

smiles today

## Shifa Free Clinic : Be the reason someone



### 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.





Thank you from the Shifa Free Clinic team.

I am writing this letter on behalf of our entire Shifa team.

If I would describe this clinic in one word that surely would be – Collaboration

I would like to thank all those that have been involved in making this clinic happen. You believed in our mission to provide health care to the under served in Tri-county area when it first started operations on January 7th 2012 on a very small scale with humble beginnings of 4 hours a week of service. With your support we are now a full time clinic operating Monday through Friday 9-4 pm. Your gracious contribution of time, funds and compassion continue to allow us to provide excellent patient care week after week, and literally has changed the lives of our neighbors in need all year. This year we complete 5 years of service. All praise to God Almighty.

In a short time, we have built a foundation to support a solid volunteer team, dedicated staff, have connected with community resources to continue delivering primary care, advanced Gynecological care, Vision services, Mental health Services, Lab diagnostic testing, and medications to people who do not have health insurance. In addition expanded outreach services with Food pantry on site.

Shifa clinic welcomes individuals and families who lack health insurance and whose income is at or above 250% of the federal poverty level. Clinic clients receive the medical attention, medication, practical information and monthly grocery supplies they need to maintain their health in a friendly and caring atmosphere. The Clinic also serves as a valuable resource in helping to locate follow-up services.

The Clinic is and will remain a key resource for those in need in our community and we rely on our loyal and compassionate staff, volunteers and generous donors to help us meet our mission. We have partnered with this community to change the lives of our neighbors in need and we look forward to partnering with you again in the future to continue this great legacy. Many thanks to all of those in the community who provide the means for us to carry on our critical work! You are the heroes!

PIC of Dr Khan







# History and Vision of Clinic

Clinic was established and started operations on January 7<sup>th</sup> 2012

Vision: Our vision is to improve the physical, and social well-being of all, by enhancing access to high-quality, comprehensive, patient-centered care and by facilitating community-level action to help in basic needs.

ICNA Relief USA: community building organization addressing the basic human and social service needs of communities in the United States of America.





# Shifa Free Clinic: Health Services

Total number of patient visits

Jan 1 – Dec 2016: **1352**

## Women's Care

### *GYN Services*

- Pap tests
- Contraception
- Management of
  - UTIs, STDs
  - Menopause, osteoporosis
  - Endometriosis
  - Irregular bleeding and fibroids
  - Other GYN disorders
- **Additional In house GYN Procedures**
  - Pelvic ultrasound
  - Office Hysteroscopy
  - Endometrial/vulvar biopsy
  - Cervical polyp removal
  - LEEP
  - Colposcopy
  - IUD insertion and Removals
  - Treatment of Genital warts

### *Breast Health*

- Breast exams
- Referrals for no-cost screening mammograms
- Treatment of breast masses and Breast cancer through Hollings Care Center

### *Optometry*

- Comprehensive Eye exams and vouchers for free glasses

### *Primary Care for Women and Men*

#### *Treatment of Acute/Chronic Conditions*

- Diabetes, hypertension
- High cholesterol, Asthma
- Migraine & other primary care conditions
- EKG in house
- Annual Well checks and preventive screening for Cancers

### *Adult Vaccinations*

- Flu, Pneumovax, Shingles
- Tetanus, Gardasil
- Hepatitis A & B

No Cost Lab services including all blood work

Dispensary for Medications

Referrals for Surgery as needed

### *Site for Education*

- Diabetes Prevention Program through CDC recognized curriculum
- Cervical Cancer Awareness programs
- Health Professional Training Center including Resident as well as NP Students





# Shifa Free Clinic

Jan 1 – Aug 31, 2016

## Outreach Services

### Food Pantry

Total number of individuals served from Jan 2016-Dec 2016: **5964**

- Nutritious foods for any client
  - Fresh produce, frozen meat, Rice, pasta, dry beans & canned foods
- Home food delivery if needed
- Fresh Produce Give Away Program
- Nutritional education :Low Country Food Bank “Cooking Matters”



### Child Hunger Prevention Program

Total number of kids served: **640**

Weekly bags of food are delivered to Edmund Burns Elementary school on Fridays to provide children meals for the weekend

### Back-to-school supplies

Total number of school bags with supplies distributed August 2016: **300**

### Shifa Closet

Gently used clothes for Adults, children  
Toys and other household items





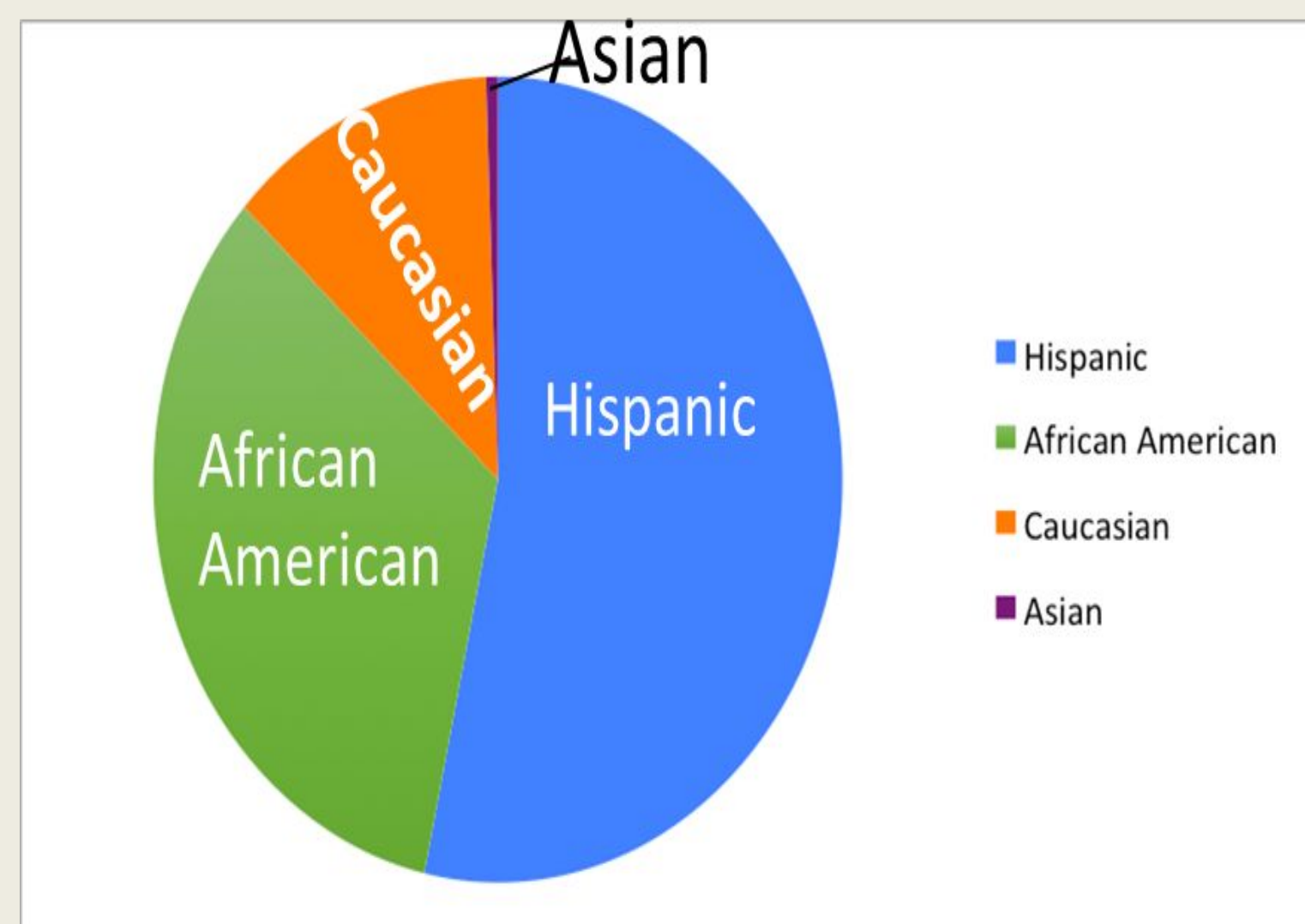


# Shifa Free Clinic

## Eligibility Criteria

- Be between the ages 19 - 64
- Have no health insurance
- Have an income level that falls within 250% of the Federal Poverty Level based on the number of people in your household

## Demographics of our patient population



### Patient Testimonials

*"So blessed to have all my needs met. Thank you!"* **Kate Saver**

*"Dr. Khan and her staff have been a great help to me. I tell everyone about them. My prayer is for God to continue to bless them to keep doing what they do best, serve others."* **Leslie Barnett**

*"Enjoyed experience as a new patient...No other clinic like the Shifa Clinic. This is such a caring and nice place/comfortable."* **Kimberly Jordan**

# In Kind Donation of Vounteer Hours

Services	Rate	Hours donated	Valued at
Medical Director	\$70/hr	2600	182,000
Physicians/Optometrlist	\$150	590	\$88500
Nurse Practioner	\$50	48	\$2400
Nurse volunteer and Nurse student	\$25-\$35	103	\$3605
Resident Doctor hours	\$100/hour	180	\$1800
Board Members (6)members	\$100/hour	4 each	\$2400
Public health interns	15/hr	90	\$1350
Administrative volunteers	\$10	1046	\$10460
Office cleaning	\$250/month	11 months	\$2750
Spanish translation	\$50/hr	702	\$35,100
IT services	\$75/hr	100	\$7500
Food pantry volunteers	\$10/hr	450	\$3950
		Total hours : 6073	\$341,815

## IN HOUSE DONATION OF SERVICES

Procedures	Number	Cost worth per patient	total
New Patient visit	395	\$200	\$79,000
Follow up Visits	\$957	\$75	\$71,775
Pap Smears	261	\$50	\$13,050
Ultrasound Performed	70	\$400	\$28,000
Hysteroscopy	4	\$1500	\$6000
Bartholins cyst drainage/word catheter placement/ Excision of vulvar cysts	6	\$200	\$1200
IUD removal	16	\$250	\$4000
IUD insertion	10	\$250	\$2500
Colposcopy	46	\$400	\$18,400
Nexplanon Removal	5	\$300	\$1500
LEEP	9	\$700	\$6300
Endometrial biopsies	27	\$300	\$8100
Vulvar biopsies	7	\$350	\$2450
Vaginal Biopsies	2	\$300	\$600
Cervical polyp removal	3	\$400	\$1200
Skin tag/condyloma removal	4	\$150	\$600
Vaccine Administration fee	271	\$30	\$8130
Instrument sterilization	115	\$50	\$5750
EKG	22	\$400	\$8800
		<b>Total</b>	<b>\$267,355</b>



Collaborators and their cost worth of in kind donations.



\$130485.82



\$137449.04



\$50,000



\$68,174



\$4739



\$29,459.72



\$10,965



\$29,100



Provided complete surgical care for 5 patients



Ware house donation  
\$9,300



\$4000



\$6000



\$7620



Resident doctor rotations 5 days a week,

Total in kind donations by collaborators :\$487,292.58



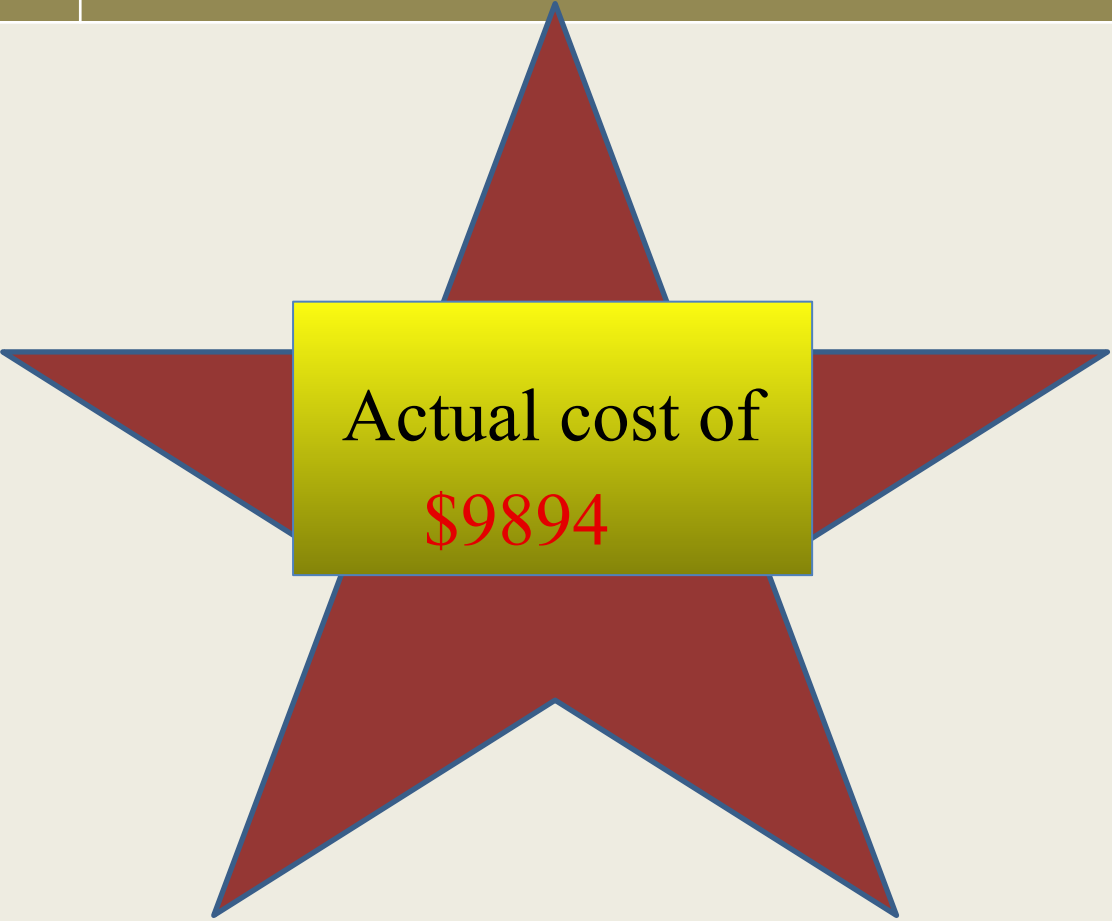
## TOTAL COST WORTH OF SERVICES PROVIDED

<b>In Kind Donation of Volunteer Hours</b>	<b>\$341,815</b>
<b>N HOUSE DONATION OF SERVICES</b>	<b>\$267,355</b>
<b>Total in kind donations by collaborators</b>	<b>\$487292.58</b>
<b>Total cost worth of services</b>	<b>\$1,096462.58</b>



# HUNGER PREVENTION PROGRAM

Total number of household served	1461
Total number of individuals served	5964
Total pounds of groceries distributed	48,794.28 lbs
Total pounds of meat distributed	5413 lbs



## CHILD HUNGER PREVENTION

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



## Educational Programs for Community

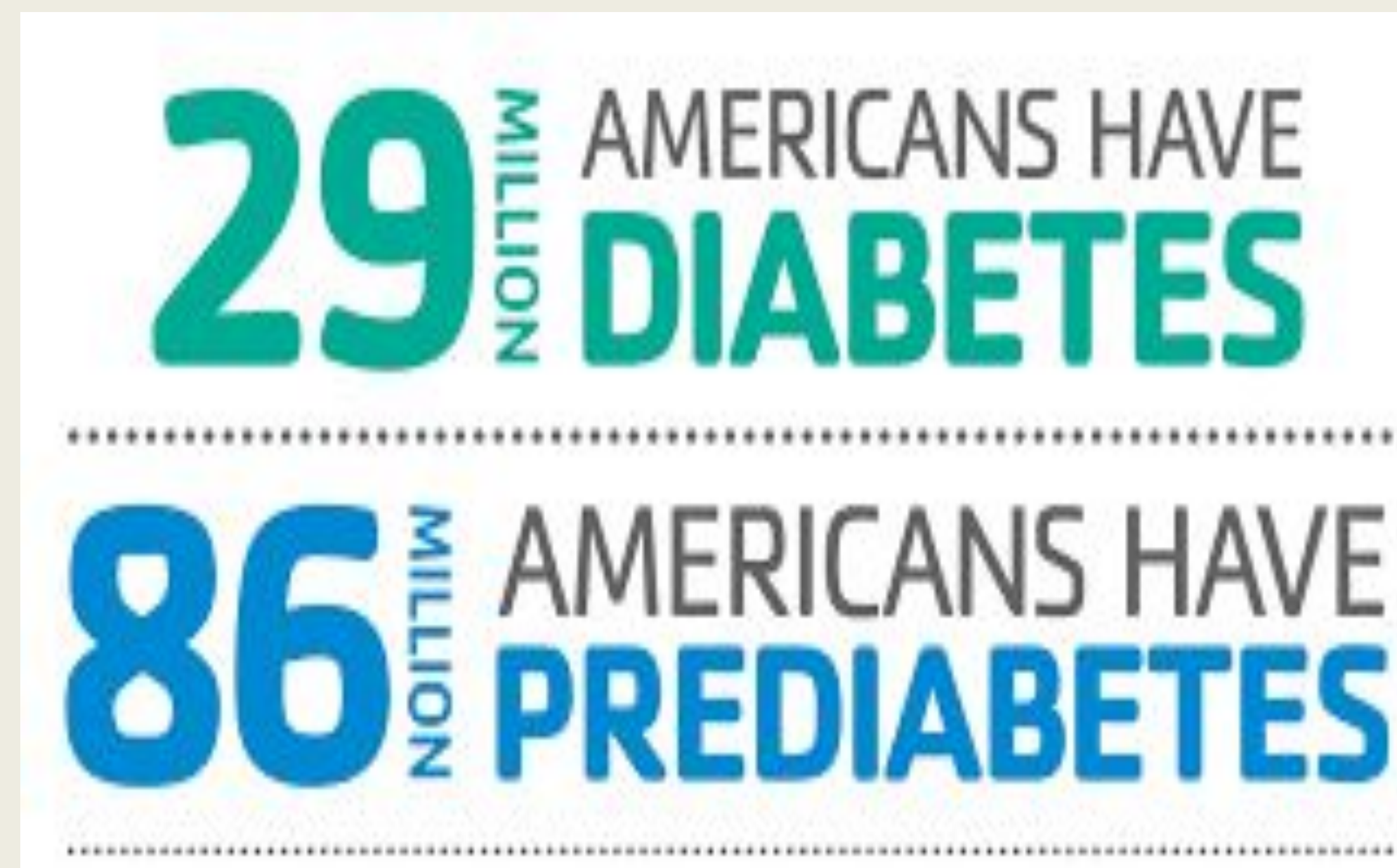
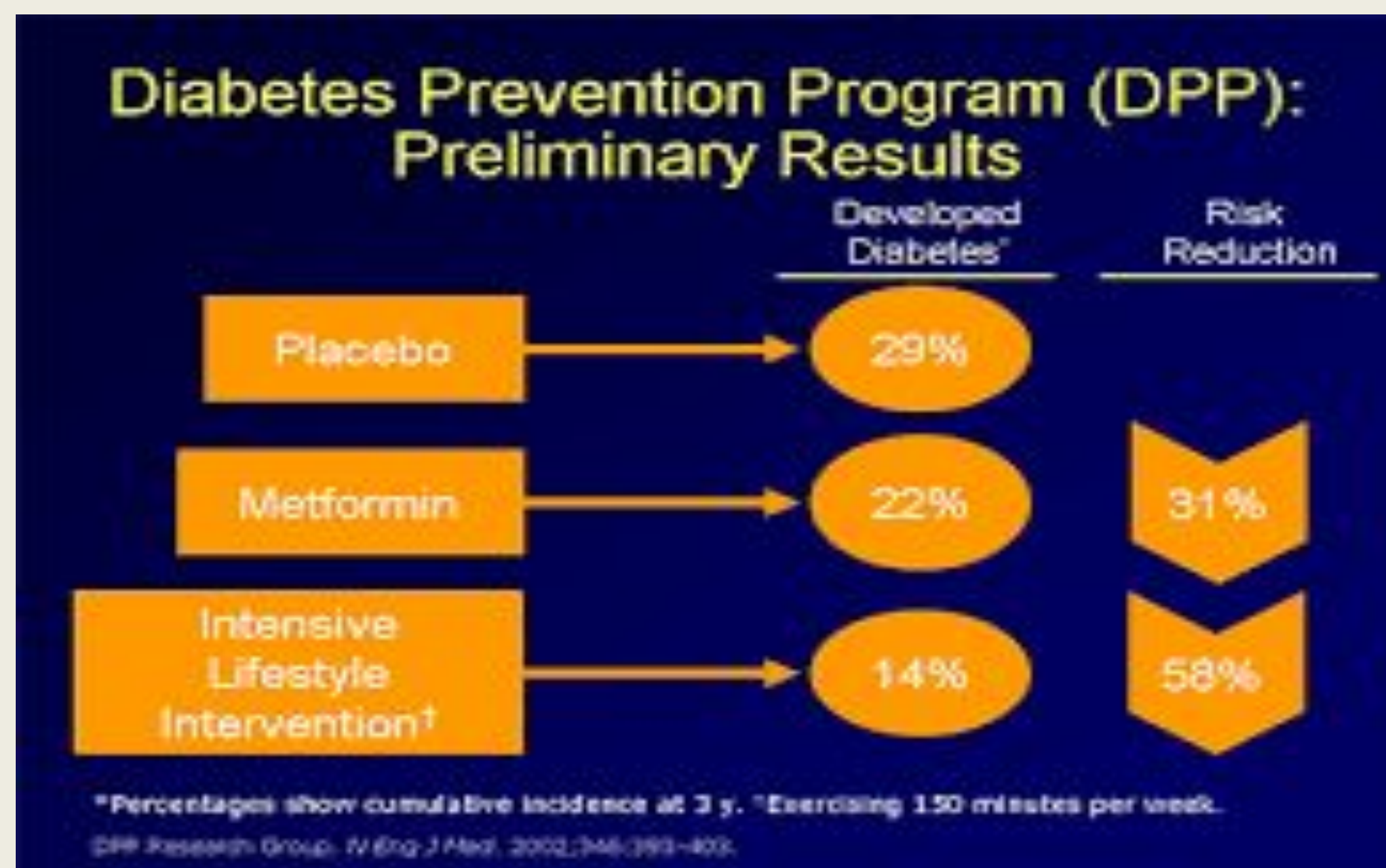
### Diabetes Prevention Program through CDC recognized curriculum

This September 2016 marked our start up of CDC recognized curriculum for DPP. The program is an evidence-based program shown to reduce the burden of type 2 diabetes – one of the nation's costliest chronic diseases.

This small-group program helps people with prediabetes eat healthier, increase their physical activity, and lose weight, which can delay or even prevent the onset of type 2 diabetes.

Diabetes Prevention Program is a year long program with 16 weekly sessions followed by 8 monthly sessions.

In a relaxed classroom setting, a trained Lifestyle Coach helps participants learn skills to help them incorporate healthy eating, increase physical activity, and make other behavior changes a part of their everyday lives. The goals of the program are 7 percent weight loss and an increase in physical activity to 150 minutes per week.





# Educational Programs for Community

## Cervical Cancer Awareness

Through the mini grant given by Cervical cancer free SC multiple session of cervical cancer awareness programs were conducted across Hispanic churches and locally at the clinic.

These group sessions had participants recruited via social media, church flyers as well as personal invitations. Each group session was led by a clinical staff team, local volunteer team , translators and physician providers.

Pretest was conducted to check the baseline information of the participants followed by a video regarding information on Cervical cancer and HPV vaccine. Post test was conducted .

Each session offered participants to ask questions, learn the importance of prevention of cervical cancer. Incentives as \$10 gas cards , registration for free health care at clinic. T shirts were given out.

We have conducted 6 sessions so far . Three of those were in following churches : a ) Divine Redeemer b) Iglesia Bautista C) Volviendoapentecostes  
Three of the others were done at the clinic.





## Recognized for Professional Training

### Resident doctors from Family Practice Residency program Trident health

It is a wonderful opportunity to rotate through the Shifa Clinic as a Family Medicine resident. I enjoyed my 5 weeks working with Dr. Kahn and her team to provide comprehensive health care to the underserved populations in Charleston. I enjoyed learning gynecological care and procedures from Dr. Kahn and working with Erin Kosak, NP in the practice of family medicine. It is an added bonus that everyone working there is always seeking ways to provide extra assistance to their patients, including starting a diabetes prevention course for those individuals at risk, a food bank, and donations closet. I also love that I am able to recommend the clinic to my patients in the hospital who may have some difficulties accessing the resources they need, be it medications, labs, or follow-up hospital care. I am confident in this referral and know they will be well taken care. I look forward to more opportunities to volunteer with the Shifa Clinic in the future!

**Dr Margaret Sorrell.**

### Nurse practioner Students

Total of 6 NP students since 2014 have been helped to obtain 180 hours each for their graduation from their program.

Thank you so much for giving me your time and this oppurtunity. Words cannot describe my gratitude

**Marrinique Ferguson**

### Public Health Interns

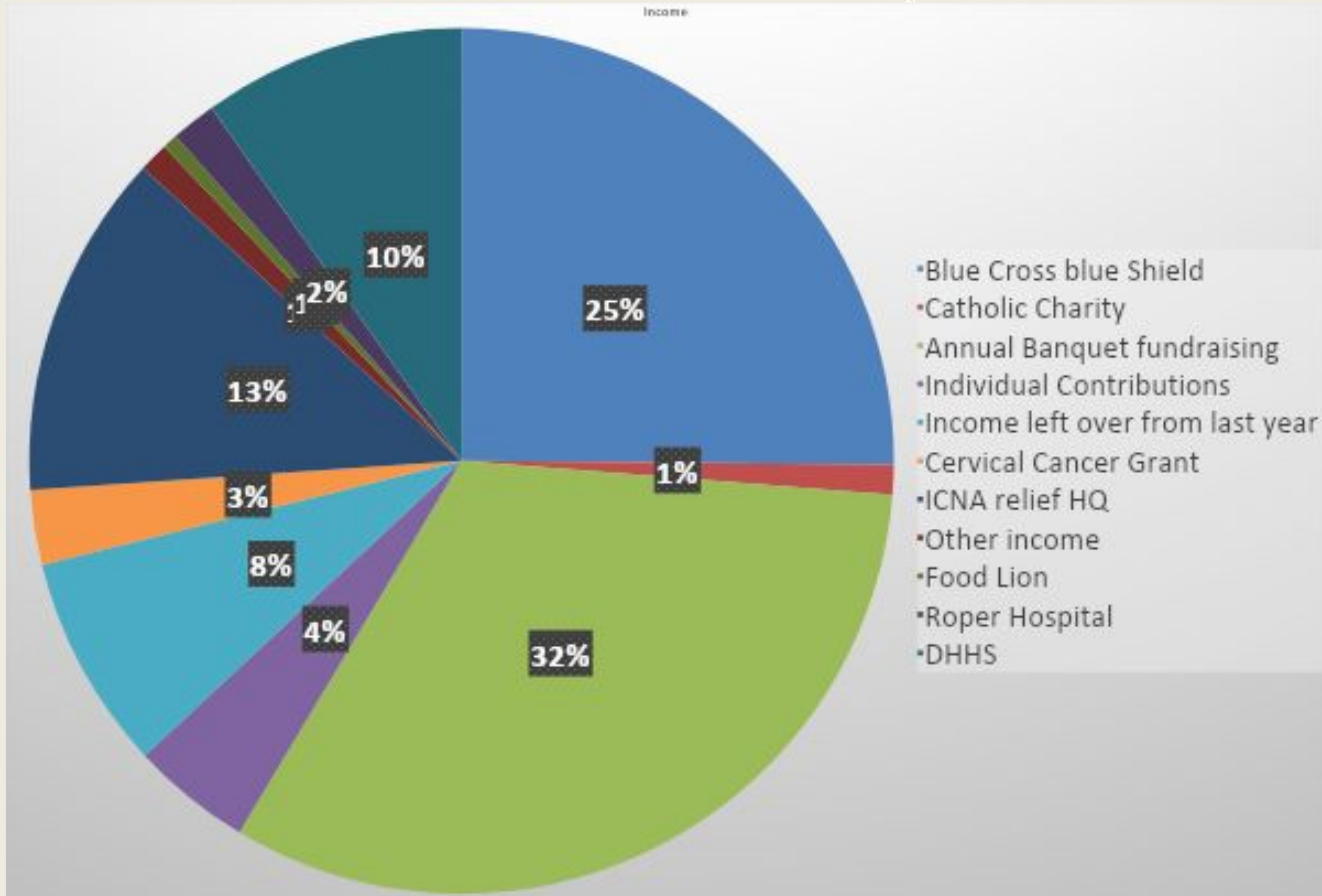
It is recognized site for College of Charleston Public health interns to obtain experience and hours needed to help with their graduation. This year we have had 3 interns do their 30 hours each of rotation.



# Shifa Free Clinic: Jan 1 – Dec 31st 2016 2016

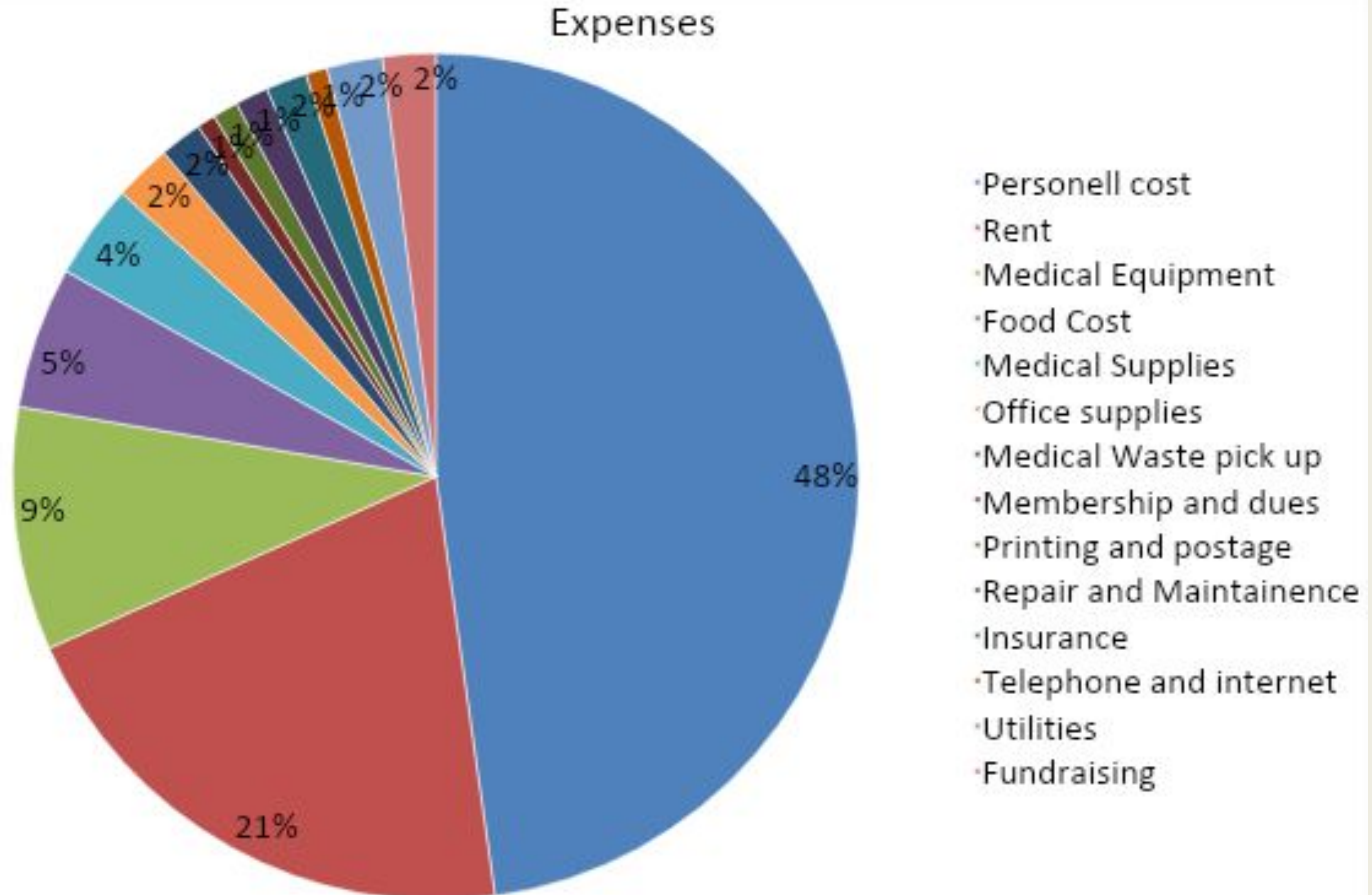
Income \$,178,512.20

Caucasia





## Expenses uptil Dec 31st 2016 :\$169.529





## Brief Comparison with 2015

Serial number	2015	2016	Percent increase
Operational Days	212	215	1.4%
Patient visit	786	1352	72%
Hunger prevention	2651	5964	124%
Cost worth of services	462,431	1,096462.58	136%

## Expansion of Facility.

As our clinic continues to grow, more and more people look to the Shifa Free Clinic for care, the number of patients we treat each year continues to increase as have the number of visits. To keep up the pace our staff and volunteers have increased too .

The increasing needs of the community, combined with the limited size of the facility, had translated to crowded conditions, longer wait times and hence expanding within the Free Clinic's current home was the most efficient and cost-effective solution to increase capacity and expand services;

When our neighboring suite was available for renting we took this opportunity to expand into our neighboring suite. Once the process was complete we scheduled Open house which was well attended and was a success.



**The Shifa Free Clinic**  
Invites you to our  
**OPEN HOUSE**

Saturday September 17, 2016  
**1:00 PM - 3:00 PM**

1092 Johnnie Dodds Blvd  
Suite 108  
Mt. Pleasant, SC 29464

**MEET OUR PROVIDERS AND STAFF**  
**TOUR OUR FACILITY**  
**LEARN ABOUT SERVICES OFFERED**  
**TASTE ETHNIC TREATS**

FOR MORE INFORMATION CONTACT: (843)-352-4580  
EMAIL: [shifa.sc@icnarelief.org](mailto:shifa.sc@icnarelief.org)



## Eye clinic

2016 marked the addition of vision clinic. We are grateful to Dr Lani Siddique for her guidance and support. It she who helped in establishing the clinic and guiding us to what is needed and giving us the assurance that she will be driving from columbia to consult patients. Once established we reached out to local optometrist and we greatly appreciate Carolina Eye Care to share Dr Kristen Gayeski with us once every 4 months to help us provide vision care.



"It is very rewarding to give back to my community and provide eye care to those in need. I am grateful to Dr. Khan for her dedication to expanding the services the clinic offers. It is my pleasure to be a part of the Shifa Clinic!"  
Kristen Gayeski OD



It has been such a blessing for me to be part of Shifa Clinic as an optometrist for the Eye Service. As soon as I entered, I was welcomed so warmly by the staff who are also professional, efficient and always hard at work. Dr. Khan has established a clinic that puts the patient and their needs first, not just from a medical perspective but also in caring for the person with dignity, grace and seeing to their other needs. The people whom I have had the privilege to see for eye care have been a joy to interact with. Each time I am at the Shifa Clinic, I feel like I want to come more and more. I hope to continue to be a part of this great team of loving people and I hope I can contribute more to the eye care of this fabulous community.

Dr Lani Siddiquei OD



# Mental Health Services

Health forum series conducted by Trident United Way is a great resource towards community building as well as helping with collaborative efforts amongst different organizations to serve the community better.

It is through this forum that Shifa Clinic was able to develop a partnership with CDMH center to expand its programs to provide Mental health services. This in turn has helped the community to have access to the much-needed care.

The CDMH center brings RV on-site 2 Thursdays per month with 2 clinicians. In the new year, a psychiatrist will be on-site one day per month



Quote from Heather Lloyd (team leader for Highway to Hope and clinician)

“Our hope is that through our collaboration with Shifa, patients will benefit from a “one-stop-shop.” Patients can be identified during a routine medical visit for mental health services and immediately referred to these services. Individuals can potentially see their doctors and counselor on the same day, meeting the patients’ needs and overall satisfaction.”



# Annual Banquet : Love thy Neighbour 2016

Our Annual Banquet Dinner “Love thy Neighbour” was scheduled on April 18th, 2015 from 6-8pm.

This Event was part sponsored by Roper Saint francis. We are very grateful for this sponsorship.

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, 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 with delicious dinner. We raised over \$50,000 at the Event.





## Back to School Give Away August 2016

To help promote education and have the students excited for the upcoming school years ICNA Relief USA- Shifa Free clinic has been hosting giveaways since 2012.

Till date 1350 bags with school supplies have been distributed in city of Charleston SC .

We add a fun event to the giveaways as a small carnival for kids with snacks.



 A Project of ICNA Relief

# BACK<sup>2</sup>SCHOOL GIVEAWAY

**250 BACK PACKS FOR DISTRIBUTION**  
**FIRST 50 RECIEVE SCHOOL SUPPLIES**

Hot Dogs, drinks, and snacks will be served  
While supplies last, child should be present with you

**When:**  
Saturday, August 13th 2016  
11:00 AM - 12:30 PM

**Where:**  
Midland Park Community Center  
7349 Stall Rd  
North Charleston, SC 29406

[www.Back2SchoolGiveaway.com](http://www.Back2SchoolGiveaway.com)

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**Shifa Free Clinic**  [www.shifa101.com](http://www.shifa101.com)  
1092 Johnnie Dodds Blvd. Suite 108 (843)-352-4580  
Mount Pleasant, SC 29464





# Fresh X press and Turkey Give aways





# Goals and Outcome and Future Goals

Serial number	Goals 2016	Outcome 2016
1	Increase patient visit by 10%	Increased by 62%
2	Hire a Nurse Practitioner	Hired Erin Kosak January 2016
3	Develop a diabetes education program	Contracted with DHEC got trained in Life style coach for Diabetes prevention program by CDC and currently completing session 12
4	Continue to increase community awareness of the clinic	Programs conducted in churches, gave talks at MUSC, Trident United way and other community places
5	Expansion of feed the hungry program by 10%	Increased by 167%
6	Develop pathways for new collaborations	Developed professional relations with Trident Residency program, Got approved for USDA, Started Eye clinic Established contract with Charleston Dorchester Mental Health center

	Goals for 2017
1	Increase patient visits by 10%
2	Develop pathways for development of mental health services
3	Expand Feed the Hungry Program by 10%
4	Develop pathways for new collaborations to provide additional services





# Challenges we Face

- Language Barriers
- Transportation
- No Shows
- Volunteer providers
- Fundraising

“Overcoming obstacles starts with a positive attitude and faith that God will see you through  
Picture”



# Specific Goals for Next year



Initiated in 2006, The Palmetto Palace is a 501 (c) 3 nonprofit organization that provides short-term emergency assistance, and a Family Care Program for caregivers focused on reducing stress, improving patient-provider communication, locating community resources and disease specific education.

Shortly before his death, the Honorable Reverend Senator Clementa Pinckney asked the organization to extend outreach services to District #45 to improve access to health care services to low-income, and hard-to-reach communities.

## Partners and Organizations

- a) Benjamin Pinckney, Wife of the Late Honorable Senator Clementa Pinckney,
- b) Rev.Dr. Kylon Middleton, Executive Director of the Honorable Pinckney Foundation;
- c) James McElligott,MD Medical Director for Telehealth,
- d) Wayne Ennis, Administrator Town of Allendale, Allendale, SC assistance with the development and implementation of the mobile health unit.
- e)Mr. Lari Gooding, CEO Allendale County Hospital, partnership with hospital to provide lab, radiology and imaging services, specific medication plan, infectious waste /hazardous waste generator partnership
- f)Jay Henderson, Patterson Dental, Branch Operations Manager, Charleston, SC, Dental Products Partner;
- g) Darien DeLorenzo, CEO & President, Mobile Health Care Authority, Founder & Former Director.



# Mobile Food bus

## AIM

To reach and provide food to families who are unable to come to clinic due to lack of transportation, disability , age and or working at the time the pantry is open

## Need for the project

South Carolina ranks 3rd lowest in the nation for food security of individuals age 60 and older. According to the “Food Insecurity Among Older Adults” report 2015 from the AARP Foundation, we rank 2nd lowest for those individuals age 50-59

1 in 6 people struggle with hunger

