



North Carolina Association
of Free & Charitable Clinics
Medical | Pharmacy | Dental | Social Services

2023 ANNUAL SURVEY REPORT - REGION 5

Participating Member Organizations:

Campbell University Community Care Clinic
Cape Fear Clinic Chatham CARES Community Pharmacy Christ Community Clinic
Helping Hand Clinic Moore Free and Charitable Care Clinic
New Hope Clinic The CARE Clinic

Served the following counties:

**Bladen, Brunswick, Chatham, Columbus, Cumberland, Duplin, Harnett, Hoke,
Johnston, Lee, Montgomery, Moore, New Hanover, Pender, Robeson, and Wake**

REGION 5 2023 NCAFCC ANNUAL SURVEY RESULTS

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REGION 5 2023 NCAFCC ANNUAL SURVEY MAJOR FINDINGS

Patient Volume:

- Served 5,166 unduplicated patients, 6.81% of the total number of NCAFCC unduplicated patients
- Provided 16,599 patient provider visits; includes medical, behavioral/mental health and dental visits

Number of Volunteers:

- Total number of volunteers = 828
- Total number of hours volunteers worked = 30,452

Value of Services:

- *Total Value of Services to the Community-At-Large (patients & others in the community) = \$58,353,484
- Of the total value, 8 members reported providing prescription medications at a value of \$18,906,220
- **Estimated hospital emergency department diversion savings = \$25,390,890

Diabetes: Hemoglobin A1c Poor Control: (7 members reported, ***n = 1,068)

- 22.4% of diabetic patients' most recent A1c level was > 9% or no A1c test was performed during the year.

Controlling High Blood Pressure: (7 members reported, ***n = 1,917)

- 65.2% 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/>.

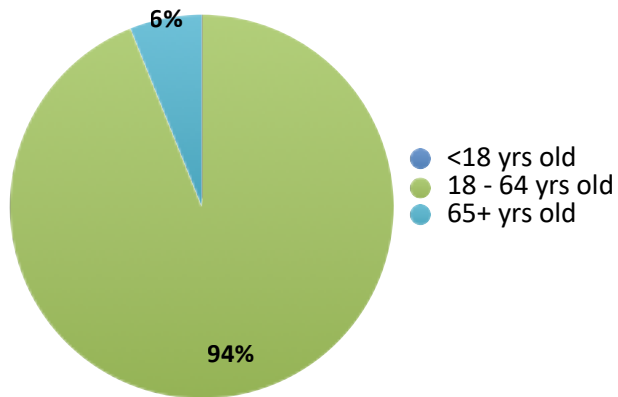
***n = number of patients measured

FREE AND CHARITABLE CLINICS' PATIENTS

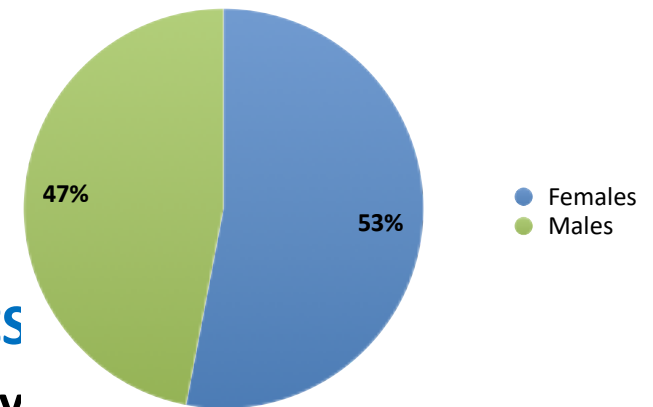
Region 5 reported serving a total of 5,166 patients

6.81% of the total NCAFFC unduplicated patient population

PATIENTS AGE

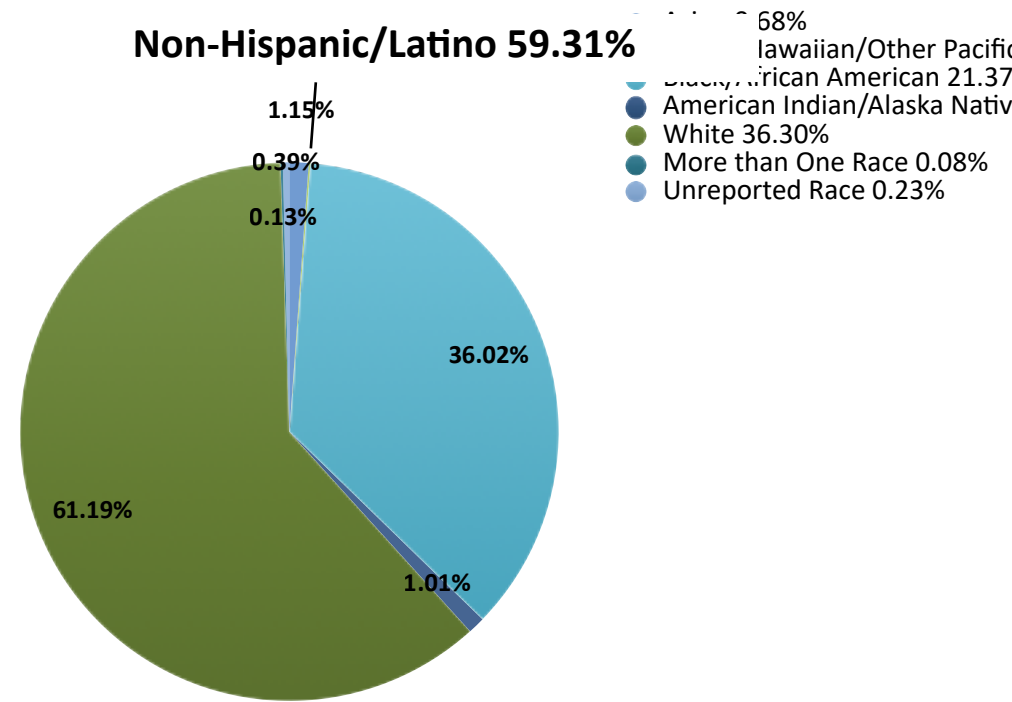
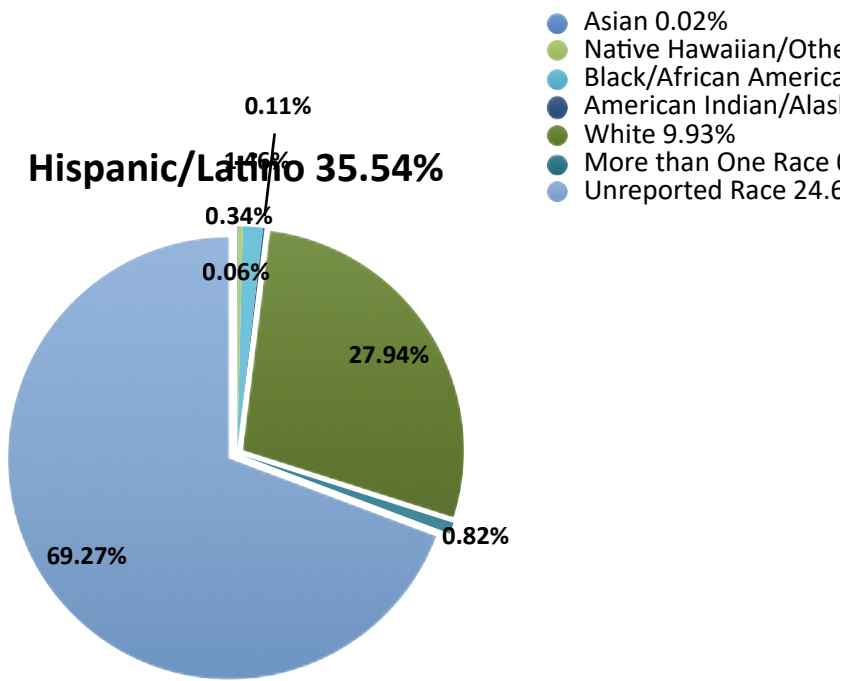


PATIENTS SEX ASSIGNED AT BIRTH



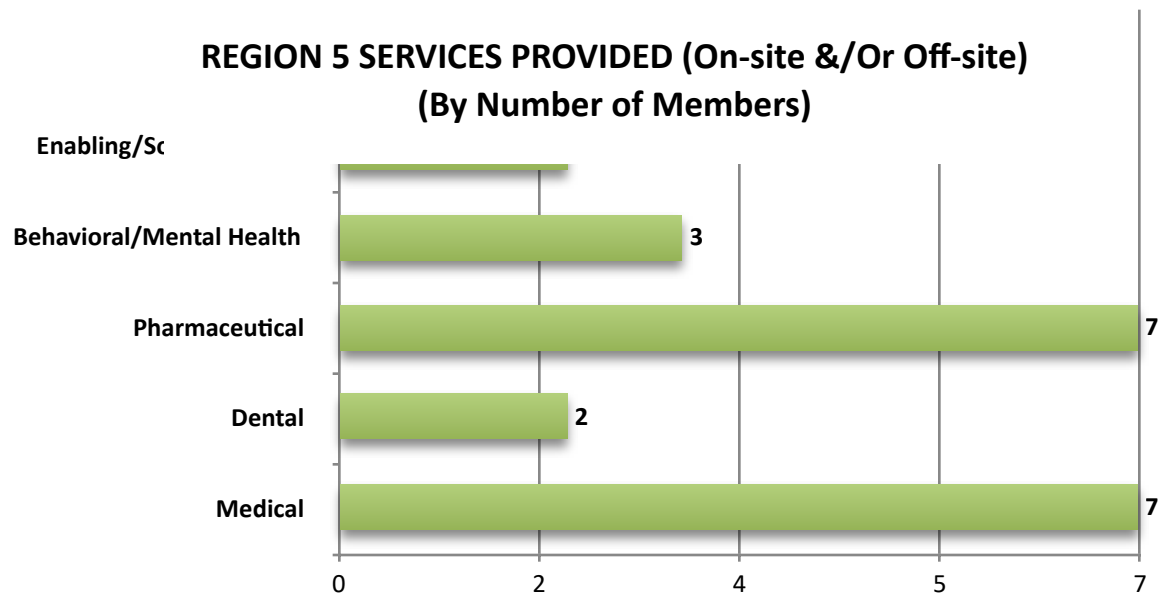
FREE AND CHARITABLE CLINICS

Region 5 Patients by Ethnicity



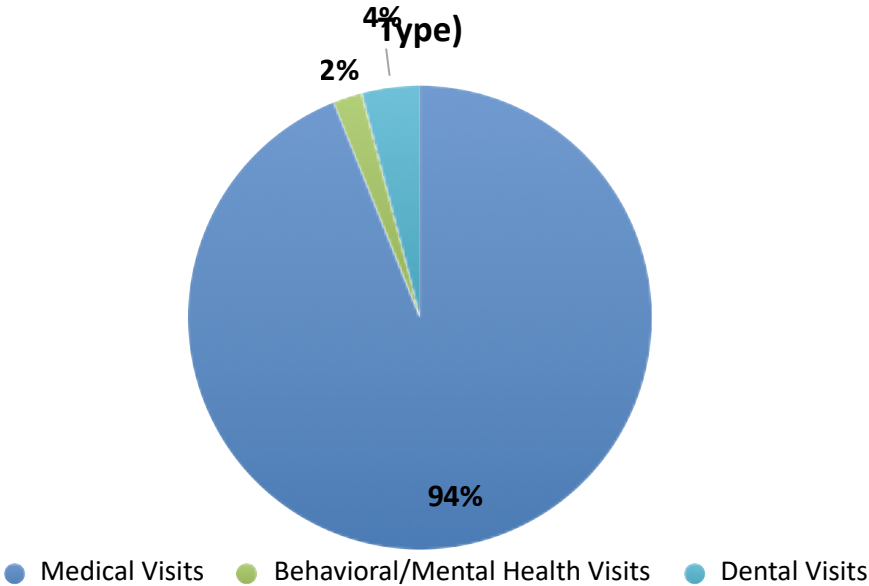
Operational Hours (On-site)	Administrative Hours (On-site)	Medical Hours (On-site)	Behavioral/Mental Health Hours (On-site)	Dental Hours (On-site)	Licensed Pharmacy Hours (On-site)
Total/Week	256	190	47	7	160
Average/Week	32	27	23	4	23
Number of Member Sites Reporting	8	7	2	2	7

FREE AND CHARITABLE CLINICS' SERVICES & OPERATIONS



FREE AND CHARITABLE CLINICS' VOLUME

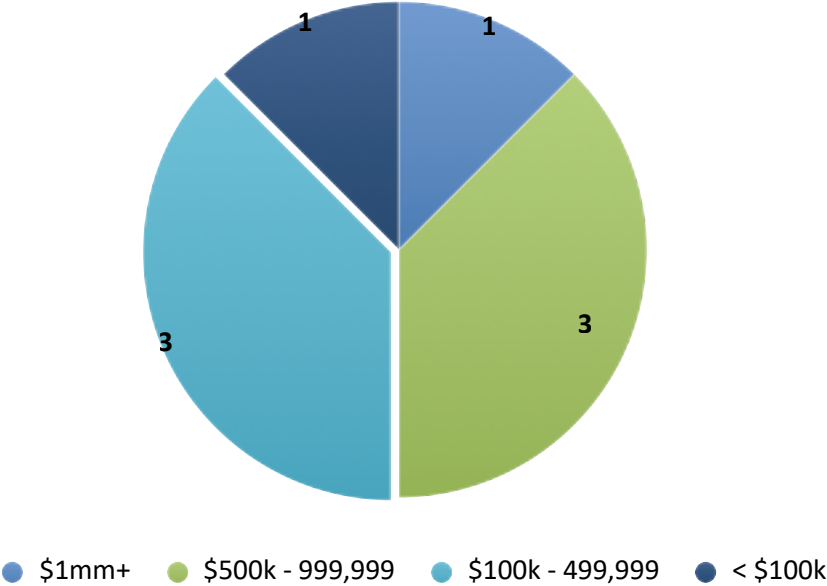
REGION 5 PATIENT VISITS
Directly provided or paid out-
side provider(s) for patient
visit
(Percentage of Total Visits By
Type)



Clinic Volume	Medical Visits 7 members reported	Behavioral/Mental Health Visits 3 members reported	Dental Visits 2 members reported	Total Patient Visits 7 members reported
Total	15,475	380	744	16,599
Average	2,211	127	372	2,371

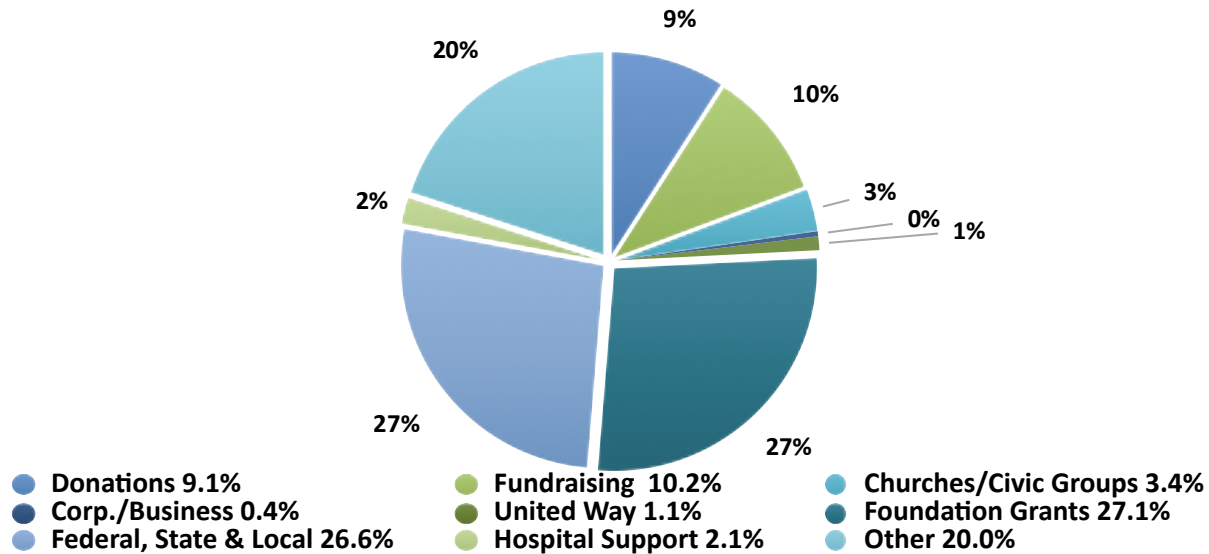
FREE AND CHARITABLE CLINICS' OPERATING EXPENSE

**REGION 5 ANNUAL
OPERATING EXPENSE**
(Per number of 15 members
reporting)



FREE AND CHARITABLE CLINICS' FINANCIAL SUPPORT

REGION 5 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
Total	\$546,294	\$608,595	\$202,480	\$25,521	\$67,007	\$1,620,218	\$1,592,343	\$124,417	\$1,197,866
Average	\$68,287	\$121,719	\$33,747	\$8,507	\$16,752	\$270,036	\$199,043	\$41,472	\$239,573

Number of Members Reporting	8	5	6	3	4	6	8	3	5
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FREE AND CHARITABLE CLINICS' VALUE OF SERVICES

REGION 5	VALUE OF SERVICE
Value of service to FCCs patients Services directly provided and/or arranged for by FCC Includes prescription meds valued at \$18,906,220	\$58,278,062
Value of service to others in the community	\$75,422
Total Value of Services to Community At-Large	\$58,353,484

ESTIMATED HOSPITAL ED DIVERSION SAVINGS

**NC average patient charge for a treat & release ED Visit (Per 2021 NCHA)	Total # of unduplicated patients served in Region 5	*Total estimated hospital ED diversion savings in Region 5
\$4,915	5,166	\$25,390,890

*Estimated savings to local hospital(s), based on FCC diverting at least one ED visit for each patient they served. $\$4,915 \times 5,166 = \$25,390,890$

** <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)
Total/Year	0	4	5	1	4	0	0	5	34
Average/Year	NA	4	2	NA	1	NA	NA	1	5
Number of Members Reporting	0	1	3	1	3	0	0	5	7

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)
Total/Year	2	2	7	3	2	1	3	0	38
Average/Year	1	1	2	1	1	NA	2	NA	5

Number of Members Reporting	2	2	4	3	2	1	2	0	7
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FREE AND CHARITABLE CLINICS VOLUNTEERS

Number of Volunteers	Physicians	APPs (PAs and NPs)	Nurses, CMAs & CNAs	Pharmacists	Pharm-Techs	Dentists	Hygienists & DAs	Executive Director-CEO	Total Volunteers (All Positions)
Total/Year	140	53	132	47	19	55	38	1	828
Average/Year	20	9	26	6	5	18	19	NA	104
Number of Members Reporting	7	6	5	8	4	3	2	1	8

Volunteers	Hours Worked
Total for Year	30,452
Average for Year	3,807

Number of Members Reporting	8
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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 30th 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, 7 members in region 5 providing direct chronic care management services reported outcomes for 1,068 diabetic patients:

- 4.8% of patients did not have an A1c level performed during the measurement year
- 68.9% of patients had an A1c level < 8%
- 17.4% of patients most recent A1c level was > 9.0%
- Total of 22.2% of patients exhibited poor A1c control (lower results signify better performance)

HYPERTENSION: Controlling High Blood Pressure

For 2023, 7 members in region 5 providing direct chronic care management services reported outcomes for 1,917 hypertensive (HTN) patients:

- 65.2% of hypertensive patients exhibited blood pressure control, most recent BP < 140/90

FREE AND CHARITABLE CLINICS IN COMPARISON

DIABETIC PATIENTS Hgb A1c POOR CONTROL	2023 NCAFCC Region 5	2023 NCAFCC	*2023 NC HRSA Health Centers	**2023 NC DHHS ORH
Total All Diabetic Patients	22.2%	25.2%	26.74%	28.1%

HYPERTENSIVE PATIENTS BLOOD PRESSURE CONTROL	2023 NCAFCC Region 5	2023 NCAFCC	2023 NC HRSA Health Centers	**2023 NC DHHS ORH
Total All Hypertensive Patients	65.2%	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 ≤ 140/90

