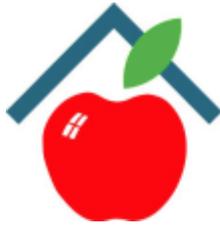


Annual Report for July 1, 2014-June 30, 2015

Executive Director,
Dana Michalovic

70 North Main Street
White River Junction,
Vermont, 05001-7061



Good Neighbor Health Clinics

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OUR MISSION

The mission of Good Neighbor Health Clinics is to promote health and provide free primary medical and dental care to those in the greater Upper Valley who are in need, but without the means to pay.

In our patients' words: "I've never felt so invited and comfortable and cared for at a clinic! I felt accepted and unjudged from the moment that I walked in! Thank you!"

The Year in Numbers:

- One in five of all patients were screened for SBIRT (Screening, Brief Intervention and Referral to Treatment)
- One third of the medical patients had a mental health concern—in addition to other medical needs
- 627 patients were seen at the medical clinic and 609 at the dental clinic totaling nearly 3,000 patient visits for the year
- The dental clinic provided \$505,563 worth of free care and the medical clinic provided \$518,734 in free care (this number includes \$50,000 in medications)
- The top five diagnoses were: musculoskeletal, cardiovascular, ear-nose and throat, endocrine/metabolic (including diabetes), and psychosocial

RED LOGAN HAPPENINGS

It's no secret that the Red Logan Dental Clinic struggles to keep up with the demand for free dental care for eligible residents of the Upper Valley. And while we certainly help those most in need, calls continue to flow in for dental appointments.

For the past four years the Red Logan Dental program has grown with the labor of volunteer dentists, externs from **Harvard and Boston University Schools of Dentistry** and a donated apartment from **Timberwood Commons**. Recently, the dental clinic has added new dentists to mentor our externs. We have now developed partnerships with the dental schools at **Tufts and the University of New England** and we continue to actively seek additional dentists whose range of treatment approaches and professional experiences can greatly benefit our externs.

Red Logan Dental Clinic growth is being led by AnnJane Kemon ("A.J.") who joined the dental clinic staff in September. A.J. grew up in Massachusetts and graduated from the school Forsyth School of Dental Hygiene an affiliate of Northeastern University. She has 40 years of experience in private dental practices in MA and NH; this includes extensive experience in general dentistry and in periodontal hygiene. A.J. is currently studying to obtain certification in Public Health dental hygiene. She enjoys the clinic environment. She finds it gratifying to help people both improve their oral health and appreciate the relationship between oral/dental health and overall health.



Over twenty-five years ago two local physicians and several area dentists realized that some people living in the Upper Valley were unable to access affordable health care: The process was too cumbersome, the cost too high, and the hours incompatible with working men and women who could not afford to miss time from work. Many of these folks had health issues that crossed multiple specialties and disciplines, which posed a bureaucratic problem for providers and patients in the best of circumstances. The physicians started an evening clinic, staffed entirely by volunteers, to provide basic diagnosis and treatment to patients at no cost. Which at the time was an incredibly novel and unique idea. With donated space from the Episcopal Church in Wilder the medical clinic “opened” 2 nights a month. Local dentists volunteered in evening clinics held at two dental offices once a month. There were no employees, minimal operating costs, and very little coordination between the clinics.

As a volunteer dentist for over twenty years and a member of the Board of Directors for ten, I have observed and participated in the growth of the Good Neighbor Health Clinic and Red Logan Dental Clinic, now under one roof. Over 1,250 patients were treated at the Clinics in the past year, many experiencing multiple visits. Our budget, included in this Annual Report, testifies to the growth of our organization. But those numbers do not tell the full story of the heart and soul of the clinics.

Patients who receive care at the Good Neighbor /Red Logan Clinics are helped with referrals, prescriptions, transportation, and subsequent appointments. We now offer vision, diabetes and asthma programs, as well as, screening, brief treatment and referral for alcohol and substance misuse. Many patients miss less time from work and spend less time in hospital emergency departments because they access care at the Good Neighbor medical and dental clinics. The feedback we receive is positive and motivating: the personal and professional manner in which patients are treated has helped them be more comfortable advocating for themselves.

We now have over 100 volunteers, own our own building, a staff of 8, a full time executive director, and are accessible to patients approximately 52 hours per week. We offer satellite clinics in Enfield, Lebanon, Claremont and at the Upper Valley Haven. Another achievement, is the positive feedback we receive from the hundreds of medical students, dental students, college and even some high school students who have volunteered over the years treating patients, developing programs, organizing clinics, and helping with patient outreach and education. The students say that their experience at Good Neighbor has had a profound effect on their personal and professional growth. This is part of what it means to us to be a Good Neighbor.

To be a “Good Neighbor” takes time, talent and funding. Members of our community and several local and nearby foundations, have been very generous in helping us meet our annual operating costs. Many area businesses and organizations have offered in-kind donations that have been invaluable in our success.

It is with appreciation and respect that I salute the employees and volunteers of the Good Neighbor Clinics who help those whose lives would otherwise be far more challenging. I’d especially like to thank the GNHC team, whose daily efforts co-ordinate the needs of patients; volunteers, donors, and Boards Members who sustain the goals of our organization.

Our Upper Valley is a very special place. In a unique way, the Good Neighbor Health Clinic strives to make it so for the people we serve.

Sincerely,



James C. Gold, D.D.S., Board Chair



THANKS TO OUR MANY VOLUNTEERS

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 Marvah Hill Pierre-Louis
 Rebecca Stern
 Hannah Fuson
 Huili Zhu
 Jenny Zheng
 Temi Fregene
 Raphi Gold
 Eliza Pope Collins
 Sumitha Raman
 Ashley Hamel
 Nayrana Carneiro
 Alex Soto-Edwards
 Ace St. John
 Ana Maria Dumitru
 Laurie Delataur
 Chris Rees



In our patients' words:

“Thank you for taking care of me a couple of weeks ago. But most of all, I enjoyed meeting you. It restored my opinion of health care in America...you guys are doing something right, and good.”



WHAT DOES SBIRT STAND FOR?

In March 2015, The Clinics at Good Neighbor and Red Logan joined with a national effort to screen for early to mid stage alcohol misuse in primary care settings. Through a grant provided by the State of Vermont and with MET CBT Plus as trainers, the Clinics were able to identify volunteer physicians, Geisel School of Medicine Schweitzer fellows, and staff to implement the program.

Screening, Brief Intervention and Referral to Treatment is an evidenced-based program that uses motivational interviewing to help patients recognize unhealthy drinking patterns.

25% of Good Neighbor/Red Logan patients were screened for alcohol mis-use in year one and we are making improvements so that all patients will receive the screening going forward. So far, with 20 patients screening positive, we've provided brief treatment to 4 patients and helped another 4 access further treatment.

Our patients tell us that the Clinic is a safe and trusted place for them to turn to when they need help. They say that Clinic volunteers and staff are welcoming and non-judgmental. Our hope is that we will continue to make a difference as the community strives to respond to the increase in substance use among young people living in the Upper Valley.

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CEIL FURLONG – NURSE CASE MANAGER

WITH HEART Ceil called them “Good Neighbor Miracles.” She was talking about the magic that often happens when a person in need reaches out and, without planning, the answer to their problem was at hand. Ceil certainly facilitated many of these miracles during her sixteen years as the nurse on duty at the Good Neighbor Clinic. Ceil shepherded volunteers, guided directors and listened with empathy to patients as they shared their stories. All of those who continue the work of the Clinics will miss Ceil as she moves to the next phase of her career. We’ll remember her compassion, and the example she set, as we continue to help those among us in need.

In our patients’ words: Kindness in the world is rare. Kindness from strangers is almost unheard of. You do not know me on a personal level and yet you have gone out of your way to show me kindness, generosity and sincere care. I want you to know that you have touched my heart. I appreciate your kindness so much. As I cannot pay for my dental needs, you have treated me like I were paying in gold...I thank you for my teeth, my smile, and your care.

THANK YOU TO OUR PARTNERS

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