

# Annual Report

July 2019 - June 2020

*A voice for healthcare...*

When COVID-19 became a global pandemic last spring, Good Neighbor Health and Red Logan Dental Clinic staff, Trustees, students, and volunteers stepped forward. They understood that our patients needed us, and we needed to keep going. That means that, while already lean and flexible, the Clinics became even more adaptable and offered care in person, over the phone, and via telehealth. You will find glimpses of their work highlighted throughout this report. We are extremely proud of our employees and volunteers.

Community members contributed mightily, too, by stepping forward with financial support. All who work to further the mission of the Clinics, and our patients, are grateful for the generosity of our donors. Together we make - and continue to make - a difference.



Craig Westling  
Board Chair



Dana Michalovic  
Executive Director

The Good Neighbor Health Clinics identifies gaps and provides access to care to **uninsured** and **under-insured** members of our community.

## With your help, last year we:



**PROVIDED** dentures to **29** Red Logan patients, giving people the ability to smile again and potentially improve their employment prospects



**PROVIDED** vaccinations and flu shots to all patients who wanted one, helping to stop a Hepatitis A outbreak in White River Junction (**54 total**)



**CARED** for **287** patients experiencing dental pain, keeping people out of the emergency room

**IMPLEMENTED** a telephone and tele-healthcare program, giving patients access to medical care where and when it was safest and most convenient for them

**JOINED** with Haven staff in caravan visits to the residents of three Vermont motels, and supported Geisel medical students in weekly telephone check-ins with patients residing in motels due to homelessness

**DEVELOPED** a program to host Dartmouth Hitchcock Hospital psychiatric residents, providing urgently needed mental health care to Clinic patients

**RECRUITED** a staff dentist for the Red Logan Clinic, providing stability for this critical resource during the pandemic and beyond

## All Total, We PROVIDED:

**3,125** medical and dental visits

**1,018** other services such as referrals, free medications, transportation, gym memberships and eye glasses

There is never a charge for any of the services provided at the Good Neighbor Health Clinics. We leverage the support (**\$750,00**) from in-kind volunteers, providers, labs and x-rays from Dartmouth-Hitchcock Medical Center, free medications via pharmaceutical companies, free medical and dental supplies, and the generosity of many area businesses.

## Who Are Our Amazing Volunteers?

**17** Community Volunteers

**32** Geisel School of Medicine Students

**7** Fourth Year Dental Externs

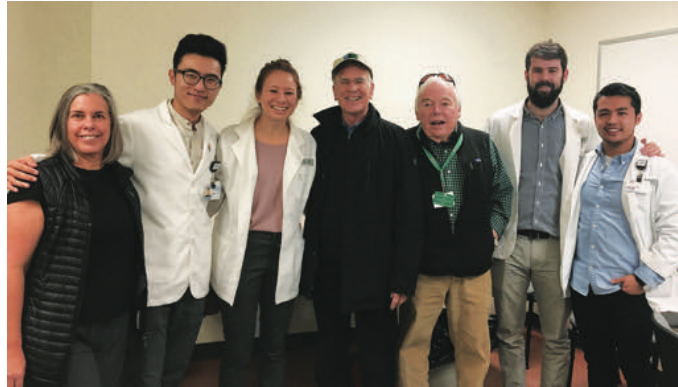
**5** Dartmouth-Hitchcock Hospital Residents

**5** Nurses

**3** NPs and PAs

**13** Dentists

**23** Physicians



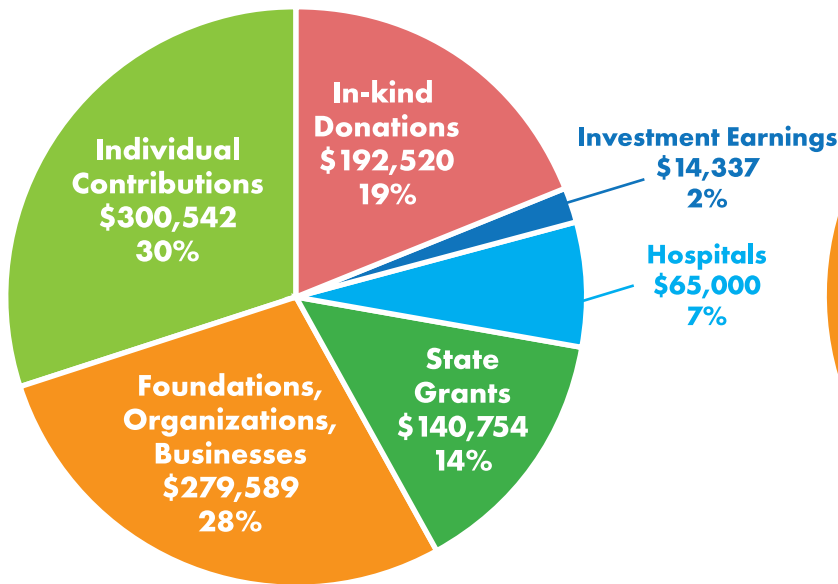
## Who are Our Patients?

- 37% uninsured
- 31% under-insured
- 35% delayed care
- 40% of our patients were NEW to us
- 29% were unemployed, with others being a mix of full time, part-time or seasonal workers, along with people who have a disability or are retired
- Most came to us via a referral from a health care provider, family or friend
- The five most common reasons for a medical visit: cardio, endo-metabolic, phycho-social, pulmonary, and ENT

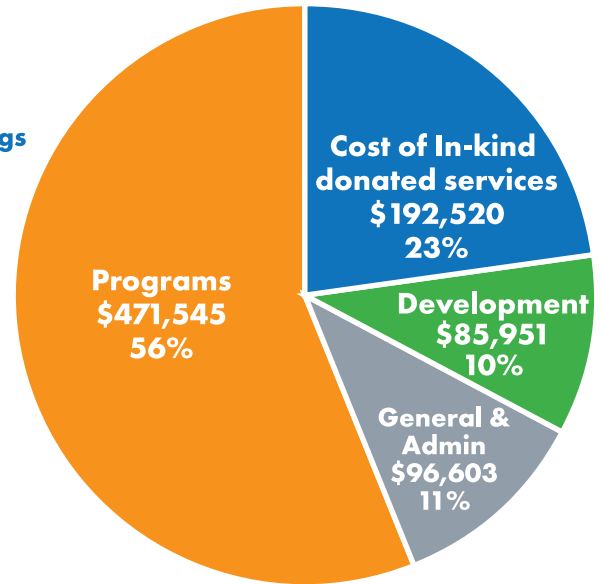


# Annual Financial Report : July 2019 - June 2020

## Revenue \$992,742



## Expenses \$846,619



## Our NEW Value Statement

**RESPECT FOR ALL PEOPLE** We respect the dignity of all people. This means that we strive to embody compassion, empathy, kindness, and humility in all of our interactions. We reject racism. We endeavor to provide equitable and just care for all, working to take into account cultural differences, systemic inequalities, internalized biases and privileges, and socioeconomic factors.

**EQUITY AND JUSTICE IN HEALTHCARE** We aspire to be a voice for healthcare justice for our patients. We support access to quality healthcare for all within our communities, and acknowledge the systemic issues that often prevent access for many. We recognize our role in being a public voice to advocate for healthcare as a right for all.

**CONTINUAL LEARNING** We value a culture of learning from a position of humility and seek to continually learn from our patients, colleagues, community members, and students. We cultivate curiosity and openness in all aspects of our work, and strive to educate and mentor a new generation of compassionate healthcare professionals.

