

The Helen M. Nickless Volunteer Clinic (HMNVC) is an access point for meeting the primary health care needs of the economically disadvantaged residents of Bay County (patient household must be under 225% of federal poverty). 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
- 1 full time Clinic Coordinator maintains the office & assist patients via telephone Mon thru Thur.
- McLaren Pharmacy Technicians work in the pharmacy during clinic hours.

*Neighbors*

*Helping*

*Neighbors*

**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 2014)**

7,938 individuals have sought care resulting in 24,155 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                                   | 2,367   | \$243,310                     |
| 10-11 to 09-12 (1 yr)       | 54                                   | 2,495   | \$263,704                     |
| 10-12 to 09-13 (1 yr)       | 41                                   | 1,956   | \$209,969                     |
| 10-13 to 09-14 (1 yr)       | 30                                   | 1,450   | \$164,907                     |
| <b>Total 03-04 to 09-14</b> |                                      | <b>24,155</b>                                     | <b>\$2,593,438</b>            |

**New Patients Statistics:**

- **Where would patients go if the clinic did not exist?**  
49% nowhere, 38% emergency room, 14% physician office/urgent care
- **When medical care was last sought?**  
22% one week to one month, 37% two months to one year, 15% one to three years, 21% more than three years and 6% unknown.
- **Employment status:** 48% are employed; many working more than one job earning <\$20,000 annually.

| <u>Living Status</u>     | <u>Source of Income</u>      | <u>Most Frequent Diagnoses of all Patients</u> |
|--------------------------|------------------------------|--|
| Rent home/apt            | 38% Wages                    | 48% Diabetes                                   |
| Live w/Family or friends | 38% Unemployment/Comp/       | Hypertension (High Blood Pressure)             |
| Own Home                 | 19% ..Disability/SSI/Pension | 19% Joint Pain                                 |
| Other                    | 5% Other/none                | 34% Depression                                 |

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**Costs & Value of Drugs and Services (October 2013 – September 2014)**

- Drugs purchased by HMNVC cost \$46,940 representing 5,492 prescriptions. Patient **diabetic testing supplies cost \$7,220.**
- Drugs – the pharmaceutical companies donated 1,550 prescriptions at a value of \$331,968 which includes sample medication and the patient assistance program.
- 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 23% of patient visit also have referrals to specialists.
- Other volunteers – if paid would cost \$440,000 that includes pharmacists, dental professionals, nurses and non-medical volunteers.
- 665 Diagnostic Tests provided by McLaren Bay Region valued at \$95,190. 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 \$23,504.
- Mental Health Counseling services are valued at \$6,694.
- Meals for Volunteers are provided weekly by area churches, restaurants, McLaren Bay Medical and other community members.

**Clinic History & Facts**

|                |   |
|----------------|---|
| 2003           | Board of Directors and Administration of McLaren Bay Region hospital (formerly 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 raises 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 provided clinic space for a HMNVC women’s health screening service.   |
| 2007           | Family Child Health Clinics and the Helen M. Nickless Volunteer Clinic relocated to the Medical Mall I increasing the number of exam rooms from 12 to 14.   |
| 2008           | <ul style="list-style-type: none"> <li>• Dr. Stevens, Volunteer Medical Director, opened a Chronic Care Clinic twice a month.</li> <li>• Mental Health Counselors begin offering services on clinic nights.</li> <li>• 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.</li> </ul> |
| 2009           | New Patients are limited to Bay County due to the escalating number.  |
| 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.  |
| 2012           | 4 clinics per month allow patients with chronic illnesses to see the same provider by appointment.  |
| 2013           | 217 patients qualified for Bay Health Plan B thus reducing the average number of patients per evening clinic to 41.   |
| 2014           | 190 patients have obtained Healthy Michigan Plan (expanded Medicaid) reducing our average patients per evening clinic(after April) to 16.   |