



FAITH FAMILY
MEDICAL CENTER

To: Talia Lomax-O-dneal
CC: Dennise Meyers and Vaughn Wilson
From: Laura Hobson, CEO at Faith Family Medical Center
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What services does your organization provide to the residents of Davidson County?

Faith Family Medical Center provides year-round primary care to the working uninsured and other underserved in Davidson County. We exist to serve those who may otherwise fall through the cracks in our healthcare system. Our approach is holistic, integrating physical, emotional, and spiritual health through the following services.

- 1) Primary Care serving as a medical home for low-income, uninsured/underinsured individuals and families, our clinic is staffed with a full-time doctor, physician assistants, nurse practitioners who provide quality care.
- 2) Specialty Care provided by Metro General Hospital and Project Access and by a network of 160+ specialists for discounted care.
- 3) Wellness services offered for free by our Registered Dietitian including one-on-one consultations, wellness education, nutrition, cooking and exercise classes, smoking cessation, and a community garden.
- 4) Chronic Disease Management Days for patients with diabetes or hypertension, providing multiple providers and screenings in one appointment.
- 5) Prescription Assistance helping patients negotiate and complete paperwork to receive low-cost/free medication. This service is provided through a partnership with Lipscomb College of Pharmacy
- 6) Other services such as behavioral health, dental care and mammograms.

1. How many residents are your currently serving and how do they benefit?

In 2018, we provided care to almost 2608 Davidson County residents through 9,464 encounters. We made 851 referrals to specialists, and 715 referrals for imaging. Our pharmacy program provided almost \$3 million in medication to 377 patients at little or no cost. We provided 317 behavioral health sessions to our patients.

- All patients work an average of 20 hours a week, are dependent on someone who does, or are a full-time student.
- 80% of patients are uninsured, and 20% are insured but unable to access health care because their income makes co-pays and high deductibles insurmountable obstacles.
- 45% are Caucasian, 29% are Hispanic, 14% are African American, 12% are other.
- 56% are female; 44% are male.

The population FFMC serves often has complex issues from years of healthcare neglect, and they experience multiple challenges/barriers to living healthy lifestyles. We help patients overcome these barriers by:

- 1) Delivering comprehensive care at a price they can afford – patients pay on a sliding scale with an average cost of just \$29 per visit, including lab work.
- 2) Employing bilingual staff, providing materials in other languages, and utilizing translation services when needed.
- 3) Teaching participants how to plan and shop for economical, nutritious meals; providing cooking demonstrations to teach healthy food preparation; and working with patients in a community garden where they can take home fresh produce.
- 4) Providing fitness and wellness classes at multiple times.
- 5) Individualizing care to meet specific needs of patients one-on-one.
- 6) Offering Chronic Disease Management days so patients can receive all their necessary medical care (dental, podiatry, and retinal eye exams, along with medication management) in one location, in one day, minimizing barriers to care that transportation challenges and missed time from work can create.

As a result of this approach, patients are making and sustaining healthy lifestyle changes such as improved nutrition and increased exercise. Additionally, patients with chronic conditions are learning to better manage – and even improve - their conditions. Through access to affordable care and medication, they have the resources to prevent their condition from worsening and to avoid costly emergency room visits.

2. How much funding are you requesting from Metro?

Each patient visit costs FFMC approximately \$200 to provide, while the average patient pays only \$29. The Tennessee Department of Health Safety Net Grant gives FFMC an average of \$21 per visit, leaving \$150 per visit that FFMC must cover through fundraising. We seek funding in the amount of \$25,000 to offset the cost of care for 167 patient visits.

3. If funding is awarded, how many additional residents will be served and how will they benefit?

Funding of \$25,000 would provide 167 patient visits for working uninsured Davidson County Residents who might otherwise postpone healthcare. They will benefit by accessing compassionate primary care from one of our providers. Routine health care enables providers

to prevent medical problems and/or detect medical issues early, which provides the best hope for successful treatment. With our network of physician specialists and community partnerships with medical service providers, we provide \$4 of medical care for every dollar in our budget. Primary medical care not only benefits the patient, but also benefits the patient's family. A healthier person is able to better provide care for his or her family. Our medical center provides behavioral health care and wellness programming. Our patients often involve their families in our wellness programming – something which benefits the present and the future of Davidson County residents.

4. In addition to serving more residents, are there other community benefits Metro funding would help you achieve?

Yes, funding would enable us to save Metro money by reduced ER utilization by working Davidson county residents without health insurance. Beyond that, and more importantly, healthier residents are beneficial to our community in many ways. Those with regular preventative healthcare have fewer sick days from work. They save the healthcare system time and resources that are expended by those who wait until there is an urgent medical problem to seek care. Greater workplace productivity is better for all of Metro Nashville: high employment rates relieve the local government from assisting those who are unemployed and/or living in poverty; and healthier residents have more expendable income to stimulate the local economy.

It is conservatively estimated that in 2017, FFMC provided \$8.7 million worth of services, for a return on investment of 4.33 and that FFMC saved area hospitals over \$6.6 million, through avoidance of emergency room visits and ancillary services.

5. How would you use this funding to help create a more equitable Nashville, where all residents have an opportunity to participate in the city's success?

According to the CDC, "A healthy community is one in which local groups from all parts of the community work together to prevent disease and make healthy living options accessible. Working at the community level to promote healthy living brings the greatest health benefits to the greatest number of people. It also helps to reduce health gaps caused by differences in income, education, race and ethnicity, location and other factors that can affect health." (*Public Health Matters Blog*, CDC, September 18, 2015).

The 2016 St. Thomas Community Health Needs Assessment (CHNA) identified access to care and care coordination as a priority. This is where Faith Family Medical Center and other free and charitable clinics excel: access to care barriers are lowered or removed through our sliding scale fee policy. In addition, our vast network of physician specialists and medical service provider partners enable us to coordinate care that cannot be done through ER visits and deferred care. In addition, the CHNA prioritized mental and emotional health – citing a shortage of mental health care providers available for low-income residents. Faith Family has a nurse practitioner with psychiatric expertise on staff who is overseen by a psychiatrist. The NP offers

mental health support and medication management for patients using our sliding scale fee. By having this service co-located with primary care, specialty, care and wellness services, we remove barriers to access such as cost and transportation. We have partnerships with other mental health providers if we cannot address all the patient's needs in house.

Lastly, our integrated Wellness Program, Journey to Wellness, is rare if not nonexistent among charitable clinics. We treat the whole person and work with the patients to prevent or manage chronic disease such as diabetes and hypertension, both of which are more prevalent in residents who do not have access to healthy foods, exercise facilities, and healthcare. We know that chronic conditions such as obesity, hyperlipidemia, and elevated blood sugar levels can take a toll on both the patient and the family of the patients. With our continuum of care and wraparound services, we are able to treat the whole patient – something that is not readily available to those without health insurance.

Faith Family Medical Center fills a health gap for Davidson County residents who might otherwise neglect health care until there is a serious medical problem. Research at the Journal, "Health Affairs" found that those with a primary care provider benefit from disease management, lower overall health care costs, and a higher level of satisfaction with their care. Continuity, convenience, health maintenance, early detection and better communication were all highlighted as the most important ways care - like that provided at Faith Family Medical Center - help lower the barriers that many Davidson County residents are facing ("Daily Health Wire," *Oxford Health & Lifestyle Magazine*, Summer 2017).