

2019 ANNUAL REPORT




Shifa
CLINIC
Healing with love

A Program of
ICNA Relief USA



ICNA Relief

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Letter from the Director



Dear Friends and Supporters

Shifa clinic is where compassion meets healthcare. We are resourceful, one-stop medical and dental clinic, welcoming all, regardless of their ability to pay and without judgment. We are patient-centered and believe that great health is about more than just healthcare. It's about building a strong, healthy community—one individual at a time.

As healthcare providers that endeavor to make measurable positive impact on patients' health outcomes we:

- + Listen to patients and recognize their priorities for care.
- + Surround the patient with an integrated team that can address needs in all areas of patients' lives, in a culturally and linguistically competent way.
- + Use technology as a tool to deliver evidence-based care and actively work to prevent computers from becoming a barrier between patients and providers.
- + Work with partners to make it easy for patients to access multiple services under one roof or through seamless referral systems.

Shifa Free Clinic has been able to provide comprehensive preventive services as well chronic disease management for our patients. There always will be better ideas and improved approaches to delivering care. The challenge is identifying and promoting those that make the biggest impact in improving patients' health and access to care. Whether spotting new approaches on our own, or advancing those championed by others, Shifa Clinic promotes best practices within the healthcare safety net, and is helping improve efficiencies, outcomes, and access to care.

Shifa clinic is much more than an award-winning clinic facility in Tri County area. It's a community where many dedicated people and organizations come together for a common purpose – it's a community of hope, a community of caring and a community of respect – it's a community of partners

Please join us in celebrating our accomplishments in this past year and in recognizing the value of individuals, organizations and communities coming together to solve tough challenges facing us in our work to achieve enhanced community health and well-being together. They are the reasons why Shifa Free Clinic is able to provide exceptional care to our neighbors. We are grateful to all of them

Reshma Khan



Collaborators and their cost worth of in kind donations



\$452,109



\$254,409



\$235,513



\$235,469



\$222,026



\$65,459



\$58,242



\$55,104



\$44,550



\$44,475

Speciality pantry

\$42,464



Hollings cancer center

\$25,600



\$8648



\$8415



TACM program

\$7317



\$7200



\$6646



\$3834



\$3000



\$1670



\$468

\$1,717,382

TOTAL COST WORTH OF SERVICES PROVIDED



Total in kind donation by collaborators

\$1,717,382



In house donation of services

\$859,114



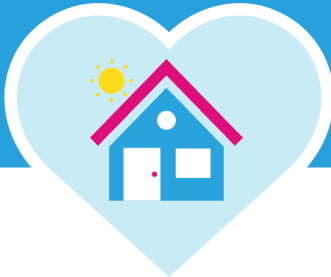
In Kind Donation of Volunteer Hours

\$803,160

TOTAL COST WORTH OF SERVICES

\$3,379,656

HUNGER PREVENTION PROGRAM



3,370

Total number of
household served:



239,269

Total pounds of
groceries
distributed:



14,457

Total number of
individuals served:







CHILD HUNGER PREVENTION

Total Number of kids served	Total Number of meals served	Total pounds of food given out
640	3280	1280



2019 ANNUAL REPORT

OUR GROWTH

YEAR	2018	2019	% increase
 Patient visits	2712	3159	16%
 Total number of unduplicated patients	699	897	28%
 # of individuals food pantry	10791	14457	34%
 Cost worth of services	\$2,898,441	\$3,374,966	16%
 Income	\$329,524	\$398,120	\$22%
 Expense	\$312,580	\$369,689	\$18%

FINANCIAL GRANTS FROM OTHER ORGANIZATIONS



\$97,625

Shifa Clinic would like recognize and appreciate the valuable financial grants given by the following organizations. Their support and the incredible work they do for community is source of encouragement for us and makes us strive better in our endeavors.



BLUE CROSS BLUE SHIELD AND SOUTH CAROLINA FREE CLINIC ASSOCIATION

\$27,061



New Morning
Foundation

Choose well Grant

\$42,000



\$11,764



\$5,000



\$5,000



\$2,500



Grace Cathedral
Church Tea Room
and Mouse Boutique

\$3,000

UNIVERSITY OF
Nebraska

\$1000



\$300

FINANCIAL STATEMENT

INCOME

ICNA RELIEF HEADQUARTERS

\$ 165,746

41.63%

TOTAL COMMUNITY
DONATIONS

\$105,565

26.52%

TOTAL GRANTS FROM
DIFFERENT
ORGANIZATIONS

\$ 97,625

24.52%

INCOME LEFT FROM LAST
YEAR PLUS REFUNDS

\$ 29,183

7.33%

TOTAL INCOME

\$ 398,119

100%

EXPENSES

TOTAL PERSONNEL COST

\$181,749

49.16%

TOTAL OCCUPANCY

\$54,720

14.80%

TOTAL OPERATIONAL COST

\$73,293

19.82%

HUNGER PREVENTION PROGRAM

\$20,062

5.43%

DEVELOPMENT COST

\$ 18,996

5.14%

FUNDRAISING

\$ 20,868

5.64%

TOTAL EXPENSE

369,688

100%

CLINIC HIGHLIGHTS

1.) EXPANSION OF PRENATAL SERVICE

A) PRENATAL

Our Mission is to provide community-centered prenatal care and health education to medically indigent pregnant women in the tri county area. Comprehensive, accessible and affordable prenatal care and health education are the best ways to improve pregnancy outcomes.



The Prenatal Clinic provides complete and comprehensive medical care during pregnancy including physical examinations, distribution of prenatal vitamins, laboratory work, genetic screenings, ultrasounds and referrals to high risk pregnancy to MUSC

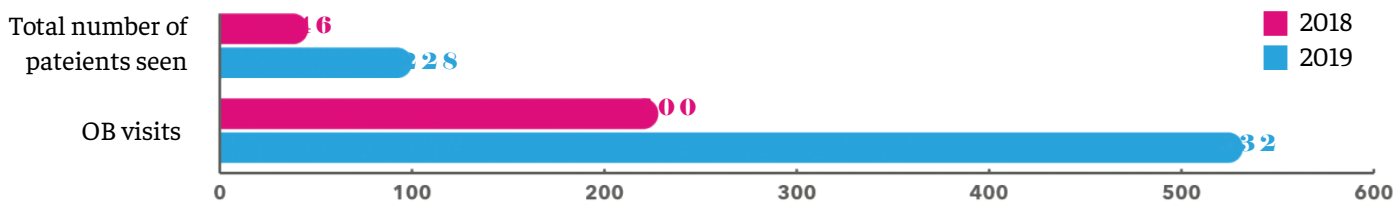


HEALTH EDUCATION

Provide prenatal education through referral to Family Nurse partnership program. Nurse-Family Partnership is a non-profit organization operating in the United States which arranges for home visits from registered nurses to low-income first-time mothers. The visits begin during pregnancy and continue for two years

OUR GROWTH:

Establishment of Prenatal clinic : November 2017



ADDITION OF NEW SERVICE: IN HOUSE SECOND TRIMESTER ANATOMY SCANS

It is our ultimate pleasure to announce joining of Dr. William Rayburn, Maternal and Fetal Specialist. his association with us will expand our prenatal care services. We will now be able to provide on site second trimester anatomy fetal scan which was a struggle for us giving the cost involved for the patients. These scans will be done by a hired ultrasound technician.

CLINIC HIGHLIGHTS

B) RADIOLOGY



We extend a warm welcome to **Dr. Abid Irshad** who joined our Shifa team of providers in 06/2019

With his expertise we are able to provide in house ultrasounds which will be in addition to our OB/GYN ultrasounds. This opens an avenue for renal and other detailed abdominal ultrasounds. We greatly appreciate his time and expertise.

Dr. Irshad says "It is an honor to be part of such a wonderful organization. When I was told that Shifa Clinic has bought a new ultrasound machine and Dr. Reshma invited me to look at that, I felt I can certainly utilize some of my skills to help the patient population that needs these exams. I am really glad to be part of this great project."

C) ADDITION OF NEW PROVIDERS INCREASING OUR SERVICE HOURS



Dr. Christine Case

OB/Gyn joined us in July 2019 and helps us provide Gynecology care for our patients. We are very grateful for her donation of her time and services.



Dr. Amy Cooper

Dentist will be joining us from January 2020 and will be providing dental services once a month.

Addition of Dr. Amy Cooper will greatly benefit our much needed Oral health care program. We are deeply appreciative of her time and her generosity.



Nicole Pages, PA-C

will be joining us in 2020 With 10 years of orthopedic experience in both surgical and non-surgical capacity as a Physician Assistant. She treats various joint pain. She specializes in knee, shoulder, & hip injections. She is happy to serve you and also speaks Spanish. We are grateful for her time and services.

CLINIC HIGHLIGHTS

2) DIABETES INITIATIVE: IMPROVING PATIENT OUTCOMES AND CARE

Shifa Clinic started a diabetes initiative with the goals of greatly improving quality of life, empowering patients with diabetes education and meeting standards of care.

EDUCATION

A) Diabetes education sessions: 2nd and 3rd year pharmacy students from MUSC provide the much needed education sessions. Of 127 with diabetes 57 received additional one-on-one education sessions in at least one of the following categories:



lifestyle



glucose monitoring



Coping



problem solving

TACM PROGRAM

B) TACM program from MUSC: The Shifa Clinic has joined the Medical University of South Carolina (MUSC) project for Technology Assisted Case Management in Low Income Adults with Type 2 Diabetes (TACM-2). The purpose of this program is to develop a practical and sustainable system of diabetes management that will help low income patients with a HbA1c of 8.0 or higher achieve and maintain blood sugar and blood pressure goals within established treatment guidelines regardless of geographic location.

Participants receive free blood glucose monitors with the capability of transmitting readings over the phone. Patient readings will be reviewed by an MUSC nurse case manager who will guide each participant in making appropriate medication adjustments (using a Shifa Clinic medical staff approved algorithm) and adopting behavioral lifestyle changes. Meters, are distributed to current and newly diagnosed qualifying patients, are also able to communicate in Spanish to promote use by Hispanic participants.

NO COST INSULIN

C) Providing Free Insulin: partnership from Americares and Direct Relief helped us provide no cost Insulin, oral hypoglycemics and supplies to our patients.

CLINIC HIGHLIGHTS

3) CERTIFICATIONS AND REACCREDITATIONS

i) DHEC Inspections



We passed the final DHEC inspection for Dental operator. Inspections concentrate on the proper performance of the equipment, quality control procedures, radiation protection, and operator qualifications.

ii) Certification by DHEC for VFC



We passed our DHEC inspection and got reaccruited for another 2 years to c ontinue with our Vaccine for Children program

iii) South Carolina Free Clinic Association Recertification



We have fulfilled the requirements of high quality care and compliance with standards for recertification with the South Carolina Free Clinic Association

iv) State Board of Pharmacy Inspection



We passed our State board of pharmacy inspection. In 2019, just through our pharmacy we have dispensed ---- worth for medications

NEW PARTNERSHIPS

1) PARTNERSHIP WITH MAVEN PROJECT

The MAVEN Project

(Medical Alumni Volunteer Expert Network)



Is a nonprofit that connects volunteer physicians of all specialties to safety-net clinics and health centers via telehealth technology. Direct Relief partnered with MAVEN project and chose limited clinic partners for a three-year partnership with Direct Relief and The MAVEN Project.

We are very excited to be selected as one of the partner clinics.

All selected partners will have:

a)



Access to volunteer specialists through tele health technology and all costs will be underwritten by Direct Relief Services.

b)



In addition, the services from MAVEN project include: advisory specialty consults clinical mentoring, and educational sessions.

OUT COME OF THIS PARTNERSHIP:

This will reduce referrals to outside consultants and provide educational opportunities to our providers and students.

2) PARTNERSHIP WITH 'PHYSICIANS FOR HUMAN RIGHTS' ASYLUM NETWORK



MUSC student-run asylum clinic which is a part of the 'Physicians for Human Rights' Asylum Network, performs physical and psychological evaluations on asylum-seekers living in South Carolina to document evidence of trauma. Students attend the evaluations to assist clinicians in note-taking and helped write the first draft of the affidavit. This is a unique opportunity for clinicians and students to gain a better understanding of global health and human rights issues, as well as to appreciate the ethical and cultural issues in the care of refugees and asylum seekers. Shifa Clinic helps by providing the clinic space for evening hours.

3) PARTNERSHIP WITH NURSE -FAMILY PARTNERSHIP



Partnership Nurse-Family Partnership is a non-profit organization operating in the United States which arranges for home visits from registered nurses to low-income first-time mothers. The visits begin during pregnancy and continue for two years following birth.

Academic Center for HEALTH CARE EDUCATION

Shifa clinic has contracts through Trident/MUSC family practice residency program, MUSC physician Assistant program, South university PA program, numerous online NP student programs, College of Charleston public health internship to provide training hours/rotations in primary care as well as Ob/Gyn which are counted towards their successful graduation.

Total number of student
hours provided in 2019

7192

Total number
of students

52



12

PA students

Resident

11

8

College of Charleston
public health interns

21

NP students

STUDENT COMMENTS

"The clinic runs like a well oiled machine! I loved that I was able to be a part of something greater, here in my own city. The clinical experience was wonderful- I've had one clinical before, but the experiences were night and day! I was able to function almost independently-seeing patients formulating my own plan and worked with Erin or Dr Khan who made sure what I wanted to do was safe and appropriate for our patients. I also enjoyed the interdisciplinary approach-being able to bounce ideas off of other students was invaluable.

Lindsey Willis

"The clinic provides excellent care to the patients. For students it is an ideal place to learn and have hands on experience. Providers are knowledgeable and staff is friendly. Providers are encouraging and help you learn. I have learned so much."



- Jillian Williams

"The student access to hands on learning is a huge strength and benefit. Allowing the students to lead the patient case's provides invaluable experience in clinical skill and building confidence. I am also impressed with the staff's openness and enthusiasm to help answer questions. Everyone in the clinic is incredibly helpful and always willing to lend a hand."



- Anna Pieper

RATES OF THE STUDENTS INVOLVEMENT IN ACTIVITIES IN THE CLINIC



- Very involved
- Somewhat involved
- Enthusiastically involved

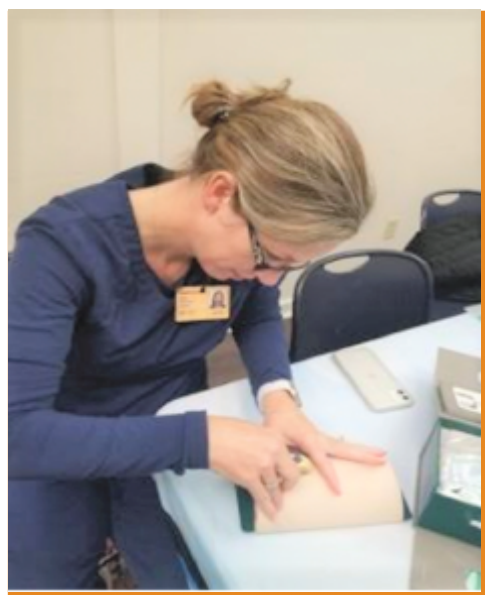
HOW MUCH PRACTICAL KNOWLEDGE WAS GAINED FROM ROTATION AT CLINIC



A Great Deal

NEXPLANON CERTIFICATION FOR STUDENT PROVIDERS

In our continued effort to provide the best educational experience to our students we have added to our curriculum on site Merck nexplanon certification training for our students. Thanks to Ms. Missy Mole Westerhold, a senior representative from Merck, who made it possible. This will help our students to get trained and certified prior to completing their women's health rotation. This will be ongoing each time a new group of students start their rotation we will try to coordinate the on-site training.



7TH ANNUAL BANQUET

RESTORING HOPE TRANSFORMING LIVES

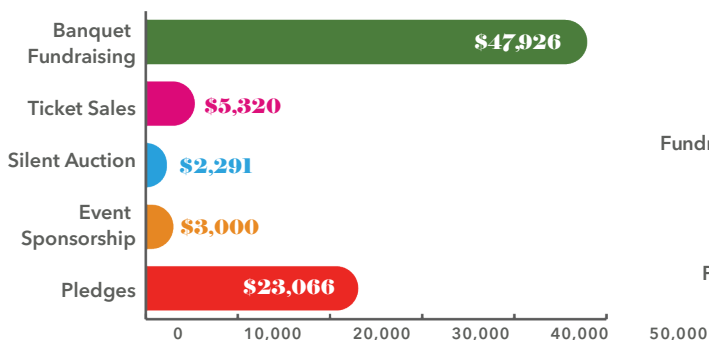


Thank you to all who attended our 7th Annual banquet on March 2nd 2019 . It was a pleasure to see everyone come together for the betterment of our community and to help those in need. We are greatly appreciative of Mayor Tecklenburg, Sandy Tecklenburg, Chief Carl Ritchie, Captain Martin , Jennet Alterman , Imam Shamuddeen and Dr Altaf Hussain for their wonderful thought provoking messages and speeches.

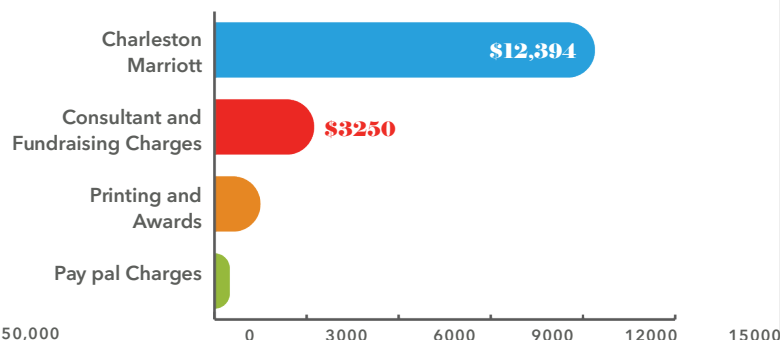
In addition it was heartwarming to see the support and presence of many organizations including Sisters of Charity Foundation, YWCA, Transformation Table, SC Minority Affairs, Grace Cathedral Church, Palmetto Palace, Low Country Food Bank, and SCFA.

Finally all the community members, volunteers, donors, friends we thank you from the bottom of our hearts. You all are the wheels for the program to keep moving. We also would like to highlight our readers from the scriptures; Imam Shamudeen, Jack Little (bible) and Henry Sigler (Torah). Thank you for blessing the event with these scripture readings.

Total Income: \$83,092



Total expenses: \$15,909



ORGANIZATIONS WITH GREATEST IMPACT ON SHIFA CLINIC & VOLUNTEER OF THE YEAR 2019

BLUE CROSS BLUE SHIELD / SC FREE CLINIC ASSOCIATION

In 2017, the Foundation provided additional funding to the South Carolina Free Clinic Association to continue making grants to free clinics.

With our clinic this support helped us start primary care services by funding the salary for Nurse Practitioner. We have been receiving consistent yearly grant through the partnership of SCFCA and Blue cross blue shield which had helped in increasing patient numbers, improving outcomes, and in the last year contributed funds towards establishment of dental clinic.



Virginia Mullikin

LOW COUNTRY FOOD BANK



Joanna Bruno

Low country food bank provided our clinic with the approval for USDA which in turn translates into several thousand pounds of free and quality food products. Through their help we have been able to serve till date close to 45,000 individuals.

VOLUNTEER OF THE YEAR

Marty brings with him his wonderful spirit of giving and compassion. Marty brings food to the clinic from The Low Country Food Bank. He tirelessly helps in unloading and organizing all the supplies. In addition to routinely helping with the Shifa Food Pantry, Marty also played a key role in the development of the Shifa Dental Clinic.. He volunteers his time for all the handy work needed in the clinic which he does with so much of joy and perfection with attention of details and its future use.



Marty Levinson

DAY OF CARING

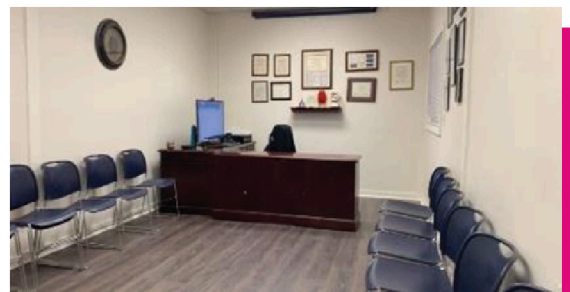


THE 19TH ANNUAL TRIDENT UNITED WAY DAY OF CARING

November 13th 2019 brought to us by INGEVITY is the largest single day of community service in the area. TUW matches nonprofit agencies and schools with volunteer teams that help advance their mission and build capacity – all while fostering community engagement. Additionally, this day serves as a catalyst for year-round volunteer engagement as teams see the impact they can make when they build partnerships within the community.

Our project of replacing carpet with hardwood floor was accepted by CUMMINS INC AND UNIVERSITY SCHOOL OF LOW COUNTRY

Volunteers from both organizations brought with them in addition to their or their hard work, kindness, thoughtfulness and the wonderful loving spirit. We are very excited to see our “new” clinic and much more excited to realize all the benefits it will give us. We are eternally grateful to both the teams. It is even more wonderful to see the youth of University School of Low Country taking an active part in community service – a big shout out to the student volunteers.



OUTREACH EVENTS

FRESH EXPRESS AND GIVEAWAYS

Through out the year we conducted 6 fresh express giveaways which is a farmer's market style produce distribution. This enables us to serve fresh produce to community in need.



Number of
Families Served:

994



Number of
Individuals served:

3654



Total pounds of
groceries distributed:

37,869 lbs



BACK TO SCHOOL GIVEAWAY



Thank you to all our partners who made this event possible . Big shout out to MaYa Wireless for their support and space.

We are very appreciative of our partnership, volunteers from Trident United Way, Stylist Lindsey who went above and beyond with the free hair cuts. Eggs donated by Fields to Families and Ice creams donated by Ms Cara Rivera



GIVE AWAYS 2019

TURKEY GIVE AWAY



Total number of
Turkeys given out per
family

318



Total number of
individuals served

704

HOLIDAY GIVEAWAY



We are extremely grateful to all our collaborating organizations Trident United Way, The Health Careers Society at The Citadel, Kiwanis , College of Charleston , Lowcountry Food Bank MaYa Wireless and their amazing volunteers who brought in the love, compassion, service and spirit of giving to our giveaway.

The children made our day distributing hot chocolate, cupcakes, teddy bears (collected via drive at COFC)

IN THE NEWS

Dr. Reshma Khan accepted an employment opportunity with ICNA Relief USA as the national director of health services for ICNA Relief 7 clinics. She will continue to the lead local shifa clinic but additional responsibilities will include:



Developing Strategic goals for the department at a national level



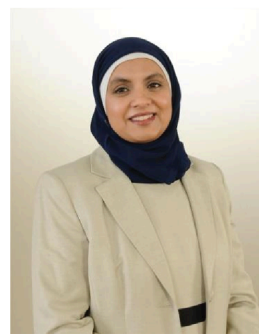
Site visits to the extent that is feasible



To guide and train clinic managers through online meetings and onsite orientation at the Charleston Clinic.



Serve on the online executive council of ICNA Relief USA



DR. KHAN TO SERVE AS MEDICAL DIRECTOR FOR PALMETTO PALACE MOBILE UNIT



The Palmetto Palace mobile health unit led by Dr. Youlanda Gibbs is beginning its service to the most rural areas of South Carolina including Allendale, Jasper, Hampton counties. This mobile unit will reduce barriers in access to healthcare and provide more opportunities for underserved populations needing preventative and dental care.

Dr. Reshma Khan will be serving as the Medical Director of the unit supervising the Nurse Practitioners via telehealth from Shifa and sharing in the administrative functions that directly impact medical services on the unit and will collaborate with the management team in overall planning and development.

Dr. Khan and Dr. Gibbs share a long journey together for this unit and we are looking forward to provide the much needed services in our rural and underserved areas.

ATLANTIC INSTITUTE AWARD

The 10th Annual Atlantic Peace and Dialogue Awards Dinner were celebrated on, April 25, 2019 at The Citadel's Holliday Alumni Center. The Atlantic Institute of SC is a nonprofit 501(c) (3) educational organization that seeks to promote positive relationships and understanding among different backgrounds. There are awards in four different categories: Peace and Dialogue Award, Public and Community Service Award, Media and Communications Award and our new award: Impact and Innovation Award, for College Students. This year their Awards Planning Committee had selected Dr. Reshma Khan as the award recipient for the Public and Community Service Award.



GOALS AND OUTCOME 2019



Increase clinic awareness in community and networking

We hired in PR person to help us network in community and build collaborations with local organizations. We were featured in local newspaper as well as had speaking engagements in local organizations.



**Expansion of Dental services:
Establish 20% more working days and adding dental hygiene program**

We increased by 110% from and successfully added dental hygiene days.



Recruit more volunteer providers to increase patient visits by 10%

We were able to add 4 more volunteer providers and our patient visits increased by 17%



Strengthen the existing Diabetes program with emphasis on Diabetes self management education program

We went to through intense quality improvement program for diabetes through a DNP project at MUSC. Also established rotations with 2nd and 3rd year Pharmacy students MUSC to provide DSME sessions. Our project got accepted for poster presentation at IHI conference held in Orlando.



Add educations programs for food pantry to promote health eating

All clients received nutritional recipes as well as pamphlets on "My Plate".

GOAL FOR 2020



Provide more educational learning opportunities for our student rotations increasing academic excellence



Strengthen our vision care program



Strategize and focus on Fundraising opportunities to generate revenue