect the ACEs Study findings to the free and charitable clinic setting and identify ways to improve the clinic setting and experience in order to prevent ACEs and treat their consequences.*



Intensive Class on Major Donor Fundraising Brent Hafele, MA, NewDay Nonprofit Solutions

Utica Room

Note: This intensive class runs all afternoon, during both the B and C breakout sessions. Pre-registered participants will attend the entire class.

While the definition of a “major” donor may vary from clinic to clinic, this class will focus on the major donor cultivation process. Fundraising doesn’t need to be painful; in fact, it can be a joy for the fundraiser and donor alike. When fundraising is done right, it is fun, comfortable and effective. Brent will share proven, practical tips that can be implemented right away, including ways to identify prospective major donors and opportunities to practice a technique for asking for large gifts. Ultimately, participants will develop practical, achievable goals to kick-start their major donor programs and a basic strategy to get started.

Following the workshop, participants will be able to:

- 1. Describe the major donor cultivation process.*
- 2. Leave with a technique for asking for large gifts.*
- 3. Develop major donor goals appropriate to their clinics and strategies to achieve those goals.*

2:45 – 3:15 pm Resource Tables, The Night Ministry Mobile Bus Tours, Networking

Continuing: Intensive Class on Major Donor Fundraising**Utica Room****Volunteer Recruitment, Retention and Evaluation**

Suzanne Hoban, MPH, Executive Director, Family Health Partnership Clinic in Crystal Lake

Starved Rock Room

Volunteer healthcare professionals are the hallmark of free and charitable clinics. Many describe their time volunteering as the best part of their practice – but time and other commitments can become hurdles. How does your clinic monitor, acknowledge and evaluate volunteers? How do you find new volunteers, and what kind of orientation do you provide? Explore strategies for attracting and keeping the best kind of volunteers.

Following the workshop, participants will be able to:

- 1. Identify a variety of volunteers and volunteer opportunities that can be used within the clinic.*
- 2. Identify several recognition strategies for volunteers.*
- 3. Articulate a value – both monetary as well as capacity value – of volunteers in the clinic.*

Risk! Clinic Liability 101

Shannon Watson, Executive Director, Tri City Health Partnership in St. Charles

LaSalle Room

Like all nonprofit leaders, free and charitable clinic directors manage boards, budgets and grant reports – but risk and liability are more complex with the addition of health services. What kind of risks do clinics face? Do free and charitable clinics need insurance? Join us in a discussion of Illinois' Good Samaritan Law, the coverage available through the FTCA (Federal Tort Claims Act), and general clinic liability.

Following the workshop, participants will be able to:

- 1. Understand the purpose of general liability as well as Directors & Officers insurance.*

2. Identify the requirements, protections and limitations of Illinois' Good Samaritan Law.

3. Assess the potential benefits of FTCA and utilize templates from other clinics to apply for FTCA coverage.

4:15 pm **Door Prize Drawings** Clinics must be present to win!
Closing Remarks & Evaluations

DOOR PRIZES

Many thanks to **AmeriCares** for donating the round trip airfare on Southwest Airlines to the IAFCC Conference! Everyone who has registered for the conference will be entered into the airfare raffle.

Equipment Prizes: Each participant will receive three door prize "tickets" at Registration. Participants will place their tickets in the door prize bowls of their choice. Clinic must be present at the time of drawing in order to win.

The door prizes will be awarded individually. The door prizes are:

- Cholestech LDX with Printer
- EKG Machine
- Microscope
- Clinitek Urinalysis
- Defibrillator
- Centrifuge

Many thanks to Bureau County Health & Wellness Clinic in Princeton for donating these door prizes to the IAFCC Conference. Bureau County Health & Wellness Clinic will live on in service to clinics and patients across the state!

PRESENTER PROFILES

Julie Darnell, PhD, MHSA, Associate Professor, Stritch School of Medicine, Loyola University Chicago

Dr. Darnell's research focuses on access to, and the delivery and financing of, health care for poor and vulnerable populations and the safety net organizations that serve them. She has earned a national reputation for her work on free clinics, which are volunteer-based nonprofit clinics that provide healthcare services at little or no charge to low-income people who are predominantly uninsured. Findings from her research on free clinics have been published in the Archives of Internal Medicine and Medical Care and in a report to the U.S. Congress. Her work on free clinics has received numerous awards and recognition from organizations including the Society for Social Work and Research, the National Association of Social Workers Foundation, the Association for Research on Nonprofit Organizations and Voluntary Action, the American Public Health Association, and the Public Health System Research Interest Group of AcademyHealth. She received her master's and doctoral degrees in Social Service Administration from The University of Chicago. She also has a master's degree in health services administration from The George Washington University.

Brent Hafele, MA

Through his consulting practice, NewDay Nonprofit Solutions, Brent partners with clients in times of growth, change, or challenge to help them identify and achieve their next steps. He provides counsel on nonprofit management including fundraising, strategic planning, volunteer management, and board/governance relations. As a practitioner, Brent worked in the nonprofit sector for almost ten years, serving as executive director at the Chippewa Valley Free Clinic and development director at Hope Gospel Mission, a homeless shelter. He is an adjunct faculty member in the Philanthropy and Development program at Saint Mary's University of Minnesota, where he received his Masters' Degree. Brent resides in Eau Claire, WI with his family.

Emily Hendel, MSN, CNP

Emily is a Family Nurse Practitioner and Director of Nursing Services at CommunityHealth where she began her nursing career in 2004. She currently oversees the nursing, health education, referrals, and laboratory services departments, in addition to providing primary care appointments, overseeing various quality improvement projects, and assisting with strategic planning. Emily completed her undergraduate degree in Biology at The College of Wooster in Ohio and her Masters in Nursing at DePaul University in Chicago. She is a former Schweitzer Fellow and routinely precepts nurse practitioner students from various area universities.

Suzanne Hoban, MPH

Suzanne is the Executive Director of the Family Health Partnership Clinic in Crystal Lake. She began her career in refugee resettlement, both stateside as well as in Asia and Central America. Her interest in public health grew after she returned from a refugee camp in Malaysia and discovered that it was easier to get health care on an island in the middle of the South China Sea than if you had no insurance in the middle of Chicago. After receiving her Master's in Public Health, she worked for the McHenry County Department of Health and the McHenry County Mental Health Board where she began the quest to start a clinic for the uninsured in the county. After several lousy starts, she won initial grant funding and started the Family Health Partnership Clinic in Harvard in 1996. This Clinic was, for years, the only source of care for the uninsured and underinsured of the county. The Clinic successfully completed a \$3.2 million capital campaign to build a new clinic – with over 95% of the funding pledged by private individuals. Suzanne is a member of the Illinois Association of Free & Charitable Clinics boards of directors.

PRESENTER PROFILES *(cont.)*

Angie McLaughlin, MSW

Angie is the Executive Director of the Community Health Care Clinic in Normal.

Angie McLaughlin is the Executive Director of the Community Health Care Clinic in Normal, Illinois. She has a Master's Degree in Social Work from Illinois State University and has over 26 years experience working with the most vulnerable members of her community. Angie is passionate about providing high quality care to clinic patients and providing high quality outcomes to the local community that supports their work. In addition to leading a free medical clinic, Angie is active on several community initiatives related to improving access to quality healthcare for the underserved. She also serves on the board of directors for the Illinois Association of Free and Charitable Clinics.

Laura Sheffner, MSN, RN

Laura is the Women's Health Nurse at CommunityHealth in Chicago where she manages the women's health program, including screenings for breast and cervical cancer and referrals to gynecology. Laura also provides nurse case management during scheduled patient visits at the clinic. Laura completed her undergraduate degree in Biology and her Masters in Nursing at DePaul University in Chicago.

Audrey Stillerman, MD

Dr. Stillerman is the medical director of the Office of Community Engagement & Neighborhood Health Partnerships School Health Center Program at the University of Illinois at Chicago. She is a board-certified family physician who has been providing comprehensive care for the whole family since 1991. She received her medical degree with honors from the University of Illinois, completed her residency program at Cook County Hospital, and received additional training in family therapy from the Institute for Juvenile Research at the University of Illinois. She has worked in a variety of public and private practice settings, caring for patients, teaching medical students and residents, and advocating for health promotion practices. Dr. Stillerman provides consultation to the school health center staff and helps coordinate both the medical and mental health programs.

Shannon Watson

Shannon is the executive director of Tri City Health Partnership in St. Charles. She is also a member of the Illinois Association of Free & Charitable Clinics and the National Association of Free & Charitable Clinics boards of directors. Shannon brings experiences from a diverse background of medicine, family therapy, gourmet confections, social activities and events director, public speaking, auctions operations and most recently, executive director of the free medical clinic in St. Charles.

Judith Haasis, ACSW

Judith Haasis has served as the executive director of CommunityHealth in Chicago since 2004 and has more than 20 years of senior management experience in the nonprofit health care sector. She is the Chair of the Chicago based South Side Healthcare Collaborative and a founding member and Vice-Chair of the Illinois Association of Free and Charitable Clinics. Judy is a fellow of the Institute of Medicine of Chicago and the recipient of numerous honors, including the Henry P. Russe, MD Citation for Exemplary Compassion in Health Care.

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