

# **SHIFA FREE CLINIC ANNUAL REPORT 2015**

## **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	2015
Operational Days	50	53	114	212
Total Patient Visits	280	467	603	786
New Patient Visits	169	249	217	235
Follow Up Visits	111	218	386	551
Vaccines Given	117	158	85	77
Procedures Performed	18	90	87	85
Imaging	31	40	66	29
Pap Smears	101	182	185	160
Screening Mammograms	26	42	42	59
Diagnostic Mammo-	15	30	30	19
Screening Mammograms With Pending Results	15	30	32	26
Patients with Completed Surgical Care	0	0	0	8
Patients Diagnosed and Treated for Invasive Can-	2	4	1	2
Patients Diagnosed and Treated for Pre-invasive	2	4	7	8
Lab Testing	90	144	209	302



# 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	353	\$44,125.00
Nurse Volunteer Hours	\$30.00	306.45	\$9,193.5
Board Member Hours	\$500.00	4	\$2,000.00
Administrative Volunteer Hours	\$10.00	137.65	\$1376.5
Office Cleaning	\$20.00	24	\$480.00
Volunteer hours for feed the hun- gry program	\$10.00	353	\$3,530.00
IT Services	\$75.00	30	\$2,250.00
<b>Total</b>			<b>\$194,455.00</b>



# IN KIND DONATIONS—COLLABORATORS

Service	Number of patients	Cost per patient	Total
AbbVie Patient Assistance Foundation			
Lupron Depot	14 Injections	\$1,500.00	\$21,000.00
Arch Patient Assistance Program			
Mirena IUD	13	\$1,050.00	\$13,650.00
LabCorp			
Lab Services	All	Varies	\$30,000.00
MUSC			
Screening Mammograms	59	\$120.00	\$7,080.00
Diagnostic Mammograms	19	\$475.00	\$9,025.00
Breast Ultrasounds	19	\$360.00	\$6,840.00
Breast Biopsies	3	\$1,500.00	\$4,500.00
Tricounty Radiology			
Dexa Scans	1	\$150.00	\$150.00
Pelvic Ultrasounds	12	\$400.00	\$4,800.00
Pelvic X-ray	7	\$410.00	\$2,870.00
Pelvic CT w/wo contrast	1	\$2,400.00	\$2,400.00
Chest X-ray	2	\$109.00	\$218.00
DHEC and Merck Adult Vaccine Programs			
Vaccines Given	213	\$12.00 - \$90.00	\$15,326.88
Lowcountry Food Bank Retail Saving Cost			\$5,355.91
Saffron Restaurant Monthly Food Donation			\$5,500.00
Food Donations Cost Worth			\$1,826.00
Donations for Back to School Event Cost Worth			\$1,050.00
<b>Total:</b>			<b>\$130,541.79</b>





## IN KIND DONATIONS IN HOUSE

Procedures	Number	Cost worth per procedure	Total
New Patient Visits	235	\$200.00	\$47,000.00
Follow Up Visits	551	\$75.00	\$41,325.00
Pap Smears	160	\$50.00	\$8,000.00
Vulvar Biopsies	5	\$350.00	\$1,750.00
Vaginal Biopsies	4	\$300.00	\$1,200.00
Endometrial Biopsies	18	\$300.00	\$5,400.00
Colposcopy	40	\$400.00	\$16,000.00
Cervical Polyp Removal	3	\$400.00	\$1,200.00
LEEP	9	\$700.00	\$6,300.00
IUD Insertion	6	\$250.00	\$1,500.00
IUD Removal	7	\$250.00	\$1,750.00
Condyloma Removal	1	\$150.00	\$150.00
Ultrasound Performed	7	\$400.00	\$2,800.00
Vaccine Administration Fee	77	\$30.00	\$2,310.00
<b>Total</b>			<b>\$136,685.00</b>



# PROGRAM EXPENSES 2015

Rent and Utilities	\$14,712.31
Office Manager	\$22,172.67
Office Assistant	\$4,000.00
Medical Equipment and Supplies	\$1,678.81
Medical Waste Pickup	\$1,306.49
Telephone & Telecommunication	\$1,784.90
Office Supplies	\$475.71
Membership/Licenses and Permits	\$500.00
Back to School	\$4,311.70
Feed the Hungry	\$12,183.75
Fundraising Events	\$7,814.53
Conference, Travel & Meetings	\$35.00
Maintenance & Other Cost	\$817.00
<b>Total</b>	<b>\$71,792.87</b>

## Comparison

**Total Expenses**

**\$71,792.87**

**Total Cost Worth of Services Provided**

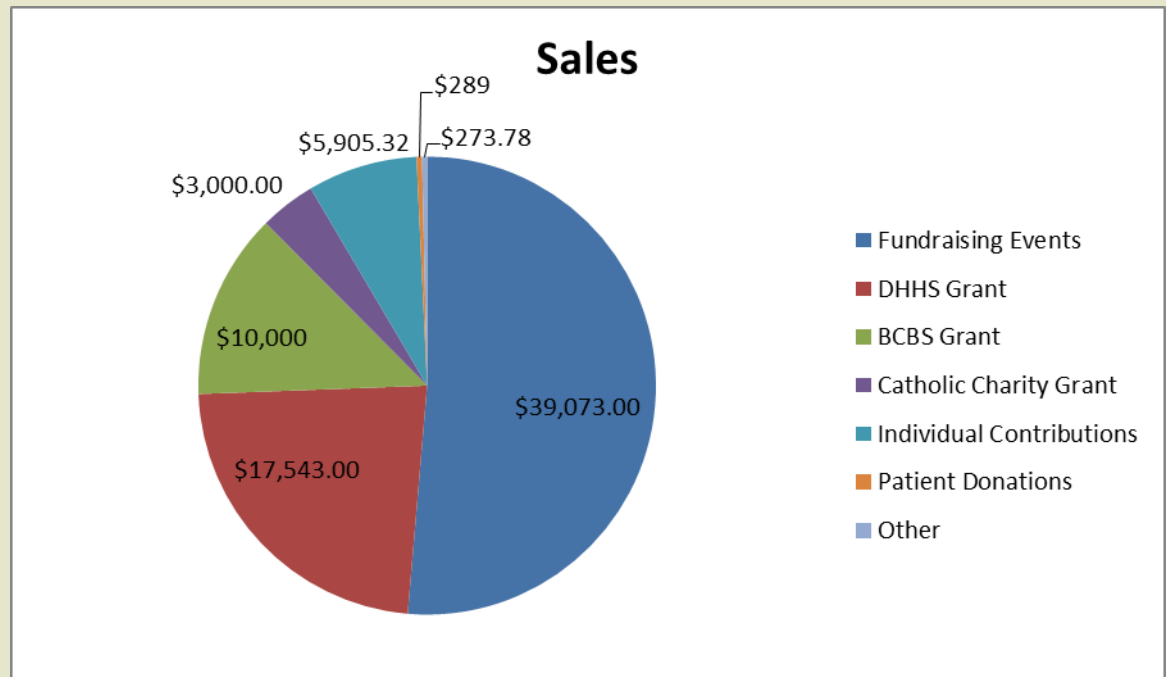
**\$462,431.79**

\*\*For 71,792.87, we were able to provide \$462,431.79 worth of services

Cost worth of volunteer hours	\$194,155.00
In kind donations - collaborators	\$131,591.79
In kind donations - in house	\$136,685.00



# INCOME SOURCES 2015



## Income Sources

Fundraising Events	\$39,073.00
DHHS Grant	\$17,543.00
BCBS Grant	\$10,000.00
Catholic Charity Grant	\$3,000.00
Individual Contributions	\$5,905.32
Patient Donations	\$289.00
Other	\$273.78
<b>Total</b>	<b>\$76,084.10</b>



# FEED THE HUNGRY PROGRAM

## ADULT FOOD PANTRY

In March 2015, we started a Food Pantry. We have obtained membership from the Low Country Food bank and buy food supplies from them on a monthly basis. All Shifa clinic patients are 250% below poverty line and our patients are welcome to take monthly supplies of grocery at the their time of their visit. In addition we have reached out to other organizations including HALOS, Disability board of Charleston County and One Less non profit organization where these organizations provide us contact with families in need and our volunteers deliver food supplies to them on a monthly basis.

Our Food pantry included non perishable items like Rice, Beans, Cereal, Pasta, Macaroni, Olive Oil, Beef and Vegetable broths, Pasta Sauce, Canned fruits and Vegetables etc. We have recently purchased full size Refrigerator to now start storing and servicing perishable items including milk, cheese , yogurt , meat , fresh produce etc.



“It is such a humbling experience for me to deliver the food. I would drive miles and miles to see the big smiles on everyone’s faces.” –Ruby Abid

“I love to be able to help people in need and put a smile on their faces. It is a blessing to be able to give them a helping hand.” - Rosalinda Loreda



# FEED THE HUNGRY PROGRAM

## CHILD HUNGER PREVENTION

Many children who rely on free and reduced price lunches during school year go home to meager or no meals on weekends. The Shifa Clinic Child Hunger Prevention program works to fill that gap.

### **How does the Program work?**

On Fridays children of Eagle Nest Elementary School receive a Food Sack containing six balanced meals and two healthy snacks at the end of every week. The children are selected by school principals, guidance counselors, and various after school programs.

The food is given discretely to kids with their parents permission. The school has a consent form which is signed by parents and kept on record with school.

The children come down to School Counselor area every Friday between 1:30 and 2:00 to get their bag.



“The clinic provides over 20 bags per week filled with items that are necessary to help the children of the backpack buddy program survive throughout the weekend. Eagle Nest is grateful to Dr. Reshma Khan and her supporters that work so hard to make this program possible.” ~Jennifer Washington-Wright, Eagle’s Nest School Counselor

## FEED THE HOMELESS

Once a month we serve in downtown are Freshly cooked hot meal. The entire meal is donated to us by Saffron Restaurant and we provide volunteers, paper products, water and bananas.





# FEED THE HUNGRY STATISTICS

## Child Hunger Prevention

Total Children Served	665
Total Bags Distributed	665
Total Meals	3,990

## Adult Food Pantry– March 2015-November 2015

	Families Served
Shifa Clinic Patients	110
HALOS Organization	15
One Less Organization	10
Disability Board of Charleston	5
Community Members	5
Edmund Burns Elementary	5
Total Families	102
Total Individuals Served	1034

## Feed The Homeless

People Served	932
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## Total Individuals Served Through the Program

$$685+1,034+932= 2,651$$





# FEED THE HUNGRY INCOME AND EXPENSE

## Feed The Hungry Program Income

Fundraising Event– Annual Banquet	\$8,000.00
Fundraising Event– International Food Festival	\$3,919.00
Catholic Charity Grant	\$3,000.00
Individual Donations	\$2,240.00
Business Donations	\$230.00
Patient Donations	\$183.00
<b>Total Income</b>	<b>\$17,572.00</b>

## Feed The Hungry Program Expenses

Adult Food Pantry	\$3,623.81
Child Hunger Prevention	\$2,529.62
Feed The Homeless	\$247.22
Payroll Expenses for Office Assistant	\$5,167.20
<b>Total Expenses</b>	<b>\$12,766.81</b>

## In Kind Donations Cost Worth

Food Donations Worth for Adult Food Pantry	\$1,826.00
Saffron Restaurant Food Donation for Feed The Homeless (\$500.00 per service)	\$5,000.00
Volunteer Hours (\$10.00 per hr x 341 hrs)	\$3,410.00
Lowcountry Food Bank Retail Saving Cost	\$5,355.91
<b>Total</b>	<b>\$15,421.91</b>



# BACK TO SCHOOL PROGRAM

This year we decide to take a new approach with our Back To School Program. We contacted 3 Title One schools and organized a giveaway event for their students. We donated 100 backpacks and school supply items to each school. We also donated items that each school told us they needed most for their upcoming year. Finally, we had a hot dog cookout with cotton candy for the students at each of our events. Each event was a great success, and we feel that these projects are vital for the current needs of our community and will continue to be useful throughout the lives of the students.

## EDMUND BURNS ELEMENTARY



## CHICORA ELEMENTARY



## MITCHELL ELEMENTARY





# BACK TO SCHOOL PROGRAM

## Back To School Program Income

Fundraising Event– Annual Banquet	\$5,000.00
Individual Contributions	\$1,257.32
<b>Total</b>	<b>\$6,257.32</b>

## Back To School Program Expense

Book Bags and School Supplies	\$3,618.81
School Requested Donated Items	\$602.89
Event Items	\$90.00
<b>Total</b>	<b>\$4,311.70</b>

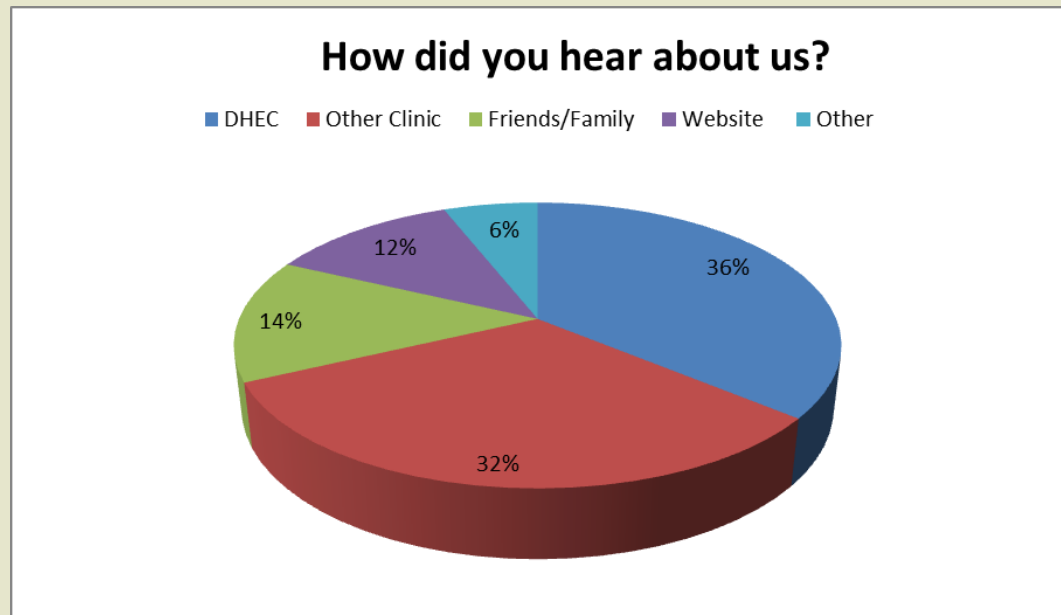
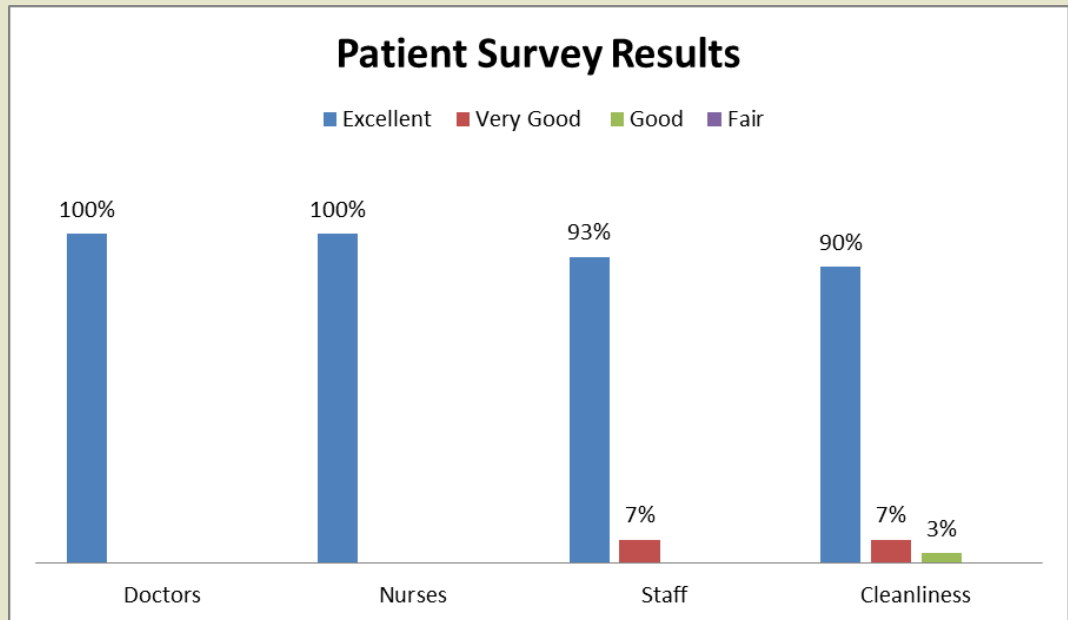
## In Kind Donations Cost Work

Food for Event Cookout	\$300.00
Volunteer Hours \$10.00 per hour x 75	\$750.00
<b>Total</b>	<b>\$,1050.00</b>



# PATIENT SURVEY RESULTS

“There is no other clinic like the Shifa Clinic. It is such a caring, nice and comfortable place. I definitely enjoyed my experience as a new patient.” - Kimberly Jordan



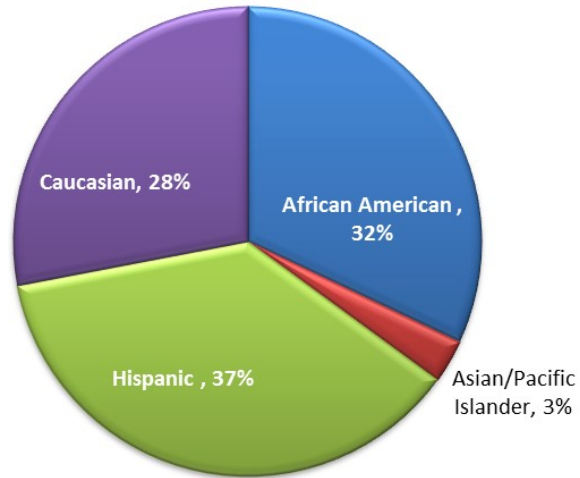
“I love the people here. This is the first free clinic that I have been to where everyone was so nice and friendly, not in a hurry to get you in and out.” ~LaNese Simmons

“The world needs more clinic like the Shifa Clinic. This was our first time at the clinic, and we got all of the care, attention, and treatment that we needed. Otherwise, we would have had to wait a long time for care. We are so thankful and continue to pray for God’s blessings.” ~ Tai Kuti





# OUR PATIENTS



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





# WHAT'S NEW

## MEET OUR NEW STAFF MEMBERS



### **Dr. Laurie Harrell ~ Primary Care**

*Dr. Harrell has been volunteering for the Shifa Clinic since March, 2015. She is grateful for the opportunity to increase her outreach to the underserved members of the community.*

### **Hayley Harrell ~ Office Manager**

*Hayley graduated from the College of Charleston in 2012. She is currently getting her Masters in International Public Health from the University of Liverpool. She started working for the Shifa Clinic in May, 2015, and is very excited for the opportunity to improve the health of the underserved members of our community.*



### **May Safi ~ Food Program Coordinator**

*I am the person who is responsible for the Food Pantry Programs at Shifa Clinic in Mount Pleasant SC. I am so blessed to work at Shifa Clinic and become part of such a wonderful team and Staff. This opportunity has opened my eyes about the reality of life. It has lead me to a conclusion that yes we do live in the greatest country of the world but that doesn't mean there aren't people who are in need of help and support. The best time of my day is when clients come and take some supply with a big smile that reflects happiness and appreciation. May God Almighty keep us on the right path by guiding us to help and support our community.*





# 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.

Mohammad Dany  
To be filled  
Shadaab Maghroubi  
To Be Filled

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

Hayley Harrell  
Office Manager

May Hassan  
Office Assistant

**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

Hoda Mabrouk  
Pip Palmer

## Spanish Translators

Lorana Lannie

Rosalinda Loreda

## Website /Technical Support

Dr Reshma Khan  
Mohammad Arif

Public Relations  
Aya Khalil

## Feed the Hungry Volunteers

Fatima Annab Ruby Abid Tai Kuti Na Duong  
Ahsan Khan Ameen Khan Asim Khan Ayesha Khan

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



# COLLABORATORS

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

Helen Keller

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



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.

Direct Relief USA is the only nonprofit in the U.S. with the expertise to distribute no-cost medical products to clinics in all 50 states.



Roper St. Francis has a comprehensive healthcare system with more than 22 different departments and service line to cover health care needs. Through it's charity program we are able to help our patients get much needed surgical care.



**Lowcountry Hematology and Oncology** diagnose and treat cancer with targeted and tender expertise. We refer our patients to with breast masses to this practice for further assessment/



# 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.



## Low Country Food Bank

Saffron Restaurant provides 500\$ worth of food every month for our Feed The Homeless program. This program would not be possible without his generous donations

Low Country Food Bank distributes pounds of food to people struggling with hunger. As a member, we are able to purchase food at a discounted rate to distribute to our families.



# 2015 ANNUAL BANQUET

Our Annual Banquet Dinner “Faith and Service” was scheduled on April 18th, 2015 from 6-8pm.

Our goals of the event were to raise awareness about the clinic, spread peace among all faiths and provide a portal to come together under one common good, to raise awareness of the true spirit of Islam, and raise funds for the clinic and its programs.

By the grace of God Almighty, the event was very successful, and guest enjoyed a peaceful evening.







# MINI INTERNATIONAL FOOD FESTIVAL

Our Mini International Food Festival was a great success. We were blessed to have members of the community donate their time to cook and sell many different ethnic dishes. We had American, Moroccan, Indian, Pakistani, Egyptian, and Mexican food. With the help of friends and family, we were able to raise \$3,919 dollars to help with our Food Pantry Program. It was a wonderful event that allowed our community to gather, enjoy many types of different food, Henna tattoos, and a jump castle!

**ICNA RELIEF USA**

**Mini International Food Festival**

Fundraiser for **Feed the Hungry Program**

**SATURDAY**  
**OCTOBER 17TH, 2015**  
12 pm - 3 pm

**ENTRY TICKET**  
2 Nonperishable Food Items for Food Drive  
\*Festival Food available for purchase\*

**Shifa Clinic**  
1092 Johnnie Dodds Blvd Suite 108  
Mt Pleasant SC 29464  
843.352.4580

**ACTIVITIES**  
Jump Castle  
Henna & Cotton Candy!

Mexican | Arab | Indian | Pakistani | American | Moroccan Cuisines



# 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	Outcome at the end of the year
1. Increase our patient visit by 10%	Our total patient visits increased by 17%
2. Expand our clinic services.	We added a dispensary to provide medications to our patients through the donations from DirectRelief
3. Expand our Feed the Hungry Program	We expanded our Child Hunger Prevention, and added the Food Pantry program in March 2015.
4. Increase Community Awareness of our clinic	Increased the use of Social Media
5. Recruit More Providers	We added Dr. Harrell for Primary Care Services
6. Begin a Patient Education Program	We increased the use of provider supplied education materials

## Our Goals for 2015

1. Increase patient visits by 10%
2. Hire a nurse practitioner
3. Develop a Diabetes education program
4. Continue to Increase Community Awareness of the clinic
5. Expansion of Feed the Hungry Program by 10%
6. Develop pathways for new collaborations

Our long term goal is to continue to provide compassionate, quality medical care to our patients in a caring environment regardless of race, religion, ethnicity or origin.



# 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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