

ACTIVITY	DATA	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	6-Month Total (or 6-month high) THIS YEAR
Reception & Intake Services	Reception & Intake Encounters	147	159	160	137	157	140	900
	Hygiene Kits Distributed	3	0	5	1	5	1	15
Navigation Services	Number of Navigation Encounters (home site)	141	149	131	111	134	122	788
	Number of Navigation Services (home site)	150	150	123	124	136	133	816
	Number of Navigation Encounters (Albion)	47	14	20	22	37	34	174
	Number of Navigation Services (Albion)	49	15	23	23	40	40	190
	Number of Navigation Encounters through Caremanagement Referrals	11	4	9	13	7	19	63
	Number of Navigation Services through Church Support	-	0	0	0	0	0	0
	Significant Encounters	13	7	16	10	6	15	67
Healthy Michigan	Number of Enrollments (home site)	15	20	12	18	14	11	90
	Number of Enrollments (Albion)	8	3	5	7	9	5	37
	Number of Enrollments (Mobile Clinic)	0	0	0	0	0	0	0
Hospital Coordination Services - INPATIENT DISCHARGE SUPPORT	Hospital Discharge Assistance - BBC - # people helped	0	4	2	1	3	1	11
	Hospital Discharge Assistance - BBC - \$ value of services	\$0.00	\$526.01	\$219.85	\$98.59	\$318.44	\$6.89	\$1,169.78
	Hospital Discharge Assistance - Oaklawn - # people helped	0	0	0	0	0	2	2
	Hospital Discharge Assistance - Oaklawn - \$ value of services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$120.39	\$120.39
Lions Club Eyeglass Program for ADULTS	<b>ADULTS:</b> Number of adults helped this month	1	1	3	3	1	3	12
	Dollar value of glasses purchased for adults this month	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$248.85	\$663.60
	Average cost per pair of glasses for adults	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$55.30
	Number of vouchers issued	1	1	3	3	1	3	12
	Number of people on the waiting list for glasses	0	0	0	0	0	0	0
	Total funding available for glasses at the beginning of this month	\$1,587.62	\$1,504.67	\$1,421.72	\$1,172.87	\$924.02	\$841.07	N/A
	Contributions collected this month	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$30.00	\$80.00
	Additional donations and grant funds received this month	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total expenditures on glasses this month	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$82.95	\$497.70
	Total funds remaining at end of the month	\$1,504.67	\$1,421.72	\$1,172.87	\$924.02	\$841.07	\$592.22	N/A
Lions Club Eyeglass Program for CHILDREN	<b>CHILDREN:</b> Number of children helped this month	0	0	0	0	0	0	0
	How many <b>new</b> clients were enrolled in PDAP this month?	2	4	3	0	1	4	14

ACTIVITY	DATA	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	6-Month Total (or 6-month high) THIS YEAR
	TOTAL active PDAP clients as of this month	282	289	288	288	287	296	(289)
	How many new PDAP applications were submitted this month?	50	78	50	56	83	66	383
	Aged 60 and Over	26	33	29	17	49	40	194
	Under Age 60	24	45	21	39	34	26	189

ACTIVITY	DATA	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	6-Month Total (or 6-month high) THIS YEAR
Prescription Drug Access	How many total providers are using the PDAP program?	275	279	280	281	281	282	(280)
	How many <b>people</b> picked up PDAP prescriptions this month?	25	70	33	35	53	48	264
	Aged 60 and Over	13	30	14	15	27	23	122
	Under Age 60	12	40	19	20	26	25	142
	Significant Encounters	0	0	0	0	0	0	0
	How many total <b>prescriptions</b> were given out this month?	30	70	47	46	66	63	322
	PDAP Prescriptions	30	70	47	46	66	63	322
	Rx Outreach Prescriptions	0	0	0	0	0	0	0
	Donated Prescriptions (Summit Pointe & Free Clinics)	0	15	24	6	12	21	78
	Total Dollar Value of prescriptions picked up this month	\$31,834.02	\$68,362.91	\$87,336.70	\$66,944.02	\$81,307.57	\$89,935.75	425,721
	PDAP Dollar Value	\$31,834.02	\$68,362.91	\$87,336.70	\$64,590.58	\$73,338.87	\$85,384.06	\$410,847.14
	Donated Prescriptions Dollar Value (Summit Pointe & Free Clinics)	\$0.00	\$9,883.56	\$12,825.26	\$2,353.44	\$7,968.70	\$4,551.69	\$37,582.65
Diabetic Test Strips Program	Number of <b>people</b> picking up Diabetic Test Strips	1	2	3	0	0	0	6
	<b>Number</b> of Diabetic Test Strips Distributed	50	150	300	0	0	0	500
	<b>Value</b> of Diabetic Test Strips Distributed	\$6.98	\$13.96	\$41.98	\$0.00	\$0.00	\$0.00	\$62.92
	<b>Food/Hygiene Items</b> Donated by Diabetic Test Strip patients	0	15	25	0	0	0	40
	<b>Volunteer Hours</b> worked by Diabetic Test Strip patients	8	2	24	0	0	0	34
Language Support	Number of clients/patients reporting language other than English as their "preferred language"	0	0	0	0	0	0	2
	SOLUTION - Patient/Client's own interpreter	0	0	0	0	0	0	0
	SOLUTION - CHC Interpreter	0	0	0	0	0	0	0
	SOLUTION - Pacific Phone Interpretation Service	0	0	0	0	0	0	0
	SOLUTION - Other professional interpreter	0	0	0	0	0	0	0
	Not able to help	0	0	0	0	0	0	0
Prescription Assistance - # helped (Age 60+)	Prescription Assistance - # helped (Age 60+)	35	29	31	16	29	25	165
	Prescription Assistance - \$ (Age 60+)	\$1,469.56	\$1,767.15	\$1,811.51	\$261.68	\$1,009.36	\$956.32	\$7,275.58
	Prescription Assistance - # helped (Under 60)	19	29	26	12	25	15	126
	Prescription Assistance - \$ (Under 60)	\$953.72	\$1,433.21	\$1,308.23	\$451.94	\$852.66	\$609.99	\$5,609.75
	Transportation Assistance - # helped (Dale Griffin Fund)	30	11	58	44	29	5	177

ACTIVITY	DATA	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	6-Month Total (or 6-month high) THIS YEAR
Health Assistance Fund	Transportation Assistance - \$ (Dale Griffin Fund)	\$612.34	\$392.11	\$1,536.33	\$954.93	\$504.77	\$92.08	\$4,092.56
	Transportation Assistance - # helped (Aged 60+)	4	4	21	14	7	11	61
	Transportation Assistance - \$ (Aged 60+)	\$48.50	\$75.35	\$256.18	\$99.51	\$83.46	\$151.81	\$714.81
	Transportation Assistance - # helped (Aged 24-59)	19	9	19	20	21	30	118
	Transportation Assistance - \$ (Aged 24-59)	\$284.64	\$262.33	\$267.51	\$382.73	\$312.67	\$454.02	\$1,963.90
	Primary Healthcare & Therapeutic Services - # helped (Age 60+)	0	1	1	0	0	0	2
	Primary Healthcare & Therapeutic Services - \$ (Age 60+)	\$0.00	\$260.50	\$18.00	\$0.00	\$0.00	\$0.00	\$278.50
	Primary Healthcare & Therapeutic Services - # helped (Under 60)	0	1	0	0	0	0	1
	Primary Healthcare & Therapeutic Services - \$ (Under 60)	\$0.00	\$80.79	\$0.00	\$0.00	\$0.00	\$0.00	\$80.79
	Durable Medical Equipment - # helped (Age 60+)	1	0	1	1	0	1	4
	Durable Medical Equipment - \$ (Age 60+)	\$160.00	\$0.00	\$160.80	\$99.00	\$0.00	\$6.89	\$426.69
	Durable Medical Equipment - # helped (Under 60)	2	2	0	3	1	0	8
	Durable Medical Equipment - \$ (Under 60)	\$205.49	\$157.04	\$0.00	\$316.18	\$60.00	\$0.00	\$738.71
	Dental & Vision Assistance - # helped (Age 60+)	0	0	0	0	0	1	1
	Dental & Vision Assistance - \$ (Age 60+)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	\$100.00
	Dental & Vision Assistance - # helped (Under 60)	3	1	0	0	0	0	4
	Dental & Vision Assistance - \$ (Under 60)	\$300.00	\$189.30	\$0.00	\$0.00	\$0.00	\$0.00	\$489.30
	<b>TOTALS (PEOPLE) (Age 60+)</b>	<b>40</b>	<b>34</b>	<b>55</b>	<b>31</b>	<b>36</b>	<b>38</b>	<b>233</b>
	<b>TOTALS (DOLLARS) (Age 60+)</b>	<b>\$1,678.06</b>	<b>\$2,103.00</b>	<b>\$2,246.49</b>	<b>\$460.19</b>	<b>\$1,092.82</b>	<b>\$1,215.02</b>	<b>\$8,795.58</b>
	<b>TOTALS (PEOPLE) (Under 60)</b>	<b>54</b>	<b>24</b>	<b>103</b>	<b>79</b>	<b>76</b>	<b>50</b>	<b>434</b>
	<b>TOTALS (DOLLARS) (Under 60)</b>	<b>\$2,071.55</b>	<b>\$1,081.57</b>	<b>\$3,112.07</b>	<b>\$2,105.78</b>	<b>\$1,730.10</b>	<b>\$1,156.09</b>	<b>\$12,975.01</b>
<b>TOTALS (PEOPLE) ALL AGES</b>	<b>113</b>	<b>87</b>	<b>158</b>	<b>110</b>	<b>112</b>	<b>88</b>	<b>667</b>	
<b>TOTALS (DOLLAR) ALL AGES</b>	<b>\$3,749.61</b>	<b>\$3,184.57</b>	<b>\$5,358.56</b>	<b>\$2,565.97</b>	<b>\$2,822.92</b>	<b>\$2,371.11</b>	<b>\$21,770.59</b>	
<b>AVERAGE HEALTH ASSISTANCE FUND REQUEST</b>	<b>\$33.18</b>	<b>\$36.60</b>	<b>\$33.91</b>	<b>\$23.33</b>	<b>\$25.20</b>	<b>\$26.94</b>	<b>\$32.64</b>	
Hours of community service performed - Health Assistance Fund	109	19	16	18	29	14	204	
Total ACTIVE Nursing Clinic patients as of this month	1267	1242	1190	1136	1068	983	(1,368)	
Number of unduplicated <b>patients</b> treated in the Clinic <b>this month</b>	36	41	36	33	40	36	222	
Number of <b>people</b> who failed to appear (no-showed) this month	3	6	1	2	5	1	18	

ACTIVITY	DATA	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	6-Month Total (or 6-month high) THIS YEAR
	No Show Percentage	7%	11%	2%	5%	10%	2%	7%
	<b>ENCOUNTERS</b>							
	<b>TOTAL - all patient encounters for the Nursing Clinic</b>	45	60	49	42	52	44	292

ACTIVITY	DATA	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	6-Month Total (or 6-month high) THIS YEAR	
Nursing Clinic	Total Number of <u>non-clinical</u> ENCOUNTERS	2	6	4	3	2	0	17	
	Medication Refills	2	6	1	1	1	0	11	
	Advocacy	0	0	3	2	1	0	6	
	Total Number of <u>clinical</u> ENCOUNTERS	43	54	45	39	50	44	275	
	Encounters by Volunteer Providers	31	36	28	26	42	34	197	
	Encounters by Staff Providers	12	18	17	13	8	10	78	
	Total Number of Emergency Department Referrals	0	1	0	2	1	2	6	
	Significant Encounters	0	0	1	1	0	0	0	
	<b>RATIOS &amp; MEASUREABLES</b>								
	Total Number of Clinic Days this month	15.0	17.5	17.0	16.5	18.5	12.5	97.0	
	Ratio: Average clinical visits per clinic day	3	3	3	2	3	4	3	
	Ratio: Number of clinical visits per patient	1.19	1.32	1.25	1.18	1.25	1.22	1.24	
	Number of patients TURNED AWAY due to limited capacity.	0	2	0	0	0	0	2	
	<b>SAMPLE MEDICATIONS</b>								
	Number of <u>sample medications</u> given out	8	14	3	2	16	7	50	
	Dollar value of <u>sample medications</u> given out	\$2,214.73	\$2,239.82	\$368.38	\$441.82	\$4,113.09	\$3,822.35	\$13,200.19	
	<b>REFERRALS</b>								
	Number of specialist referrals made	3	2	5	3	7	2	22	
	Dollar value of donated <u>radiology readings</u> (professional services)	n/a	n/a	\$436.00	\$1,596.00	\$531.00	\$484.00	\$3,047.00	
	Dollar value of donated <u>radiology services</u> (professional services) provided to patients by Bronson Battle Creek	n/a	\$13,874.34	\$3,338.02	\$5,896.24	\$4,550.82	\$5,666.89	\$33,326.31	
Dollar value of donated <u>lab work</u> provided to patients by Bronson Battle Creek	n/a	n/a	\$4,745.55	\$1,415.07	\$1,118.79	\$1,706.66	\$8,986.07		
OR services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,421.03	\$3,421.03		
Pharmacy services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$631.00	\$631.00		
Chiropractic Program	TOTAL CHIROPRACTIC ENCOUNTERS	0	0	0	0	0	0	0	
	Chiropractic Encounters - In Chiropractic Offices	0	0	0	0	0	0	0	

Community HealthCare Connections

6-Month Outcomes Report through April 2016

ACTIVITY	DATA	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	6-Month Total (or 6-month high) THIS YEAR
Chiropractic Program	Dollar value of Chiropractic Radiology	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total <b>unduplicated people</b> served to date	0	0	0	0	0	0	0
Mobile Outreach	Total number of Mobile Clinic <b>patients</b> this month	1	5	11	9	10	9	45
	Total number of Mobile Clinic <b>encounters</b> this month	1	5	11	9	10	9	45
	Number of Navigation Encounters (outreach)	0	0	0	0	0	1	1
	Number of Clinical Encounters in Senior Apartments	6	4	9	8	10	0	37
	Number of Navigation Services (outreach)	0	0	0	0	0	0	0
	Significant Encounters	0	1	0	0	0	0	1
	Number of Mobile Clinic days this month	1	2	3	2	1	1	10
	Ratio: Number of encounters <b>per day</b>	1	3	4	5	10	9	22
	Number of hygiene kits given out	3	0	0	0	0	0	3
	Number of food kits given out	0	0	0	0	0	0	0
Dentist Partnership	Number of <b>people</b> who have completed an exam/treatment visit	9	12	16	15	18	8	78
	Total number of exam and treatment <b>visits</b> completed this month	9	12	8	16	25	9	79
	Total number of exams and treatment <b>services</b> completed this month	9	14	11	18	32	18	102
	Significant Encounters	0	0	0	0	0	0	0
	<b>Dollar value</b> of exam and treatment visits completed this month	\$1,077.00	\$1,568.00	\$1,346.00	\$3,031.00	\$3,877.00	\$2,690.00	\$13,589.00
	Total number of <b>dentists</b> participating	33	33	33	33	33	33	(33)
	Number of <b>people</b> who failed to appear (no-show) at a dentists' office this month	0	0	2	0	0	0	2
	No Show Percentage	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	2.6%
	Number of people from the emergency room for dental pain	0	0	0	0	0	0	0
Hours of community service performed - Dentists' Partnership	609	113	109	123	76	140	1,170	
Preventive Dental Services Initiative	Number of free dental cleanings/screenings	8	5	9	8	7	5	42
	Number of <b>people</b> who have completed an oral health class	8	6	2	6	6	4	32
	Number of WIC families receiving dental education	95	71	57	56	76	25	380

ACTIVITY	DATA	Nov '15	Dec. '15	Jan. '16	Feb. '16	Mar. '16	Apr. '16	6-Month Total (or 6-month high) THIS YEAR
	Number of toothbrush/toothpaste packs given to WIC families.	190	190	148	156	204	240	1128
Denture Partnership	<u>Value</u> of denture services and materials donated this month	\$0.00	\$0.00	\$0.00	\$600.00	\$0.00	\$0.00	\$600.00
"Better Smiles. Better World." (orthodontia pilot program)	Number of <b>Orthodontists</b> participating	1	1	1	1	1	1	(1)
	Number of New Enrollments this month	0	0	0	0	0	0	0
	Number of people actively in treatment	15	15	15	15	15	8	(17)
	Number of orthodontia <u>visits</u> donated this month	0	0	0	0	0	8	8
	<u>Value</u> of orthodontia visits donated this month	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,100.00	\$1,100.00
	Hours of community service performed - Orthodontia program	20	200	0	16	0	34	270
Pay It Forward Community Impact	Total Volunteer Hours - <u>All Programs</u>	746	334	149	141	105	188	1,678
	Bags of clothing donated - #	23	13	16	5	21	24	102
	Food, hygiene items, and durable medical equipment donated - #	0	15	25	0	0	0	40

**Total Number of Encounters (including enrollments) This Six-Month Period**

**2,548**

**A FIELD HIGHLIGHTED IN YELLOW INDICATES A MEASUREMENT FOR SENIORS (AGED 60 AND OLDER)**

**WHERE THE ( - ) APPEARS IN A FIELD, IT MEANS THAT WE DID NOT MEASURE THAT ITEM AT THE TIME DATA WAS ORIGINALLY REPORTED**



## Prescription Drug Access Program & Summit Pointe Partnership

April 2016

Physician	Patients	Prescriptions	Total Cost	Average Cost Per Rx
Gandy	3	3	8,636.64	\$2,880.88
Tokhie	0	0	0.00	\$0.00
Zethelius	1	2	1,708.65	\$570.55
Simmons	0	0	0.00	\$0.00
Hussain	0	0	0.00	\$0.00
Totals	4	5	10,345.29	\$690.29

## MONTH: April 2016

Dentist Name				City	Commitment	# Visits	# Services	\$ Value
Timothy		Bandeem	DDS	Battle Creek	Ortho Initiative			
David	H.	Brown	DDS	Battle Creek	8	3	3	\$538
Henry	J.	Brown	DDS	Battle Creek	4			
Louis		Chmura	DDS, MS	Marshall	Ortho Initiative			
John		Curtis	DDS	Battle Creek		1	1	\$125
Michael		Glass	DDS, MS	Battle Creek	TBD			
Myra		Covarrubias	DDS	Battle Creek	3			
Joseph		DeRose	DDS	Battle Creek	3			
Sharon		Dickerson	DDS	Battle Creek	TBD			
Craig		Diederich	DDS	Battle Creek	Case-by-Case			
Paul	H.	Domin	DDS	Marshall	1			
Kip	P.	Etheridge	DDS	Battle Creek	2			
		FHC (ALBION)		Albion	varies by availability			
Thomas	C.	Goodsell	DDS	Battle Creek	2	1	1	\$155
James		Grubka	DDS	Battle Creek	1			
Todd		Halonen	DDS	Battle Creek	1	1	1	\$147
Rod		Halonen	DDS	Battle Creek	1			
Susan		Halonen	DDS	Battle Creek	1			
David		Heidenreich	DDS	Marshall	4			
Theresa		Koch-Ely	DDS	Bellevue Only	1			
Bruce	A.	Leonard	DDS	Battle Creek	4			
Michael		Loudon	DDS	Battle Creek	4			
Douglas		McDaniel	DDS	Battle Creek	4			
Rand		McKinley	DDS	Battle Creek	8	1	10	\$1,500
Charlie	H.	Palumbo	DDS	Battle Creek	12	1	1	\$70
Nicholas		Pound	DDS	Albion/Marshall Only	2			
Eric		Shugars	DDS	Battle Creek	Case-by-Case			
Arthur		Sonneborn	DDS	Battle Creek	Case-by-Case			
Robin		Steely	DDS	Battle Creek	1			
Douglas		Van Der Muelen	DDS	Marshall	1			
Craig		Van Zyl	DDS	Marshall	2	1	1	\$155
Catherine		Wilcox	DDS	Battle Creek	1			
Gary		Zoutendam	DDS	Battle Creek	Case-by-Case			
<b>TOTALS</b>						<b>9</b>	<b>18</b>	<b>\$2,690.00</b>

## Nursing Clinic of Battle Creek Clinic Encounter Report

Month:	<b>April 2016</b>
Total Clinic Days:	12.5
Total Patients Seen:	36
Total Patient Encounters:	44

### Insurance Status

Insured:	0
Uninsured:	36

### Income Level (as a % of Federal Poverty Level)

0%-100%:	7
101% - 150%:	16
151% - 200%:	13
201% or higher:	0

### Age

Under 18 Years Old:	0
18 - 24:	1
25 - 34:	5
35 - 44:	6
45 - 59:	21
60 and older:	3

### Ethnicity

White:	21
Black:	8
Hispanic:	4
Mixed Race:	1
Asian:	2
Other:	0
Unknown:	0

### Residency

Calhoun County Resident:	34
Not a Calhoun County Resident:	2

### Homeless Status

Patients reporting homelessness:	1
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### Reason for Encounter (All Visits Counted Here):

Urgent Only:	15
Chronic Only:	25
Combined Chronic/Urgent Visit:	4

### Reason for Encounter (Family Health Center Patients ONLY):

Number of patients seen reporting FHC as their "medical home"	0
<i>Of these patients, how many were:</i>	0
Urgent Only:	0
Chronic Only:	0
Combined Chronic/Urgent Visit:	0

# Nursing Clinic of Battle Creek Clinic Encounter Report

## Other Options:

Where would you have gone for medical treatment if the clinic was not here today?

Emergency Department	9
My doctor	0
No where	20
Other	2
FHC	0
Did not answer	13
Don't know	0
	<hr/>
	44

# Mobile Outreach Encounter Data

## Month of April 2016

	Number
<b>Patient Information</b>	
<b>Total Patients</b>	<b>9</b>
Patients with NO Insurance	2
Patients with Insurance	7
Patients with NO PCP	2
Patients WITH a PCP	7
<b>Encounter Information</b>	
<b>Total Encounters</b>	<b>9</b>
Treatment	0
Screening	8
Navigation (Referrals)	1
Where would you have gone for medical treatment if the mobile clinic was not here today?	
Emergency Department	0
My doctor	7
No where	2
Other	0
Did not answer	0
Don't know	0
V.A.	0
	<b>9</b>

## **The Dale Griffin Ride for Life Fund has helped many families. 3-Month Summary**

### **April 2016**

We continued to assist the mother of a 2 year old boy with gas vouchers to get to Grand Rapids for the child to see the specialist, the child has recently been experiencing night terrors.

We assisted a 22-year old with gas vouchers for her appointment in Ann Arbor with an oral surgeon.

We assisted the mother of a 18-Month old girl with gas vouchers to get her to the pediatrician in Battle Creek. The child has been running a very high temperature and is very ill.

### **March 2016**

We continued to assist the mother of a 2-year old boy with gas vouchers to get to Grand Rapids so the child could see a specialist, the child has recently been experiencing night terrors.

We continued to assist the mother of a 23-month old boy with gas vouchers to get to Grand Rapids for the child to have a MRI on his brain. We also assisted his mother with a gas voucher for the child to be seen by the brain surgeon the following day.

We are continuing to assist the father of a 4-month baby born in Ann Arbor with gas vouchers because the child was born with bowel blockage. He has underwent 2 different surgeries and is still in the hospital awaiting another bowel surgery

We are assisting the mother of a 16-year-old, who is currently in Helen DeVos Children's Hospital in Grand Rapids with MRSA, with gas vouchers. The teen will be there for one more week

### **February 2016**

We assisted the mother of a 22-month-old-boy with gas vouchers to get to Grand Rapids for the child to have a MRI on his brain. We also assisted his mother with a gas voucher for the child to be seen by the brain surgeon the following day.

We assisted the mother of a 1-year-old-boy, who was born premature, with gas vouchers for his check-up at U of M to see a Craniofacial Surgeon.

We assisted the father of a 2-year-old-girl with gas vouchers; the child is currently in Mott's Children's Hospital with RSV.

We assisted the mother of a 12-year-old-girl with gas vouchers; the child has a blood disorder and needs to see a hematologist.

We assisted the mother of twin girls who were born 2-months premature with gas vouchers to get back and forth from Albion to Kalamazoo.

## Impact Statements

### April 2016

A Bellevue client contacted us with prescription concerns. She just turned 65 on Easter and when she went to pick up her prescriptions the pharmacy told her she didn't have any insurance and that she would have to pay full price. We called her pharmacy and they told us that they could not bill her medication to Medicaid because they would not pay for it due to the fact that she now has Medicare too. We took her information over the phone and called Tammy at Larmours in Athens. We asked Tammy if she could run a dummy Rx and see if it would go through. Tammy said that she was able to run the script and the other pharmacy must access our client's information through Troop Search. We called the client's pharmacy to inform them of what we had learned and they stated that they don't have access to that program and they needed a BIN, PCN, ID, and Group number. We called Tammy back and she was able to fax all of the information needed over to us. We called the client's pharmacy with the information and they were able to run the medicine with no problems.

### March 2016

A 33-year-old-single-father came to enroll in the Dental Access. The man was in a motorcycle accident a few years back which left him paralyzed. He asked if we knew of any places where he could get a new pillow for his wheelchair? The navigator noticed that his wheelchair was very damaged due to some neighborhood children taking it off of his porch and playing with it. She knew that someone had just donated a very nice custom made chair to CHC and offered it to him. The chair would be perfect for him if he went on outings because the chair reclined, the only problem was, someone would have to push him around in it because it didn't have the big wheels for him to maneuver it himself. She told him about Southwest Michigan Rehabilitation Foundation (SMRF) and he was interested in learning more. She is currently assisting him in getting a new chair that will work for him. CHC had just received a motorized scooter that week through a donation and we were able to give him until his request is filled through SMRF. Our client was very thankful and said he can't wait to watch a movie in his new reclining wheelchair.

### February 2016

During a nurse visit at one of the senior housing complex, there nurse had many residents come down to visit her during her outreach visit. But on this day, one of her regulars came down to see her because he was not feeling well. He had been feeling tired and felt like his heart was racing a mile a minute. The Nurse took his vitals and his blood pressure was in the 200s, the nurse asked when he had last seen his doctor? He replied, "It has been a while" he explained how he did not have money to pay the copayments. She told him that she highly recommended that he went to the hospital to be checked out because he had not been on his medication consistently. The resident promised that he would and returned to his apartment. He had his son to come and take him to the hospital where he was admitted. A couple of weeks later during the nurses visit back at his complex, the resident came down to thank her for her insistence on him going to the hospital. The nurse gave him information about CHC and told him whenever he could not afford his copayments to come visit us. She told him how we could help him with his office copayments and medication copayments whenever he needed assistance. He stated, "I thanked God for you and for you being here that day!"