



What makes Lackey Clinic

# UNIQUE

IMPACT REPORT

Our mission is to provide skilled, compassionate healthcare and counseling to the medically disadvantaged in a manner that honors the name of Jesus Christ.







## QUALITY OF CARE: Getting to Know Our Patients

Our mission calls us to provide for the medically disadvantaged with a high standard of quality care. Our providers spend time getting to know our patients, who are marginalized in society and typically have 5-6 issues to discuss each visit, which is many more than could be covered during a 15-minute appointment. We provide our patients with continuity of care through an in-house, integrated care model.



**45 minute in-person appointments** help us learn about the patient as a person instead of just another face needing care.



Multilingual staff and medical video **translation service**.



Our Volunteer **Scribe Program** allows our providers to focus 100% on the patient during the visit.



100% of our new patients are screened for SDOH (Social Determinants of Health)—helping us **better understand their challenges** and incorporating their care plans.



95% of our patients give our quality of care **5 stars out of 5**, and we have less than a 6% no-show rate.



## CHARITY CARE AGREEMENTS: Support from Our Hospital Systems

We have charity care agreements with the three local hospital systems: Bon Secours, Riverside, Sentara. Many uninsured individuals frequently visit hospital emergency rooms when they have non-urgent medical needs. By providing continuity of care for the uninsured, Lackey Clinic helps the hospitals be able to focus on emergencies they face, which helps keep their costs down. In return, the hospitals provide our patients with services beyond our capability. **Our patients are able to receive surgeries, mammograms, pathology and cytology labs, x-rays, imaging, and in-hospital care at no cost.**



## LACKEY CLINIC is a Treasure Among Many

“My health was spiraling out of control. I had scoliosis, sciatica, poor vision, a poor digestive system, was pre-diabetic, needed proper medication, and I was neglecting myself mentally. It got to the point I wasn’t even operable in my own life.

I didn’t have medical insurance, so I applied to be a patient at Lackey. At my first appointment, I heard the staff and volunteers praying around the Clinical table. I had to get in on that prayer. I knew I was in the right place.

I love Grete Johnson (NP). You’re talking about a woman who saved me. **She could read my tears. No matter what I said, she knew the next phrase. Not many people have had the chance to meet an earth angel.** She listens, and speaks directly to me, not at me. I also met with Jennifer Morrison (Mental Health Provider). Here’s someone who has my well-being, and she got me on proper medication.

Lackey Clinic is a treasure among many. Small clinic with **a bright light with immaculate medical care** that lifts you back up into an individual being. They helped me be who I once was. This is home to me, and I would love to thank all who have helped me from the bottom of my heart and thank the Lord for placing them in my life when it was very much needed.”

— Vykki, Lackey Clinic Patient

Pictured (left to right): Vykki, patient, with Grete Johnson, NP





## INTEGRATED CARE: So Many Services in One Location

Have you ever visited your doctor, your dentist, your optometrist, and picked up your medications all in the same building before? Here at Lackey Clinic, we do offer our patients that rare ability to have all their medical and dental needs cared for in the same place. By providing this unique integrated care for our patients, **we can save our patients time and money** since they do not need to travel to multiple locations. It also provides the following:

- **Increased Patient Trust:** Having all our services in one place can build patient trust and confidence, since our patients feel safer and more respected by their healthcare providers and the overall healthcare system. The continuity of care and consistent experience contribute to patient satisfaction and loyalty.
- **Efficient Resource Utilization:** Sharing facilities and resources among our services helps us save costs and improve efficiency.
- **Holistic Approach:** A patient's health needs are often interconnected. Healthcare professionals can consider a patient's overall health, including any oral health issues, when diagnosing and treating conditions.
- **Improved Communication Between Providers:** Proximity between healthcare providers fosters better communication, collaboration, and exchange of information, leading to improved patient care.
- **Specialty Referrals:** Healthcare providers can refer patients to the appropriate specialists within the same location, simplifying the process and ensuring continuity of care.
- **In-House Pharmacy:** Following their appointments, patients can quickly get their prescriptions filled without any obstacles, extra traveling, or waiting in long lines—leading to better treatment outcomes.





“Never doubt that a small group of thoughtful, committed people can change the world. Indeed. It is the only thing that ever has.”

— Margaret Mead

## OUR STAFF

Our staff members choose to work here at Lackey Clinic because of our mission, culture, and ability to help others. Our clinicians appreciate our patient care model that allows longer patient appointment visits, which helps them get to know their patients and protect our staff from “burnout”. **Because of the unique set of skills our staff has, we can explore new processes, technologies, and innovations in our efforts to increase capacity, improve access, and achieve better health outcomes for the uninsured.**

## OUR DEDICATED VOLUNTEERS

We have been blessed with many faithful volunteers serving in non-clinical and clinical critical positions, combining with our staff to deliver high-quality care. We also are training the medical, dental, pharmaceutical, and behavioral health providers of tomorrow. We give our students a unique opportunity not only to accumulate required hours needed for their programs but also to witness firsthand compassionate and integrated care all under one roof. In the past 12 months...



346 volunteers



14,886 hours of service



value of \$538,671

**Welcoming our new volunteer providers** (pictured left to right, top to bottom): Dr. Ryan Zipper, urologist; Dr. Jennifer Hughes, internal medicine; Andrea Nelson, Women’s Health NP; Dr. Michael Brassell, podiatrist







**We offer free virtual urgent care to anyone in the entire state of Virginia.** A person can book an online appointment with one of our certified doctors. Our doctors are volunteers who have a Virginia license, and since it is a virtual appointment, they can deliver care from anywhere in the state. Thirty percent of the people who get seen in our appointments become regular Lackey Clinic patients—helping them receive routine care instead of just urgent care. We support the Four Oaks Day Service Center (a homeless shelter in Newport News) every Thursday morning. Newport News EMS calls to this facility were greatly reduced on Thursday mornings.

## INNOVATION & TECHNOLOGY: More Access and Healthier Outcomes

Lackey Clinic has embraced innovation and technology to care for more patients, provide better access, and improve health outcomes. Here are some of the ways we have grown:

- **Online Patient Application:** Our patient enrollment process greatly improved when we shifted from needing to meet with a prospective patient in-person to discuss their paper application, to instead creating and utilizing our online webform applications available 24/7 for those in need.
- **Telehealth:** In March of 2020, COVID-19 made it extremely difficult for us to care for our patients through in-person appointments. So we got creative and quickly pivoted by launching our telehealth program to help care for our patients.
- **Remote Patient Monitoring (RPM) Devices:** We provide our patients with RPM devices to measure weight, blood pressure, blood glucose, and activity tracking (Fitbit). Seeing real-time data of their own health metrics empowers patients to make timely lifestyle decisions, and it can give clinicians a holistic view of a patient's health and enable timely intervention before a costly care episode.
- **Florence:** We are partnering with Florence, an intelligent messaging program from Generated Health. The service, called Florence or "Flo," is a digital health coach that engages and helps ensure patients follow their care plans as prescribed by the Clinic's primary care physicians.
- **Connected Care:** Through our Connected Care program we help empower our patients to lead a healthier lifestyle by utilizing technology, patient partners (William and Mary pre-med students), a healthy food prescription program, and medical staff to help educate and motivate them to actively participate in their healthcare.



*“The Connected Care program really provides an in-depth look into, for me specifically hypertension, how my readings are every day and what I can do each and every day to improve myself. I would recommend this Connected Care program to anyone that is trying to improve themselves.”*

— Douglas, Lackey Clinic Patient





LMAP Staff and Volunteers

## ACCESSING MEDICATION FOR OUR PATIENTS

Each year, pharmaceutical companies have to donate a certain percentage of their brand-protected medications to the uninsured, however, the application is often too overwhelming for most people to complete. Therefore, **we have a whole LMAP (Lackey Medication Assistance Program) department of staff and volunteers dedicated to processing and acquiring these name-brand medications for our patients at little or no cost.**



\$9.5M worth of free medications given to our patients in the last year.

## OUR SUPPORT NETWORK

### Thank You To Our Foundations and Corporate Funders

Williamsburg Health Foundation; Virginia Association of Free and Charitable Clinics; Herndon Foundation; City of Newport News; United Way of the Virginia Peninsula; York County; North Carolina Furniture & Mattress; James City County; The Bargain Box (York County); Williamsburg Community Foundation; Langley Federal Credit Union; New2You Thrift Store; Peninsula Community Foundation; Newport News Shipbuilding; Karene O'Hare Memorial Fund

### Thank You To Our Medical and Dental Supporters

Riverside Health System; Sentara Healthcare; Bon Secours Mary Immaculate Hospital; TPMG; Atlantic Dental Care, PLC; Hampton Roads Orthopaedics Spine & Sports Medicine; Orthopaedic & Spine Center; Tidewater Orthopaedics; Rx Partnership; Hampton Roads Eye Associates; Advanced Vision Institute; Virginia Eye Consultants; Abundant Life Partners; Genesis Counseling Center

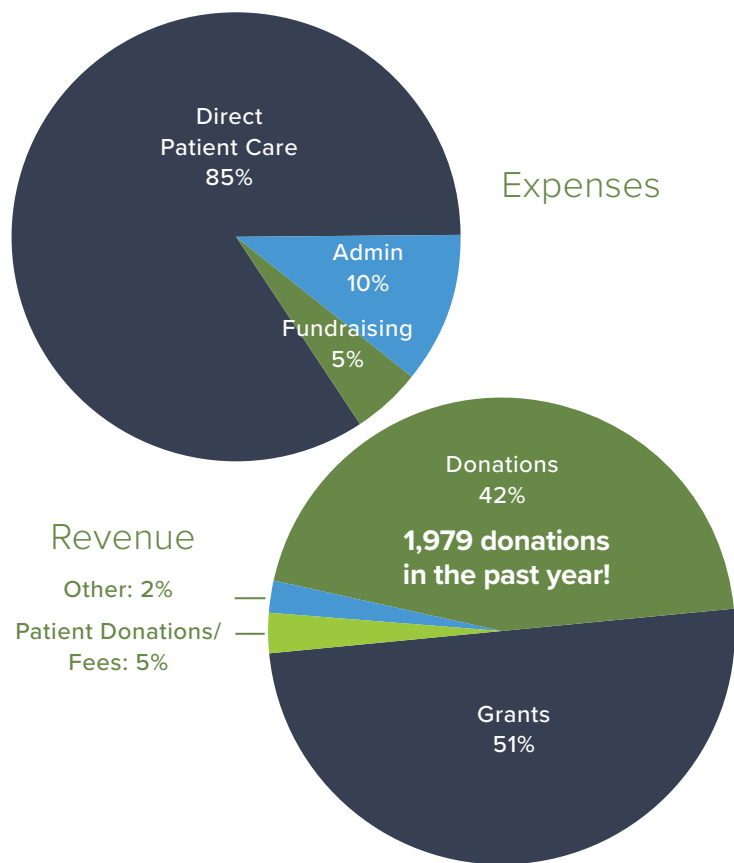
### Thank You To...



The 44 churches and all our individual donors, who give generously to help us care for our patients!



Our Tech Partners: [lackeyclinic.org/our-tech-partners](https://lackeyclinic.org/our-tech-partners)



We turn every \$1 of donations into almost \$7 of patient care.



## OUR BOARD OF DIRECTORS

Thank you to all our  
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serving and supporting  
us! More info:  
[lackeyclinic.org/board](https://lackeyclinic.org/board)

*\*as of January 2024*



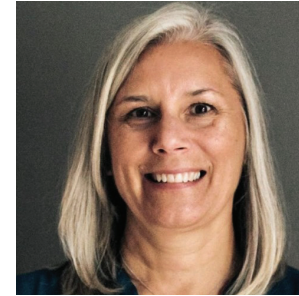
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