

Annual Report:
Fiscal Year Ending
September 30, 2021

*Unaudited financials



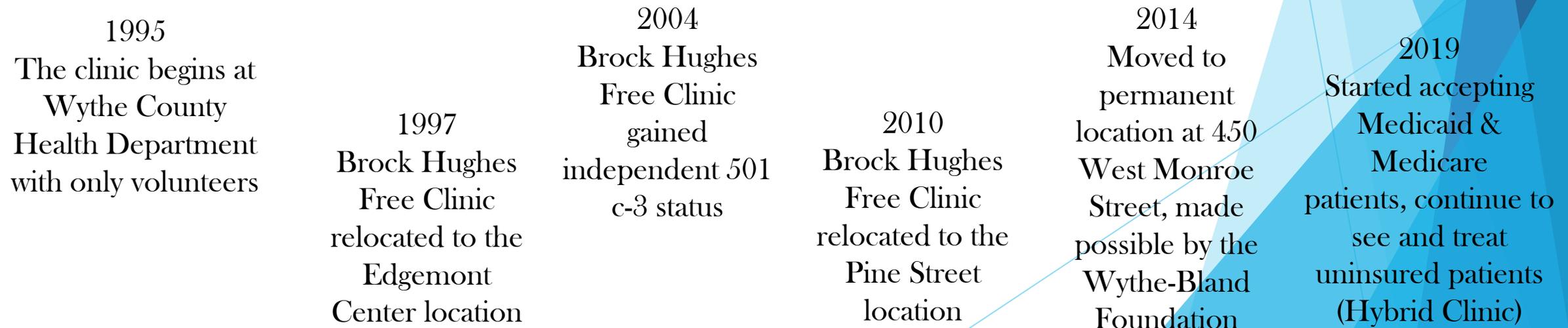
Brock Hughes Medical Center

Affordable Care, Close to Home

History

Formed in 1995 to meet the health care needs of the uninsured, low income residents of Wythe and Bland Counties, BHMC started under the umbrella non-profit of Helping Overcome Poverty's Existence (HOPE), Inc.

The clinic was named for the late Dr. C. Brock Hughes who was a much admired member of the medical community.

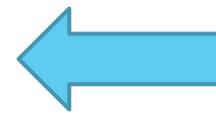


BHMC Mission Statement



The mission of Brock Hughes Medical Center is to provide low-cost, compassionate, and high-quality medical, pharmaceutical, and preventive health care services to the underserved of Wythe and Bland Counties.

The Brock Hughes Medical Center envisions a community of healthy people made possible through accessible and dignified health care services for all.



BHMC Vision Statement

As an organization, we value...

Accountability

- Health care services provided by the Clinic produce desirable health outcomes which can be measured and reported.

Collaboration

- Strong partnerships with other health and human service organizations make the Clinic and the community stronger.

Cost-Effectiveness

- The Clinic is managed in a way that maximizes resources.

Prevention

- It is best to prevent illness and injury before they occur. Prevention services are a priority.

Responsiveness

- Services are designed and delivered in accordance with the needs of the community.

Transparency

- Governance and operation of the Clinic is conducted in a manner that encourages patient and community input, and regular communication with stakeholders.

Community Wellness

- Good health is a community asset that should be promoted and protected.

Flexibility

- Clinic leadership must be proactive in meeting local health care needs as they evolve, and must remain flexible in response to the rapidly changing operating environment.

We believe that every person has the right to health care services that are...

Accessible

- Every person has the right to receive health care services that are barrier-free, and geographically and linguistically accessible.

Affordable

- Every person has the right to receive the full scope of services offered, regardless of their ability to pay or insurance status.

Culturally Appropriate

- Every person has the right to receive health care services that are consistent with and sensitive to their cultural values.

Delivered with Dignity and Respect

- Every person has the right to be treated with dignity and respect when they are seeking and receiving health care services.

High-Quality

- Every person has the right to health care services that reflect current best practices and are evidence-based.

Equitable

- Every person has the right to receive high quality and comprehensive health care services.

Timely

- Every person has the right to receive health care services without unnecessary delay.

The Cash Facts

INCOME

CASH INCOME	Total
Donations from Uninsured Patients, Medicaid & Medicare Reimbursement	\$261,410.50
Fundraising & Donors	\$35,584.15
State Grants	\$149,854.69
Foundations & Other Grants	\$292,084.00
Other Earned Revenue	\$3,879.82
TOTAL CASH INCOME	\$742,813.16

EXPENSES

CASH EXPENSES	Total
Personnel	\$492,149.51
Facility Costs & Equipment	\$28,011.03
Prescriptions & Medical Supplies	\$14,395.90
Licenses, Dues, Professional Fees, & Staff Development	\$50,084.86
Other Expenses	\$54,761.19
TOTAL CASH EXPENSES	\$639,402.49

Clinic Numbers

5,024 Visits were provided to **766 Patients**

Visits  by 1,143 over previous FY Unduplicated Patients  by 161 over previous FY

The on-site pharmacy ensured **7,861 Prescriptions** were provided to patients

43 Patients were enrolled in the pilot project, Chronic Care Management Program

(The addition of a Pharmacist on the Clinical Care team of Providers with a goal to improve patient outcomes)

NOW more than ever...
YOUR DONATION WILL CHANGE LIVES!

Donations can be made: ●Online ●Mailed to the Clinic ●Dropped off at the Clinic

Neighborhood Assistance Tax Credit Program

Tax credits are available for eligible donations over \$500.00

The “**Giving Tree**” is located on the wall in the patient waiting room. A leaf can be purchased and a plate will be engraved with the donor’s chosen wording. A memorial or honor gift is a meaningful way to celebrate someone important to you or a special occasion and in turn benefit BHMC as well.

**There are 3 levels of giving:

\$100-\$499-Bronze Level (Red Leaf)

\$500-\$999- Silver Level (Green Leaf)

\$1000-Up- Gold Level (Yellow Leaf)

Choose Brock Hughes Medical Center through **Amazon Smile** when ordering from Amazon (smile.amazon.com)

*****All donations are appreciated

Serve on the Brock Hughes Medical Center Board as a **Director**

Please call Stacey at 276-223-0558, ext. 6 or email slinkous@brockhughes.org if you have questions about any of the above ways to Change Lives.



Brock Hughes Medical Center Leadership Team & Staff

- ▶ Stacey Linkous, Executive Director
- ▶ Dr. John Harkless, Medical Director
- ▶ Denise Dunford, Practice Manager
- ▶ Mandy Arnold, Family Nurse Practitioner
- ▶ Kimberly Harding, Family Nurse Practitioner
- ▶ Brittney Anderson, Nurse
- ▶ Chasity Arnold, Medical Assistant
- ▶ Keri Sword, Pharmacist
- ▶ Amanda Robbins, Medication Assistance Coordinator
- ▶ *Vacant*, Medical Receptionist

Board of Directors, as of January 1, 2022

- ▶ Julie Jackson-King, *Chair*
 - ▶ Heidi Lyall, *Vice-Chair*
 - ▶ Tiffany Viars, *Treasurer*
 - ▶ Sarah Sarver, *Secretary*
 - ▶ Mary Edwards, *Parliamentarian*
- ▶ Molly Johnson
 - ▶ Kay Corvin
 - ▶ Kimberly Ayers
 - ▶ Brenda Atwell
 - ▶ Mike Reardon
 - ▶ Jamie Hinkle
 - ▶ Gary Houseman
 - ▶ Barb Sewell
 - ▶ Quinton Hensley
 - ▶ Sheri Shelton

“Affordable Care, Close to Home- Serving this Community for 25+ Years”

The 2020-2021 fiscal year has found the Brock Hughes Medical Clinic continuing to fulfill its Mission of providing low-cost, compassionate, and high-quality medical, pharmaceutical, and preventive health care services to the underserved of Wythe and Bland Counties.”

As is true of the healthcare field in general, BHMC has continued to function and to thrive despite the ongoing COVID-19 pandemic and the uncertainties brought about by its developing variant mutations. FY 2020-21 represented the third year of operation as a hybrid health care clinic, enrolling eligible clients in Medicaid and Medicare services and then billing those providers for services rendered. Clinic staff and patients have settled into this format of patient care and billing and have been successful, although reimbursement from these sources is very low, even when all billing is submitted appropriately and in a timely manner. The Board of Directors of the BHMC continues to include a broad cross-section of community professionals who lend their expertise to the fulfillment of the Mission of the BHMC, with an anticipated addition of four new board members for the 2021-22 Fiscal Year. These new members will be filling recently vacated spots on the board due to member resignations. The Board has welcomed a new Medical Director, Dr. John Harkless, who has been working to implement changes begun during the previous directorship, including wellness and health-promotion campaigns and also streamlining clinic processes and functions including aligning the operating hours of the clinic to better serve the target populations. The Board also welcomed Ms. Keri Sword as a full-time pharmacist who is carrying out the Chronic Care Management Program as part of the Clinical Care Team to improve consistency of patient care and to optimize patient care outcomes.

Profoundly grateful to all of its funding sources, the Brock Hughes Medical Center realizes its responsibility in diversifying its funding base and has successfully sought out new sources of revenue which have allowed the clinic to continue its rich tradition of providing high quality health care while remaining a responsible steward of the resources provided to it. In the 2020-21 Fiscal Year, grant awards in the amounts of \$75,000 and \$75,000 from the Titmus Foundation and the Cabell Foundation, respectively, matched by generous grants from the Wythe-Bland Foundation and with additional, designated clinic funding, have allowed the clinic to undertake some delayed but sorely needed capital improvement projects including improved handicapped access, a new pitched roof, and a resurfaced and relined parking area. This will improve the overall esthetic appearance of the Clinic building as well as remedy problems due to roof leaks. The access and parking improvements will ease the utilization of the building by patients, family members and staff. The Board of Directors foresees the need for ongoing creativity in seeking new revenue sources to supplement third-party reimbursement and existing underwriting as the costs of providing that care are ever-increasing in today's healthcare market. The Third Annual Jerry Hurt Memorial Golf Tournament was held in August 2021 and was the most successful to date increasing local community sponsorships to 45 and increasing profit to \$14,000, even as the pandemic began to reassert itself via the Delta variant.

The 2020-21 fiscal year wrapped up the celebration of the 25th Anniversary of the Brock Hughes Free Clinic formation. The clinic emphasized this benchmark through multiple public information and public relations campaigns including Public Service Announcements, banners displayed prominently on the clinic building, multiple personal appearances at local health and community festivals and fairs, and via a benefit raffle of a handmade quilt. Certainly in its 25 years the clinic has grown exponentially in its service outreach as well as its presence in the Wythe-Bland Community, while remaining true to its initial mission and to the spirit of its namesake. As we move forward toward the new horizons of healthcare provision, the Clinic anticipates many opportunities for growth and further ministry to those citizens of Wythe and Bland Counties who depend upon the BHMC for their healthcare now, for another 25 years, and beyond.

Julia Jackson-King, Board Chair

Stacey Linkous, Executive Director

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brockhughes.org



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Serving this Community for 25+ Years