

# **SHIFA FREE CLINIC ANNUAL REPORT 2014**

## **A PROGRAM OF ICNA RELIEF USA**



**GREAT THINGS ARE BROUGHT ABOUT  
AND BURDENS ARE LIGHTENED  
THROUGH THE EFFORTS OF MANY  
HANDS ANXIOUSLY ENGAGED IN A GOOD  
CAUSE**



# OUR MISSION

*The core of our mission is to provide compassionate and high quality medical care to uninsured, indigent adult residents of our community regardless of race, religion, ethnicity, or national origin and to put into practice the Islamic teachings of compassion, mercy and service to humanity.*



## VALUES

- ♦ Health care will be provided in a competent, compassionate, culturally-sensitive and courteous manner that is focused on the needs of the patient; preserving their privacy and dignity.
- ♦ Services offered will adhere to the highest quality standards.
- ♦ Individuals ineligible for clinic services will be provided with links to other programs for access to health care.
- ♦ Community partners will be involved whenever possible to provide unduplicated services to patients in need.
- ♦ Volunteers are integral to every aspect of the Shifa Free Clinic from administration to delivery of care.



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# INTRODUCTION

## Greetings of Peace

On behalf of those we serve, who are in need of food and health care, we want to say thank you to each person who has helped in providing these services.

This report provides an overview of programs and services delivered in the past year. It also shows a comparison for the last three years.

In addition, the report provides financial information. We are pleased to tell you that every dollar donated has been used for program support in some way. Your gifts are a trust to us and we hold ourselves accountable for responsible distribution of these gifts.

The Shifa Free Clinic serves as a facilitator by bringing together those who are struggling on behalf of those in our community who care and want to help.

Thank you for your support, interest, and understanding of our community needs.

*~Reshma Khan*





# HEALTH CARE SERVICES PROVIDED

The Shifa Clinic serves adults (18-64) who do not qualify for county health care, do not have private insurance, Medicare, Medicaid, and who cannot self-pay. Through our volunteer physicians we are able to provide GYN (no OB) and primary care services.

Available GYN services are:

Routine gynecological exams: including pap smears  
Breast exams: Referrals for no cost screening mammograms  
Referrals for diagnostic mammograms  
Evaluation and management of pelvic pain  
Management of abnormal pap smears  
Colposcopy and cervical biopsies  
Discuss menstrual problems and solutions  
Endometrial biopsies  
Vulvar biopsies  
Consultation and management of contraception  
Diagnosis and treatment of vaginal infections  
Testing and treatment for sexually transmitted diseases  
Conduct pregnancy tests  
Well woman exams including: lipid testing and thyroid testing  
Diagnosis and treatment of UTI  
Menopause diagnosis and treatment  
Endometriosis evaluation and treatment  
IUD insertion and removal  
No cost adult vaccines  
Referral for surgery as needed

Available Primary Care services are:

Health Promotion  
Disease Prevention  
Health Maintenance  
Counseling  
Patient Education  
Diagnosis and Treatment of Acute and Chronic Illnesses

## ELIGIBILITY





# SHIFA STATISTICS

## AT A GLANCE

	2012	2013	2014
Operational Days	50	53	114
Total Patient Visits	280	467	603
New Patient Visits	169	249	217
Follow Up Visits	111	218	386
Vaccines Given	117	158	85
Procedures Performed	18	90	87
Imaging	31	40	66
Pap Smears	101	182	185
Screening Mammograms	26	42	42
Diagnostic Mammograms	15	30	30
Screening Mammograms With Pending Results	15	30	32
Patients Diagnosed and Treat- ed for Invasive Cancer	2	4	1
Patients Diagnosed and Treat- ed for Pre-invasive Cancer	2	4	7
Blood Work	90	144	209



# VOLUNTEER HOURS

## Cost Worth of Volunteer Hours

Services	Rate	Hours	Valued At
Medical Director Hours	Salary	Varies	\$130,000.00
Accounting	\$100.00	15	\$1,500.00
Physicians	\$125.00	312.5	\$39,062.50
Nurse Volunteer Hours	\$30.00	125.65	\$3,769.50
Board Member Hours	\$500.00	4	\$2,000.00
Administrative Volunteer Hours	\$10.00	439.75	\$4,397.50
Office Cleaning	\$20.00	24	\$480.00
IT Services	\$75.00	30	\$2,250.00
<b>Total</b>			<b>\$183,459.50</b>



# IN KIND DONATIONS—COLLABORATORS

Service	Number of patients	Cost per patient	Total
AbbVie Patient Assistance Foundation			
Lupron Depot	16 Injections	\$1,500.00	\$24,000.00
Arch Patient Assistance Program			
Mirena IUD	7	\$1,050.00	\$7,350.00
LabCorp			
Lab Services	All	Varies	\$22,705.00
MUSC			
Screening Mammograms	42	\$120.00	\$5,040.00
Diagnostic Mammograms	30	\$475.00	\$14,250.00
Breast Ultrasounds	15	\$360.00	\$5,400.00
Breast Biopsies	4	\$1,500.00	\$6,000.00
Tricounty Radiology			
Dexa Scans	3	\$150.00	\$450.00
Pelvic Ultrasounds	14	\$400.00	\$5,600.00
Pelvic X-ray	1	\$410.00	\$410.00
Pelvic CT w/wo contrast	1	\$2,400.00	\$2,400.00
CT Neck	1	\$923.00	\$923.00
Chest X-ray	1	\$109.00	\$109.00
DHEC and Merck Adult Vaccine Programs			
Vaccines Given	85	\$12.00 - \$90.00	\$14,385.00
<b>Total:</b>			<b>\$109,022.00</b>





# IN KIND DONATIONS IN HOUSE

Procedures	Number	Cost worth per procedure	Total
New Patient Visits	217	\$200.00	\$49,400.00
Follow Up Visits	386	\$75.00	\$28,950.00
Pap Smears	185	\$50.00	\$9,250.00
Vulvar Biopsies	7	\$350.00	\$2,450.00
Vaginal Biopsies	3	\$300.00	\$900.00
Endometrial Biopsies	25	\$300.00	\$7,500.00
Colposcopy	50	\$400.00	\$20,000.00
Cervical Polyp Removal	3	\$400.00	\$1,200.00
LEEP	7	\$700.00	\$4,900.00
IUD Insertion	7	\$250.00	\$1,750.00
IUD Removal	10	\$250.00	\$2,500.00
Condyloma Removal	3	\$150.00	\$450.00
Ultrasound Performed	51	\$400.00	\$20,400.00
Vaccine Administration Fee	85	\$30.00	\$2,550.00
<b>Total</b>			<b>\$152,200.00</b>



# PROGRAM EXPENSES 2014

Rent and Utilities	\$18,240.00
Office Manager	\$12,000.00
Medical Equipment	\$4,526.50
Medical Supplies	\$65.00
Medical Waste Pickup	\$1,796.99
Telephone & Telecommunication	\$905.05
Office Supplies	\$559.55
Membership/Licenses and Permits	\$500.00
Back to School	\$3,205.09
Feed the Hungry	\$1,769.63
Fundraising Events	\$125.97
Conference, Travel & Meetings	0
Maintenance & Other Cost	\$2,039.11
<b>Total</b>	<b>\$45,732.89</b>

## Comparison

### Total Expenses

**\$45,732.89**

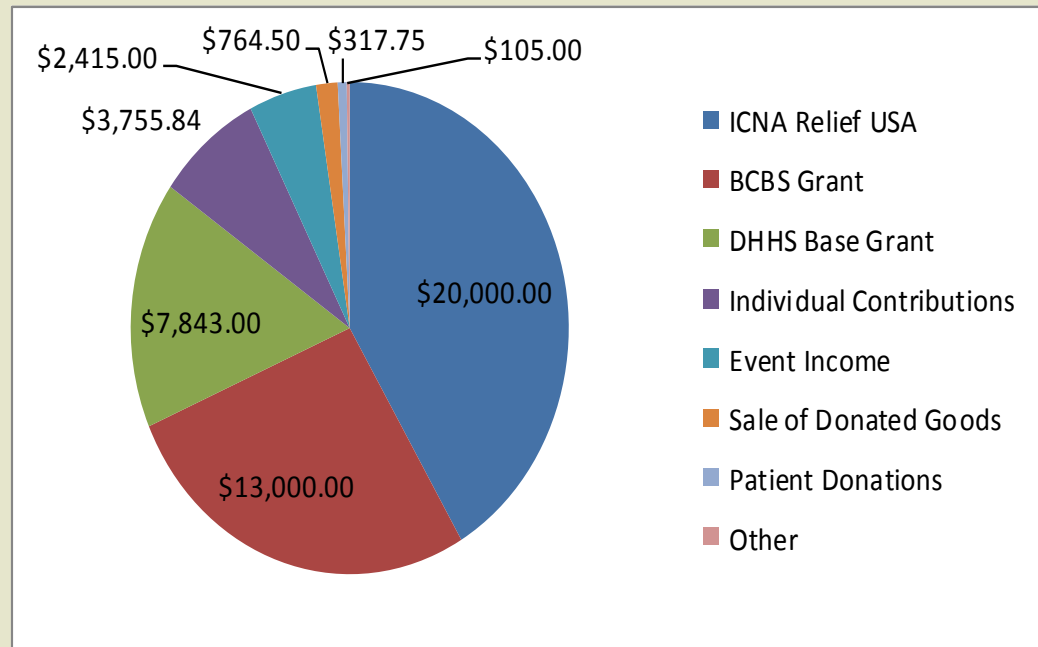
### Total Cost Worth of Services Provided

**\$444,681.50**

Cost worth of volunteer hours	\$183,459.50
In kind donations - collaborators	\$109,022.00
In kind donations - in house	\$152,200.00



# INCOME SOURCES 2014



## Income Sources

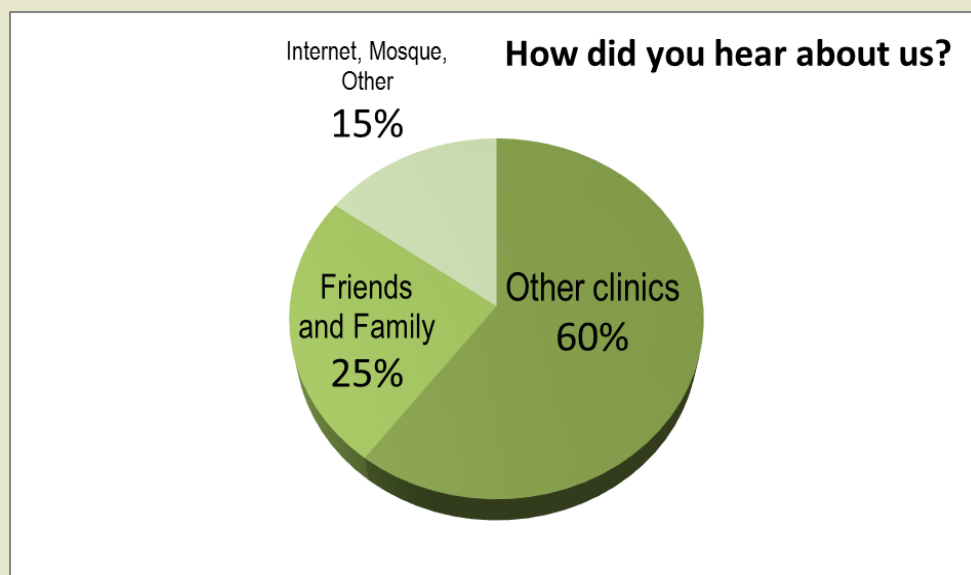
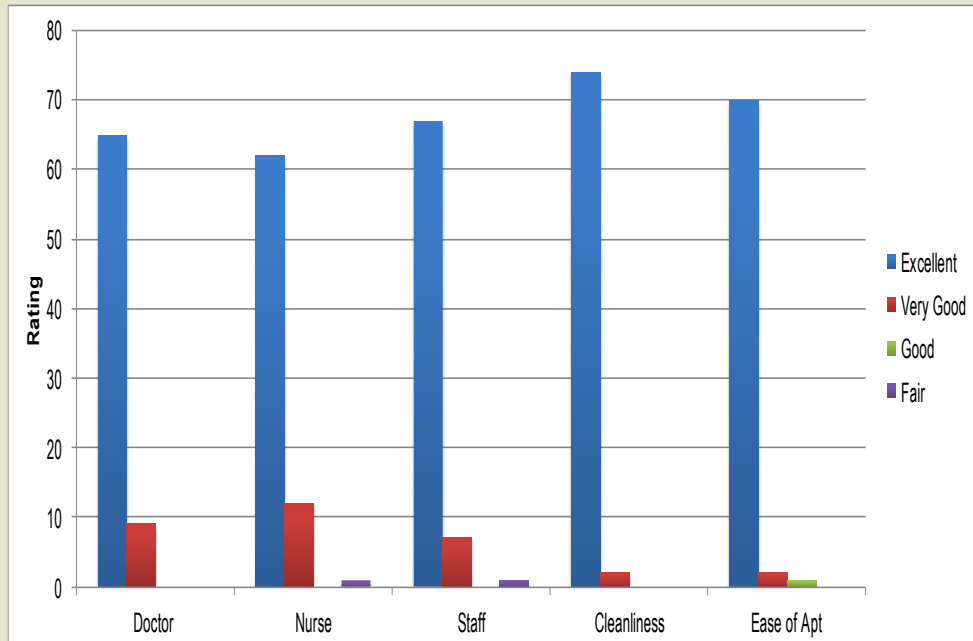
ICNA Relief USA	\$20,000.00
BCBS Grant	\$13,000.00
DHHS Base Grant	\$7,843.00
Individual Contributions	\$3,755.84
Event Income	\$2,415.00
Sale of Donated Goods	\$764.50
Patient Donations	\$317.75
Other	\$105.00
<b>Total</b>	<b>\$48,201.09</b>



# PATIENT SURVEY RESULTS

“The care and compassion of the staff, especially that of the doctor is unprecedented. I greatly appreciate their candor and care.”

~G.S. Ford



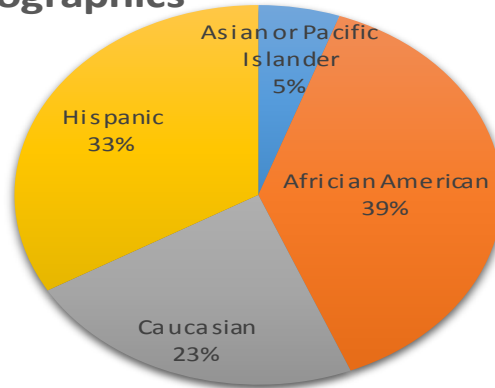
“I don’t have much to offer or donate but will once I am able to whether it be time, snack, or finances. I ‘m very tearful as I write this because my prayers have finally been answered to get help with something I’ve been dealing with for over 10 years. Thank you Shifa so much.” ~Althea Tisdale

“This was the best experience I’ve had with a clinic. It was immaculately clean, staff friendly and warm. Dr. Khan was easy to talk to and answered any and all questions I had. Awesome experience.” ~ Mary Elliot



# OUR PATIENTS

## Patient Demographics



■ Asian or Pacific Islander ■ African American ■ Caucasian ■ Hispanic

The best way to find yourself, is to lose yourself in the service of others.





# WHAT'S NEW

## MEET OUR NEW PROVIDERS



### **Dr. Munazza Anis**

Abdominal Imaging Specialist fellowship trained at Brigham and Women's Hospital, Harvard University.

*"It was a great honor for me to be a part of such and amazing effort by the Shifa group of volunteers!"*

### **Dr. Souzan Abdel-Samie**

Board Certified, Family Medicine

*"I'm fortunate to be part of this great family at Shifa Clinic. My main goal is to provide preventive care and guidance on how to achieve a healthy lifestyle to individuals who cannot afford this care in our community."*



### **Dr. Katherine Richardson**

Board Certified, Family Physician

*"Coming to Shifa Clinic is truly one of the highlights of my week. It has been a pleasure to work in this supportive, women-centered environment that is bursting with intelligent, mission-driven volunteers and staff."*





# OUR MOVING FORCE

**Board Members:** generously volunteer their time, and assist with helping to identify and articulate the future vision for the Shifa Clinic's continued growth.

Ahsan Khan, MD  
VA Hospital

Reshma Khan, MD  
VA Hospital

Mr. Natheem Basha  
Nucor Steel

Dorothy Blechschmi  
MSN, BSN, R.N.

**Office Staff:** manage the day to day operations for the Shifa Clinic and help to coordinate volunteers.

Sarah Gambill  
Office Manager

May Hassan  
Office Assistant

**TEAM WORK  
ALLOWS  
COMMON  
PEOPLE TO  
ATTAIN  
UNCOMMON  
RESULTS.**

**Our Volunteer Staff:** whom we would not be able to accomplish all that we do without each and every one.

**Nurses**

Judith Anderson, RN  
Judith Smith, RN  
Laurie Hasan, LPN

**Clinic Schedulers**

Anjum Basha  
Bassant Ibrahim  
Shazli Masood

**Administrative Volunteers**

Anjum Basha  
Bassant Ibrahim  
Kathleen Fox

Hoda Mabrouk  
Pip Palmer  
Fatima Annab

**Spanish Translators**

Lorana Lannie

Mary Acosta

**Website /Technical Support**

Dr Reshma Khan  
Mohammad Arif

**Public Relations**

Aya Khalil

**Fundraising Event Coordinator and Manager:**

Soraya Young



# COLLABORATORS

## TRICOUNTY RADIOLOGY ASSOCIATES

Shifa clinic has collaborated with Tricounty Radiology to provide eligible patients with no cost imaging services.



“Alone we  
can do so  
little;  
Together  
we can do  
so much.”

Helen  
Keller



With the help of MUSC we are able to provide our patients with no cost screening mammograms, reduced cost diagnostic mammograms and surgery referrals.



LabCorp provides leading-edge medical laboratory tests and services through a national network of primary clinical laboratories and specialized Centers of Excellence. They provide all our lab services at no cost to all Shifa Clinic patients.



# COLLABORATORS



The Access Health Tri-County Network (AHTN) is comprised of 27 partners providing a wide range of healthcare and health-related services to uninsured residents in Berkeley, Charleston, and Dorchester counties with a coordinated approach to access to healthcare. Their network partners consist of hospitals, free clinics, healthcare centers, outreach providers, department of mental health, local health department and volunteer primary care/specialty care providers.



Through Merck's patient assistance program we are able to provide eligible patients with the Gardasil vaccine.



The South Carolina Department of Health and Environmental Control (DHEC) is the state agency charged with protecting public health, coastal resources, and the state's land, air and water quality as authorized under multiple state and federal laws.

**DHEC** has provided the Shifa Clinic with vaccines free of charge to help the community. These vaccines include Tetanus, Flu, and Twinrix.



# OUTREACH PROGRAMS



With the generous help of local businesses and individual donors the Shifa Clinic raised funds through a silent auctions, bake sales, garage sales and our event “Coming Together for the Common Good”.

Through generous donations from local businesses, gift cards were provided for silent auctions. In addition, garage sale items were donated from the community as well as from individuals. There were 300 free book bags filled with pencils, crayons, rulers, notebooks, erasers, sharpeners, highlighters, pens given away on King Street downtown Charleston on Saturday August 10th, 2013 and at The First African Evangelical Christian Church Daycare. Overall results showed a 20% increase from the previous year thanks to the effort of the community and individual volunteers.





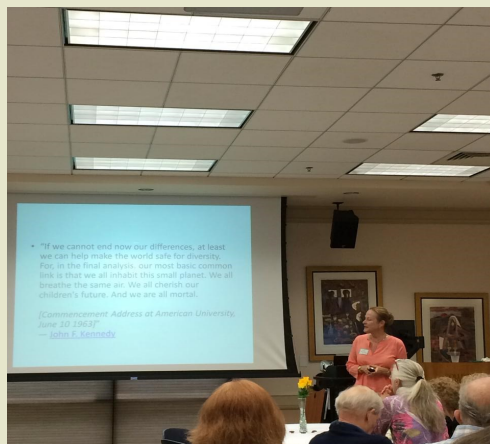


# FUND RAISING EVENT 2014

## Coming Together for the Common Good

Representatives of multiple faiths came together to support our Back 2 School Program for needy children. Begun in 2012 the Shifa Clinic's has been providing backpacks filled with school supplies for children on the peninsula.

The event was cosponsored by the Catholic Student Association and the Jewish Student Union/Hillel and was held at the College of Charleston Jewish Student Union/Hillel. Longtime women's right advocate Jennet Robinson Alterman was our keynote speaker along with Ms. Marsha Alterman (College of Charleston Jewish Life advisor), Jim Grove, (Chairman of the Religions Life Council at the College of Charleston), and Dr. Reshma Khan (College Student advisor for Muslim Student Association).





# OUTREACH PROGRAMS

Since the clinic opened in 2012 not only has medical care been provided to those in need, but through various programs we have addressed hunger prevention as well. Our current hunger prevention programs are Feed the Homeless and Child Hunger Prevention Program.

**Feed the Homeless:** With the generous help of Saffron Café, who provides and prepares all the food we serve, and the help of many volunteers, we are able to provide a hot meal for 120 homeless people every month.



**Child Hunger Prevention Program:** This is our newest program and we have been able to expand quickly with the help of many individual donors. Each week we are currently providing food bags for twenty local elementary school children. We have partnered with Eagles Nest Elementary school who has identified children who are in need of assistance and every two weeks we deliver forty food bags, which provide twenty children with 6 meals, and 4 snacks for the weekend. In 2014 we provided 170 food bags for a total of 1,020 meals.







# FUND RAISING EVENT 2014

## Serving Humanity Together

To generate funds for our outreach programs the focus of our event in 2014 was Serving Humanity Together. This was held at our clinic and we were joined by Walgreens, who provided no cost flu shots, Fauzia's Food Truck, many local businesses, who provided gift cards for our silent auction, and many volunteers who gave baked goods for our bake sale. The event was a fun filled evening and all the proceeds generated went to our Feed the Homeless and Child Hunger Prevention Programs.





# CLINIC MEMBERSHIP



SCFCA is an independent, nonprofit membership organization that provides training and technical assistance, research, resource development and advocacy to Free Clinics throughout South Carolina. SCFCA represents and supports our states network of 40 Free Clinics, which provides comprehensive health care to the uninsured. The SCFCA was incorporated as an independent 501(c)(3) non-profit organization in January 2008.



Building a Healthy America One Patient at a Time. Support Free and Charitable Clinics Where Medical Care for the Underserved Isn't a Dream, It's Reality.

The National Association of Free and Charitable Clinics (NAFC) is the only nonprofit 501(c)(3) organization whose mission is solely focused on the issues and needs of the more than 1,200 Free and Charitable Clinics and the people they serve in the United States. Founded in 2001 and headquartered in Washington, D.C., the NAFC is an effective advocate for the issues and concerns of Free and Charitable Clinics, their volunteer workforce of doctors, dentists, nurses, therapists, pharmacists, nurse practitioners, technicians and other health care professionals, and the patients served by Free and Charitable Clinics in communities throughout the nation.



# GOALS/OUTCOMES

**"OUR LORD!  
BESTOW ON  
US MERCY  
FROM  
YOURSELF,  
AND FACILI-  
TATE FOR  
US OUR AF-  
FAIR IN THE  
RIGHT WAY!"  
QURAN 8:10**

Goals for 2014	Outcome at the end of the year
1. Increase our patient volume by 20%	Our total patient visits increased by 29%
2. Expand our clinic services.	2014 brought us three new physicians who provide our patients with primary care services and in house ultrasounds.
3. Expand our Feed the Hungry Program	In September we began our Child Hunger Prevention Program by sponsoring 10 children and by the end of the year we increased to 20 children.
4. Increase our Back to School Program	This year we increased our Back to School Program by 20%. We were able to provide 300 backpacks filled with school supplies to school children in need.

## Our Goals for 2015

1. Increase patient visits by 10%.
2. Expand patient services.
3. Increase our Feed the Hungry Program.
4. Increase community awareness of our clinic.
5. Recruit more physicians.
6. Recruit nurse practitioners.
7. Begin a patient education program.



# TOGETHER WE CAN MAKE A DIFFERENCE

Just as our patients represent a diverse group of individuals from all walks of life and faith, so do our volunteers. Without each and every volunteer we would not be able to accomplish all we do at the Shifa Clinic. It is through the desire of our volunteers to share their time, knowledge, compassion, and most of all part of themselves that have made the Shifa Clinic possible.

Not only do we depend on our volunteers who give of themselves, but we also depend on our generous donors who help us with financial support for the Shifa Clinic and our outreach programs. Without all of you we would not be able to continue provide the services and programs that are needed for the community we serve.

We would like to thank each and everyone of you for helping us  
to make a difference.



*Individually we are one drop, but together we are an ocean.*

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