

*Holland Free Health Clinic
2015 Community Report
hfhclinic.org*

Strategic Plan



Our Mission

The Mission of the Holland Free Health Clinic is to express the healing ministry of Jesus by facilitating access to health care for those in need in the Holland-Zeeland community with professional excellence and Christian integrity.

Our Vision

Our vision is to increase the physical, emotional and spiritual well-being of the most vulnerable in our community.

Who We Serve

HFHC acts as a safety net for those with medical needs and have nowhere to turn. Eligible patients have an income level at or below 200% of the federal poverty level, are uninsured or have government mandated coverage with severe limitations. They include the homeless, the disabled, the elderly, and a growing number of the working poor. Many have fallen through the cracks of the health care system and have no place else to turn for help.



Current Goals

Expand capacity of dental services to reach more people and provide comprehensive care including oral surgery and dentures.

Raise awareness of the warning signs of mental illness and connect more people with counseling services.

Increase Access to Care for the uninsured and those with Medicaid coverage.

Leadership



Staff

Jeff Compagner - *Executive Director*
Kim Jennings - *Clinic Coordinator*
Lauren Messer - *Executive Assistant*
Val Petre - *Program Manager*
Tara Kimball, RDH - *Program Manager*
Coral Swieringa, RN - *Program Coordinator*
Chelsea Steinfeldt - *Administrative Assistant*

Board of Directors

Mindy Minarik-Prins - *President*

Aaron Clark - *Vice President*

Ken Haveman - *Treasurer*

Sally Rietveld - *Secretary*

Ann Piet Anderson, RN

Abby Reeg

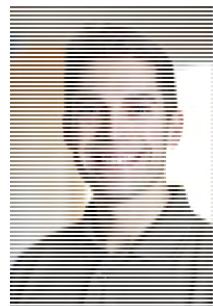
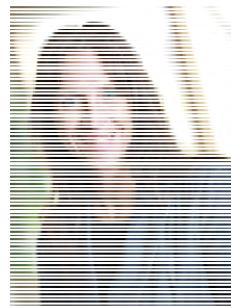
Melody Palmer

Judy Buursma, RN

John Nicely, MD

Ford Reinink PT, DPT

Becky Ploeg



"For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me, I was in prison and you came to visit me."

Matthew 25: 35-36

At HFHC, health is not only achieved through physical means. We focus on addressing the health of the body, mind, and spirit, as we believe each is an integral part of human well-being. We provide services to adults of all ages, backgrounds and cultures while glorifying God and spreading his word. HFHC programs and services empower patients to take control of their health so they can pursue jobs, become more active members of the community and ultimately fulfill His purpose.

"As a volunteer I have been able to see what it means to provide holistic, healing care. The Holland Free Health Clinic is devoted to addressing all of the unmet needs in its patients – mentally, physically, and spiritually.

I have been able to watch God answer prayers through the devoted staff and volunteers at HFHC, but I have also been overwhelmed with conviction because there is still so much hope that needs to be brought to those in need – One sincere heart and listening ear at a time."

- Max Sievers, Hope College Volunteer



Program Expansion



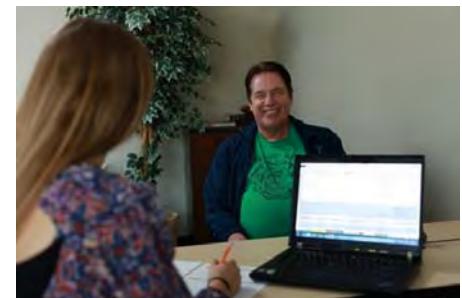
Oral Surgery

In May of 2015, the dental program expanded to include surgical extractions. The involvement of oral surgeon Dr. Clare Van Wieren has allowed us to provide more comprehensive dental care. Extractions will reduce the number of patients visiting the emergency room with infections and illnesses related to rampant decay. In just 8 months, oral surgery valued at \$89,000 has been provided free to our patients.



Technology Upgrade

In 2015, HFHC began the transition to a new integrated Electronic Health System. This technology will allow us to increase program capacity and improve care coordination internally and with external providers. It will provide us with tools to analyze health outcomes and identify emerging health needs. This project was made possible by a grant from the Community Foundation of the Holland/Zeeland Area.



Needs Assessment

With support from the MDHHS Health Innovation Fund, we implemented an extensive Needs Assessment as part of our intake process. Client Advocates conduct a face-to-face assessment and create an Individualized Action Plan to follow up with each patient's physical, emotional, financial, occupational, and spiritual needs. This assessment has allowed us to more effectively provide whole-person, patient centered care.



Dental Program

409	312
Patients	Restorations
485	380
Extractions	Cleanings
684	103
Visits On-Site	Visits in Network
\$260,636	\$55,378
Value of Care On-Site	Value of Care in Network

\$316,014
Total Value of Dental Care

On-Site Volunteer Providers

Oral Surgeon: Clare VanWieren

Dentists: Maria Hoekstra, Robert Renzema, Phil Wisniewski, David VanAppledorn

Hygienists: Lisa Bailey, Jill Beekman, Zeniada Vasquez-Johnson, Chelsey Weavers, Jennifer Feenstra, Kay Regula, Elizabeth Brower, Carol Henderson

Dental Assistants: Betty Nauta, Lorelei Stehle, Lori Rabe, Jody Mager, DeAnn Colvin, Amanda Beck, Prachi Rawat, Barb Schepel, Becky Genzink, Alyssa Schutzenhoffer, Sarah Rosema

Local dentists, hygienists, and assistants volunteer their time and expertise in our dental clinic or provide care as at their own office as part of our referral network. Care begins with an oral exam and cleaning from a dental hygienist. The exam includes oral cancer screening, visual and x-ray detection of decay, and patient education with nutrition counseling. Patients in need of follow up care are scheduled with one of our volunteer dentists for restorations, extractions, oral surgery, prosthodontics, and periodontal exams.

Referral Network Dentists

Brian Buurma, John Frieswyk, Maria Hoekstra, Hillary Lane, William Hoekstra, John Kobs, Ryan Lebster, Phil Wisniewski, Brittany Mailloux, P Piero, Richard Martin, Tom Stout, Thomas Phares, Kathy Stratton, Seth Vruggink, Dan Gordon, Robert Renzema, Donald Nitz, David Van Appledorn, Richard Strikwerda





Mental Health Program

Licensed therapists provide a stable connection, a caring relationship, and support links to those experiencing emotional difficulties. Our counselors represent several areas of expertise, allowing us to address a wide range of needs including depression, anxiety, identity crisis, abuse, life transition, stress, and loss. Patients are connected to a counselor that suits their unique needs and provides support in identifying goals for a healthier future and a variety of coping skills for reaching those goals.



38	158
Patients	Counseling Sessions
\$22,098	
Value of Care	
Volunteer Providers	
Julie Bazuin LMSW, CAADC	
Cheryl Clossen LMSW	
Steven Crawley MA, LLPC, CAADC	
Patti Mulder LMSW	
Lennis Baggech MA, LLPC	

"I really needed to sit down and talk to somebody about what I was going through. Through the counseling program, I was able to get my problems off my chest and learn about tools to help me through those problems. My counselor helped me to see straight again"

- Rick, HFHC Patient



Optical Program

167
Patients

87
Free Glasses
Provided

\$40,780
Value of Care

195
Eye Exams

141
Digital Retina
Photos Taken

Volunteer Providers

Hugh Campbell, OD

Rosanne Pruis, OD

Stan Konynenbelt, OD

Community Partners

New Eyes

Zeeland Vision

Sight Eye Clinic

Rx Optical North

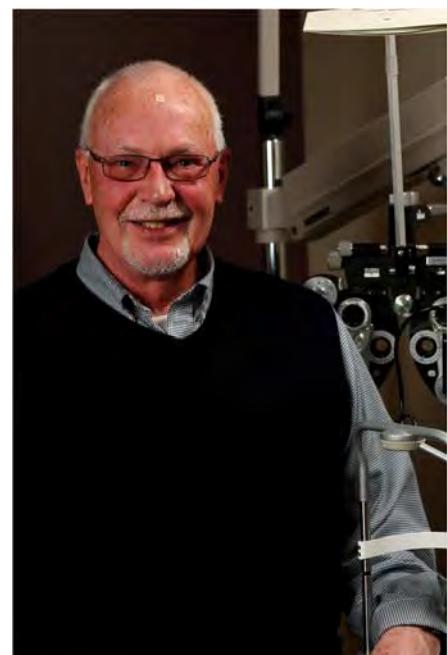
Rx Optical South

Holland Eye Surgery and Laser

Volunteer optometrists provide comprehensive eye exams and treatment. Free eyeglasses are provided by our community partners. We also offer dilated exams for diabetic patients, needed to detect signs of retinopathy. These exams may include digital retinal imaging, blood glucose screening and referrals for follow up care.

"With the help from HFHC, I was able to receive my first pair of glasses. Wow, I can see again! The clinic helped me to realize there are compassionate people that understand and care about others and want to help"

- Denise, HFHC Patient





Through partnerships with local audiology providers, patients are provided, at no cost, a hearing exam and audiology report. If hearing aids are needed, patients may either receive free gently used and refurbished hearing aids, or connect with the Starkey Foundation Hear Now Program and receive new hearing aids for a minimal cost.

At age 65, most Americans become eligible for Medicare. According to the Hearing Loss Association of America, one in three 65 years olds have hearing loss. Medicare insurance does not cover hearing exams, hearing aids or exams for fitting hearing aids. According to a study shared by AARP, full priced hearing aids cost between \$2,200 - \$7,000 per pair.

7 Hearing Tests Provided 2 Hearing Aides Provided

\$7,200
Value of Care

Community Partners

Comprehensive Ear & Hearing
VanDoorne Hearing Center
Lakeshore Health Partners
Beltone Hearing Center
Sonus
Lion's Club



Diabetic Support and Education

Certified diabetic educators and a group of trained volunteers provide coaching in diabetes management and lifestyle changes to empower and improve the quality of life for those living with diabetes. We also offer free test strips, monitors, lancets and A1C testing to those who qualify.

Managing my diabetes and blood pressure on my own was extremely stressful. I could not always afford to buy the medicine and supplies I needed. The clinic provided these items and also taught me how to better manage my diabetes and overall health. I am humbled and grateful for everything the clinic has helped me with. Thank you HFHC.

- Judy, HFHC Patient

58 Clients 151 Education Visits

6 A1C Tests 3150 Test Strips Given

\$7,161
Value of Care

Volunteer Provider
Sharon Larkin, RN, CDE

Medication Assistance

HFHC staff and volunteers assist clients in accessing Patient Assistance Programs of pharmaceutical companies to obtain the prescription medications they need and would otherwise go without. Medications most commonly ordered for patients are used to treat diabetes, high blood pressure, and COPD.

30
Clients

167
Medications
Ordered

\$185,656
Value of Care

"I didn't have insurance for almost a year, was evicted from my home, and was in pretty bad shape. I came to Holland Free Health Clinic and they helped me get my medications and helped me to get back on my feet. Everyone is so nice, helpful and caring. HFHC is a great organization and I am proud to have been a client for the past three years."

- Mark, HFHC Patient



Pamper & Prayer and Podiatry Programs

This monthly clinic is designed to address the physical need of foot care as well as the spiritual need of prayer. Each session includes a warm foot bath, foot massage, nail, and callus care. Podiatrists provide clients with preventative care, diagnosis and treatment of a wide range of problems affecting the feet, ankles and lower legs.

Pamper & Prayer

52
Patients

141
Visits

\$8,640
Value of Care

Podiatry

15
Patients

23
Visits

\$11,980
Value of Care

Volunteer Providers

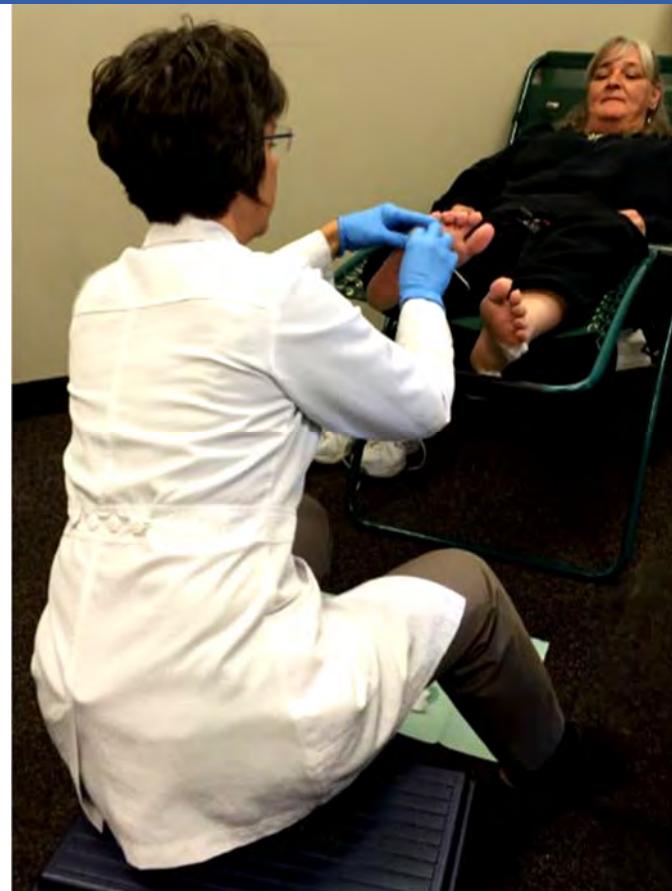
Registered Nurses:
Ann Anderson, Paulette Chaponniere, Sarah Unzicker, Kathryn Wendt-Mackey, Sharon Larkin, Judy Buursma

Podiatrist: Dr. Pat Guisinger

Med. Assistant: Rachel Hinkin

"The past few years have been tough for us, and the services at HFHC have been very helpful – especially for my husband who has diabetes. I attend the Pamper & Prayer foot clinic where I started getting care from Dr. Guisinger. It is nice that she is now seeing patients during the day the clinic. I like coming here – I feel comfortable and at ease at HFHC"

- Gayle, HFHC Patient





Holland Free Health Clinic is a localized, volunteer-driven initiative which engages health providers and other agencies in a collaborative effort to address unmet health needs. As a privately funded organization, we rely heavily on local support. Volunteers are the heart and soul of our organization.

Value of Volunteer Hours: \$190,334



“Oftentimes, we think that we need to travel far in order to serve others that are less fortunate. HFHC proves that there is a great need right here in Holland. As a volunteer, I have learned some of the most important aspects of clinical work - taking the time to listen, putting yourself in the patient’s shoes, and working together to find a solution.”

- Kyle Anderson, Hope College Volunteer

2015 Impact



Programs and services are strategically planned to correlate with local healthcare gaps and align with county health improvement plans. Our care goes beyond treatment and places great emphasis on prevention and education.

Since 2002, HFHC has provided services valued over \$14,000,000 to the community.



“Our community is fortunate to have Holland Free Health Clinic. They work extremely hard to carefully use all of their resources. HFHC has a unique model to help people get the care they desperately need. They leverage donated goods, talent and money to maximize the return on community investment.”

- Dr. Robert L Sterken, DDS



Dr. Hugh Campbell was instrumental in starting the Optical Program at HFHC in 2007. During his eight years of service he provided care for thousands of patients, frequently going above and beyond to meet their individual needs. He took a personal interest in each patient, sharing his expertise and his faith. He impacted countless lives with his commitment to service and was the hands and feet of Christ to many. His generosity and passion for serving will not be forgotten.

Dr. Hugh Campbell

HFHC volunteer 2007-2015



Carol was one of our first volunteers when the ministry was founded in 2002. Her knowledge and years of experience working in a pharmacy contributed greatly to the growth of the Prescription Medication Program. Carol and her husband Dave contributed more than 2,000 hours of service at HFHC. Her spirit of giving continued with a generous 2015 gift from the Carol Brink Trust.

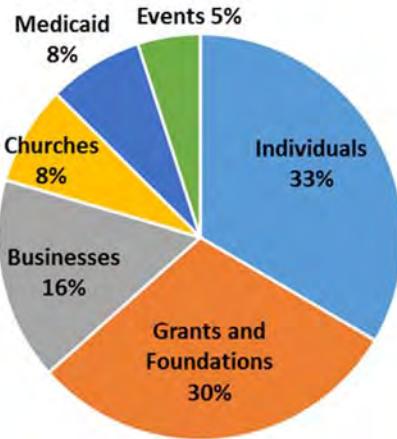
Carol Brink

HFHC Volunteer 2002-2008

“What counts in life is not the mere fact that we have lived. It is what difference we have made to the lives of others that will determine the significance of the life we lead.”

Funding Sources

Individuals: \$96,146
 Grants and Foundations: \$85,933
 Businesses: \$46,292
 Churches: \$22,753
 Medicaid Reimbursement: \$21,754
 Events: \$14,286
 Other: \$975
Total Income: \$288,138



Church Support

14th Street Christian Reformed Church
 Central Ave Christian Reformed Church
 Christ Memorial Church
 Christ Our Savior Lutheran Church
 Dunningville Reformed Church
 Faith Christian Reformed Church
 Fellowship Reformed Church
 First Presbyterian Church

Good Shepherd Lutheran Church
 Haven Christian Reformed Church
 Hope Church
 Maranatha Church
 Park Christian Reformed Church
 St. Francis DeSales Church
 Third Reformed Church
 United Methodist Women

Grant Support



Holland Free Health Clinic is a privately funded nonprofit organization relying heavily on local support to secure services for our patients this year and in the future.

In-Kind Support

Americares
 de Boer Bakkerij
 Henry Schein Cares Foundation
 Lemon Fresh Laundry

Major Donors

Ann Piet and Edmund Anderson
 Aukema & Company, P.C.
 Brooks Family Charitable Fund
 Kirk and Lori Bush
 Carol Brink Trust
 Chemical Bank
 Clark Wealth Advisors of Raymond James
 Comprehensive Ear & Hearing
 Rich Cook
 David and Carol Meyers Foundation
 Daniel and Cecilia DeCook
 David Dirkse
 Edgar and Elsa Prince Foundation
 Jacob Essenburg
 Peter and Lisa Foy
 Edwin and Joan Fuder
 Charles and Julie Geenen
 Global Concepts
 Timothy Glupker
 The Great Lakes Association of Orthodontists
 Hamilton Dentistry
 Ken and Nancy Haveman
 Haworth, Inc.
 Bruce and Ruth Hekman
 Timothy and Anne Hemingway
 Herman Miller Cares
 Jerene Baker Trust
 John and Judy Spoelhof Foundation
 Bradley Koning
 Lighthouse-Keuning Insurance Group
 Marshall and Karen Lohman
 Macatawa Bank
 Mad Cheetah
 Mikalan Roofing
 Michael Mulder
 Fred and Jean Nelis
 John and Robin Nicely
 ODL
 Gregory and Rachelle Oppenhuizen
 Potts Masonry
 Lloyd and Suzanne Redder
 Abby Reeg
 Brian and Melody Schell
 Spencer and Wendy Steggerda
 Robert Sterken
 Tenant Helping Hands
 Clare and Joan Van Wieren
 Paul and Conn VandeBunte
 Marla Vanlddekinge
 Lewis and Norma Vankuiken
 David and Jayne VerLee
 Joel Vogelzang
 Walgreens
 West Michigan Pediatric Dentistry
 Yanfeng Care & Share
 Zeeland Vision Services

Donate a Smile

In 2015, HFHC completed our first annual Donate a Smile campaign. Objectives included increasing financial and volunteer support, and increasing collaboration with local organizations and ministry partners. Over \$219,500 was raised during the Donate a Smile campaign, exceeding the \$200,000 goal for 2015.

The annual Donate a Smile campaign was established to secure health programs for the local underserved. Because of the generosity of donors and volunteers, HFHC will continue to fill healthcare gaps and provide basic services for individuals within the community who would otherwise go without. This campaign will provide HFHC with the funding needed to serve patients with compassion and provide hope for the future.

Donate Your Time

Volunteers are the heart and soul of our organization, serving in roles of program coordination and support, conducting eligibility assessments, data entry, and administrative support.

Donate Your Talent

Volunteer health professionals are directly involved in dental, optical, counseling, podiatry, diabetes support, hearing, and prescription assistance services. Others share their expertise in accounting, marketing, graphic design, and fundraising.

Donate Financial Support

HFHC is a privately funded organization relying on nearly 75% of income from local businesses, churches, and individuals. Consider a one-time gift, or coordinated monthly or annual giving.

Online: Make a secure online Pay Pal donation at hfhclinic.org/donate

Mail: Enclosed form to HFHC, 99 West 26th St., Holland, MI 49423

At Work: Write in HFHC on your pledge card or ask your employer about matching gift opportunities

Planned Giving: Wills, trusts, annuities, stock – contact Jeff Compagner at (616) 392-3610 or jcompagner@hfhclinic.org to discuss options



2015 Donate a Smile Sponsors



Address:
99 W 26th St
Holland, MI 49423

Phone:
(616) 392-3610

Fax:
(616) 392-3632

Email:
mail@hfhclinic.org

Website:
www.hfhclinic.org

Hours of Service by
Appointment
M-Th 9am-4pm