



2022 Care Report

How We Care

2022 brought some relief from COVID-19 and allowed us at GMCC to focus intently on **care**-- for our patients and each other.

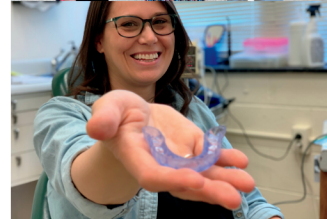
Our patients faced many challenges beyond their health concerns. The GMCC team helped them meet their needs for food, social services, and more. We are successfully providing **integrated health care** in the Clinic, with many services available under one roof.

At the same time, we realized the impact of the global health emergency on the mental well-being of our own staff and volunteers, and were able to provide mental health and resiliency training thanks to a partnership with the Virginia Association of Free and Charitable Clinics (VAFCC) and Project HOPE.



2022 Highlights

- CJ Badger, RN joined the GMCC care team as Director of Patient Care. Her commitment to meeting patients' needs has resulted in evening appointment hours as well a monthly pop-up clinic in Mathews.
- The Clinic celebrated a hybrid spring fundraiser-- a Cinco de Mayo dinner to go-- and held our 12th annual Golf Classic. We got together in person for an Oktoberfest celebration and were thrilled to honor some Clinic heroes once again.
- Our pharmacy team went through a major change this year after our devoted pharmacist of 13 years, Kerry Danaceau, was in an accident. Pharmacists Rick Allen and Tom Pachla came out of retirement to keep pharmacy operations running smoothly. With the addition of pharmacist Jennifer Foster, they now provide medication counseling, smoking cessation resources, and a host of services to patients at GMCC.
- The Dental team, in collaboration with HELP Dental Clinic in Hampton, began using 3D printing technology to manufacture dentures and mouth guards for patients. This life-changing technology allows patients to acquire dentures at an affordable cost.



Who We Serve & How

About 40% of families in Gloucester and Mathews counties struggle to afford the basic necessities of living. Once housing, food, transportation, and child care are paid for, there is often little room in the budget for health care, including health insurance and medications. Most GMCC patients are employed but lack access to health insurance through their employers. GMCC helps families get the care and medications they need.

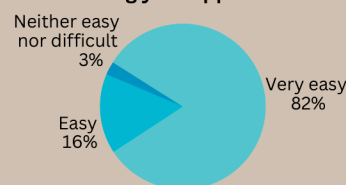
2022 statistics

422 patients served
2,188 healthcare appointments
6,367 30-day prescriptions filled onsite
2,567 volunteer hours given

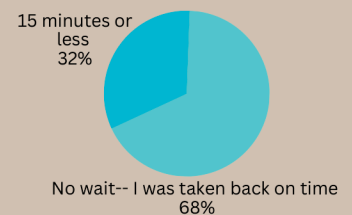
Patient Surveys

We survey our patients annually to learn how to improve and provide the best experience possible at GMCC.

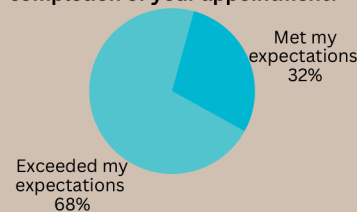
How easy or difficult was scheduling your appointment?



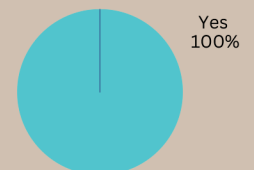
How long did you wait to be seen by your provider?



How do you feel about your overall experience, from scheduling to the completion of your appointment?



Would you recommend GMCC to others?



2022 BOARD OF DIRECTORS

President: Sven vanBaars
Vice President: Carl "Woody" Hobbs
Vice President: William Houtz
Treasurer: James Larsen
Secretary: Becky White, PhD, RN, CNE
Immediate Past President: Louise Theberge

Montecia Burno, FNP
Diane Dawn
Tracy Elliott
Steven Griswold, MD
Bryant Hudgins
Dianne Lucy, RN

Ex-Officio Members
Wayne Reynolds, MD
Chuck Harris, DDS

On the Cover:
Rick Allen, Pharmacist
CJ Badger, Director of Patient Care
Brandy Carpenter, Patient Navigator

Our Caring Community

Support for GMCC comes from individuals, businesses and community organizations. No matter the size of the donation, the Clinic is immensely grateful and considers each donor a **partner** in providing access to healthcare and support services for the communities we serve.



Gloucester Mathews Care Clinic

Community Health Partners

The **Community Health Partners Program**

specifically recognizes individuals and businesses who have pledged an annual donation, and provides year-round appreciation through event sponsorships, online recognition, and more. Community Health Partners provide consistent, lasting support year after year, and contribute over 10% of GMCC's operational budget. Without the commitment of our Community Health Partners, the Clinic would not be where it is today-- and for that, we are immensely thankful. If you're interested in becoming a Community Health Partner, please contact Arlene Armentor, GMCC's executive director, at aarmentor@gmcareclinic.com



Langley

Save, Borrow & Spend Wisely

WATER PRO

Great Water, Great Life.

CA BARRS

CONTRACTOR

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Timothy Leigh,
ATLANTIC
Dental Care, P.L.C.
D.D.S.



Pillars of Support



GMCC salutes Riverside Health System, Walter Reed Hospital, and the Riverside Medical Group specialty providers who treat our patients through diagnostic testing, procedures and surgeries that the Clinic is unable to offer. Thank you for your partnership!



Since 2006, the Williamsburg Health Foundation has provided over **\$4.2M** to GMCC. Most of this funding is dedicated to care for patients managing conditions such as diabetes and high blood pressure. Our participation in the WHF Chronic Care Collaborative has helped us to engage our patients as partners in their care, improving their quality of life.

Clinic Hero Spotlight: *Louise Theberge*

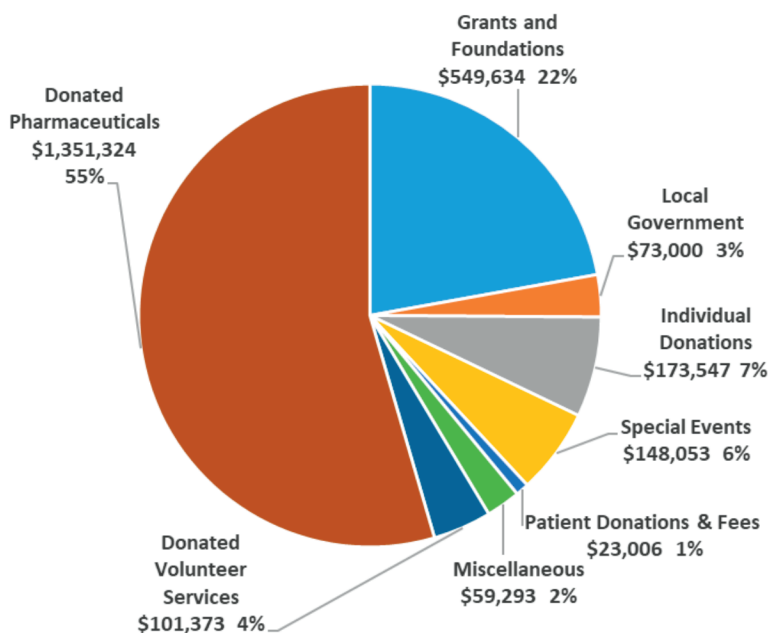


Louise Theberge is a force of nature. Her introduction to GMCC was made during her years of service as a local leader in government. When she left the Gloucester Board of Supervisors in 2014, her friend Ann Quinn (for whom the GMCC Dental Clinic is dedicated) invited her to join the board at the Clinic. Two years later, Louise took the reins as President, and led the Clinic through a period of great transition. During her tenure on the GMCC Board, the Clinic: survived the closure, search for funding, and re-opening of its dental clinic; achieved certification to treat Medicaid patients; and helped patients manage their health through a pandemic. "I've enjoyed my time at the Clinic," she says, smiling wryly. "It's been... educational." Joking aside, Louise admits that she knew very little about the people we serve until she joined the Board. "Seeing the difficulties our patients face-- and how easy it is to slip into uninsured status-- makes you really appreciate your own insurance benefits. The *degree* of impact-- just how fast and far the effects of going without healthcare reach-- is severe. I'm grateful for my time on the Board, and to have been able to be of service." Louise is retiring to the west coast this year and will be sorely missed, but her legacy of service to our community will live on!

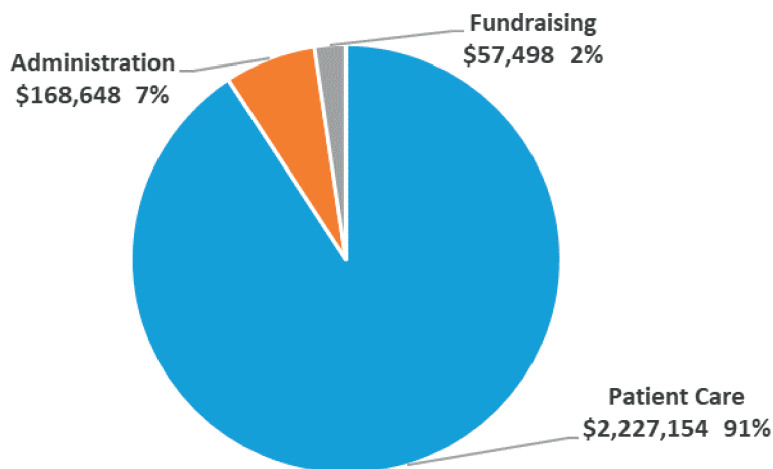
We  our
volunteers!

GMCC volunteers put the **care** in our Clinic. We're so grateful for their expertise and dedication to the GMCC mission and vision: for *everyone* in our community to have access to basic healthcare, including medical, dental and patient health education. For information on how to become a GMCC volunteer, please call **(804)210-1368** or visit gmcareclinic.com/our-volunteers

2022 Financial Summary



2022 Income:
\$2,479,230



2022 Expenses:
\$2,453,300



Comments received through anonymous patient survey.

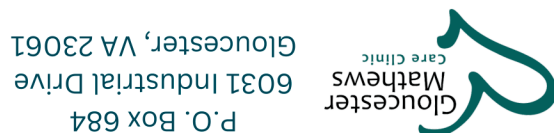
"The quality of care, compassion and overall experience at GMCC is excellent. I am so happy as a patient there."

"GMCC provides thorough and comprehensive care for me at all times. My physician always involves me in my plan of care. As a retired nurse myself I appreciate their respect and listening to my ideas. I feel my healthcare is a collaborative effort between us."

"The care I receive exceeds that of any other healthcare providers I have experienced. I also worked in healthcare for 34 years. Kudos!"

"The Clinic provides a great service to our community. Thank you!"

What our patients say about GMCC:



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