



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

2023 ANNUAL SURVEY REPORT - REGION 3

Participating Member Organizations:

Community Care Center of Forsyth Co.

Crisis Control Ministry Pharmacy

DEAC Clinic

Grace Clinic

Medication Assistance Program

New Stories Health and Wellness Center

Shalom Project

Community Clinic of High Point

Davidson Medical Ministries Clinic

Free Clinic of Rockingham Co.

Hands of Hope Medical Clinic

Mustard Seed Community Health

Open Door Clinic of Alamance Co.

Surry Medical Ministries

Atrium WFBH Mobile Health Clinic

Served the following counties:

Alamance, Alleghany, Ashe, Avery, Davidson, Davie, Forsyth, Caldwell, Guilford, Iredell, Mitchell,
Randolph, Rockingham, Rowan, Stokes, Surry, Wilkes and Yadkin

REGION 3 2023 NCAFCC ANNUAL SURVEY RESULTS

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REGION 3 2023 NCAFCC ANNUAL SURVEY MAJOR FINDINGS

Patient Volume:

- Served 12,263 unduplicated patients, 16.18% of the total number of NCAFCC unduplicated patients
- Provided 40,645 patient provider visits; includes medical, behavioral/mental health and dental visits

Number of Volunteers:

- Total number of volunteers = 1,238
- Total number of hours volunteers worked = 41,731

Value of Services:

- *Total Value of Services to the Community-At-Large (patients & others in the community) = \$44,723,981
 - Of the total value, 11 members reported providing prescription medications at a value of \$27,099,088
- **Estimated hospital emergency department diversion savings = \$60,272,645

Diabetes: Hemoglobin A1c Poor Control: (12 members reported, ***n = 1,152)

- 30.7% of diabetic patients' most recent A1c level was > 9% or no A1c test was performed during the year.



Controlling High Blood Pressure: (12 members reported, ***n = 1,730)

- 55.7% 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/>.

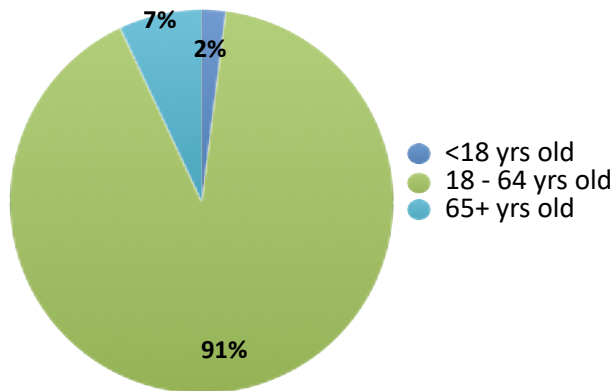
***n = number of patients measured

FREE AND CHARITABLE CLINICS' PATIENTS

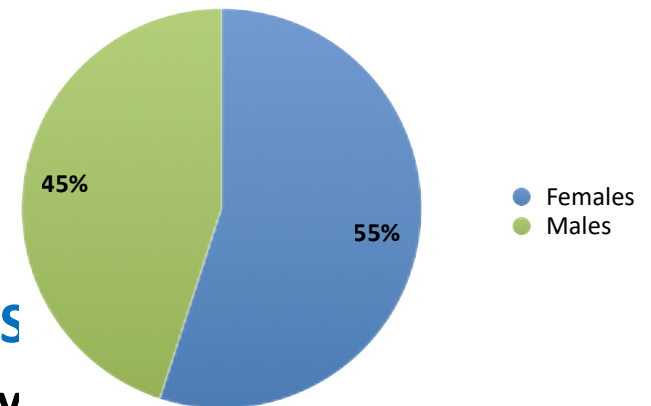
Region 3 reported serving a total of 12,263 patients

16.18% of the total NCAFCC unduplicated patient population

PATIENTS AGE

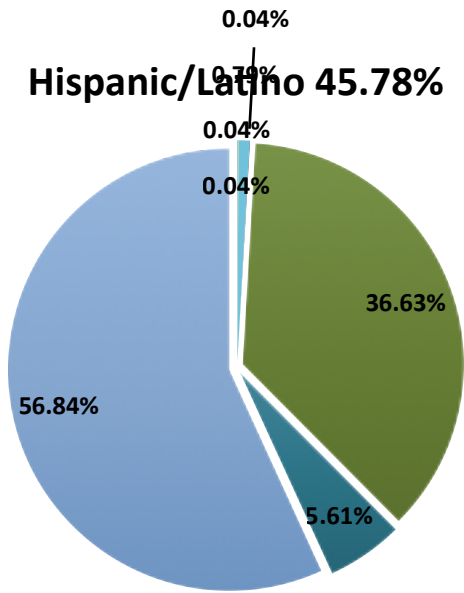


PATIENTS SEX ASSIGNED AT BIRTH

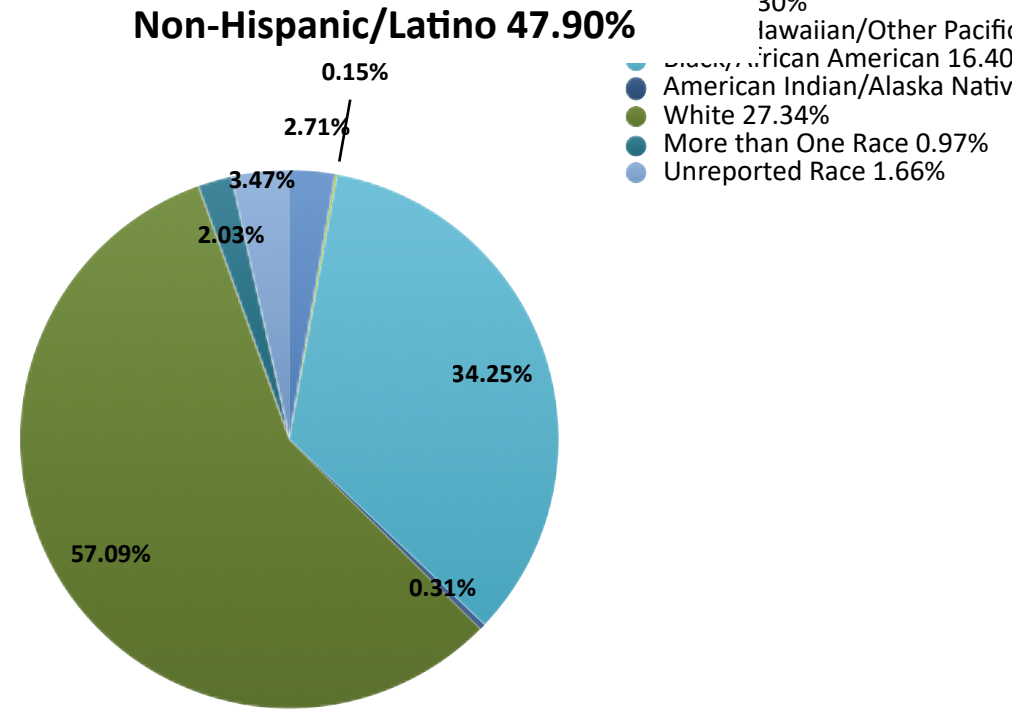


FREE AND CHARITABLE CLINICS

Region 3 Patients by Ethnicity



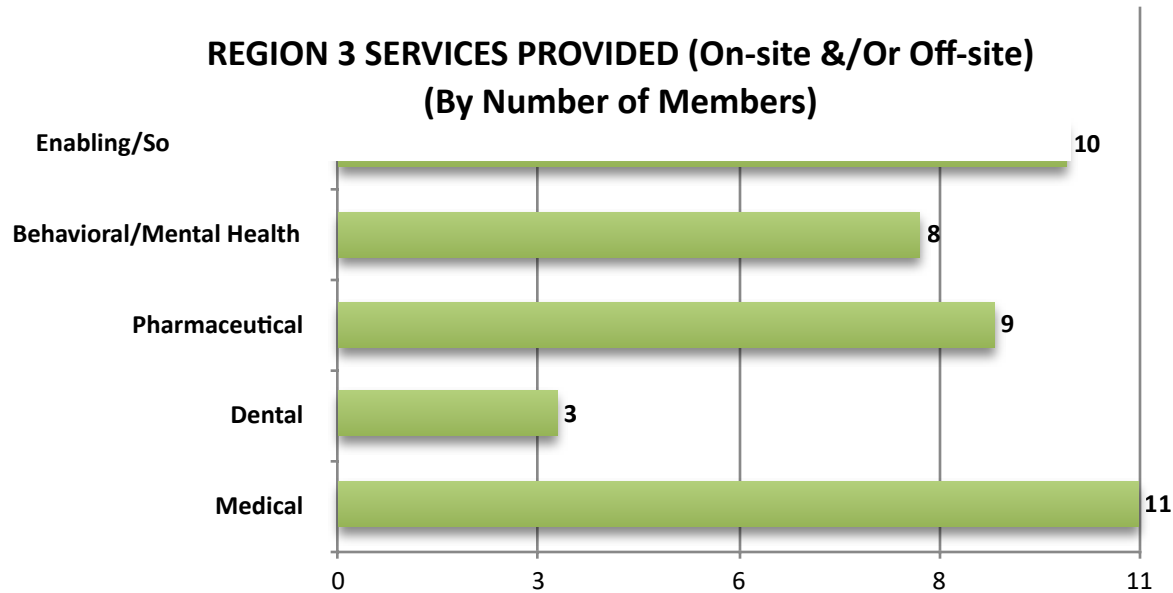
- Asian 0.02%
- Native Hawaiian/Other Pacific Islander 0.04%
- Black/African American 0.04%
- American Indian/Alaska Native 0.04%
- White 16.77%
- More than One Race 2.03%
- Unreported Race 26.0%



- Asian 0.02%
- Native Hawaiian/Other Pacific Islander 0.04%
- Black/African American 16.40%
- American Indian/Alaska Native 0.15%
- White 27.34%
- More than One Race 0.97%
- Unreported Race 1.66%

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	468	303	217	11	228
Average/Week	33	28	27	4	33
Number of Member Sites Reporting	14	11	8	3	7

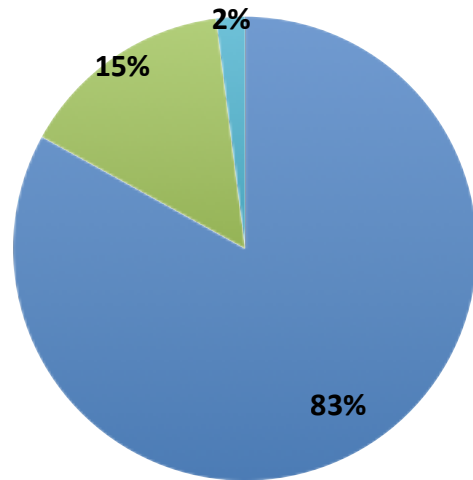
FREE AND CHARITABLE CLINICS' SERVICES & OPERATIONS



FREE AND CHARITABLE CLINICS' VOLUME

REGION 3 PATIENT PROVIDER VISITS

**Directly provided or paid outside provider(s) for patient visit
(Percentage of Total Visits By Type)**

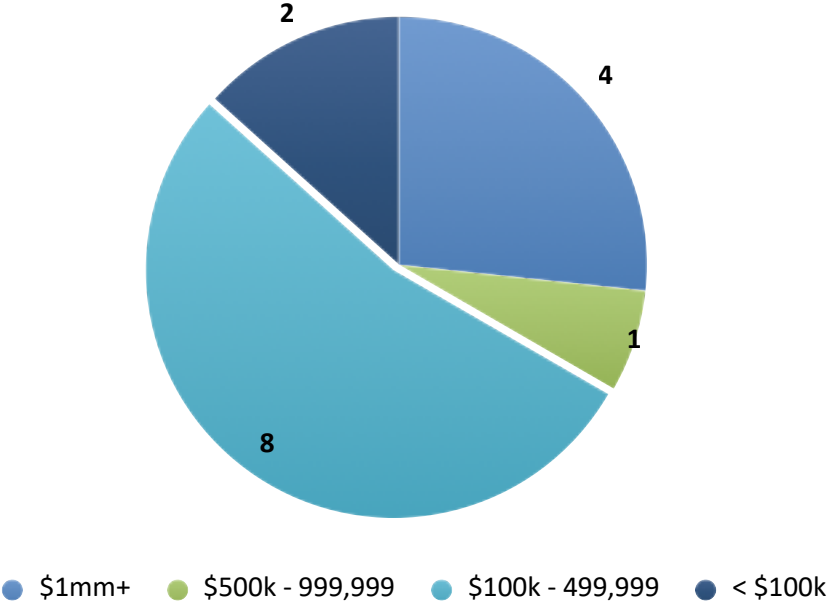


● Medical Visits ● Behavioral/Mental Health Visits ● Dental Visits

Clinic Volume	Medical Visits 12 members reported	Behavioral/Mental Health Visits 9 members reported	Dental Visits 5 members reported	Total Patient Visits 13 members reported
Total	33,900	5,987	758	40,645
Average	2,825	665	152	3,127

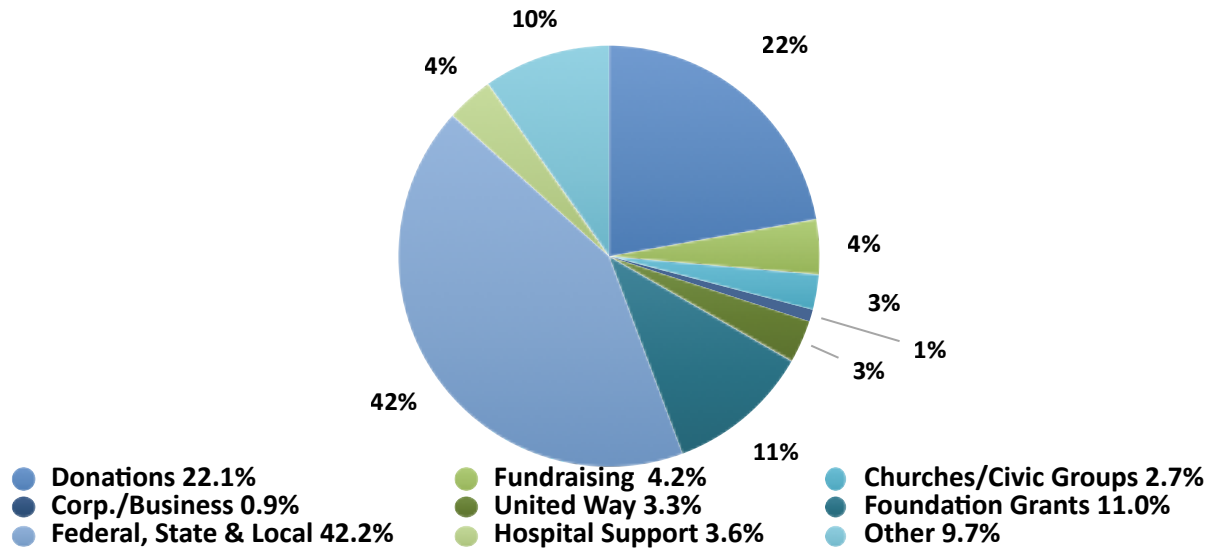
FREE AND CHARITABLE CLINICS' OPERATING EXPENSE

**REGION 3 ANNUAL
OPERATING EXPENSE**
(Per number of 15 members
reporting)



FREE AND CHARITABLE CLINICS' FINANCIAL SUPPORT

REGION 3 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	\$2,056,271	\$385,699	\$252,889	\$85,717	\$302,742	\$1,025,646	\$3,923,136	\$330,000	\$792,350
Average	\$158,175	\$38,570	\$28,099	\$12,245	\$43,249	\$93,241	\$261,542	\$82,500	\$72,032

Number of Members Reporting	13	10	9	7	7	11	15	4	11
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FREE AND CHARITABLE CLINICS' VALUE OF SERVICES

REGION 3	VALUE OF SERVICE
Value of service to FCCs patients Services directly provided and/or arranged for by FCC Includes prescription meds valued at \$27,099,088	\$43,005,208
Value of service to others in the community	\$1,718,773
Total Value of Services to Community At-Large	\$44,723,981

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 3	*Total estimated hospital ED diversion savings in Region 3
\$4,915	12,263	\$60,272,645

*Estimated savings to local hospital(s), based on FCC diverting at least one ED visit for each patient they served. $\$4,915 \times 12,263 = \$60,272,645$

** <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	2	5	10	3	4	0	0	9	75
Average/Year	1	1	2	1	2	NA	NA	1	6
Number of Members Reporting	2	5	5	3	2	0	0	9	12

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	3	10	11	5	4	0	4	0	84
Average/Year	NA	2	4	1	2	NA	NA	NA	8

Number of Members Reporting	1	6	3	5	2	0	1	0	14
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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	110	36	117	23	15	22	17	1	1,238
Average/Year	11	5	13	4	5	6	9	NA	88
Number of Members Reporting	10	7	9	6	3	4	2	1	14

Volunteers	Hours Worked
Total for Year	41,631
Average for Year	2,974

Number of Members Reporting	14
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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, 12 members in region 3 providing direct chronic care management services reported outcomes for 1,152 diabetic patients:

- 3.6% of patients did not have an A1c level performed during the measurement year
- 53.3% of patients had an A1c level < 8%
- 27.2% of patients most recent A1c level was > 9.0%
- Total of 30.7% of patients exhibited poor A1c control (lower results signify better performance)

HYPERTENSION: Controlling High Blood Pressure

For 2023, 12 members in region 3 providing direct chronic care management services reported outcomes for 1,730 hypertensive (HTN) patients:

- 55.7% 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 3	2023 NCAFCC	*2023 NC HRSA Health Centers	**2023 NC DHHS ORH
Total All Diabetic Patients	30.7%	25.2%	26.74%	28.1%

HYPERTENSIVE PATIENTS BLOOD PRESSURE CONTROL	2023 NCAFCC Region 3	2023 NCAFCC	2023 NC HRSA Health Centers	**2023 NC DHHS ORH
Total All Hypertensive Patients	55.7%	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

