

## Annual Report for July 1, 2015-June 30, 2016

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Executive Director:  
Dana Michalovic



# Good Neighbor Health Clinics

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### OUR MISSION

The mission of the 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.

### ELISSA CLOSE, GOOD NEIGHBOR'S FIRST NURSE PRACTITIONER

As The Good Neighbor Health Clinic strives to provide the best possible patient care, we regularly ask ourselves "how can we help the neediest among us"? Having a Nurse Practitioner on staff will provide a high level of support to patients, staff members and volunteer physicians and enable the Clinic to grow its programs.

The Good Neighbor Health Clinic team welcomed Elissa Close, Advanced Nurse Practitioner, as Case Manager/ Primary Care Provider in March 2016. In this role, Elissa is responsible for coordinating patient care, overseeing clinic operations and providing direct care to our neighbors in the Upper Valley. She is a welcome addition having previously volunteered at Open Door free clinic in Middlebury Vermont, the Good Neighbor Health Clinic, and served as a founding member of the Mountain Health Center (Bristol, VT) FQHC Board of Directors.

Having spent her youth in the Upper Valley, Elissa attended the University of Vermont for undergraduate and graduate education (BSN 1977, MS 2004, Board Certified Family Nurse Practitioner 2004). She practiced locally at Springfield Hospital, Mary Hitchcock Memorial Hospital and the VA Hospital prior to moving, with her husband Chris Brady, to Addison County in the 1980s. In the 30 years they lived and worked in northwest Vermont, both Elissa and Chris lived the quintessential VT lifestyle: breathing life back into an old mountain farm and enjoying nature to the fullest. Elissa worked for the UVM Medical Center in a variety of staff and managerial roles and volunteered in a number of governmental and civic organizations.

Elissa is pleased to be back in the familiar territory of the Upper Valley, living closer to family and continuing to work with underserved populations. We are pleased that she and Chris have chosen to re-establish in this area and that Elissa has joined us in providing primary and preventive care to our community.



### The Year in Numbers

6,473 HOURS OF  
STUDENT &  
VOLUNTEER TIME



\$956,030 IN SUP-  
PORT, IN-KIND  
DONATIONS, &  
OTHER INCOME



3,266  
PATIENT  
VISITS

Dear Friends,

When we adopted the tag line, “health care may be changing but your Good Neighbor is here to help” we could not have anticipated the potential changes in health care and the health insurance industry that lay ahead. This year we will mark 25 years of providing free health and dental care to those in the Upper Valley who are in need. The Good Neighbor Health Clinics is the health care safety net for people who struggle financially and frequently put their own health and dental needs last.

We do not have “typical patients” at Good Neighbor. Our patients include native Vermonters and people from other countries; some are newly divorced and some are families with multiple children; some are single bread winners and others are stay-at-home parents; some are unemployed and others work two jobs and earn minimum wage; some are struggling with addiction and others are in recovery and seeking mental health support. While our patients may be very different as individuals, the common denominator they all share is a lack of resources.

Beyond caring for patients, our volunteer providers serve a dual mission: that of passing along their passion for public health to the next generation of health care professionals and providing quality care to our patients. Academic partners in the last year included Tufts, Harvard, Boston University and The University of New England School of Dentistry; Geisel School of Medicine, Dartmouth-Hitchcock Medical Center, and The University of Massachusetts Amherst. These partnerships enable us to leverage a \$600,000 annual budget into \$1.5 million worth of free health care.

The doctors, dentists, nurses, community members and students who volunteer at the Clinic could not provide patient care without the support of our group of committed staff and the generous financial donations of the Upper Valley and extended community.

With gratitude for our caring community,

Jason Aldous  
Board Chair

Dana Michalovic  
Executive Director

## 2016 PROGRAM SNAPSHOT

### CLINICAL SERVICES

- 644 Medical Patients
- 608 Dental Patients

### CLINICAL VOLUNTEER SERVICES

- 79 Volunteers
- 3,682 Hours
- A \$299,847 value

### DIAGNOSTIC SERVICES & MEDICATION

- \$115,736 value of free lab tests and x-rays
- \$45,372 value of free medication

### STUDENT TRAINING

- 6 Academic Partners
- 40 Student Trainees
- 2,791 Hours

## THANKS TO OUR MANY VOLUNTEERS

David Beaufait MD	Brenda Haynes RN	Sumitha Raman, GSM	Trevor McCullough, Dental student
Steve Bensen MD	Lonnie Larrow RN	Olivia Sacks, GSM	Faraz Tartibi, Dental student
Debra Birenbaum MD	Wendy Manganiello RN	Katherine Sanders, GSM	Meriam Basilio, DA
Lin Brown MD	Meg Matz RN	Matt Sattler, GSM	Merna Basilio, DA
Margaret Caudill-Slosberg MD	Brenda Moore RN	Michelle Scheurich, GSM	Carol Brown, DA
Steve Choi MD	Carmen Sleeper RN	Grace Sollender, GSM	Paula Duprat, front desk
Richard Clattenburg MD	Chuck Surat RN	Alex Soto-Edwards, GSM	Miriam Eickhoff, DA
Katie Essad MD	Nancy Tehan RN	Sierra Starr, GSM	Pat Langille, front desk
Tim Gardner MD	Kara Abarcar, GSM	Ace St. John, GSM	Randi Meyers, front desk
Belinda Haerum MD	Ijele Adimoro, GSM	Rebecca Stern, GSM	Ashley Rowley, DA
Kay Hillinger MD	Nayrana Carneiro, GSM	Alex Woods, GSM	Carol Bean
Judy Hills MD	Victoria Charoonratana, GSM	Jenny Zheng, GSM	Joanne Bernard
Kristine Karlson MD	Annie Cravero, GSM	Huili Zhu, GSM	Carol Brown
Donald Kollisch MD	Jenny Cui, GSM	Andrea Gero, GSM QA/QI	Hope Damon
Don Lacey MD	Kristen Delwiche, GSM	Yasmin Kamal, GSM QA/QI	Ellyn Ercolano
Jiyong Lee MD	Emlyn Diakow, GSM	Silas Wong, GSM QA/QI	Naomi Hartov
L.Campbell Levy MD	Emily Dollar, GSM	Robert Alveranga, Dentist	Barbara Henzel
Paul Manganiello MD	Ashley Dunkle, GSM	Brooke Blicher, Dentist	Tammy Kitzmiller
Peter Mason MD	Temi Fregene, GSM	Craig Cohen, Dentist	Sarah Kler
Julia McNeil MD	Anna Fretz, GSM	Bryant Denk, Dentist	Nick Krembs
David Nierenberg MD	Hannah Fuson, GSM	Jim Gold, Dentist	Barbara Krinitz
Laurie Reed MD	Raphaella Gold, GSM	John Holbach, Dentist	Escar Kusema
John Sanders MD	Petar Golijanin, GSM	Joyce Hottenstein, Dentist	Carola Lea
Kristi Saunders MD	Georgia Griffin, GSM	Toby Kravitz, Dentist	Ellen Lynch
Adam Sorscher MD	Margaret Grinnell, GSM	Rebekah Lucier, Dentist	Gretchen Maynard
Thomas Terry, MD	Ashley Hamel, GSM	Patrick Noble, Dentist	Georgia Michalovic
Vijay Thadani MD	Marvah Hill Pierre-Louis, GSM	Kathleen Rowley, Dentist	Joan Nierenberg
Jack Turco MD	Elizabeth Hoffman, GSM	Michael Shafer, Dentist	Matt Postler
Erica Wadas MD	Dora Huang, GSM	Lisa Simon, Dentist	Lois Roland
Damian Almiron MD-PhD	Emily Johnson, GSM	Ramesh Thondapu, Dentist	Lorraine Sevigny
Laurie Delatour MD-PhD	Kyle Jones, GSM	Meggan Wehmayer, Dentist	Patrick Smith
Ana Maria Dumitru MD-PhD	Katie Kozacka, GSM	Richard Yoshikawa, Dentist	Lynne Sudlow
Chris Rees MD-PhD	Thomas Kuczumarski, GSM	Lindsay Cate, Hygienist	Trina Tatro
Jill Lloyd NP	David Leander, GSM	Janine Reeves, Hygienist	Cynthia Tebbetts
Ellen Gnaedinger NP student	Angela Lee, GSM	Debra Simonds, Hygienist	Susan Yacavone
Jeff Katchen, PA	Preston Luong, GSM	Kara Brothers, Dental student	Sarah Young
Mary Young-Breuleux PA	John Mascari, GSM	Geoff Destaneves, Dental student	Brenda Walker
Heather Wittmann PA	Eric Ndikumana, GSM	Ryan Lange, Dental student	Ashley Zurawel
Ann Reynolds PsyD	Eliza Pope-Collins, GSM		

### ALL I WANT FOR CHRISTMAS IS MY TWO FRONT TEETH, a true story

A new patient named Paul came into the Red Logan Dental Clinic recently with upper front teeth that were decayed and black. The rotten teeth did not cause him pain, Paul said, but his unwillingness to smile, lack of confidence in his appearance, and an upcoming job interview motivated him to make the trip to the dental clinic.



The dental clinic used grant funds from the Hypertherm HOPE Foundation to take an impression of Paul's mouth and to make a partial denture for him. Our dental student, mentored by a volunteer dentist, extracted Paul's front teeth and fitted him with the new denture the very same day.

Paul has already returned for a follow-up fitting and is scheduled to come back to the Clinic again so that additional cavities can be filled. According to the Red Logan Dental Clinic manager, Paul now looks years younger with his new teeth!

To top it off, our dental clinic received a note from Paul saying, "thank you all so much for fixing my front teeth. It is the best Christmas present I have ever gotten."

## PARTNERSHIPS HELP PATIENTS TO SEE CLEARLY

Geisel School of Medicine students, Dr. Thomas Terry, Lebanon Eyeglass Outlet, the Grafton County Medical Society and Good Neighbor Health Clinics work together to give people in need eyeglasses.

Thanks to a generous donation of \$2,000 from the Grafton County Medical Society the Clinic was able to help 34 people who were in need of eyeglasses. Second year students from the Geisel School of Medicine hold monthly vision screening clinics and patients who require it are referred to Dr. Thomas Terry, OD, who donates his time and provides a full vision exam. After Dr. Terry writes the prescription for eyeglasses, the patient returns to the Clinic for a \$60 voucher which is honored by our partners at the Eyeglass Outlet in Lebanon.

### Academic Partners:

- Dartmouth: Geisel School of Medicine
- Harvard School of Dental Medicine
- Tufts University School of Dental Medicine
- University of New England: College of Dental Medicine
- University of Massachusetts– Amherst: School of Nursing
- Hartford Area Career and Technology Center

## Top Six Diagnosis: Psychosocial, cardiovascular, ENT/Mouth/Eye, musculoskeletal, endocrine/metabolic (including diabetes), and pulmonary.

***The Volunteer Experience:*** Dr. David Nierenberg, a volunteer physician.

A diagnosis of cancer is a difficult one for any patient and their family. It is more so when the patient is new to America and extended family live out of state. Conversations regarding a life-changing or difficult disease, detailed options, and treatment plans are even more challenging when English is not one's first language.

Recently, a patient and family conference was coordinated by Stacey, Clinic Coordinator, and Dr. Nierenberg that included the support of out-of-state family members. In the quiet space of the Clinic's living room, the patient, her family and the provider reviewed the diagnosis. Options for care were explained and preferences for treatment explored. A decision was made to pursue a course of treatment at Dartmouth-Hitchcock that made it possible for Dr. Nierenberg to continue to follow the patient over the course of her treatment.

Dr. Nierenberg reflected that, "There is no diagnosis code in the health care world for what we did for our

patient and her family." Stacey echoed the sentiment with, "I am happy and proud to be (working) where I am."

Six months later and into the midst of chemotherapy, the patient returned to the Good Neighbor Health Clinics. An oncologist had noted an infected tooth and halted further cancer treatment until the infection was treated and the tooth extracted. Within a few days, a course of antibiotics was prescribed (and paid for through the Good Neighbor prescription voucher program), the tooth was extracted by a Red Logan volunteer dentist, and the patient returned to chemotherapy.



***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."



### BOARD OF TRUSTEES

James Gold, DDS, Chair, Norwich, VT  
Jason Aldous, MBA, Vice Chair, Hartford, VT  
Trina Tatro, Secretary, WRJ, VT  
Jake Blum, Norwich, VT  
Laura Fineberg, MPH, Lebanon, NH  
Matthew Garcia, JD, WRJ, VT  
Christi McBain, Canaan, NH  
Donald Kollisch, MD, Hanover, NH  
Alex Hartov, PhD, Enfield, NH  
Ronald Spaulding, DDS, St. Johnsbury, VT  
Richard Stucker, Norwich, VT  
Irv Thomae, PhD, Norwich, VT  
Tom Wagner, MBA, Wilder, VT  
Craig Westling, DrPH, MPH, MS, Norwich, VT  
Michael Gallagher, Tuck Revers Board Fellow

### OUR COMMITMENT TO PUBLIC HEALTH INCLUDES IMMUNIZATIONS

Thanks to a grant from the American Academy of Family Physicians Foundation the Clinic purchased a new laboratory grade refrigerator and is now offering patient immunizations. Co-founder, current volunteer and lead grant applicant Dr. Peter Mason, said "this is a wonderful opportunity to expand the scope of our services and offer the best standard of care to our patients."

The grant is supported by a variety of partners, including Alice Peck Day Hospital (through the donation of flu vaccine), the State of Vermont Public Health Department (which provides the balance of vaccines at no charge) and the HIV/HCV Resource Center which hosts a twice weekly needle exchange in our White River Junction office and refers at-risk clients.

The Clinic offers Adult Hepatitis A/B, HPV, Tetanus, Meningococcal, Pneumococcal and Flu vaccines to eligible residents of Vermont and New Hampshire.

### Did You Know?:

#### Your IRA Distribution Can Help the Good Neighbor Health Clinics & Save You Money on Your Taxes

Withdrawals from traditional IRAs are required after age 70 1/2, and income tax is typically due on each distribution. However, if you donate part or all of your distribution (up to \$100,000) directly to a qualified charity and you're over age 70 1/2, you won't owe any tax on the transaction. If you are required to take a withdrawal from your retirement accounts this year and you don't need that money to live on, you can avoid the taxes completely. IRA tax-free charitable contributions have been a temporary feature of IRAs since 2006, but they were recently made permanent by a December 2015 appropriations bill. If you would like to learn more about how you can support Good Neighbor through your IRA distribution contact your financial advisor and our Development Director at [Eula@goodnhc.org](mailto:Eula@goodnhc.org).

*In our patients' words:* "I like that they treat me like I am someone, that I matter."

### THANK YOU TO OUR PARTNERS

Allard's Furniture	Ledyard National Bank	Ladies Benevolent Society
Aurum Dental Lab	Lock and Lube, LLC	Lyme Congregational Church
Bob's Service Center	Loewen Window Center Of VT/NH	Meriden Congregational Church
Canoe Club	Magee Office Products	Methodist Church Of White River Junction
Center For Cartoon Studies	Maloney Associates	North Pomfret Congregational Church
Central New England Dental Lab	Manufacturing Information Systems, Inc.	North Universalist Chapel Society
Chelsea Green Publishing Co.	Marsicovetere Law Group, PC	Olivet Baptist Church
Cioffredi & Associates	Mascoma Savings Bank	Our Savior Lutheran Church of Hanover
Claremont Soup Kitchen	Merchants Bank	St. Barnabas' Church
Complete Errand	New Hampshire Industries	St. Paul's Episcopal Church
Dan & Whit's General Store	Northmac, Inc.	St. Thomas Episcopal Church
John Sloan Dickey Center For International	River Valley Club	Union Village United Methodist Church
Understanding	Simbex	United Church of Christ at Dartmouth
Elite Cleaning	Summit Wealth Group, LLC	United Methodist Church Of Enfield
Family Pharmacy, P.A.	Symphony New Hampshire	United Methodist Women Lebanon
Farrell Distributing	Systems Plus Computers, Inc.	West Lebanon Congregational Church
Four Seasons Sotheby's International Realty	The Clerkin Agency, P.C.	Women's Fellowship/ West Lebanon Congrega-
Gateway Motors	Timberwood Commons	tional Church
Granite United Way	Thomas Schell and Patrick Noble	American Legion Auxiliary
Hanover Consumer Cooperative	Upper Valley Endodontics	Bishop's Charitable Assistance Fund
Hanover Family Chiropractic	Upper Valley Food Co-op	Doctors In Training
Hanover Stringed Instruments	Upper Valley Haven	Enfield-Mascoma Lions Club
Harp and Company Graphic Design	Upper Valley Oral Surgery	Etna Ladies Aid
Haynes and Garthwaite Architects	Worcester Diner 837, LLC	Grafton County Medical Society
Helping Hands At TomTom	Beaver Meadow Union Chapel	Green Mountain Humane Society
Hubert's Of West Lebanon, Inc.	Canaan United Methodist Church	Lebanon Emblem Club 358
Tip Top Cafe	Community Lutheran Church	Norwich Lions Club
Janet Flanders Travel	Congregational Society Of Quechee	Pomfret Ladies Circle
Kearney & Son Carpentry	First Baptist Church Of Hanover	Rotary Club Of White River Junction
Killdeer Farm	First Congregational Church of Hanover	Stepping Stone Drop-In Center
Kinney Pike Insurance	Hanover Lutheran Church	White River Lions Club
Lake Sunapee Bank	Greater Hartford United Church of Christ	

## July 1 2015-June 30 2016 Financial Report

Income	Actual July 2015 - June 2016
Individuals	153,275
Grants - VCCU	116,702
Foundations & Misc. Organizations	106,973
Hospitals	78,115
Grants - Other	72,981
Rental Income (VT State Dental Clinic)	42,208
Churches and Civic	28,349
Special Events	21,360
Businesses/Corporate	18,844
Investment Income	(1,082)
In-kind Donations	327,304
<b>Total Income</b>	<b>965,030</b>
Expenses	
Salaries and Wages	344,073
Payroll Taxes & Expenses	41,645
Employee Benefits	34,293
Supplies (dental, medical, office)	27,265
Repairs and Maintenance of Property & Equipment	24,420
Contract Services	22,500
Depreciation	20,242
Equipment Expense	17,688
Development/Fundraising/Strategic Planning	16,741
Utilities/Telephone/Internet	14,820
Professional Fees (bookkeeping, tax preparation)	14,804
Insurance	10,889
Patient Assistance	6,205
Advertising/Publicity	5,922
Volunteer Expenses	4,090
Postage	1,991
Other (travel, bank fees, board, in-kind, dues)	6,913
In-kind Expenses	327,021
<b>Total Expenses</b>	<b>941,523</b>
<b>Net Income</b>	<b>23,507</b>

**Patient Fact:**  
**136 out of 644** of our medical patients had a *mental health concern*-some in addition to other medical needs. This includes Alcohol Dependence, Anxiety, ADD, Depression, Drug Abuse, PTSD, and Stress.

**Patient Fact:**  
**112 out of 644** of our medical patients had a *cardiovascular concern*-some in addition to other medical needs. This includes Angina, Arrhythmia, Hypercholesterolemia, Chest Pain, and Hypertension.

**Patient Fact:**  
**93 out of 644** of our medical patients had *endocrine/metabolic concerns*-some in addition to other medical needs. This includes Diabetes, Hyperthyroidism, Hypothyroidism, and Obesity.

Join the Good Neighbor Health Clinics as we celebrate 25 years of providing free quality medical and dental care to members of the Upper Valley who need it most.



Contributions to the Good Neighbor Health Clinics can be made at our website, by mail, or by connecting with our Development Director, Eula Lee Kozma at [eula@goodnhc.org](mailto:eula@goodnhc.org) or 802-295-1868.