

McLaren Print System Order

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Brochures
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Item Number: B-09
 Item Description: Helen M. Nickless Volunteer Clinic Statistics
 Revision Date: 12/2014
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 Misc Info:

Statistics
 October 2013 - September 2014

Fact Sheet
 September 2014

The Helen M. Nickless Volunteer Clinic (HNVCLC) is an access point for meeting the primary health care needs of the economically disadvantaged residents of Bay County. Qualified beneficiaries must be under 200% of federal poverty. We serve with drug, transportation, and receipt of care via call through the medical utility set and help them connect with local health resources by offering education, prevention, and treatment.

Opened March 31, 2004
 Located at East Side Medical Bldg, 1400 W. Center Road (corner of Center Street), Greenville, MI, 49735-9705-4000. 989/831-5100 operates Wednesday evenings from 4:00 pm until the last patient is seen.

Neighbors
 Helping
 Neighbors

Philosophy

- 1 part-time RN manages the clinic
- 1 full-time Clinic Coordinator maintains the office & assist patients via telephone Mon-Fri 9am-5pm
- McLaren Pharmacy Technicians work in the pharmacy during clinic hours.

Volunteers are drawn from a pool of over 300 individuals

- Licensed professionals include physicians, nurse practitioners, physician assistants, dentists, dental professionals, registered pharmacists, a counselor, nurses and other caregivers.
- Lay volunteers assist in the pharmacy, interview patients, provide clerical support and perform non-clinical tasks.
- Multiple medical operations 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 2014)
 1708 individuals have sought care resulting in 14,133 visits.

System	Avg # of pts per evening clinic	# Visits including the Clinics Care Clinics	Value of \$Bills in Visits
03-04 to 04-03 (1 yr)	35	20,620	\$1,000,000
04-04 to 04-04 (1 yr)	41	22,942	\$1,147,100
04-04 to 04-07 (1 yr)	42	22,973	\$1,148,217
04-07 to 04-08 (1 yr)	39	22,877	\$1,141,282
04-08 to 04-09 (1 yr)	42	23,112	\$1,152,977
04-09 to 04-10 (1 yr)	38	21,925	\$1,077,220
04-10 to 04-11 (1 yr)	40	23,347	\$1,167,161
04-11 to 04-12 (1 yr)	34	24,495	\$1,215,734
04-12 to 04-13 (1 yr)	41	23,956	\$1,197,649
04-13 to 04-14 (1 yr)	30	24,420	\$1,219,220
Total 03-04 to 04-14		24,134	\$1,202,436

Some Primary Statistics

- Where would patients go if the clinic did not exist?
 60% elsewhere, 30% emergency rooms, 10% physician office/urgent care
- When medical care was best sought?
 20% one week to one month, 37% two months to one year, 10% one to three years, 20% more than three years and 6% unknown.
- Employment status: 60% are employed, many working more than one job earning *\$20,000 annually.

Living Situation	Source of Income	Most Reported Diseases of All Patients
Rent Income	Wages	Diabetes
Live w/ family or friends	Unemployment/Grant	Hypertension (High Blood Pressure)
Own Home	Disability/SSI/Pension	Joint Pain
Other	Other Income	Depression

Visit us at www.mclaren.org/bayregionofintecclinic