



**CHCC**

COMMUNITY  
HEALTH CARE CLINIC

2009

ANNUAL REPORT

# 2009 Board of Directors

“The Community Health Care Clinic was established fifteen years ago to serve those in our community who fall between the cracks in our health care system. It continues today through the contributions from the community to improve the general health of the community by providing ‘care before the crisis,’ so frequently seen in our most vulnerable populations.”  
-Dr. Paul Pedersen



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Becky O’Neal, State Farm  
Dr. Paul Pedersen, OSF St. Joseph Hospital  
Sue Seibring, Advocate BroMenn Medical Center  
Dee Wilson, Ameriprise Financial Inc.

Shirley Drazewski, Executive Director  
Dr. Paul Pedersen, OSF St. Joseph Hospital, Medical Director  
Dr. Stephen Pilcher, Sugar Creek Medical Associates, Assistant Medical Director

# Executive Message

Dear Friends,

The Community Health Care Clinic patient is not unlike the Clinic itself. We are both unsure of our future and how health care reform may impact us. We face unique challenges in that we must function with limited means, but we contribute the best we can. It is difficult for us to make long-term plans, however, we are confident that others will be there for us as changes take place and we are no longer in need. We know when to ask for help despite our pride, and we have much to be thankful for.

Change has become the status quo at the Clinic, as we consistently examine our current methods, look for ways to streamline processes and do more with less in response to the growing needs of the uninsured. On these pages of our 2009 Annual Report, you will see evidence of the “more” and we believe you will find our accomplishments nothing short of remarkable.

Like many other service organizations, however, we anticipate the next decade to be a difficult one. We must look at the underinsured and not just the uninsured, and determine how this population will fit into our mission - that no one in our community goes without health care.

We will need to consider expanding our eligibility guidelines as employers face financial difficulties, and benefit packages, if offered at all, become more expensive to the individual and provide more limited coverage.

Our Board of Directors has never been more determined to ensure we stay viable and serve those who need us. As the only healthcare provider in our county whose primary focus is serving the uninsured, we believe our role in the near future will be three-fold: 1) to continue to provide access to primary care for those without affordable health care options, 2) to be an appropriate steward of our community’s health care dollars, and 3) control hospital costs by providing care at the front end versus the back end, where care becomes most expensive and least effective. With help from our volunteers, physicians, local hospitals and donors, we are confident that we will be able to serve in this role effectively.

The Community Health Care Clinic patient wants to make a difference, and so do we. On behalf of the Board, staff and patients, we thank our donors and other contributors for a very successful year, and promise to do our best to strengthen the community we live in.

Sincerely,



Shirley Drazewski, Executive Director

# Community Health Care Clinic

## Vision

The vision of the Community Health Care Clinic is that no one in our community goes without health care.

## Mission

The mission of the Community Health Care Clinic is to operate a free medical clinic providing quality health care to the medically underserved population of McLean County.

## Overview

Clients of the Community Health Care Clinic do not have access to affordable health insurance, and are not eligible for government-assisted programs. Most are low-income workers. Patients of the Clinic must apply and be accepted as a patient before receiving services.

The Community Health Care Clinic coordinates diagnostic testing and emergency services for patients through OSF St. Joseph Medical Center and Advocate BroMenn Medical Center and serves clients through an extensive referral network for specialized care. Nurse practitioners and volunteer physicians serve as primary care providers. The Clinic also serves as a medication dispensary for established patients.

“With the medical issues I have including diabetes and gallbladder problems, and the direction I was heading, I’m sure I would have been dead if it wasn’t for the Clinic.”

-CHCC patient

“The services I have received have changed my life for the better.”

-CHCC patient

# Highlights from 2009

## Services

- Established 468 new patients
- Increased services an average of 44% in all clinical areas
- Conducted 5,393 patient exams
- Provided over 3.5 million dollars worth of medicines that Clinic patients, most of whom have chronic diseases, would have no way to pay for otherwise
- Filled and dispensed 22,902 medication orders
- Coordinated 998 in-kind referrals by physician specialists
- Provided 13,311 patient visits to the Clinic, up 25% from 2008



## Funding

- Increased individual donations significantly, demonstrating widespread community belief in the Clinic's work
- Received proceeds from fundraisers sponsored by the Bloomington-Normal Jaycees, Masons, and Children's Health Care Council
- Received major gifts from the Illinois Attorney General's Office and Blue Cross Blue Shield of Illinois in order to continue services and provide medications and supplies to those in need
- Received an "Award of Excellence" from our primary funder, the United Way of McLean County

# Highlights from 2009

## Community

- Launched a new website and produced a professional video, featuring Clinic patients and community leaders
- Participated in League of Women Voters panel presentation “Healthcare: National and Local Issues”
- Featured in Healthy Cells, The Pantagraph, and on local radio stations
- Hosted a round table discussion about health care costs and charity care with U.S. Congresswoman Debbie Halverson, hospital CEOs, and other community health care stakeholders
- Joined members of McLean County judiciary, county officials and other mental health providers to facilitate a mental health court and improve access to mental health services in McLean County

## Education

- Joined the Illinois Heart & Lung Foundation in their effort to educate the public about cardiac health and services
- Provided a learning environment to students from Illinois Wesleyan, Illinois State Universities and University of Illinois Chicago
- Hosted three orthopedic education seminars with Dr. Anthony Dustman for nurse practitioners, other advanced practice nurses and students from central Illinois

“I am not sure what I would do [if I didn't have the Clinic]. I would go to the ER once the situation was serious medically.”

-CHCC patient

# Highlights from 2009

## Sustainability

- Maintained a strong Board with representatives from the business community, local hospitals, public health and universities
- Developed a new strategic plan to guide the Clinic into the future
- Secured local hospitals' commitment to assist in our mission
- Participated in Town of Normal Sustainability Task Force to plan and develop wellness initiatives for the future
- Maintained large physician volunteer base and partnerships
- Led Illinois Free Clinics Association in lobbying efforts to recognize work of free clinics and obtain government funding for gaps in the health care system

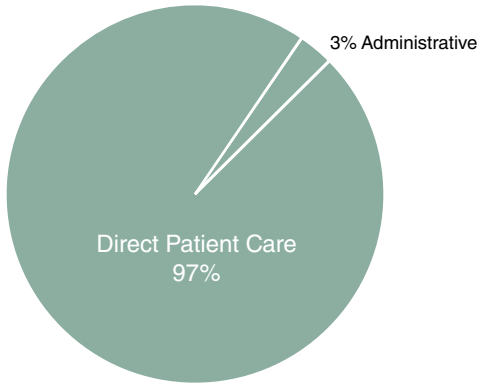
"What the clinic means to me and my family is beyond words; it is the best thing we have got."

-CHCC patient

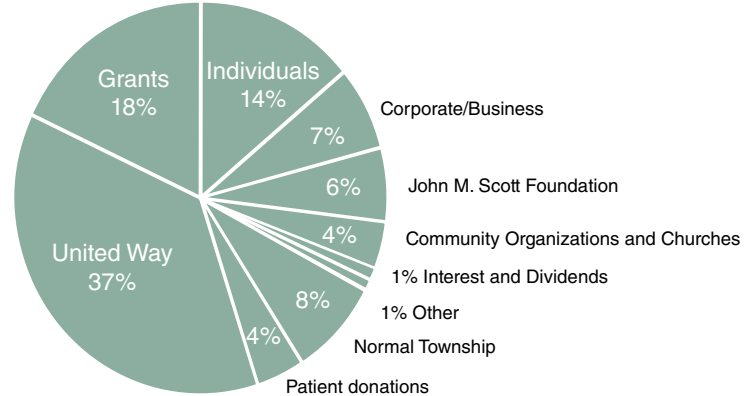


# Financial Report

## Expenditures



## Income



The Community Health Care Clinic coordinated over 10 million dollars of service on a budget of \$450,000, proving it is indeed one of our community's best investments.

# Our Future Depends On You

The Community Health Care Clinic could not operate without our generous donors and volunteers, who contributed close to 2,000 hours at the Clinic in 2009. These volunteers include students, pharmacists, physicians and community members. Their donation of time and expertise allows us to meet the increased need for services and fulfill our mission.

In these economically challenging times, we anticipate the need for affordable health care will continue to increase dramatically. To meet this increased need and provide health care to the medically underserved, we rely on your support. Donations from both individuals and corporations are critical to maintain the Clinic and serve those who need it. Your faithful support will make our community healthier and stronger. Please consider making a contribution to the Community Health Care Clinic today.

“The Community Health Care Clinic continues to meet the needs of our neighbors in the community. The Clinic staff and volunteers are committed to health, wellness and compassion. We believe that all people should have access to health care. I stand by our mission and I am proud to be the President of the Board of Directors. We need your financial help to keep this mission possible. Please consider a donation to guarantee our commitment to our community.”

-Debra L. Cochran



Special acknowledgement to Illinois State University student Cody Lenz for designing this report.

“I’m healthier!”  
-CHCC patient

