A LETTER FROM JON
HCHC CEO

Fill up. Pour out. This phrase has been the 2012 mantra at HCHC. It began with a conversation that seemed inconsequential but then quickly grew into something much bigger. This simple phrase spawned a short film (Fill up. Pour out. by Resonate Pictures), two fundraising events that raised over $20,000 and, most importantly, an active articulation of how we strive to practice health care.

As humans, we must be filled up before we can pour out. We have to take care of ourselves if we ever expect to make a difference in the lives of our neighbors. The Bible makes it pretty clear when it talks about the two greatest commandments: love God and love God’s people. “Fill up. Pour Out.” is our way of describing these commandments, and our way of doing business. We must be filled through the love of Jesus before we can pour out our love to our clients, team members, supporters and partners. While HCHC was established with a mission to serve the in need, the definition of “in need” has expanded to include far more than socioeconomic status. We’re all in need. We all need filled. And, at some point, we all need to pour out.

SUPPORT FROM OUR CHURCH PARTNERS

Lawrence Wesleyan Church  Morning Star Church  First Christian Church  Mustard Seed Church

East Lake Community Church  Vintage Church  Velocity Church  Lawrence Heights Christian Church

Christ Covenant RPC  Indian Avenue Baptist Church  North Lawrence Christian Church

OTHER CHURCH SUPPORT

360 Church  First Southern Baptist Church
Christ Community Church  Grace Evangelical Presbyterian Church
Clinton Parkway Assembly of God  Lawrence Free Methodist Church
First Church of the Nazarene
2012 AT A GLANCE

NEW TECHNOLOGY
On January 9, HCHC “went live” on an electronic health record system, a huge step in offering patients high-quality, systematic, efficient care.

EXTERNALLY FOCUSED CHURCH
In 2012, twelve local churches partnered with HCHC financially and seven more supported HCHC with in-kind support, such as food pantry donations and volunteers. Churches also partnered with HCHC to host events, such as the East Lawrence Block Party and Carnival for a Cause.

NEW FEDERAL FUNDING
On June 20, 2012, the U.S. Department of Health and Human Services awarded HCHC with federal “Community Health Center” funding. This annual, renewable grant will allow HCHC to serve an even greater portion of the underserved community in Lawrence with a Christ-centered focus.

MORE HEALTH CARE PROVIDERS & MORE NEEDS MET
HCHC’s medical director, Raul Morffi, began practicing at HCHC full time in August 2012. He had worked at HCHC one day per week a year prior to coming on staff full time. Primary care physician, Melissa Kalb, joined our staff in August 2012. As a result, more patients are getting care than ever before.

NEW EXAM ROOMS
Volunteers from First Church of the Nazarene built two new exam rooms at HCHC to accommodate our patient growth.

GOOD PARTNERSHIPS
HCHC’s partnership with the Bert Nash Center allows patients to receive mental and behavioral health care onsite at HCHC through the expertise of Karin Denes-Collar, Behavioral Health Consultant and Bert Nash employee.
CARE FOR ALL
PHYSICAL, EMOTIONAL, SOCIAL, SPIRITUAL

PRIMARY HEALTH CARE CLINIC
HCHC’s primary care clinic is integrated with mental/behavioral health services to ensure all needs are met: physical, emotional, social and spiritual. HCHC also offers Diabetes Care & Prevention, Smoking Cessation, and Exercise and Nutrition programs; Medication Assistance; walking groups and cooking classes; and countless connections to community resources.

5086 patient visits in 2012.
(a 151% increase from 2011)

FOOD PANTRY
HCHC’s food pantry offers clients their choice of healthy options and perishable food staples, such as milk, eggs, lean meats and bread. HCHC’s volunteer-run food pantry uses the services of volunteer Resource Specialists who connect clients to community resources in order to address the causes of poverty and hunger instead of simply treating the symptoms.

2329 food pantry visits in 2012.
(a 141% increase from 2011)

RENT & UTILITY ASSISTANCE
HCHC’s Rent & Utility Assistance Program helps in-need families get back on their feet. A social worker from partnering organization Catholic Charities screens applicants and distributes funds to 15 families each month.

180 families helped in 2012.
PATIENT-CENTERED CARE
THAT TRANSFORMS LIVES

“I can’t say it enough - I love this place and the great people. Thank you. You have taken the stress of finding good affordable healthcare off my list.”

“For this appointment I was sick and no appointments were available. I left the nurse my information and was called back in less than 10 minutes with a next day appointment when a patient cancelled! Excellent!”

“It was my first visit, and I felt relaxed, not anxious, was treated very respectfully.”

“All aspects of care have been excellent. Very thorough exam on first visit which found concerns that [another doctor] had not! I followed the doctor’s advice and am improving.”

“Have not found any other place that makes you feel as comfortable as HCHC.”

“This is the first doctors office I have been comfortable seeking treatment. All staff spend more time with me than expected and answer all of my many questions. I feel cared for and respected. Thank you!”

“Staff and doctors really care about you and your health. The place is very clean and it is great for the community.”

“Everyone here makes you feel like a person and they take their time and care. They explain things so you understand.”

“It just seems to get better & better as the years pass.”

“Thank you all for being here! I'm not sure what we would do without you. Always a very cheerful kind staff!!!”

“I just wanted to let you know that I am about to hit my 100-pounds lost mark! I have been doing it on my own for months, just by eating healthy and exercising every day. I wanted to say thank you, because you changed my life when I came to meet with you that day. I feel like a new person, and I can chase my little boy around any time I want!”*

98% of HCHC patients say they would recommend HCHC to a friend.

“The patient is just as important as any other role of the health care team. By using a team approach that includes the patient as a member of the team, we are able to meet more needs and provide higher quality care than what most people come to expect from their doctor.”

Raul Morffi, MD
HCHC Medical Director

quotes and statistics taken from 2012 Patient Satisfaction Surveys

*sent to HCHC through e-mail
WORKING TOGETHER
TO BUILD A HEALTHIER COMMUNITY

HCHC Board of Directors
Nate Rovenstine- Chairman
Pieter Willems- Vice Chairman
Mike Malm- Secretary
Wayne McDaniel- Treasurer
Robin Brooks
Rick Burwick
Anna Doktor
Amber Gray-Wolf
Kelly Hayes
Laura Nash

MISSION: To transform the lives of those in need through the love of Jesus.

COMMUNITY PARTNERSHIPS

TWO NEW EXAM ROOMS
BEFORE
AFTER

Built by Nazarenes Helping Neighbors

Large food donation from Eastlake KIDS, First Church of the Nazarene and Lawrence Wesleyan Church.

Volunteers from Vintage Church recycled laundry detergent bottles into diabetic sharps containers.
**2012 SUPPORTERS**

**REVENUE**

- Medical Supplies ($42,844)
- Facility ($79,131)
- Insurance ($25,087)
- Food Pantry ($7,863)
- Rent & Utility Assistance Program ($15,000)
- Staff & Personnel ($604,694)
- Office Expenses ($29,951)

**Total Revenue:** $859,512

- **Patient Fees ($130,385)**
- **Donations ($168,191)**
- **Grants ($555,900)**
- **Misc. ($5,036)**

**EXPENSES**

- **Medical Supplies ($42,844)**
- **Facility ($79,131)**
- **Insurance ($25,087)**
- **Rent & Utility Assistance Program ($15,000)**

**Total Expenses:** $804,570

- **Office Expenses ($29,951)**