

The Helen M. Nickless Volunteer Clinic (HMNVC) is an access point for meeting the primary health care needs of the economically disadvantaged residents in the Bay area. We serve with deep compassion and respect those who fall through the medical safety net and help them connect with basic health resources by offering education, prevention and treatment.

Opened March 31, 2004

Located at East Side Medical Mall, 1460 W. Center Road (corner of Center/Pine), Essexville, MI, (989) 895-4830. HMNVC operates Wednesday evenings from 4:00 pm until the last patient is seen.

Paid Staff

- 1 Part time RN manages the clinic
- McLaren Pharmacy Technicians work in the pharmacy during clinic hours.
- 2 part time Clinic Coordinators maintain the office

Volunteers are drawn from a pool of over 300 individuals

- Licensed professionals include physicians, nurse practitioners, physician assistants, dentists, dental professionals, registered pharmacists, counselors, nurses and other caregivers.
- Lay volunteers assist in the pharmacy; interview patients; provide clerical support and perform countless other tasks.
- Multiple medical specialists and dentists in the Bay area accept clinic referrals and treat the patient free-of-charge.

Total Patient Services from opening date (March 2004 to October 2011)

6,516 individuals have sought care resulting in 18,254 visits.

<u>Dates</u>	<u>Avg. # pts per evening clinic</u>	<u># Visits including the Chronic Care Clinic</u>	<u>Value of Office Visits</u>
03-04 to 09-05 (1-1/2 yr)	36	2,820	\$294,682
10-05 to 09-06 (1 yr)	41	2,082	\$221,980
10-06 to 09-07 (1 yr)	42	2,073	\$234,327
10-07 to 09-08 (1 yr)	59	2,877	\$321,282
10-08 to 09-09 (1 yr)	62	3,112	\$332,057
10-09 to 09-10 (1 yr)	58	2,923	\$307,220
10-10 to 09-11 (1 yr)	50	<u>2,367</u>	<u>\$243,310</u>
Total 03-04 to 09-11		18,254	\$1,954,858

Where would patients go if the clinic did not exist?

55% nowhere, 31% emergency room, 11% physician office/urgent care

When medical care was last sought?

27% one week to one month, 41% two months to one year, 13% one to three years, 15% more than three years and 5% unknown.

The majority of Clinic patients are employed. 55% earn <\$20,000 annually. Earnings must be under 225% of the Federal poverty level to qualify for clinic service.

<u>Living Status</u>		<u>Source of Income</u>		<u>Most Frequent Diagnoses</u>
Rent home/apt	39%	Wages	38%	Diabetes
Live w/Family or friends	34%	Unemployment/Comp/		Hypertension (High Blood Pressure)
Own Home	22%	Disability/SSI/Pension	24%	Depression
Other	4%	Other/none	37%	Asthma/Respiratory



Neighbors

Helping

Neighbors

Costs & Value of Drugs and Services (October 2010 – September 2011)

- Drugs purchased by HMNVC cost \$128,553 representing 21,827 prescriptions (includes dispensing charges).
- Drugs – the pharmaceutical companies donated 1,898 prescriptions at a value of \$330,114.
- Physician and Primary Care Practitioner services would cost over \$200,000. This does not include specialist services, which would add thousands of dollars to the total. Approximately 15% of our patients require a referral to a specialist.
- Other volunteers – if paid would cost \$440,000. That includes pharmacists, dental professionals, nurses and non-medical volunteers.
- 2,391 Diagnostic Tests provided by McLaren–Bay Region cost \$47,247. Testing and services include laboratory, x-ray, CT scans, MRI, ultrasound, therapy, diabetic education and other hospital services.
- Dental Services provided by Delta College and Bay Arenac Career Center dental sites valued at \$50,395.
- Mental Health Counseling services are valued at \$14,280.

Clinic History & Facts

2003	Board of Directors and Administration of McLaren–Bay Region (then known as “Bay Regional Medical Center”) made a commitment to establish a clinic to care for the uninsured of the area.
2004, March 31	The Bay Area Volunteer Clinic opened the Wednesday evening clinic. Space provided by the hospital’s family practice residency clinic (FCHC). This allowed the usage of 12 exam rooms each clinic session. The clinic was located in the strip mall behind the Medical Mall in Essexville. The services were originally open to all counties.
2005	Bay Medical Foundation launched a community campaign and raised four million dollars for the clinic operation. The clinic renamed in memory of Helen M. Nickless (HMNVC).
2004-2007	The average number of patients per clinic was 42.
2006	Delta College and Bay Arenac Career Center offer their dental teaching sites to provide services during the academic year. Bay County Health Department is providing clinic space for a HMNVC women’s health screening service.
2007	Family Child Health Clinic and the Helen M. Nickless Volunteer Clinic relocated to the Medical Mall thus increasing the number of exam rooms from 12 to 14.
2008	<ul style="list-style-type: none"> • Dr. Stevens, Volunteer Medical Director, now provides a Chronic Care Clinic twice a month. • Mental Health Counselors begin offering services on clinic nights. • Average number of patients per clinic climbs to 55, primarily due to the Bay Health Plan (BHP) closure to new enrollees. Voters reject a millage proposal to support the Bay Health Plan.
2009	New Patients are limited to Bay County due to escalating patient numbers.
2010	Clinic partnered with area psychiatric services to assure continuation of care in time of State cuts. Mental health counseling services expand to appointments beyond clinic nights.
2011	The average number of patients per clinic was 50 with 38% of those patients being new to the clinic.