



holland free health clinic

A Healing Ministry of Jesus Christ



Holland Free Health Clinic

Community Report

2016

About Holland Free Health Clinic

Our Mission & Vision

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

Our Faith

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.

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.

Our Strategic Plan

Education: empower patients to lead healthy lifestyles and take charge of their health

Service: to provide supplemental health services with excellence and Christian integrity

Awareness: of gaps in the health care system, the need for localized services and need for local support

Growth & Progress

Changed Lives: by providing services valued over \$14,000,000 since the HFHC's inception in 2002

Strengthened: our team of community leaders, health providers and volunteers

Collaboration: with partner agencies, churches, businesses and individuals

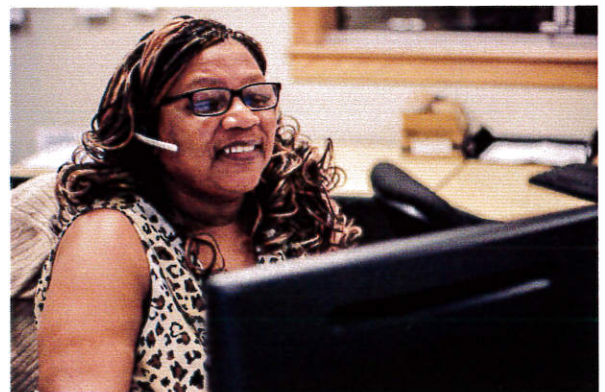
Goals for the Future:

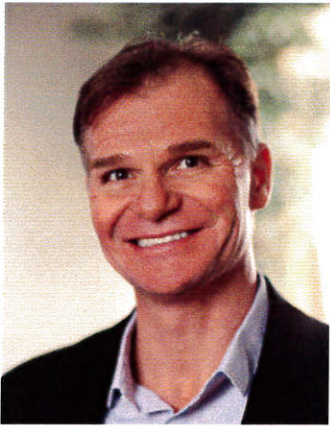
Assessment: of the unmet needs of our patients, those identified by community partners, the impact of universal healthcare and gaps left in the local health care system

Reduce: the number of people who lack access to health care

Increase: our impact by broadening community partnerships and coordinating local resources.

Sustain: increase and diversify funding sources.





A Letter from our Executive Director

Holland Free Health Clinic (HFHC) has been providing services for the local underserved since 2002, remains committed to improving access to care, striving toward a healthier community today and into the future.

Dramatic changes in the health care system are constant and despite nationwide reform efforts, gaps and weaknesses will continue to exist. Many local underserved adults will continue to fall through the cracks and suffer without the care they need. HFHC services will remain crucial to the health of those with no other place to turn. Our services are provided in partnership with volunteer health professionals utilizing their time, talents, and generosity. We are active at the grassroots level with a volunteer based model which is simple, effective, and

This report provides a snapshot of this work and those who invested in the health of our community by supporting HFHC programs and services. Read about the volunteers and donors who helped generate care valued at over \$14,000,000 since the clinic was founded 15 years ago. We continue to be blessed with the resources needed to serve God while serving others through this health ministry.

A handwritten signature in black ink that reads "Jeff Compagner".

Jeff Compagner
Executive Director

Board of Directors

Aaron Clark - *President*
Sally Rietveld - *Vice President*
Melody Palmer - *Treasurer*
Becky Ploeg - *Secretary*
Ann Piet Anderson, RN
Ford Reinink PT, DPT
Abby Reeg
Judy Buursma, RN
John Nicely, MD
Rev. Chad Pierce
Rachel Baggech



Staff

Jeff Compagner - *Executive Director*
Kim Jennings - *Clinic Coordinator*
Sarah Bettag - *Executive Assistant*
Val Petre - *Program Manager*
Tara Kimball, RDH - *Program Manager*
Coral Swieringa, RN - *Program Coordinator*
Hope Stamas - *Administrative Assistant*
Faith Benoit - *Social Work Intern*



Dental Program



441

Patients

1,112

Visits On-Site

73

Visits in Network

647

Cleanings

874

Extractions

400

Restorations

71

Dentures, Partials,
and Repairs

\$408,342

Value of Care

*"Christ's love is here,
you can feel it in the
work, the volunteers,
everywhere.*

*Dentures have
changed my life."*

-Assunta, HFHC patient

Local dentists, hygienists and assistants volunteer their time and expertise in our dental clinic or provide care at their own office as part of our referral network. Care begins with an oral exam and cleaning from a dental hygienist. This includes an 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.



On-Site Dental Clinic Volunteers

Oral Surgeon: Clare VanWieren

Prosthetics: Martin Raebel

Dentists: Maria Hoekstra, Robert Renzema, Phil Wisniewski, David Van Appledorn, John Kobs, Lowell Swartz

Hygienists: Jill Beekman, Zenaida Vasquez-Johnson, Jennifer Feenstra, Elizabeth Brower, Carol Henderson, Lisa Bailey

Assistants: Betty Nauta, Lorelei Stehle, Lori Rabe, Jody Mager, DeAnn Colvin, Tiffany Kraker, Denise Allen, Ariceli Munoz, Sarah Swartz

Referral Network Dentists

David Van Appledorn, John Frieswyk, Dan Gordon, Tom Stout, Maria Hoesktra, Hillary Lane, Ryan Lebster, Jose Vivas, Brittany Mailloux, Scott Nelson, Thomas Phares, Piero Policicchio, Robert Renzema, Kathy Stratton Richard Strikwerda, Richard Visser, Seth Vrugink, Joseph Williams, Phil Wisniewski, Steven Prince, Bill Hoekstra

259
Assessments

537
Internal
Referrals

244
External
Referrals

5
Client Advocates

\$12,950
Value of Care

Volunteers

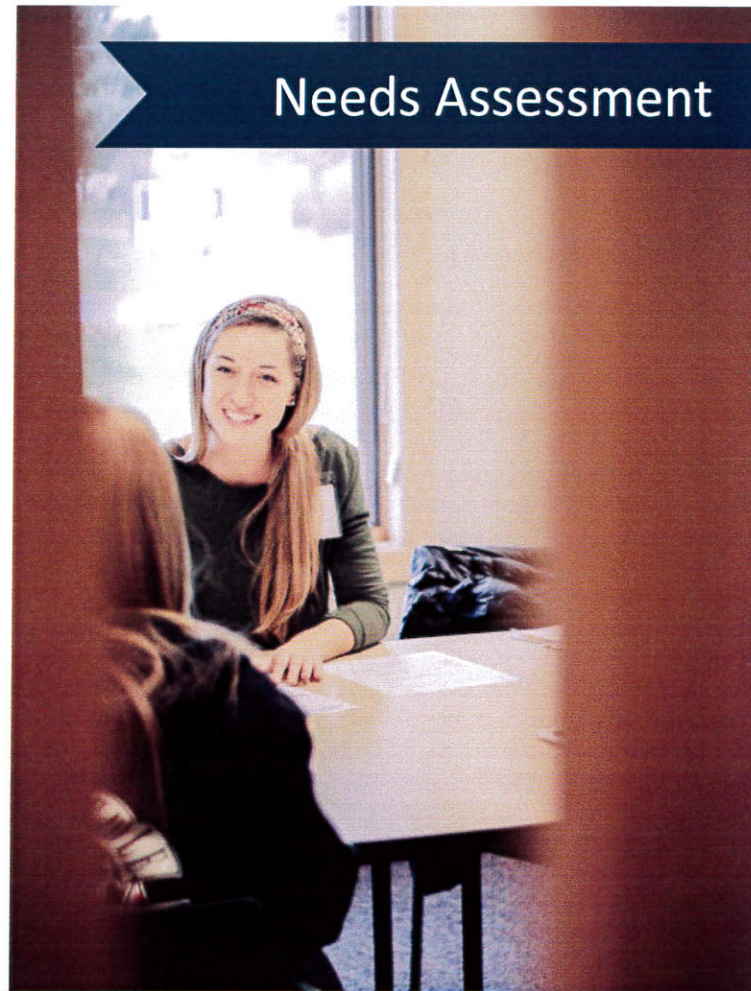
Victoria Viveen
Andrew Neevel
Merrie Bannink
Alyssa VanWerden
Kailee Keiser
Shelby Buikema

Trained client advocates conduct assessments to identify unmet needs of our patients and connect them with resources. A wide range of patient needs are assessed including housing, food, transportation, job support, child care, financial services, physical as well as emotional and spiritual care. Referrals are made to HFHC programs as well as community partners. This program ensures that all patient needs—health and beyond—are addressed and met.

"As a future physician assistant, I will carry the lessons I've learned at HFHC with me: looking at each patient individually, and understanding that they each have a backstory as rich and complex as my own."

-Tori, HFHC volunteer

Needs Assessment



57
Patients

268
Counseling
Sessions

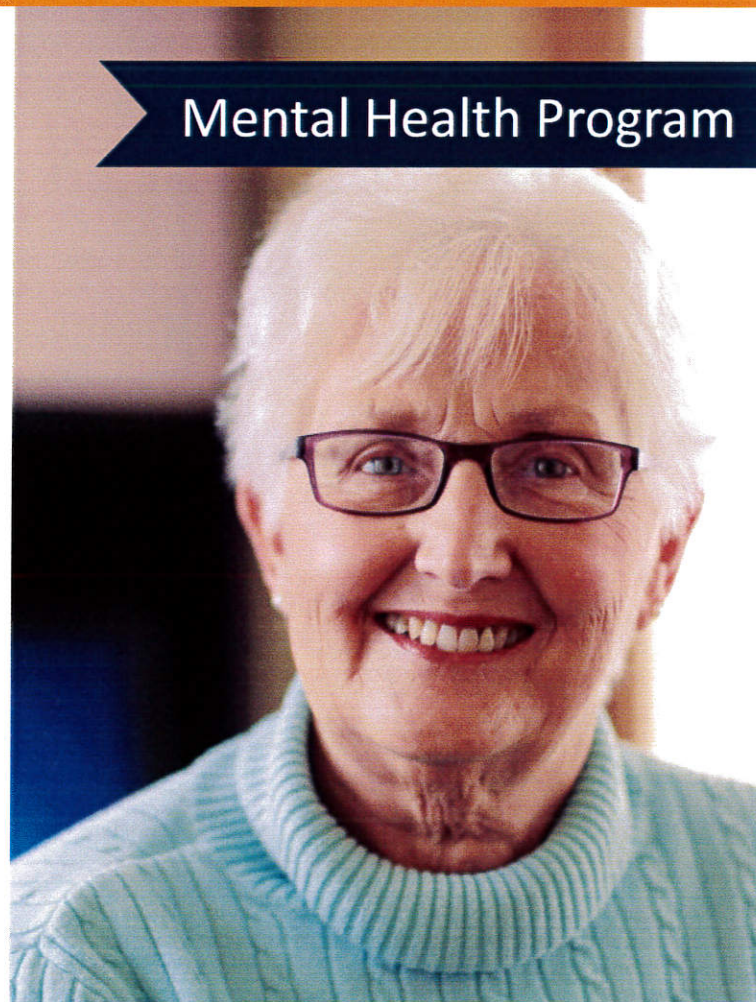
\$29,536
Value of Care

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.

Volunteer Providers

Amy Bade MS
Tryn Brondyke RN LMSW ACSW
Julie Bazuin LMSW, CAADC
Cheryl Clossen LMSW
Steven Crawley MA, LLPC, CAADC
Dennis DeWitt MRE MIFCA MASW
Francis Hackney MSW ACSW

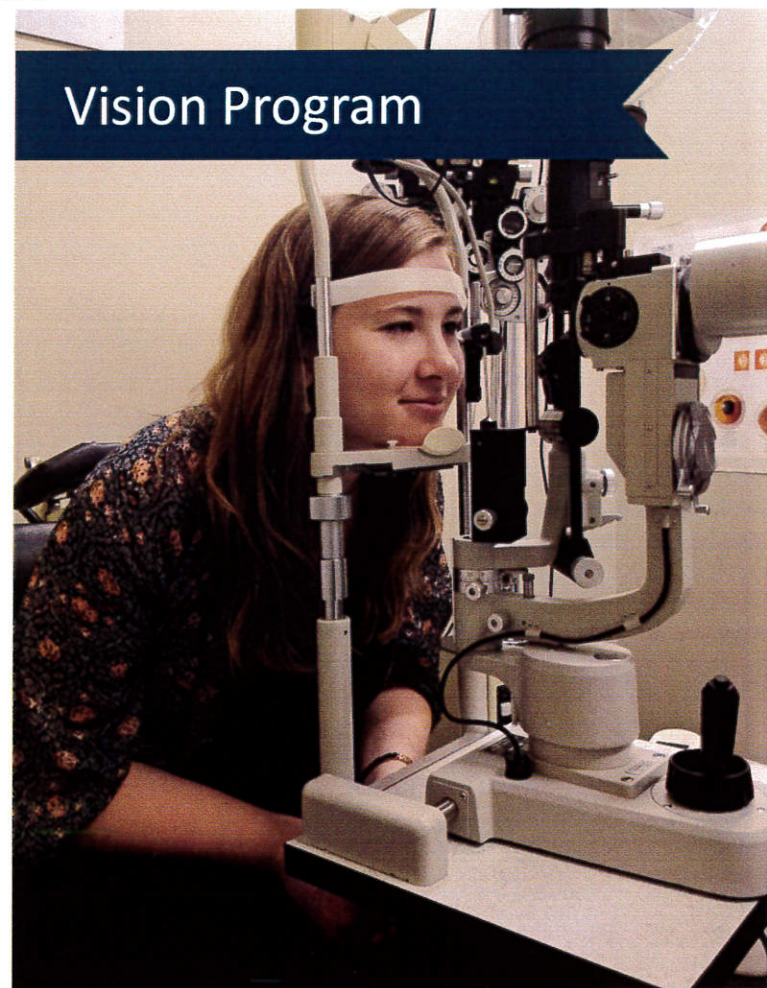
Mental Health Program



"My self-esteem and confidence has grown during my counseling sessions. My counselor has given me a sense of dignity, confidence, and reality. I have grown and learned so much about myself."

- Edgar, HFHC patient

Vision Program



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.

"As a future optometrist, the highlight of my volunteer experience has been watching a patient go from seeing nothing to seeing everything. Most days after volunteering I feel fulfilled and joyous because I know I'm making a difference in other people's lives."

- Alyssa Van Werden, HFHC Volunteer

Volunteer Providers

Tom Arendshorst, MD
Rosanne Pruis, OD
Stan Konynenbelt, OD

Community Partners

New Eyes
Zeeland Vision
Sight Eye Clinic
Rx Optical North
Rx Optical South
Holland Eye Surgery & Laser

137
Patients

92
Free Glasses

141
Eye Exams

11
Free Reading Glasses

\$31,836
Value of Care

Hearing Program



One in three adults **over the age of 65** suffers from hearing loss. Medicare for seniors does not cover hearing exams, hearing aids nor exams for fitting hearing aids. HFHC provides free gently-used refurbished hearing aides or brand new hearing aids through the Starkey Foundation at 5% of the retail price (usually \$1,500—\$2,000). Audiology providers in our referral network provide free hearing exams and audiology reports to patients.

"So often we think we must go global to attend to need, but there is so much that can be done for those within the Holland community. I started volunteering because I wanted to serve local health needs. But I truly did not realize the potential I would have to form relationships with patients and be a part of their journey to health."

- Rebecca Johnson, HFHC Volunteer

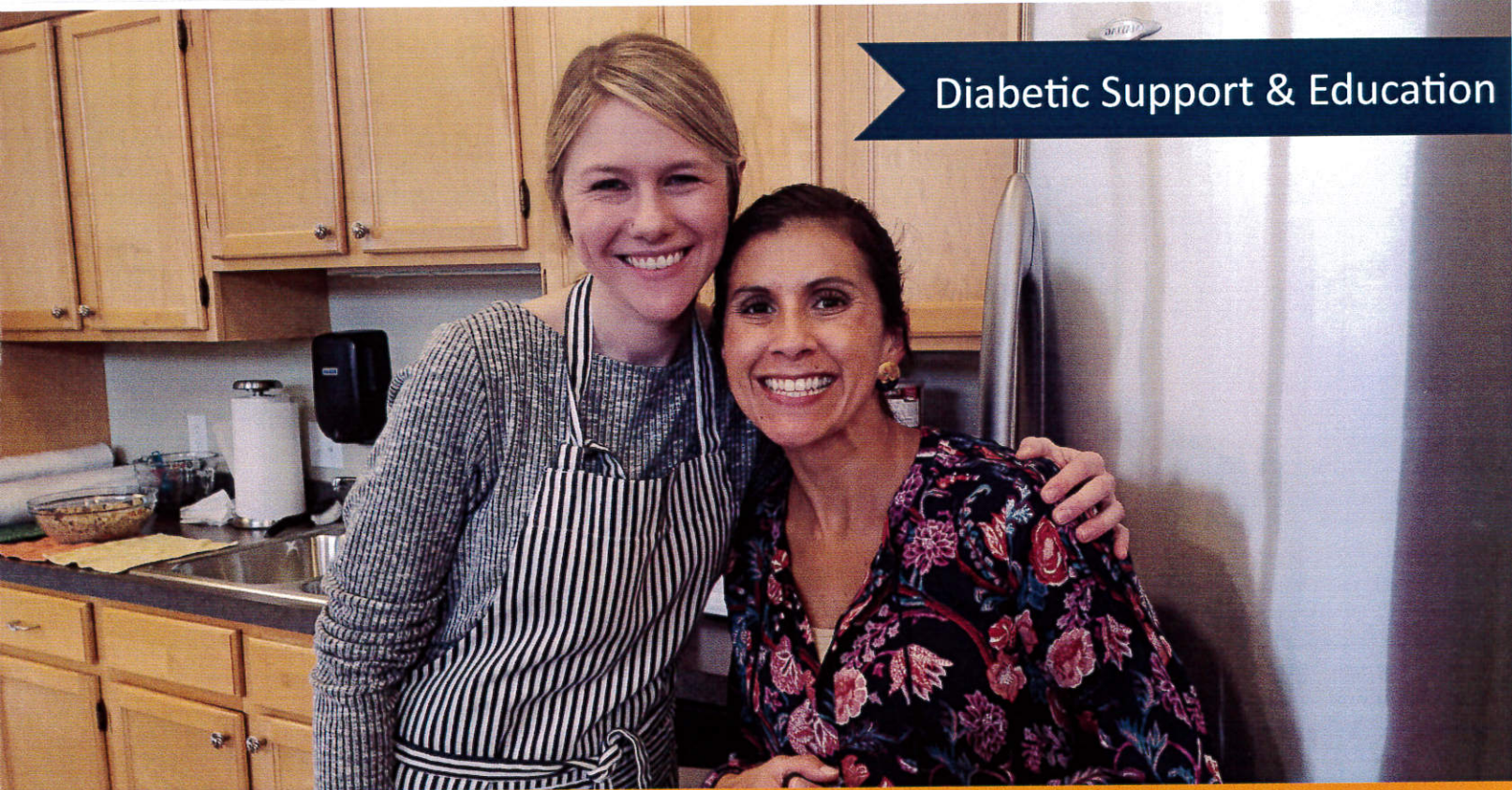
Community Partners

Comprehensive Ear & Hearing
VanDoorne Hearing Center
Lakeshore Health Partners
Belton Hearing Center
Holland Doctors of Audiology
Hearing Health USA

14
Hearing Tests
Provided

5
Hearing Aides
Provided

\$12,060
Value of Care



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. This program provides nutritional counseling, exercise advice and tips and tools for disease management. Free test strips, monitors, lancets and A1C testing are given. Referrals for vision and foot care allow patients to better monitor the various conditions associated with diabetes.

"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."

- Linda, HFHC Patient

During each visit, patients are given a comprehensive exam to look for common concerns that accompany diabetes. Weight and blood pressure are taken, analyzed and compared to previous results. This allows for a segue into the discussion of the importance of nutritional choices and a healthy lifestyle. We assist in setting "S.M.A.R.T. goals" and put together an Individualized Action Plan to carry out personal health goals. HFHC also hosts annual Diabetic Alert Day to raise awareness for the disease and provide management support.

68
Clients

15
A1C Tests

7
Meters Given

4,700
Test Strips Given

168
Education
Visits

104
Diabetic Foot Exams

18
Trained Diabetic
Educators

\$13,437
Value of Care

Volunteer Provider
Sharon Larkin, RN, CDE



Podiatry Program

Podiatrist provides clients with preventive care, diagnosis and treatment of a range of problems affecting the feet, ankles and lower legs. Monthly clinics provide nail debridement, treatment of lesions, nail excision, and radiological exams. More severe cases are referred. Podiatrists are often the first to identify systemic diseases in patients, and serve an important role in diabetes and vascular disease management.

28
Patients

107
Procedures

65
Visits

\$12,800
Value of Care

Volunteer Provider

Pat Guisinger, DPM

"The first time I came here I could barely walk. My feet were in extreme pain, and I was close to being in a wheelchair. Everyone has been caring, compassionate, and very understanding. The staff and doctor treated me like family. It's a nice feeling to know that there are people out there that care."

- Mark, HFHC patient

Pamper & Prayer

Volunteer Providers

Podiatrist: Dr. Pat Guisinger
Registered Nurses: Sharon Larkon,
Kathryn Wendt-Mackey,
Paulette Chaponniere,
Sarah Unzicker, Judy Buursma,
Ann Anderson
Translator: Keith Van Rhee

48
Patients

115
Visits

\$6,900
Value of Care

The monthly clinic addresses the physical need of foot care as well as the spiritual need for prayer. Sessions include a warm foot bath, nail and callus care and foot massage. Intentional conversations provide a natural setting for sharing spiritual needs and offering group and individual prayer to our patients. The lasting relationships formed provide both physical and spiritual healing.

"The past few years have been tough, and the services at HFHC have been very helpful. I attend the Pamper & Prayer foot clinic and podiatry 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 cared for."

-Gayle, HFHC Patient

21
Clients

98
Medications
Ordered

\$104,314
Value of Care

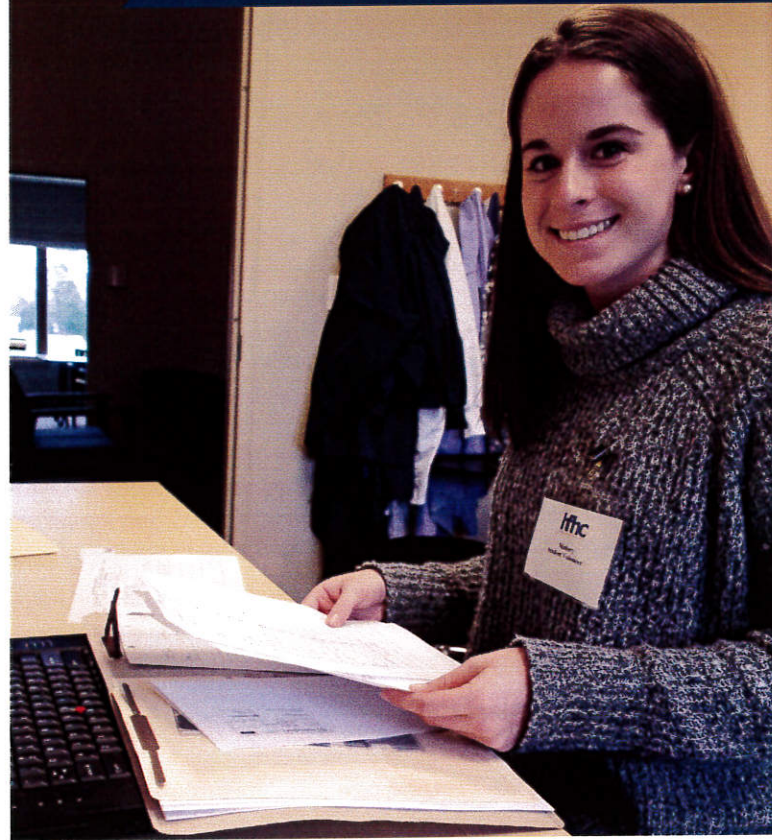
**Program
Coordinator**
Alice Camarota, RN

HFHC works with local medical providers to assist clients in accessing the Patient Assistance Programs of pharmaceutical companies. Patients are then able 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, high cholesterol and COPD.

"I became a client at the Holland Free Health Clinic over a year ago. I was unemployed due to health reasons and the clinic helped me get the medications I needed. Everyone at the clinic was so friendly, which helped me find the courage to turn to them for help. They gave me the health care and medications I needed and they do everything with love in the name of Jesus. Thank you!"

- Judy, HFHC Patient

Medication Assistance



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

2016 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.

**663 patients
received 2,332 visits**



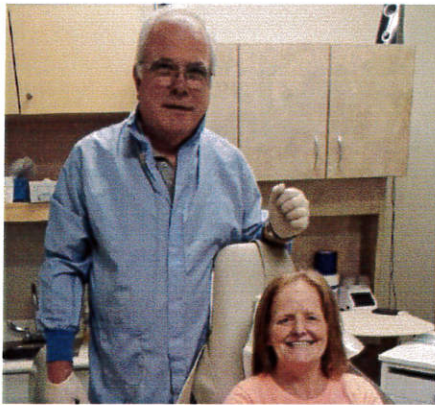
**HFHC provided \$903,073
worth of services to our
patients**



"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

2016 in Review



Dentures

Last year, Dr. Martin Raebel, DDS, spearheaded the expansion into dental prosthetics, allowing HFHC to restore smiles after oral surgery. The denture program has allowed HFHC to provide more comprehensive dental care. In January 2017, the denture lab was equipped with plumbing to create a fully functioning space for denture fitting and molding. Since last year, we have provided 64 unique dentures and partials valued at \$81,145.



Podiatry

Due to the overwhelming need for specialized podiatric care in Pamper and Prayer sessions, HFHC began providing monthly podiatry clinics with the help of Dr. Guisinger, DPM. Facilities have expanded to hold a fully equipped treatment room including two new exam chairs and permanent storage for podiatric supplies.



Needs Assessment

The Needs Assessment has remained the point-of-entry to all clinic services, providing the opportunity to discuss pressing physical, emotional, financial, occupational, and spiritual needs with a trained Client Advocate. Program volunteers refer patients to over 200 agencies in five local counties to ensure we are able to meet a wide variety of patient need. Because of the positive response from clients, HFHC will continue this new program to effectively provide whole-person care.

Our Volunteers

In 2016, volunteers donated a total of **6,951 hours**, valued at **\$276,729**



45 licensed providers
volunteered 2,316
hours of service

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.

"The Holland Free Health Clinic offers a doorway to the Holland community beyond a college campus. With the support of experienced staff and generous medical professionals, I have been able to experience and respond to needs of the underserved community. As an aspiring physician, the clinic plays an influential role in how I envision a career in health, service, and compassion."

- Andrew Neevel, Volunteer



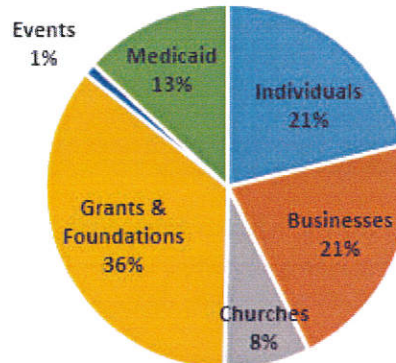
117 support volunteers
donated 4,640 hours

We rely on you.

HFHC is a privately funded nonprofit organization that relies heavily on local support to secure services for our patients this year and in the future.

Funding Sources

Individuals: \$65,648
 Grants and Foundations: \$108,767
 Businesses: \$65,578
 Churches: \$23,350
 Medicaid Reimbursement: \$40,616
 Events: \$3,440
 Other: \$821
Total Income: \$308,221



Major Donors

Aukema & Company
 Ann Piet & Edmund Anderson
 Jerene Baker
 Dan & Kate Bolt
 The Brooks Family
 Bruce & Judith Buursma
 Alice & Richard Camarota
 Chemical Bank
 Comprehensive Ear & Hearing
 Philip & Kristen Devries
 David Dirkse
 Jacob Essenburg
 Lisa & Peter Foy
 Edwin & Joan Fuder
 Daniel & Mary George
 Global Concepts
 Hamilton Dentistry
 Kenneth & Nancy Haveman
 Haworth, Inc.
 Bruce & Ruth Hekman
 Angeline Hoekman
 Hope College
 Johnson Controls, Inc.
 Bradley Koning
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 Lighthouse Title, Inc.
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 Sally Rietveld
 Clark Wealth Advisors of Raymond James
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 Trans-Matic
 Paul & Connie Vandebunte
 Marla VanIddekinge
 Lewis & Norma Vankuiken
 Van De Riet Family Trust
 Clare & Joan Van Wieren
 Joel Vogelzang
 Walgreens
 West Michigan Community Bank
 West Michigan Pediatric Dentistry
 Yang Feng Automotive Interiors
 Zeeland Vision Services

Grant Funding



Church Support

Faith Christian Reformed Church	Maranatha Church	All Saints Episcopal Church
First Presbyterian Church	Central Ave. Christian Reformed Church	United Methodist Women
Hope Church	Park Christian Reformed Church	Zion Lutheran Church
Third Reformed Church	Christ Our Savior Lutheran Church	
Christ Memorial Church	St. Francis De Sales Church	

In-Kind Donors



2016 Donate a Smile Campaign Sponsors



Who We Serve

Empowering patients to take charge of their health.

Programs and services are strategically planned to correlate with the identified healthcare gaps specific to the greater Ottawa and Allegan counties.

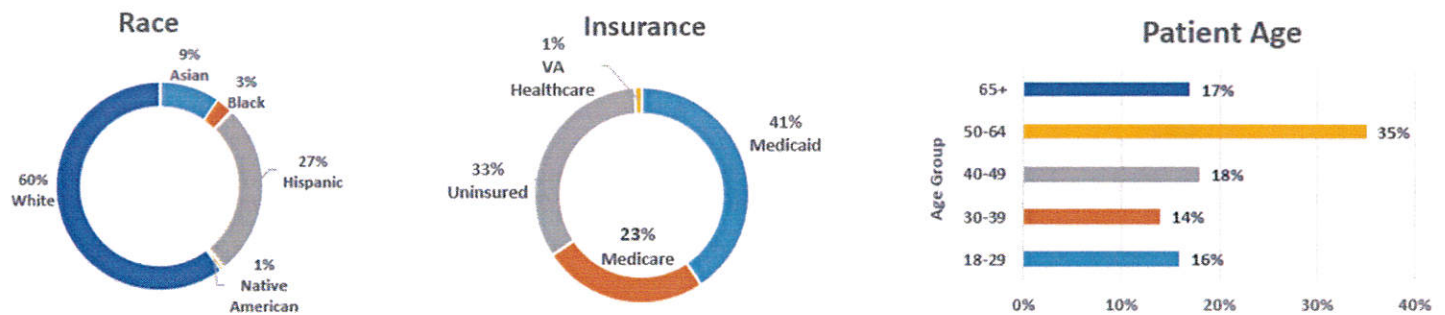
Our care goes beyond treatment and places great emphasis on prevention and education. HFHC programs are designed to help each patient understand the importance of a healthy lifestyle and empower them to take control of their health.

Two of the priority areas identified by the local County Health Needs Assessment (CHNA) are access to mental health services and dental care. County statistics show 43% of those living with a household income less than \$20,000 per year have not visited a dentist in the past year. The need is reflected at HFHC as 87% of new patients request dental care, and 18% request counseling services.

The CHNA reports nearly 1 in 3 under-served residents rate their health as fair to poor. HFHC statistics show that the need for health care is consistently described as the most pressing need of our clients (severity of 9 on a scale of 1-10). Other pressing needs include financial (8), life satisfaction (7.5), food (7), and housing (7).

The CHNA shows that roughly 20,000 county residents live in poverty and 17% are uninsured. At HFHC, over 71% of our patients live below the Federal Poverty Level, and over 33% have no insurance.

At HFHC we serve the underserved. Last year, we provided care to 21 veterans, and 22% of our patients were disabled.



Daren's Story

Daren and his family left his homeland and lived as refugees 3 years. He was captured by a rebel group, held prisoner and tortured for over a year. He has multiple medical conditions which worsened and went untreated. Recently under the sponsorship of a local church his family was brought to the area. He and his wife were connected introduced to HFHC for dental services.

Daren shared: "The Church members served as our transporters and translators during each of our appointments at the health clinic. Although we had never been to a dentist before, and I was nervous about the pain in my mouth, the dentist was so kind and had a personal interest in me. We are so grateful to our church family and to HFHC for assisting in our transition to U.S. life and providing us with much-needed dental care."

The family is living in one of church parish houses and advocates are working to connect them to other resources. Daren speaks several languages and is an engineer who is eager to find work in the U.S. so he can provide for his family. They are grateful to their new church family and to HFHC for assisting their transition to U.S. life and providing them with much needed care.

