



# 2013 Annual Outcomes Report

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Improving the health & well-being of the uninsured in North Carolina

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**BlueCross BlueShield  
of North Carolina**

**Foundation**

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# 2013 NCAFC ANNUAL OUTCOMES

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# 2013 NCAFC ANNUAL OUTCOMES SURVEY MAJOR FINDINGS

- **Patient Volume:** 74 Member organizations reported
  - The total number of patients was 84,332
  - The total number of patient visits was 173,744. (Medical+Behavioral+Dental = Total)
- **Number of Volunteers:** 74 Member organizations reported
  - Total number of volunteers was 7,555
  - Total number of hours volunteers worked was 329,235 hours
- **Number of Prescription Medications Provided:** 68 Members organizations reported
  - 1,070,637 (30 day supply or less) prescription medications were provided
- **Diabetic Control:** 52 Member organizations reported (n=1910)
  - ★ ▪ 21% of diabetic patients had a most recent A1c > 9%  
2013 NC HRSA reported, 29% of diabetic patients with A1c > 9%
- **Hypertension Control:** 51 Member organizations reported (n=1265)
  - ★ ▪ 62% of hypertensive patients (w/o diabetes) last blood pressure measurement was < 140/90
  - 2013 NC HRSA reported, 60.8% of hypertensive patients with a blood pressure < 140/90
  - 48% of hypertensive patients with diabetes last blood pressure measurement was < 140/80
- **Hospital Utilization:** (53 organizations reported ED Visits, n=3359) (52 organizations reported Hospital Admissions, n=1911)
  - 65% of Free Clinic patients reported a decrease in ED Visits
  - 69% of Free Clinic patients reported a decrease in Hospital Admissions
- **Primary Access to Care:** 50 Member organizations reported (n=7372)
  - 70% of clinic patients consider the Free Clinic as their primary access to ambulatory health care services
- **Return on Investment**
  - For every \$1 spent, \$6.39 in healthcare services were provided

*N = number of patients measured*

*\*US Dept. of Health & Human Services – Human Resources & Services Administration (HRSA) <http://bphc.hrsa.gov/healthcenterdatastatistics/index.html>*

*Community Health Centers (Federally Qualified Health Centers) track a variety of information, including patient demographics, services provided, staffing, clinical indicators, utilization rates, costs and revenues.*

*2013 NC HRSA Program Data <http://bphc.hrsa.gov/uds/datacenter.aspx?year=2013&state=NC>*

# BACKGROUND

In January of 2004, the North Carolina Association of Free Clinics (NCAFC) and its member clinics embarked upon a partnership with the Blue Cross and Blue Shield of North Carolina (BCBSNC) Foundation. The underlying foundation of this partnership was to:

- Support existing free clinics by providing a measure of sustainable funding for ongoing operations.
- Expand access to health care for the uninsured by helping communities create and establish free clinics in underserved areas.
- Enable free clinics to create new programs or expand capacity of existing programs.
- Aid in improving technology used by free clinics.
- Recognize excellence in the operation of North Carolina's free clinics.

NCAFC witnessed success in each category as the free clinic network increased from 54 free clinics to over 80, with a service delivery area covering 79 counties in North Carolina. In addition, NCAFC developed Accreditation Standards at three progressive levels for clinics to show their commitment to excellence in the provision of quality health care. This valuable opportunity offers a structured, careful self-evaluation and is reviewed by a committee of peers. To date, twenty-six NCAFC member clinics have achieved accreditation.





# OUTCOMES FRAMEWORK

In 2008, NCAFC continued its partnership with BCBSNC Foundation with a second 5-year funding commitment. Having achieved many of the goals set forth for the first five years, the next phase of the partnership began shaping a framework of success defined by health gains. Rather than solely focus on how many received care, the question became “Did the care received improve patients’ health?” NCAFC worked with BCBSNC Foundation and a team of member free clinic representatives to develop a standardized set of health metrics in order to:

- **Enhance our ability to prove a significant return on investment.**
- **Strengthen our position in North Carolina’s health care safety-net.**
- **Demonstrate the positive impact we have upon those we serve.**

Member clinics of NCAFC who complete the Annual Outcomes Survey are eligible for grants based on their volume of services, clinical outcomes performance scores and improvement from the prior year. The BCBSNC Foundation defines their return on investment in terms of health gains for low-income North Carolinians. As a result of this work, North Carolina is widely regarded as the most progressive Free Clinic Association in the nation and serves as a model for other states.

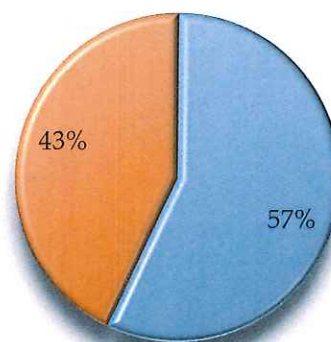
NCAFC continues its partnership today with BCBSNC Foundation with an even greater emphasis on health outcomes and return on investment. As always, NCAFC advocates and supports its member clinics as they navigate today’s uncertain environment under health care reform. With their flexibility, innovation and ability to leverage volunteer and in-kind resources, Free Clinics remain a critical and essential part of North Carolina’s health care safety net.



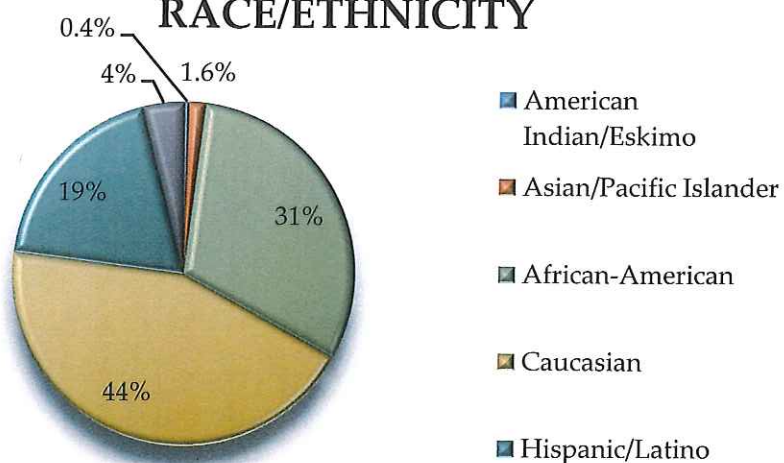
# FREE CLINIC PATIENTS: A SNAPSHOT

## GENDER

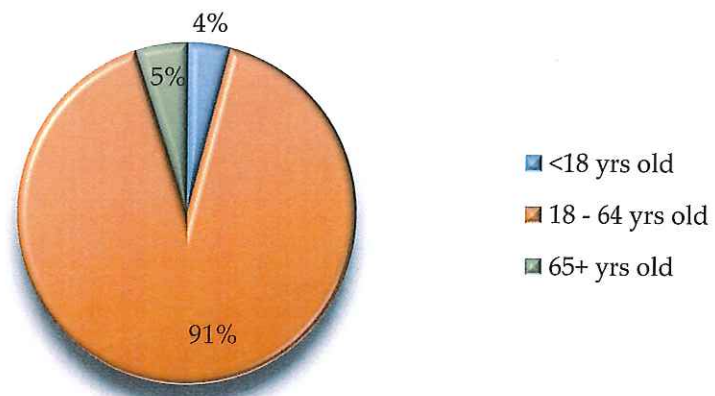
Females Males



## RACE/ETHNICITY

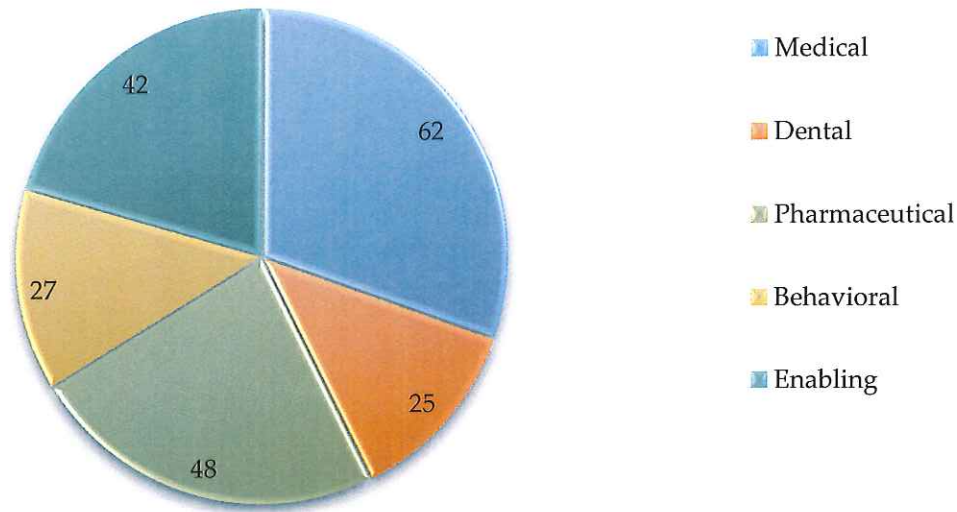


## AGE



# FREE CLINIC SERVICES & OPERATIONS

## ON SITE SERVICES (By # of Clinics\*)



\*74 Clinics Reporting

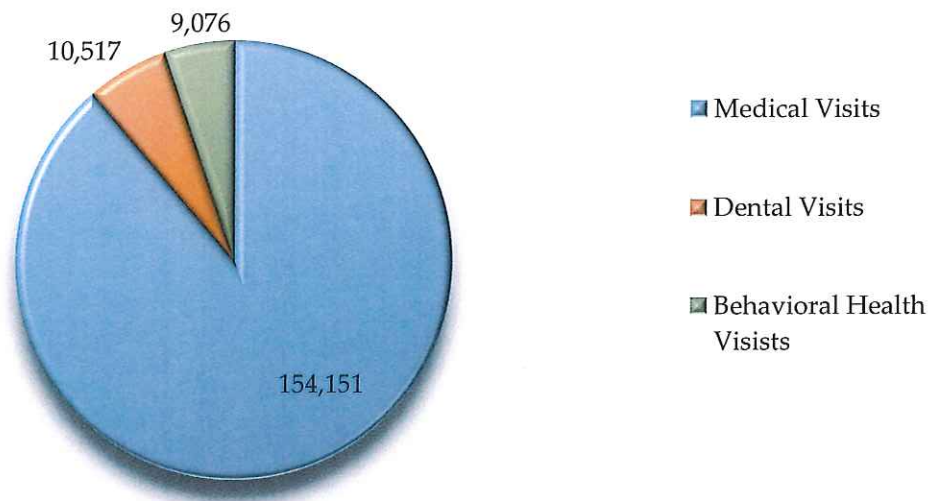
*Operational Hours	Administrative Hours	Dental Hours	Medical Hours	Pharmacy Hours
<b>Total</b>	2428	206	1616	1040
<b>Average/week</b>	33	11	26	27
<b># of Clinics Reporting</b>	74	19	62	39

\*Hours include multiple sites



# FREE CLINIC VOLUME

## PATIENT VISITS (By Type of Visit)



\*74 Clinics Reporting

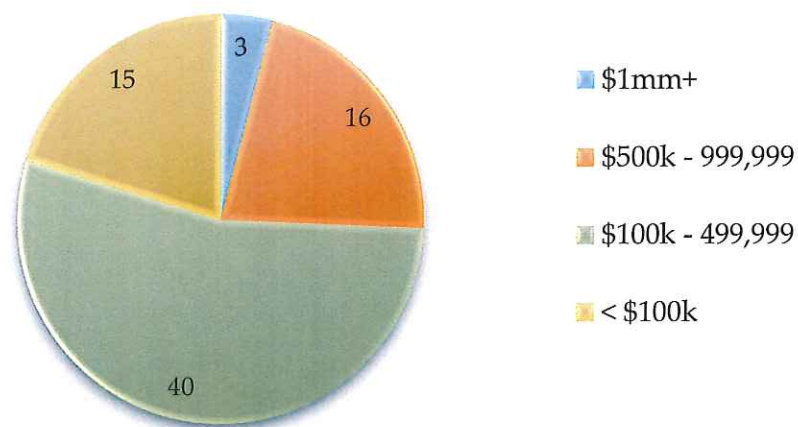
	Unduplicated Patients	Medical Visits	Dental Visits	Behavioral Visits	Total Patient Visits	Prescription Medications Dispensed***	Total Rx Value
<b>Total</b>	<b>84,332</b>	<b>154,151</b>	<b>10,517</b>	<b>9,076</b>	<b>173,744</b>	<b>1,070,637</b>	<b>\$131,985,426</b>
<b>Average</b>	<b>1140</b>	<b>2,486</b>	<b>405</b>	<b>313</b>	<b>2,715</b>	<b>15,980</b>	<b>\$1,940,962</b>

\*\*\* Prescription Medications dispensed as 30 day supplies or <



# FREE CLINIC RETURN ON INVESTMENT

## ANNUAL OPERATING BUDGETS (By # of Clinics\*)



\*74 Clinics Reporting

	Value of Service*	Operational Expense	ROI**
<b>Total</b>	\$208,440,808	\$28,215,708	\$6.39
<b>Average</b>	\$2,816,768	\$381,293	\$6.84

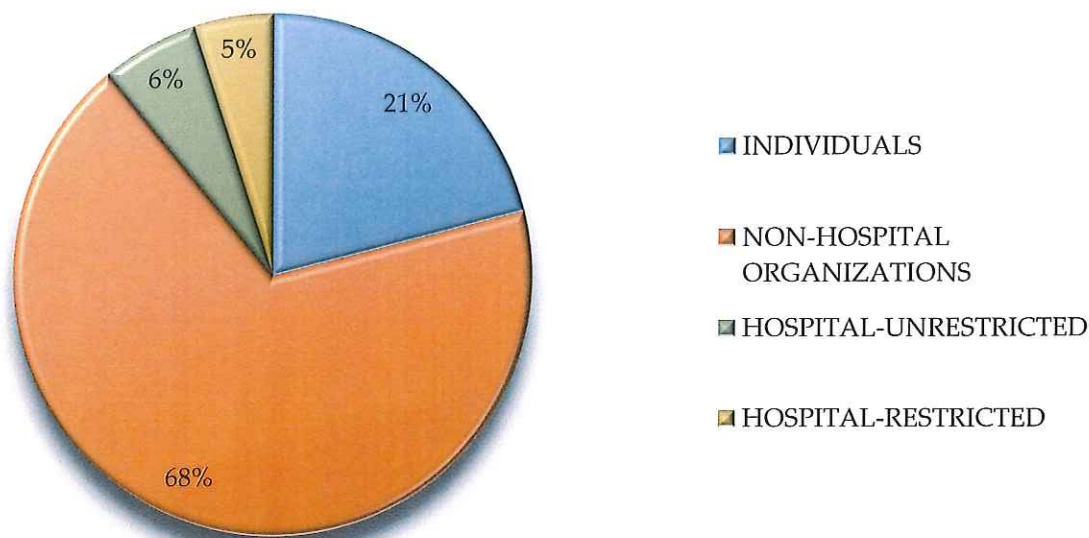
**FOR EVERY \$1 SPENT, FREE CLINICS PROVIDED \$6.39 IN HEALTHCARE SERVICES**

\*Includes services arranged for and directly provided.

\*\*Total ROI = (Total Value of Service – Ops Expense / Ops. Expense)

# FREE CLINIC FINANCIAL SUPPORT

## FINANCIAL RESOURCES



Donors Contributors & In-Kind Support	# of Individual Donors	Individual Donors \$ Amt.	# of Non-Hospital Contributors	Non-Hospital Contributors \$ Amt.	Unrestricted Cash from Hospital	Restricted Cash from Hospital	Value of Hospital Ancillary Services	Value of Other Hospital In-Kind	Value of Non-Hospital In-Kind Donations
Total/Year	23,507	\$5,541,681	4,473	\$17,513,324	\$1,598,960	\$1,214,788	\$10,065,636	\$14,627,004	\$16,452,103
Average/Year	336	\$79,167	63	\$246,667	\$61,498	\$101,232	\$251,641	\$731,350	\$265,357
# of Clinics Reporting	70		72		26	12	40	20	60



# FREE CLINIC STAFFING & VOLUNTEER TIME

# of Employed Staff	Physicians	Mid-Level (PA's & NP's)	Nurses & CMA's (RN's, LPN's & CMA's)	Pharmacists	Pharm-Techs	Dentists	Hygienists & DA's	PAP Coordinators	Total Employed (All Positions)
Total/Year	11	60	89	41	36	1	19	43	630
Average/Year	0.2	2	2	2	2	1	2	1	9
# of Clinics Reporting	6	33	41	23	21	1	8	31	69

\*Employment totals = FTE and/or PTE Positions

# of Volunteers	Physicians	Mid-Level (PA's & NP's)	Nurses & CMA's (RN's, LPN's & CMA's)	Pharmacists	Pharm-Techs	Dentists	Hygienists & DA's	PAP Coordinators	Total Volunteers (All Positions)
Total/Year	928	185	1033	293	313	255	702	61	7,555
Average/Year	14	4	18	8	15	10	29	5	102
# of Clinics Reporting	65	48	56	38	21	25	25	13	74

Volunteers	Hours Worked
Total for Yr.	329,235
Average for Yr.	4,449
# of Clinics Reporting	74

## HEALTH GAINS OUTCOMES

Health gains outcomes were measured for free clinic patients diagnosed with Diabetes, Hypertension and/or COPD, using the following evidence-based clinical practice guidelines for standards of care:

- American Diabetes Association – [www.diabetes.org](http://www.diabetes.org)
- Joint National Committee 2014 Evidence Based Guidelines for Management of High Blood Pressure in Adults – [www.jnc8.jamanetwork.com](http://www.jnc8.jamanetwork.com)
- Global Initiative for Chronic Obstructive Lung Disease – [www.goldcopd.org](http://www.goldcopd.org)

## METHODOLOGY

Free clinics utilized the following methodology for tracking patient health outcomes:

- 1) Assessed their total active patient base of patients having a diagnosis of Diabetes, Hypertension and/or COPD as of January 1, 2013. An active patient was defined as anyone treated for Diabetes, Hypertension &/or COPD in the past year.
- 2) From this population of patients, the free clinic then randomly selected 50 diabetic, hypertensive &/or COPD patients to track for outcomes. This process established a “fixed cohort” group of patients whose outcomes measurements were tracked for 2013. If the free clinic had < 50 patients with a Diabetes, Hypertension &/or COPD diagnosis, the total number of patients (< 50) was tracked for outcomes measures.
- 3) Patients within the fixed cohort who were discharged from clinic services during 2013 for any reason (i.e., moved out of county, began receiving Medicaid or health insurance, etc.) were considered lost to follow up and not included in final calculations even if the patient re-enrolled for services later in the year.



# DIABETES OUTCOMES

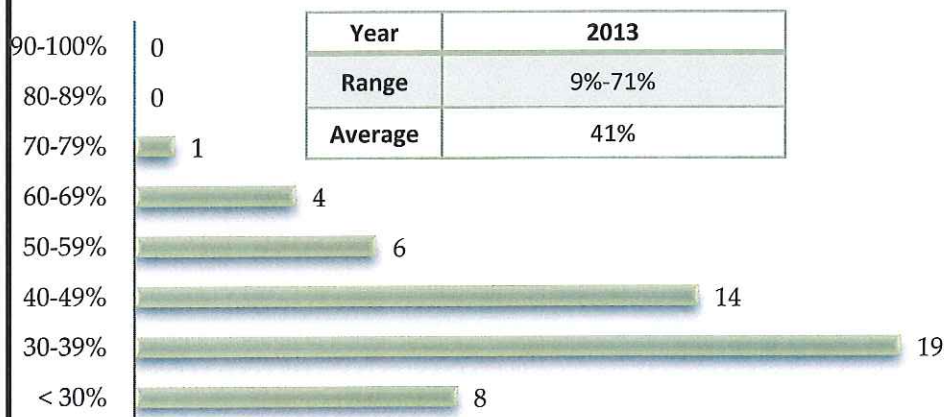
For 2013, 52 Free Clinics reported outcomes for 1,910 diabetic patients as follows:

- 41% of diabetic patients whose most recent A1c was < 7%
- 21% of diabetic patients whose most recent A1c was >9%
- 38% of patients received a diabetic retinal exam
- 63% of patients received a comprehensive foot exam
- 46% of patients received a urine microalbumin measurement

How Free Clinics Compare to each other (by percentage of patients):

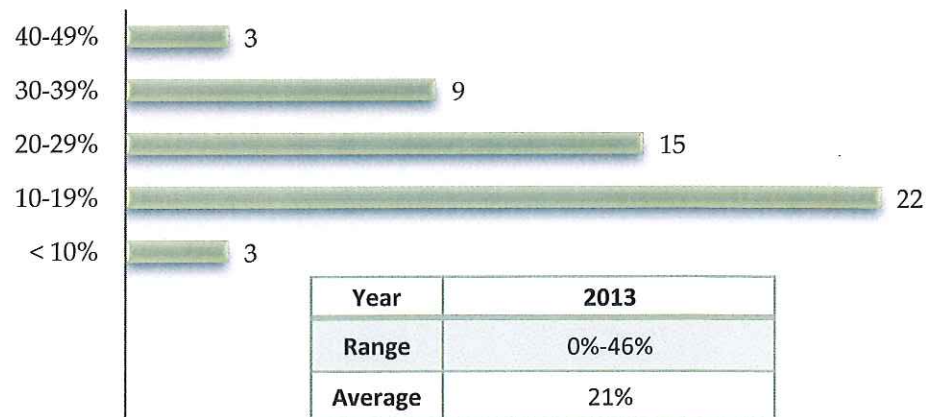
## MOST RECENT A1C < 7%

# of clinics



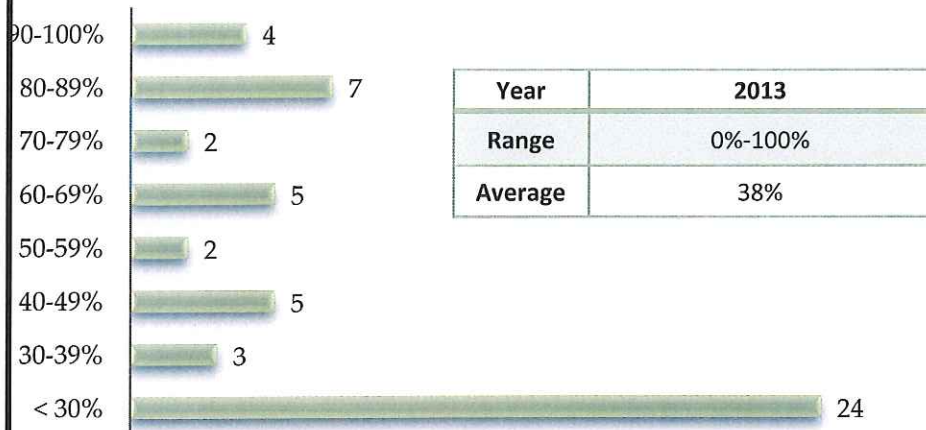
## MOST RECENT A1C > 9.0%

# of clinics



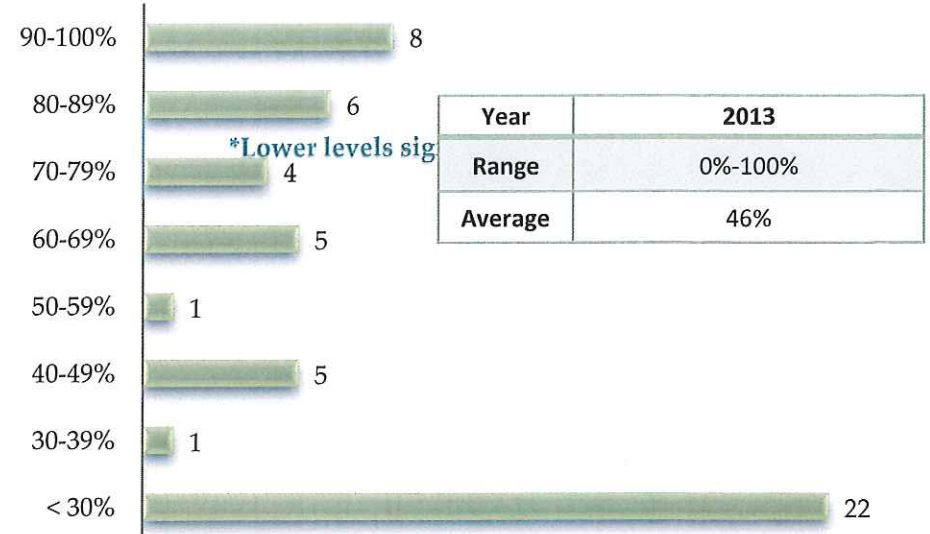
## DIABETIC RETINAL EXAM

■ # of clinics



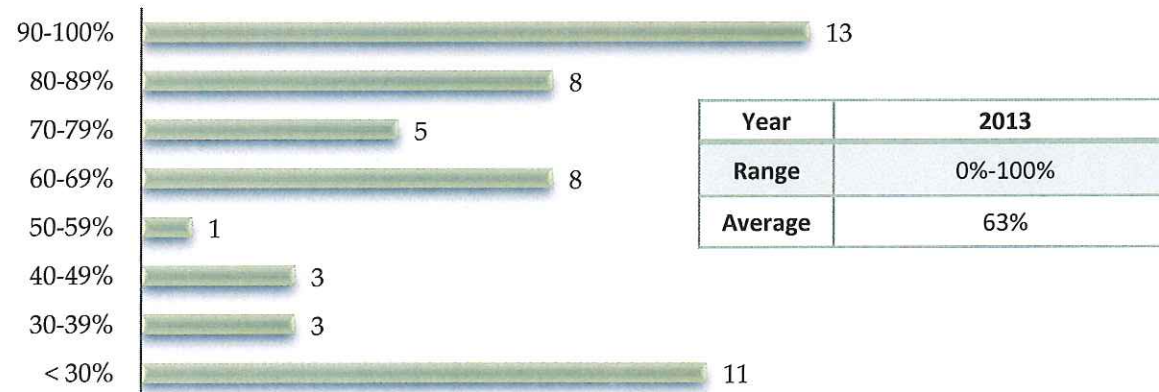
## URINE MICROALBUMIN TEST

■ # of clinics



## COMPREHENSIVE FOOT EXAM

■ # of clinics





## 2013 TOP PERFORMING CLINICS: DIABETES

≥ 60% OF PATIENTS WITH A1C < 7.0

- Community Care Clinic - Boone
- Community Care Clinic of Dare
- Healing with CAARE, Inc.
- John P Murray Community Care Center
- Lake Norman Community Health Clinic

2013 NCAFC Avg. = 41%

≤ 12% OF PATIENTS WITH A1C > 9.0

- Ashe County Free Medical Clinic
- Broad Street Clinic Foundation
- CARE Clinic, Inc.
- Community Care Clinic – Boone
- John P Murray Community Care Center
- Matthews Free Medical Center

2013 NCAFC Avg. = 21%



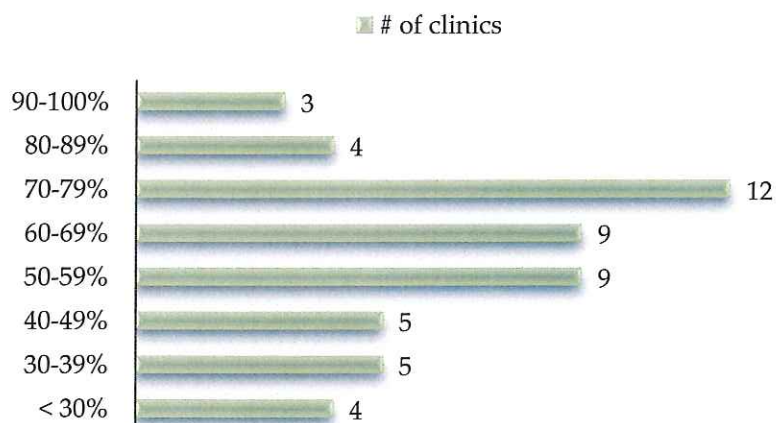
# HYPERTENSIVE OUTCOMES

For 2013, 51 Free Clinics reported outcomes for 2,096 Hypertensive (HTN) patients as follows:

- 62% of patients (n=1265) with no diabetes whose last blood pressure measurement was < 140/90
- 48% of patients (n=831) with diabetes whose last blood pressure measurement was < 140/80

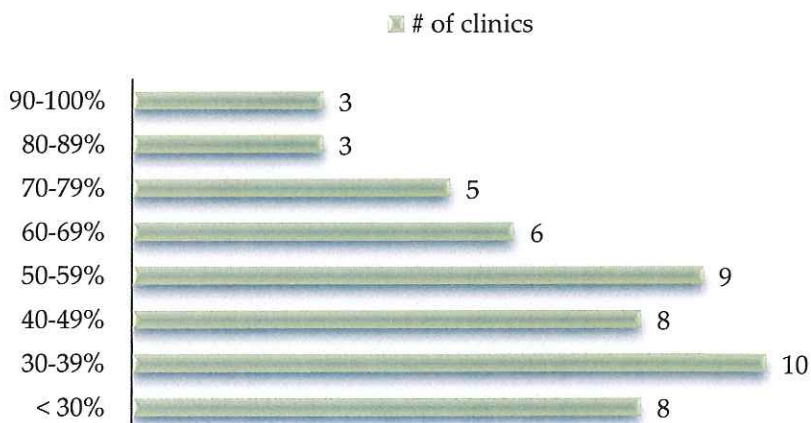
How Free Clinics Compare to each other (by percentage of patients):

**NON-DIABETIC HYPERTENSIVE  
PATIENTS WITH LAST BP < 140/90**



Year	2013
Range	6%-95%
Average	62%

**DIABETIC HYPERTENSIVE PATIENTS  
WITH LAST BP < 140/80**



Year	2013
Range	0%-100%
Average	48%



## 2013 TOP PERFORMING CLINICS: HYPERTENSION

≥ 85% OF NON-DIABETIC HYPERTENSIVE  
PATIENTS WITH LAST BP < 140/90

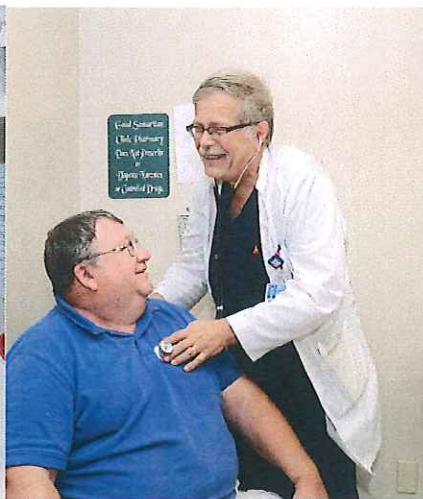
- Ashe County Free Medical Clinic
- CARE Clinic, Inc.
- Good Samaritan Clinic of Haywood Co.
- Healing with CAARE, Inc.
- Moore Free Care Clinic
- Tar River Mission Clinic

2013 NCAFC Avg. = 62%

≥ 80% OF DIABETIC HYPERTENSIVE PATIENTS  
WITH LAST BP < 140/80

- Ashe County Free Medical Clinic
- CARE Clinic, Inc.
- Charlotte Community Health Clinic
- Community Care Clinic – Elizabeth City
- Community Care Clinic of Highlands Cashiers
- MERCI Clinic

2013 NCAFC Avg. = 48%



# COPD OUTCOMES

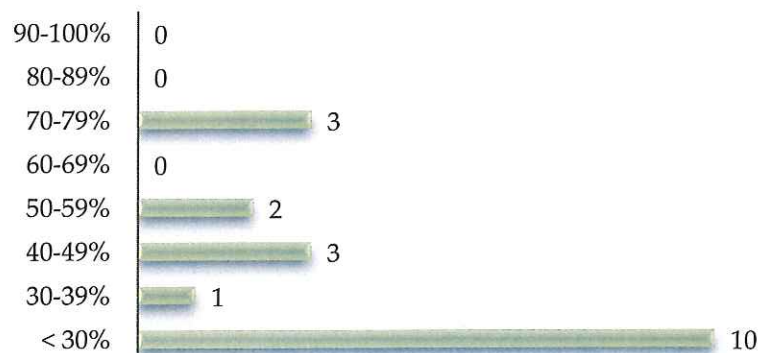
For 2013, 19 Free Clinics reported outcomes for 481 COPD patients as follows:

- 23% of patients had a Spirometry evaluation
- 59% of identified smokers ( n= 334) received smoking cessation intervention at least annually

How Free Clinics Compare to each other:

## % COPD PATIENTS WITH SPIROMETRY

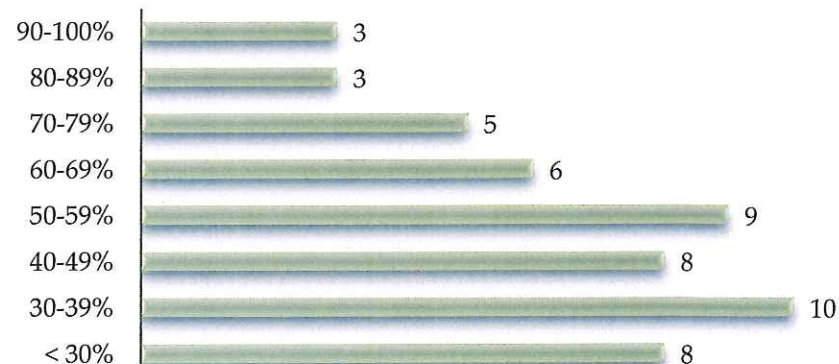
■ # of clinics



Year	2013
Range	0%-77%
Average	23%

## % SMOKERS RECEIVING ANNUAL SMOKING CESSATION

■ # of clinics

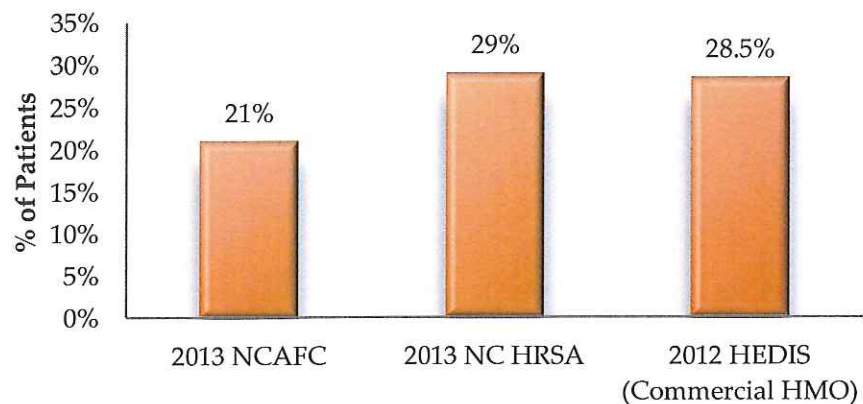


Year	2013
Range	0%-100%
Average	59%

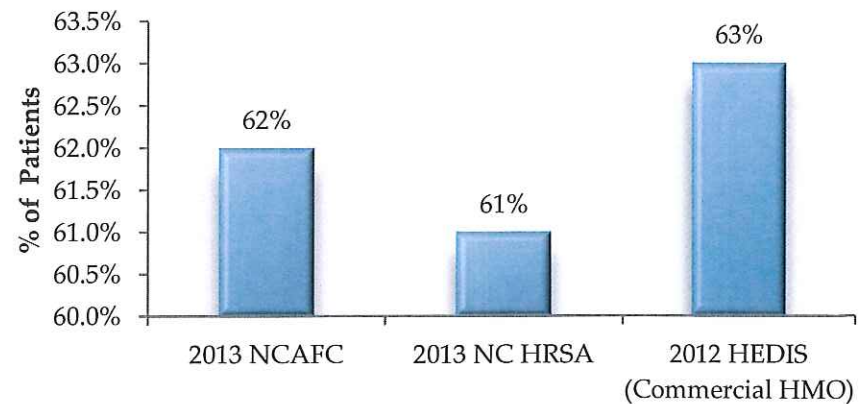


# FREE CLINICS IN COMPARISON

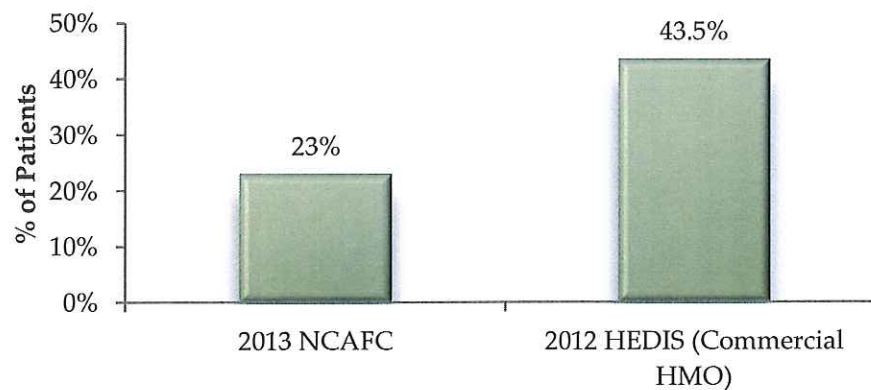
## DIABETES: MOST RECENT A1C >9%



## HYPERTENSION: BP CONTROL < 140/90



## COPD: RECEIVED SPIROMETRY



# SELF-REPORTED PATIENT OUTCOMES

NCAFC member organizations performed interviews or written surveys to obtain the patient's view of his/her health gains. Each member organization interviewed/surveyed a minimum of 100 patients or, if the organization's total patient population was less than 100, the lesser population was evaluated.

**For 2013, Free Clinic patient self-reported interviews/surveys revealed the following:**

- ✓ **Decreased Hospital Utilization:** (53 organizations reported ED Visits, n=3359) (52 organizations reported Hospital Admissions, n=1911)
  - 65% of Free Clinic patients reported a decrease in ED Visits
  - 69% of Free Clinic patients reported a decrease in Hospital Admissions
- ✓ **Improved Health:** (50 organizations reported, n = 7372)
  - 79% of Free Clinic patients felt their health had improved
- ✓ **Medical Home:** (50 organizations reported, n = 5183)
  - 70% of Free Clinic patients considered the Free Clinic as their primary access to health care services

*N = # of patients*







## **NC Association of Free Clinics**

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