



North Carolina Association  
of Free & Charitable Clinics

Medical | Pharmacy | Dental | Social Services

## **2023 ANNUAL SURVEY REPORT - REGION 2**

### **Participating Member Organizations:**

**Community Care Clinic - Boone**

**Good Samaritan Clinic**

**Greater Hickory CCM Medical Ministries Specialty Clinic & Pharmacy**

**Helping Hands Clinic of Caldwell County**

**Hunger & Health Coalition, Inc.**

### **Served the following counties:**

**Alexander, Alleghany, Ashe, Avery, Burke, Caldwell, Catawba, Cleveland,**

**Gaston, Lincoln, McDowell, Mithcell, Watauga, Wilkes, Yancey**

# REGION 2 2023 NCAFCC ANNUAL SURVEY RESULTS

REGION 2 MAJOR FINDINGS.....1

REGIONAL PATIENT DEMOGRAPHICS.....2-3

REGIONAL MEMBER DEMOGRAPHICS.....4-10

REGIONAL HEALTH OUTCOMES.....11-13



# REGION 2 2023 NCAFCC ANNUAL SURVEY MAJOR FINDINGS

## Patient Volume:

- Served 4,194 unduplicated patients, 5.53% of the total number of NCAFCC unduplicated patients
- Provided 11,311 patient provider visits; includes medical, behavioral/mental health and dental visits

## Number of Volunteers:

- Total number of volunteers = 189
- Total number of hours volunteers worked = 9,636 hours

## Value of Services:

- \*Total Value of Services to the Community-At-Large (patients & others in the community) = \$21,593,097
  - Of the total value, 4 members reported providing prescription medications at a value of \$12,609,875
- \*\*Estimated hospital emergency department diversion savings = \$20,613,510

## Diabetes: Hemoglobin A1c Poor Control: (members reported, \*\*\*n = 327)

- 31.5% of diabetic patients' most recent A1c level was > 9% or no A1c test was performed during the year.

## Controlling High Blood Pressure: (4 members reported, \*\*\*n = 474)

- 52.5% of patients with a diagnosis of hypertension, last blood pressure measurement was < 140/90.

\*Services arranged for and/or directly provided by NCAFCC's member organizations and includes value of prescription medications

\*\* <https://www.shepscenter.unc.edu/data/nc-hospital-discharge-data/descriptive-statistics/> .

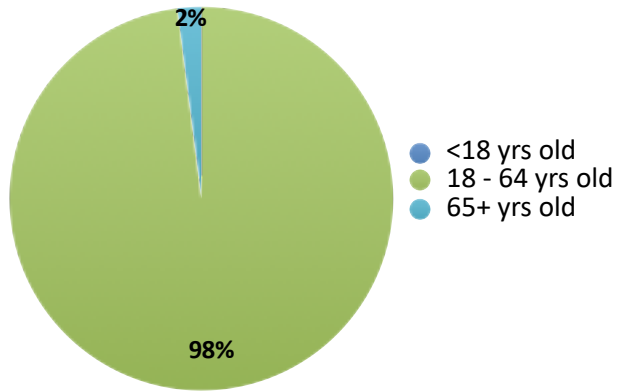
\*\*\*n = number of patients measured

## FREE AND CHARITABLE CLINICS' PATIENTS

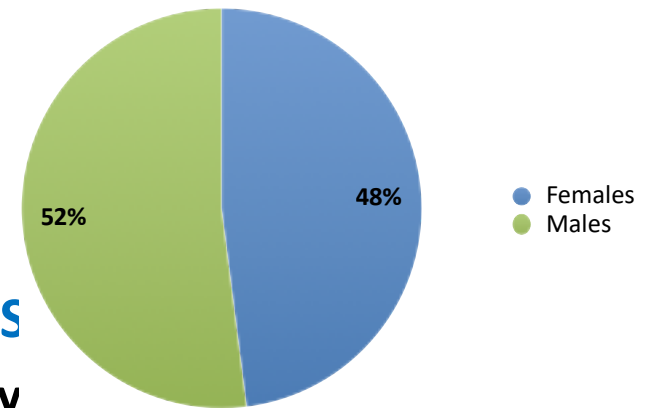
**Region 2 reported serving a total of 4,194 patients**

**5.53% of the total NCAFCC unduplicated patient population**

**PATIENTS AGE**



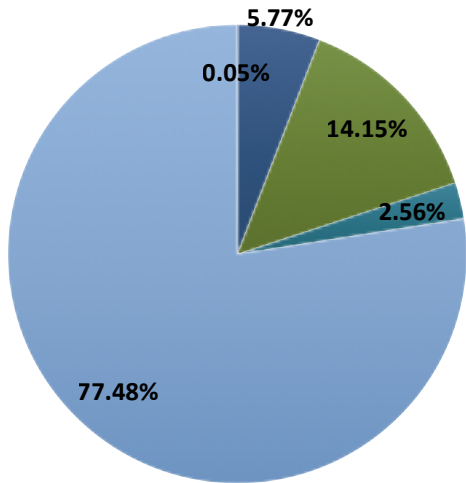
**PATIENTS SEX  
ASSIGNED AT BIRTH**



**FREE AND CHARITABLE CLINICS**

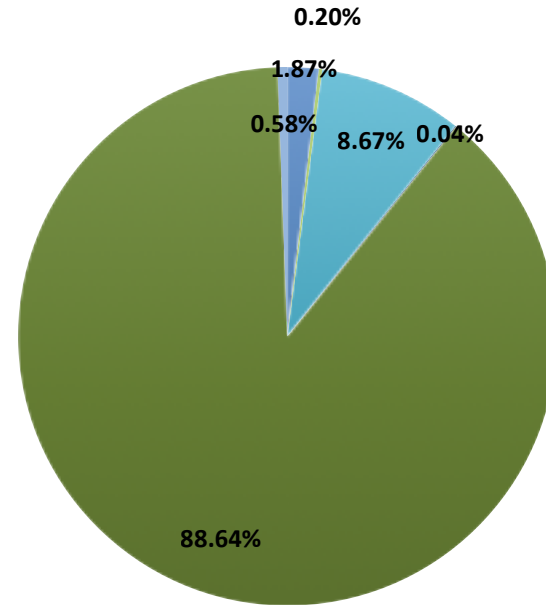
**Region 2 Patients by Ethnicity**

**Hispanic/Latino 43.82%**



- Asian 0.02%
- Native Hawaiian/Other Pacific Islander 0.00%
- Black/African American 0.00%
- American Indian/Alaska Native 5.77%
- White 6.20%
- More than One Race 1.12%
- Unreported Race 33.95%

**Non-Hispanic/Latino 49.83%**

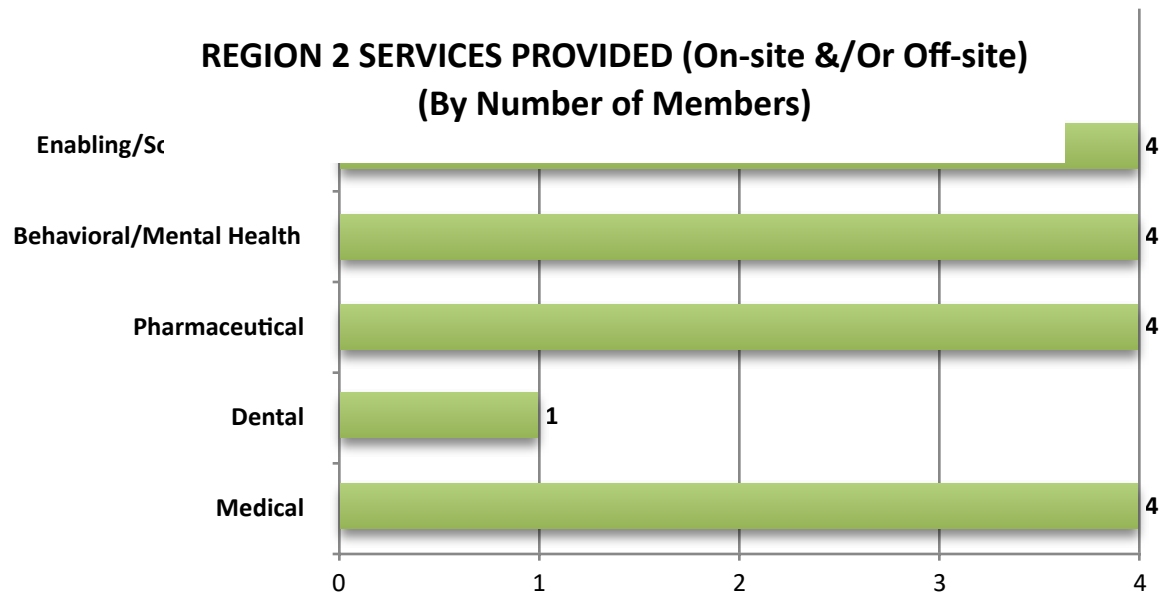


- Native Hawaiian/Other Pacific Islander 0.00%
- Black/African American 4.32%
- American Indian/Alaska Native 0.20%
- White 44.18%
- More than One Race 0.00%
- Unreported Race 0.29%

**Unreported Ethnicity and Race 6.34 %**

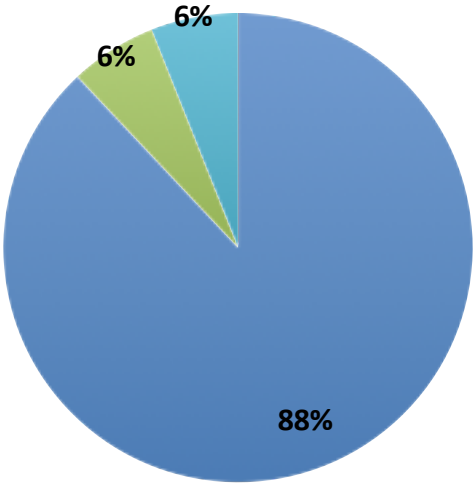
Operational Hours (On-site)	Administrative Hours (On-site)	Medical Hours (On-site)	Behavioral/Mental Health Hours (On-site)	Dental Hours (On-site)	Licensed Pharmacy Hours (On-site)
Total/Week	232	144	76	32	99
Average/Week	46	36	19	32	25
Number of Member Sites Reporting	5	4	4	1	4

## FREE AND CHARITABLE CLINICS' SERVICES & OPERATIONS



## FREE AND CHARITABLE CLINICS' VOLUME

**REGION 2 PATIENT VISITS**  
**Directly provided or paid out-**  
**side provider(s) for patient**  
**visit**  
**(Percentage of Total Visits By**  
**Type)**

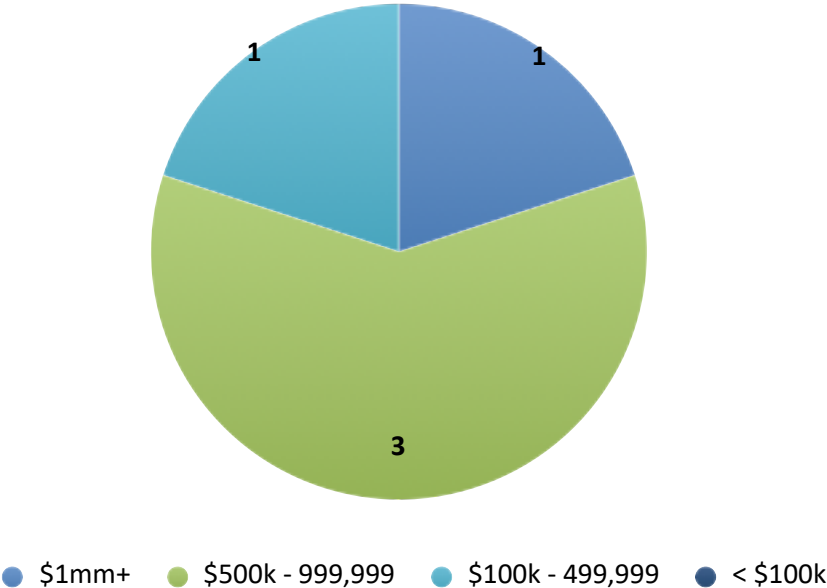


● Medical Visits   
 ● Behavioral/Mental Health Visits   
 ● Dental Visits

Clinic Volume	Medical Visits 4 members reported	Behavioral/Mental Health Visits 4 members reported	Dental Visits 3 members reported	Total Patient Visits 4 members reported
<b>Total</b>	9,899	711	701	11,311
<b>Average</b>	2,475	178	234	2,828

# FREE AND CHARITABLE CLINICS' OPERATING EXPENSE

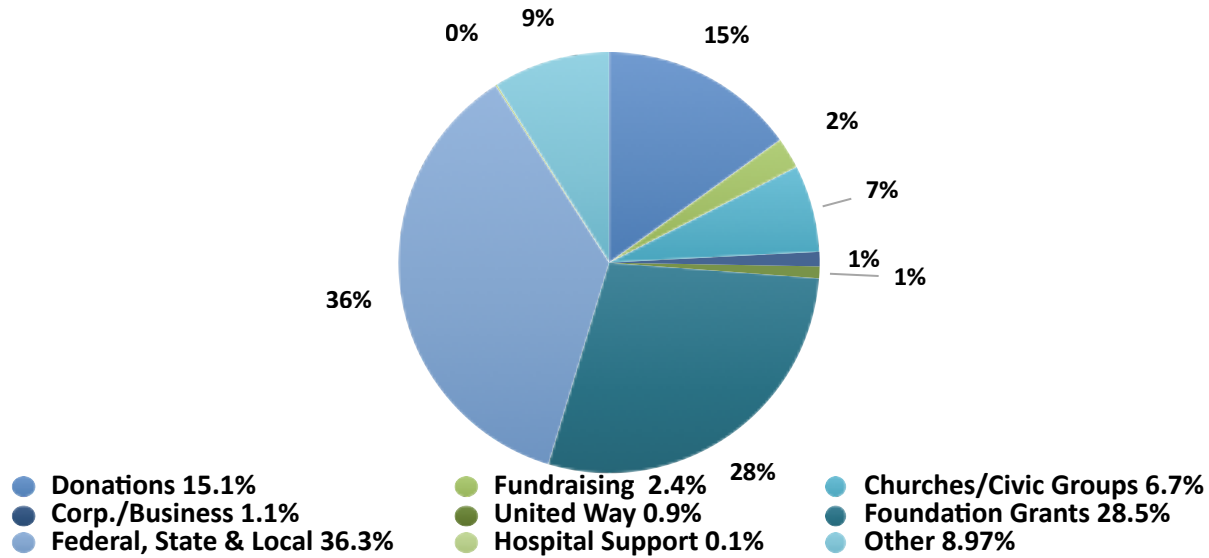
**REGION 2 ANNUAL  
OPERATING EXPENSE  
(Per number of 6 members  
reporting)**





# FREE AND CHARITABLE CLINICS' FINANCIAL SUPPORT

## REGION 2 FINANCIAL RESOURCES (Percent of Income per Source)



Income by Source	Donations	Fundraising	Churches and Civic Groups	Corporations and Businesses	United Way	Foundation Grants	Federal, State and Local	Hospital Support	Other
<b>Total</b>	\$585,598	\$92,064	\$261,279	\$41,900	\$34,651	\$1,108,642	\$1,411,155	\$4,151	\$348,565
<b>Average</b>	\$117,120	\$23,016	\$52,256	\$10,475	\$11,550	\$221,728	\$282,231	NA	\$87,141

<b>Number of Members Reporting</b>	5	4	5	4	3	5	5	1	4
------------------------------------	---	---	---	---	---	---	---	---	---

## FREE AND CHARITABLE CLINICS' VALUE OF SERVICES

REGION 2	VALUE OF SERVICE
<b>Value of service to FCCs patients</b> Services directly provided and/or arranged for by FCC Includes prescription meds valued at \$12,609.875	\$21,021,269
<b>Value of service to others in the community</b>	\$571,828
<b>Total Value of Services to Community At-Large</b>	<b>\$21,593,097</b>

## ESTIMATED HOSPITAL ED DIVERSION SAVINGS

<b>**NC average patient charge for a treat &amp; release ED Visit (Per 2021 NCHA)</b>	<b>Total # of unduplicated patients served in Region 2</b>	<b>*Total estimated hospital ED diversion savings in Region 2</b>
\$4,915	4,194	<b>\$20,613,510</b>

\*Estimated savings to local hospital(s), based on FCC diverting at least one ED visit for each patient they served.  $\$4,915 \times 4,194 = \$20,613,510$

\*\* <https://www.shepscenter.unc.edu/data/nc-hospital-discharge-data/descriptive-statistics/>.

## FREE AND CHARITABLE CLINICS STAFFING

Number of Staff Positions (Full-Time)	Physicians	APPs (PAs & NPs)	Nurses, CMAs & CNAs	Pharmacists	Pharm-Techs	Dentists	Hygienists & DAs	Executive Director-CEO	Total Full-Time Staff (All Positions)
<b>Total/Year</b>	0	1	2	1	4	0	1	5	34
<b>Average/Year</b>	NA	NA	1	NA	1	NA	NA	1	7
<b>Number of Members Reporting</b>	0	1	2	1	3	0	1	5	5

Number of Staff Positions (Part-Time)	Physicians	APPs (PAs & NPs)	Nurses, CMAs & CNAs	Pharmacists	Pharm-Techs	Dentists	Hygienists & DAs	Executive Director-CEO	Total Part-Time Staff (All Positions)
<b>Total/Year</b>	0	8	2	4	2	0	1	0	33
<b>Average/Year</b>	NA	2	1	1	1	NA	NA	NA	7

<b>Number of Members Reporting</b>	0	4	2	4	2	0	1	0	5
------------------------------------	---	---	---	---	---	---	---	---	---

## FREE AND CHARITABLE CLINICS VOLUNTEERS

<b>Number of Volunteers</b>	<b>Physicians</b>	<b>APPs (PAs and NPs)</b>	<b>Nurses, CMAs &amp; CNAs</b>	<b>Pharmacists</b>	<b>Pharm-Techs</b>	<b>Dentists</b>	<b>Hygienists &amp; DAs</b>	<b>Executive Director-CEO</b>	<b>Total Volunteers (All Positions)</b>
<b>Total/Year</b>	37	24	8	10	41	14	12	0	189
<b>Average/Year</b>	9	8	3	3	21	NA	NA	0	39
<b>Number of Members Reporting</b>	4	3	3	4	2	1	1	0	5

<b>Volunteers</b>	<b>Hours Worked</b>
<b>Total for Year</b>	9,636
<b>Average for Year</b>	1,927

<b>Number of Members Reporting</b>	<b>5</b>
------------------------------------	----------

## HEALTH OUTCOMES

Tracking and measuring health outcomes is an integral part of the survey and greatly contributes to the free and charitable clinic story. More than reporting numbers of patients and patient visits, it demonstrates that FCC's provide quality health care.

In 2023, members providing direct primary chronic care management to patients diagnosed with diabetes and/or hypertension were eligible to report health outcomes.

For those members that did not provide direct primary chronic care management, a supplemental process provided them with the opportunity to demonstrate their distinctive values and methods in promoting health outcomes.

### METHODOLOGY

**Diabetes Patient Criteria:**

- Diagnosed with Type 1 or Type 2 diabetes, diagnosis may have been made during or prior to the 2023 measurement year.
- 18 – 75 years of age, and
- Had at least one medical visit during the 2023 measurement year.
- Exclusions: Patients with a diagnosis of secondary diabetes due to another condition, in hospice care, or age 64 or older with advanced illness and frailty.

**Hypertensive Patient Criteria:**

- Diagnosed with essential hypertension before June 30<sup>th</sup> of the 2023 measurement year,
- 18 – 85 years of age,
- Had at least one medical visit during the 2023 measurement year, and
- Blood pressure reading was performed by clinician or by remote monitoring device.
- Exclusions: Patients with evidence of end-stage renal disease (ESRD), dialysis or renal transplant; pregnancy, in hospice care, or age 66 or older with advanced illness and frailty.

Members measured health outcomes for their entire patient population or randomly selected 70 cohort patients that met the patient criteria for each diagnosis. Health outcomes were measured by ethnicity and race in an effort to identify and reduce disparities.

## HEALTH OUTCOMES

### DIABETES: Hemoglobin A1c Poor Control

For 2023, 4 members in region 2 providing direct chronic care management services reported outcomes for 327 diabetic patients:

- 1.2% of patients did not have an A1c level performed during the measurement year
- 51.4% of patients had an A1c level < 8%
- 30.3% of patients most recent A1c level was > 9.0%
- 31.5% of patients exhibited poor A1c control (lower results signify better performance)

### HYPERTENSION: Controlling High Blood Pressure

For 2023, 4 members in region 2 providing direct chronic care management services reported outcomes for 474 hypertensive (HTN) patients:

- 52.5% of hypertensive patients exhibited blood pressure control, most recent BP < 140/90

## FREE AND CHARITABLE CLINICS IN COMPARISON

<b>DIABETIC PATIENTS Hgb A1c POOR CONTROL</b>	<b>2023 NCAFCC Region 2</b>	<b>2023 NCAFCC</b>	<b>*2023 NC HRSA Health Centers</b>	<b>**2023 NC DHHS ORH</b>
Total All Diabetic Patients	31.5%	25.2%	26.74%	28.1%

<b>HYPERTENSIVE PATIENTS BLOOD PRESSURE CONTROL</b>	<b>2023 NCAFCC Region 2</b>	<b>2023 NCAFCC</b>	<b>2023 NC HRSA Health Centers</b>	<b>**2023 NC DHHS ORH</b>
Total All Hypertensive Patients	52.5%	62.6%	66.02%	66.1%

- <https://data.hrsa.gov/tools/data-reporting/program-data/state/NC>
- <https://www.ncdhhs.gov/2023-performance-measures-across-programs/download>  
 \*\*Reported as controlled diabetes, for purpose of this report inverted results to illustrate A1c poor control  
 \*\*Reported as controlled HTN, BP measure  $\leq$  140/90

