



# NAFC Member Data Report 2021



# BACKGROUND

The National Association of Free & Charitable Clinics (NAFC) is dedicated to ensuring that America's medically underserved have access to affordable, quality healthcare.

There are over 1,400 Free and Charitable Clinics and Charitable Pharmacies in the United States of America. Free and Charitable Clinics and Pharmacies are a critical part of America's safety-net. Our members exemplify the concept of private/public partnerships and operate through the generosity of donors, partners, and volunteers as they receive little to no Federal Funding.

Free and Charitable Clinics and Charitable Pharmacies focus on the overall needs of uninsured and underinsured people in their communities throughout the country. They provide a wide range of services, including medical, dental, pharmaceutical, behavioral health, vision, and health education services as well as address social determinants of health through programs like food pantries, job and housing assistance, transportation assistance and more.

Free and Charitable Clinics and Pharmacies have been and continue to be on the frontlines in the U.S. helping their communities respond to the COVID-19 pandemic. Since the start of the pandemic, Free and Charitable Clinics and Pharmacies have been adapting their normal business to ensure that their patients and communities are cared for and not left behind. They have dealt with challenges of social distancing, lack of PPE, decreased donations, increased patient demand and have met these challenges with adding or enhancing telehealth programs, creating drive-thru services for medication and food access, coordinated COVID-19 testing and vaccinations and much more.

Our members and the NAFC are dedicated to building a healthy America, one person at a time.

*The data in this report is collected from the NAFC membership annual data collection and reflects 2020 data.*



# PATIENTS

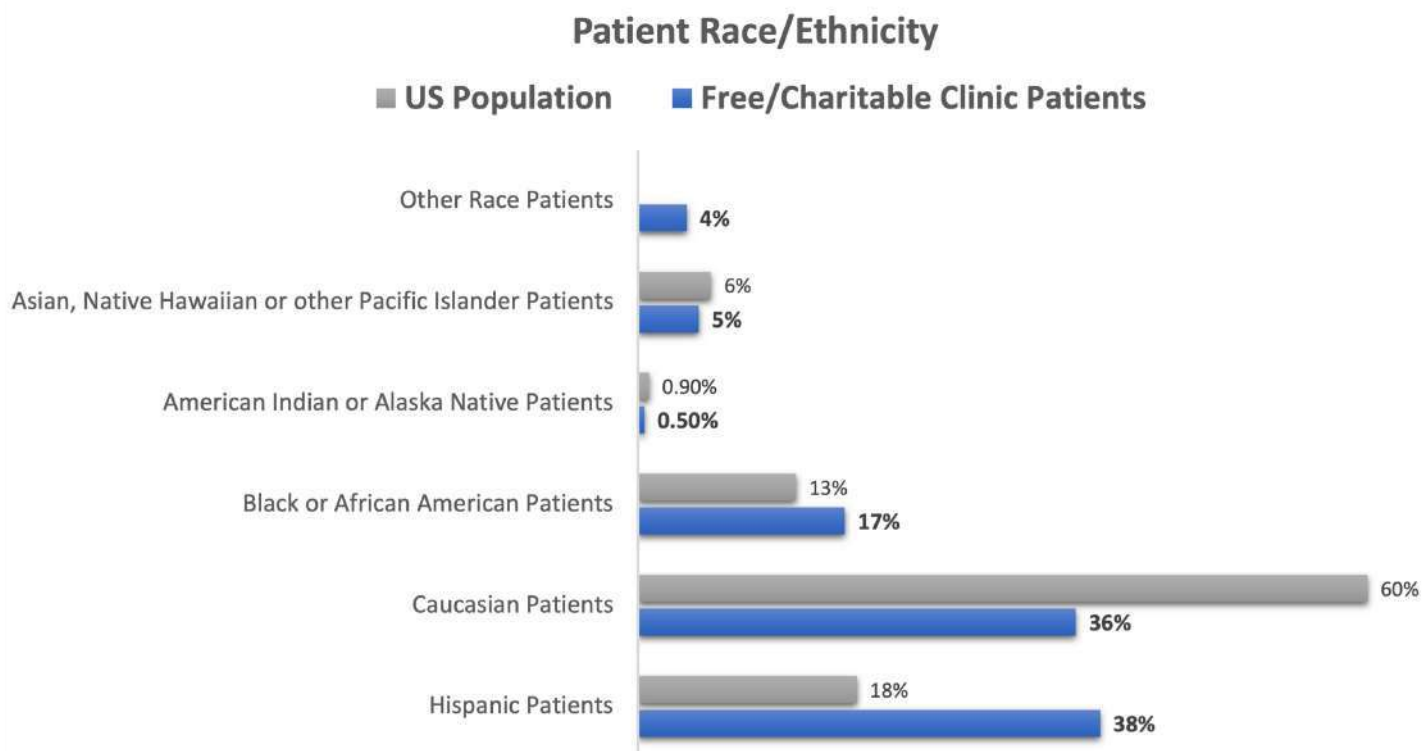
Free and Charitable Clinics and Pharmacies provide access to affordable healthcare for uninsured and underinsured people throughout the United States.

*With the onset of the COVID-19 pandemic, many clinics had to close their doors temporarily during stay-at-home orders while they adjusted to a decrease in the availability of volunteers and worked to obtain the hard to find but needed PPE and equipment necessary. When open, clinics had to operate at a smaller capacity to adhere to safety protocols. While the overall number of patients and patient visits decreased in 2020, due to the aforementioned factors, patient demand increased as the year went on.*

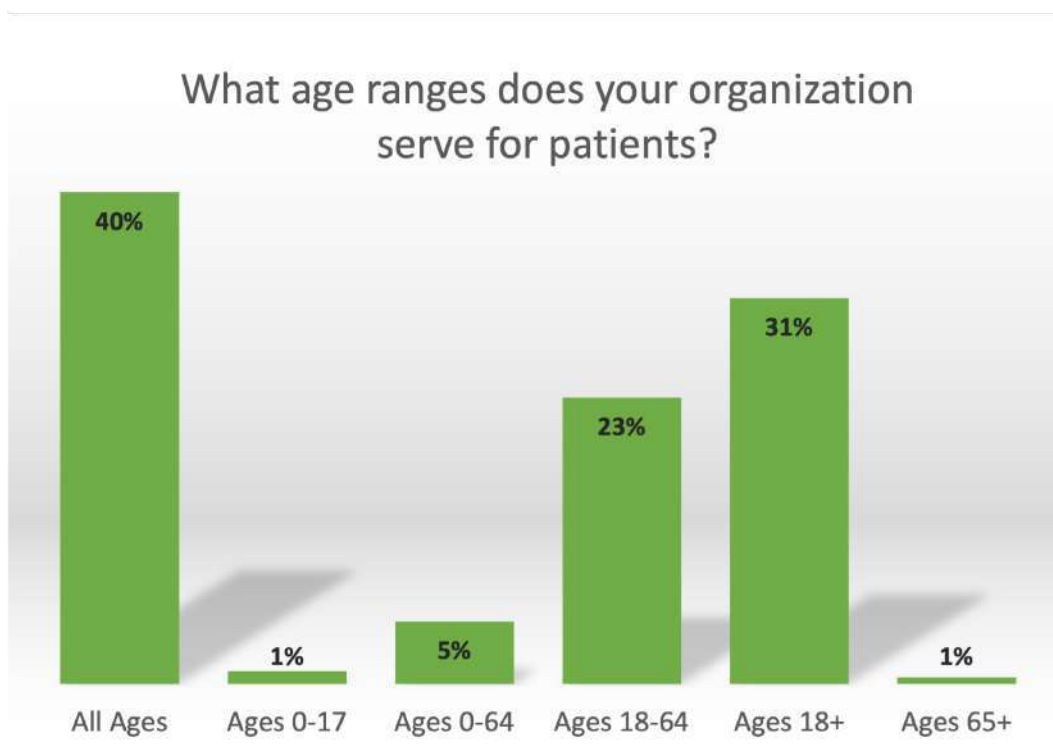
- **5.7 million patient visits** were conducted in 2020 at Free & Charitable Clinics and Pharmacies. (6.9 million in 2019)
- **1.7 million unduplicated patients** were seen in 2020 at Free & Charitable Clinics and Pharmacies. (2 million in 2019)
- **527,000 new patients** were seen in 2020 at Free & Charitable Clinics and Pharmacies.
- **60% of patients seen in 2020 were employed.**
- **85% of patients seen in 2020 were uninsured.**
- Compared to 40% of the U.S. population, **64% of patients were members of racial/ethnic minorities.**



# PATIENTS



*\*US Population Source: U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates*





# WORKFORCE

Free and Charitable Clinics and Charitable Pharmacies rely on volunteers to be able to provide needed healthcare to medically underserved people in their communities.

## Volunteer Statistics

### **Total Volunteers at Free and Charitable Clinics and Pharmacies – 159,000**

- **85,000 Medical Volunteers**
- **70,000 Non-Medical Volunteers**
  - Number of Volunteer Medical Providers: 30,000
  - Number of Volunteer Dental Providers: 9,000
  - Number of Volunteer Mental Health Providers: 1,900
  - Number of Volunteer Nurses: 14,500
  - Number of Volunteer Pharmacy Providers: 4,600
  - Number of Volunteer Students: 29,000

65% of volunteers were females

*The COVID-19 pandemic drastically affected the number of people that were able to volunteer due to social distancing needs, lack of needed PPE and stay home orders throughout the country. In 2019, there were 207,600 volunteers.*



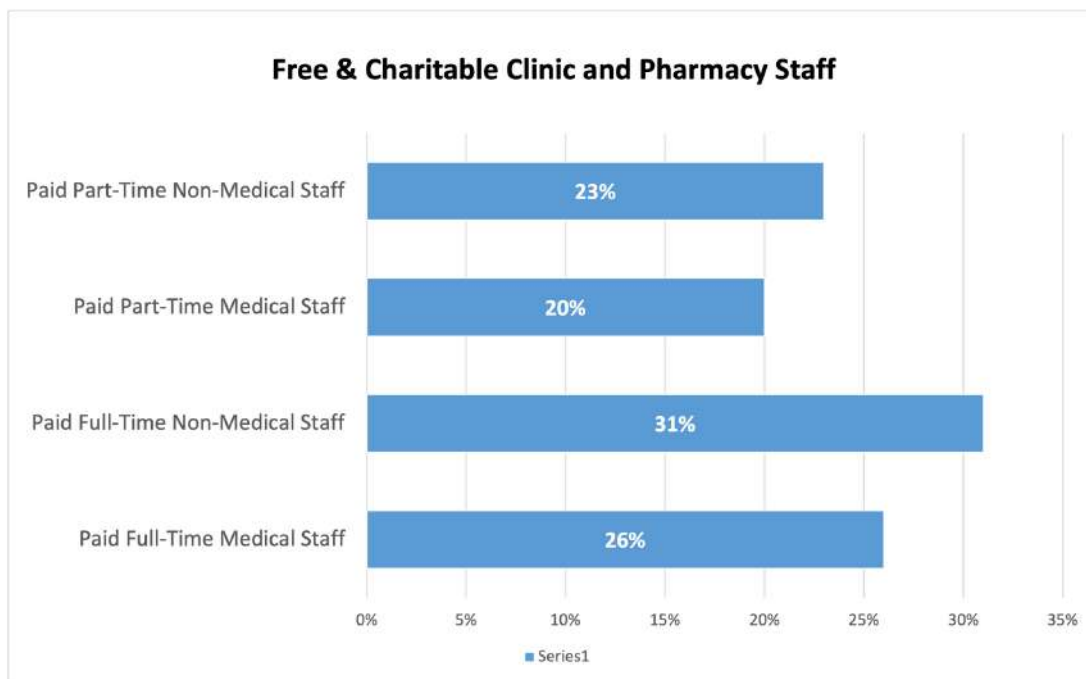
# WORKFORCE

## Staff Statistics

**There were 14,600 paid staff members at Free & Charitable Clinics and Pharmacies nationwide in 2020.**

- **8,300 Full-Time Staff, 6,300 Part-Time Staff**
  - Total Paid Medical Staff – 6,800
    - Total Number of Paid Full-Time Medical Staff – 3,800
    - Total Number of Paid Part-Time Medical Staff – 3,000
  - Total Paid Non-Medical Staff – 7,800
    - Total Number of Paid Full-Time Non-Medical Staff – 4,500
    - Total Number of Paid Part-Time Non-Medical Staff – 3,300

83% of staff were females



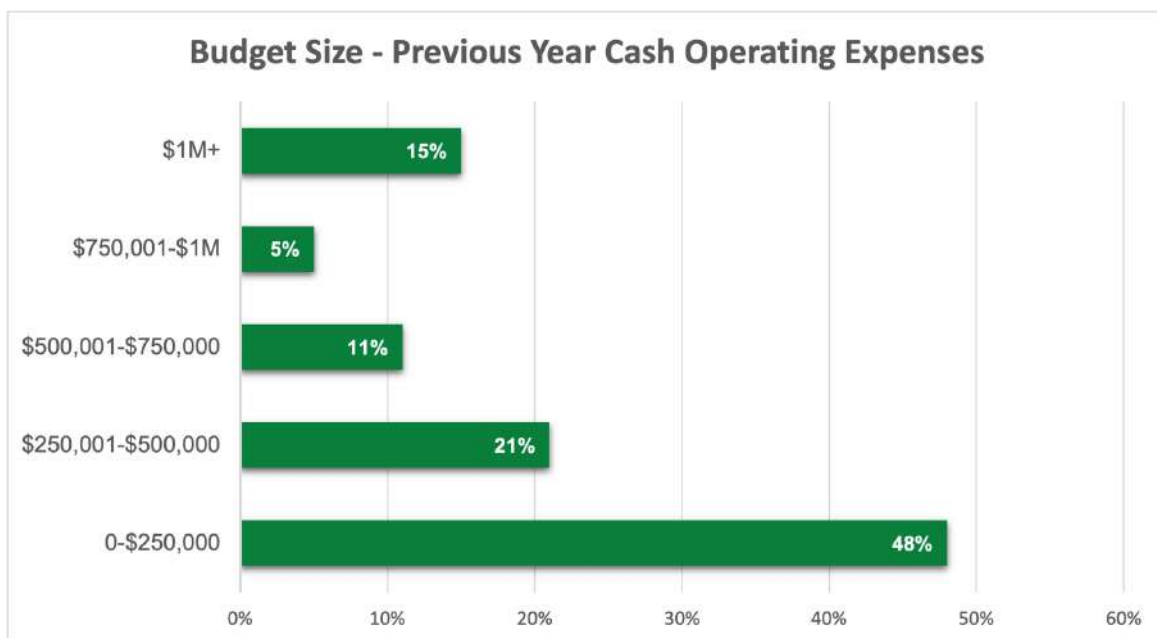


# ORGANIZATIONS

## Clinic/Pharmacy Organizational Data

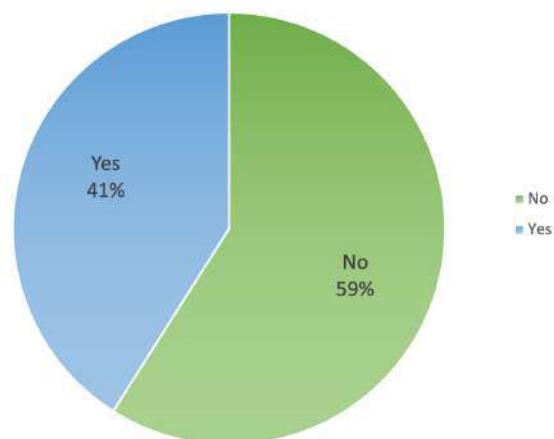
### Free and Charitable Clinic/Pharmacies Budget Size

- 48% have an operating budget of \$250,000 or less.
- 69% have an operating budget of \$500,000 or less.
- 15% have an operating budget of over \$1 Million



41% of Free and Charitable Clinics and Pharmacies are faith-based organizations. These organizations include a wide range of faiths, including Christian, Jewish and Muslim.

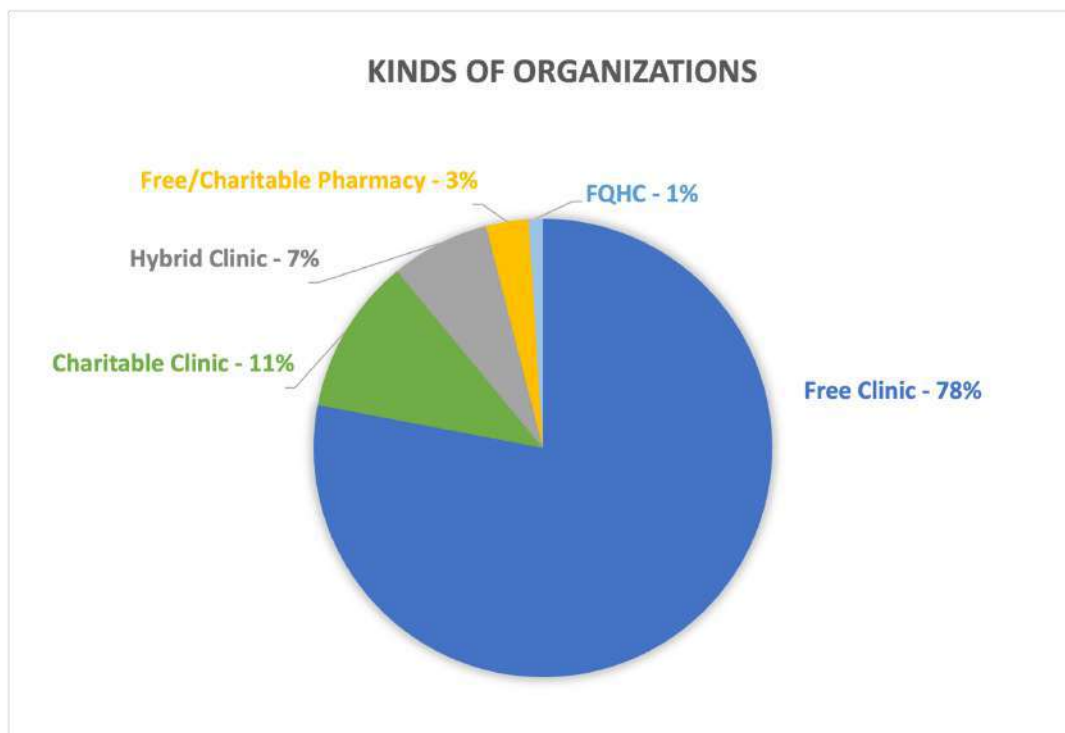
### Is your organization faith-based?





# ORGANIZATIONS

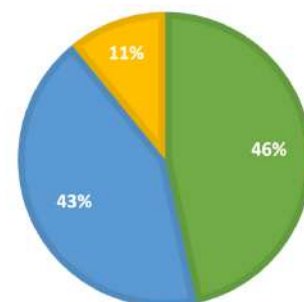
While there is a lot of variety in the kinds of organizations in the NAFC membership, a majority at 78% are categorized as Free Clinics.



- 49% of organizations have an on-site pharmacy/dispensary.
- 13% of organizations have a mobile unit that provides care.
- 2% of organizations currently hold a NCQA Patient Centered Medical Home (PCMH) Recognition.
- 21% are currently a Federal Tort Claims Act (FTCA) sponsoring clinic.
- 81% of organizations use an Electronic Health Record/Electronic Medical Record System.

**TOP 3 ELECTRONIC HEALTH RECORD SYSTEMS USED**

■ Athenahealth ■ Practice Fusion ■ Epic

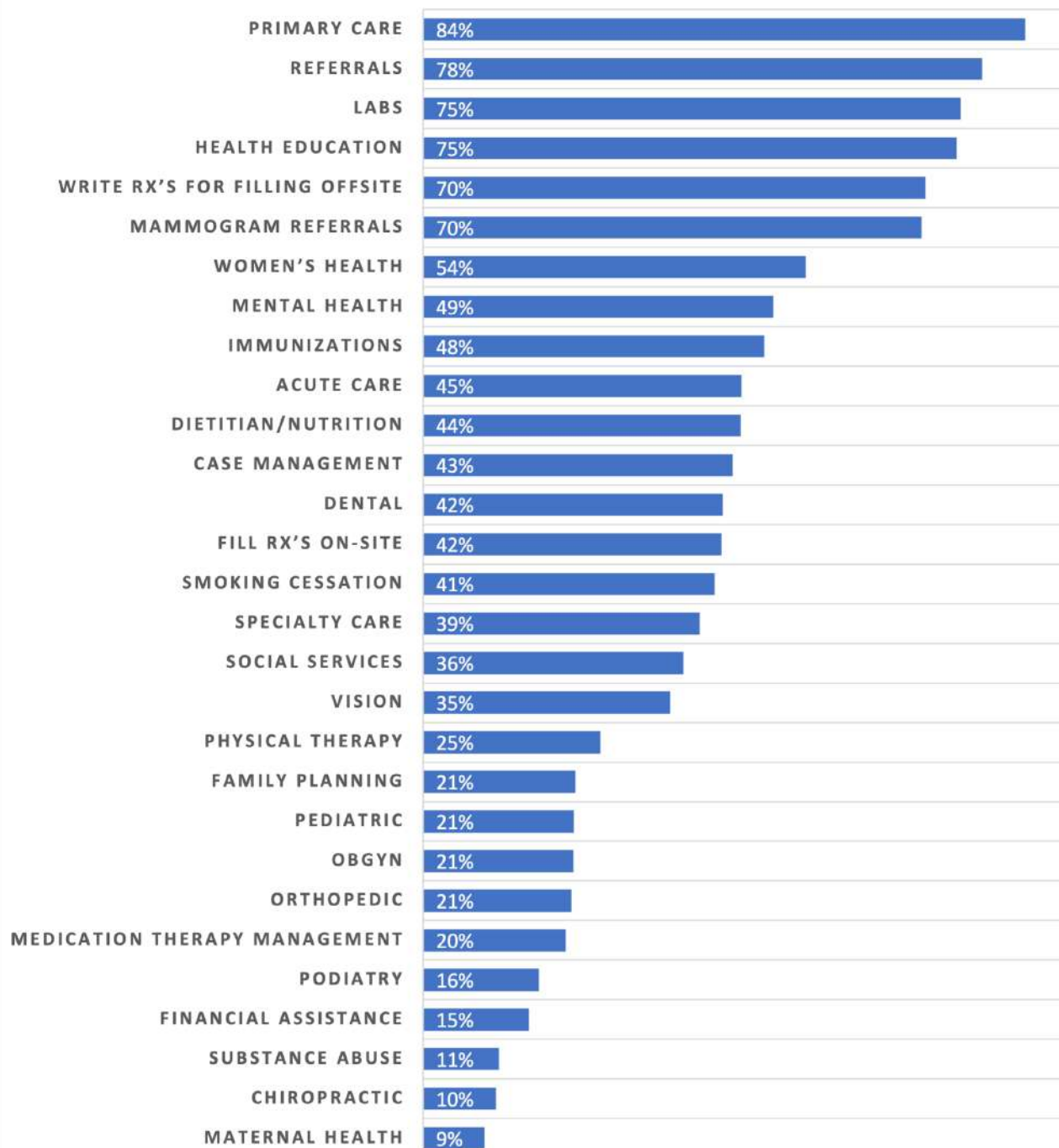






# ORGANIZATIONS

## SERVICES PROVIDED AT FREE & CHARITABLE CLINICS/PHARMACIES:





# ORGANIZATIONS

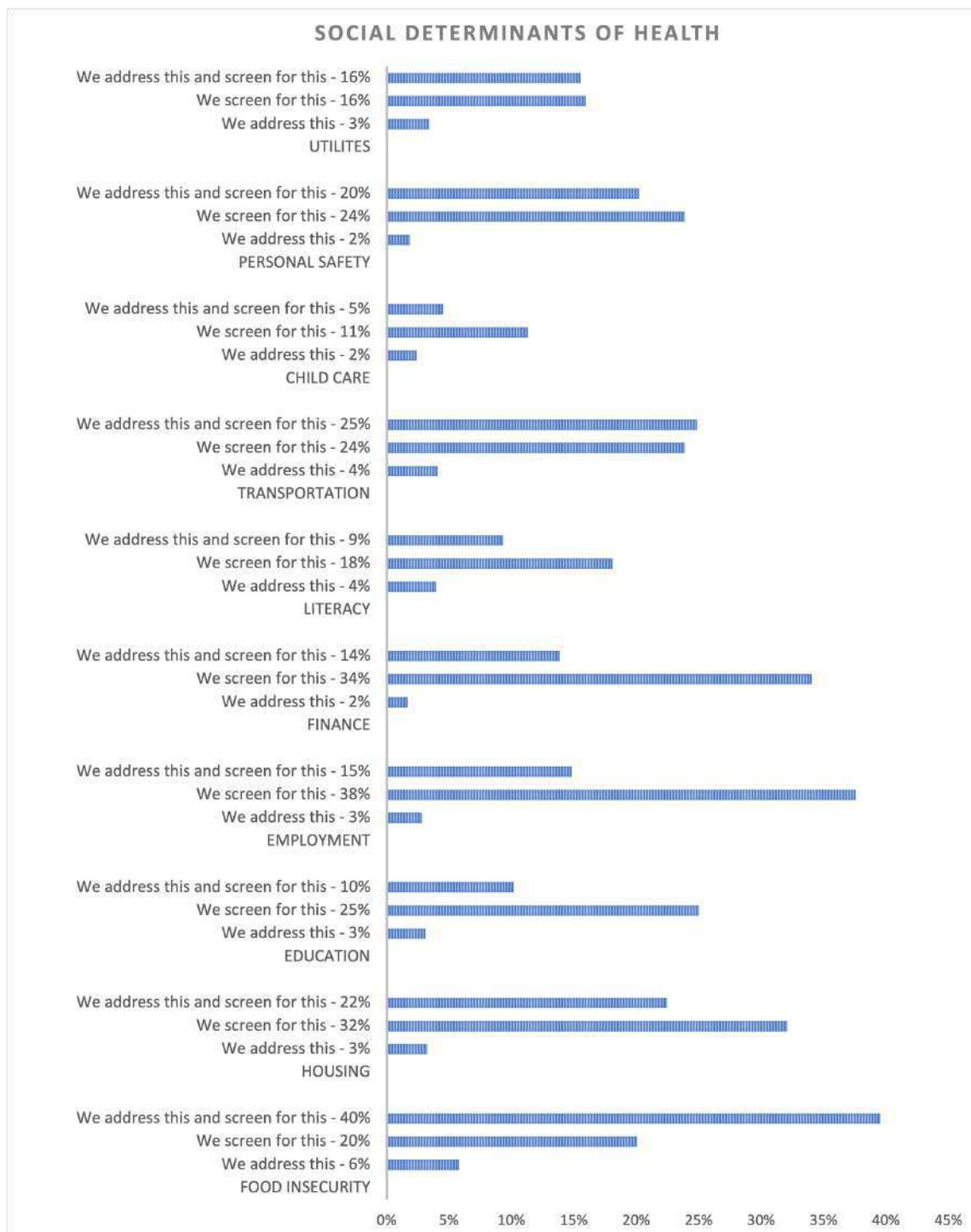
The following chart breaks down the various patient donation and fee options found throughout Free and Charitable Clinics and Pharmacies. While some may have fees or request donations, it is important to note that essential services are delivered regardless of the patient's ability to pay.

<b>PATIENT FEES:</b>	
Bills (S)CHIP for patients	3%
<b>Bills Medicaid for select patients</b>	<b>10%</b>
Bills Medicare for select patients	5%
<b>Charitable Clinic that has a flat fee for patients</b>	<b>7%</b>
<b>Charitable Clinic that has a sliding fee scale for patients</b>	<b>9%</b>
Charitable Pharmacy that charges a fee to patients	2%
Charitable Pharmacy that has a suggested patient donation amount	4%
<b>Charitable Pharmacy that is free to patients at all times</b>	<b>19%</b>
Considering billing Medicaid, Medicare, Third Party Billing but have not started yet	3%
Considering transitioning to a Charitable Fee for Service model	1%
<b>Free for dental care with no cost to the patient at any time</b>	<b>17%</b>
Free for primary care and has a patient fee for education classes	0.30%
Free for primary care and has a patient fee for labs	4%
Free for primary care and has a patient fee for medication	3%
Free for primary care and has a patient fee for specialty care	1%
Free for primary care and has a requested patient donation amount for medication	1%
Free for primary care and has a suggested patient donation amount for labs	3%
Free for primary care and has a suggested patient donation amount for medication	3%
Free for primary care and has a suggested patient donation amount for specialty care	2%
Free for primary care and has a suggested patient donation for education classes	0.30%
<b>Free for primary care and participates in the Breast and Cervical Cancer Program</b>	<b>8%</b>
Free for primary care and participates in the Ryan White Program	1%
<b>Free with no cost to the patient at any time for any service</b>	<b>68%</b>
<b>Specialty clinic, including Dental that is Free with no charges to patient at any time</b>	<b>8%</b>
Specialty clinic, including Dental, that bills Medicaid, Medicare, S(CHIP) for select patients	2%
Specialty clinic, including Dental, that has a suggested patient donation amount	4%
Treats Medicaid/Medicare/SCHIP patients but does not bill for service	6%



# ORGANIZATIONS

**75% of Free and Charitable Clinics/Pharmacies screen patients for social determinants of health.** Of those, the following chart breaks down what areas are screened and addressed.



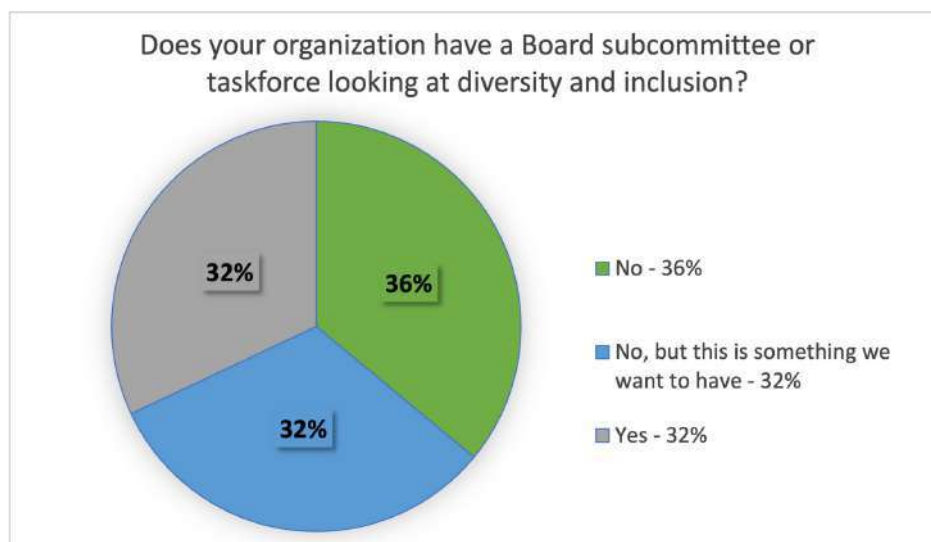


# ORGANIZATIONS

58% of organizations reported having a quality improvement committee. An additional 21% do not yet have a quality improvement committee but want to in the future.



32% of organizations have a Board subcommittee or taskforce looking at diversity and inclusion. Another 32% of organizations reported that they do not have a Board subcommittee or taskforce looking at diversity and inclusion, but it is something they want to have in the future.

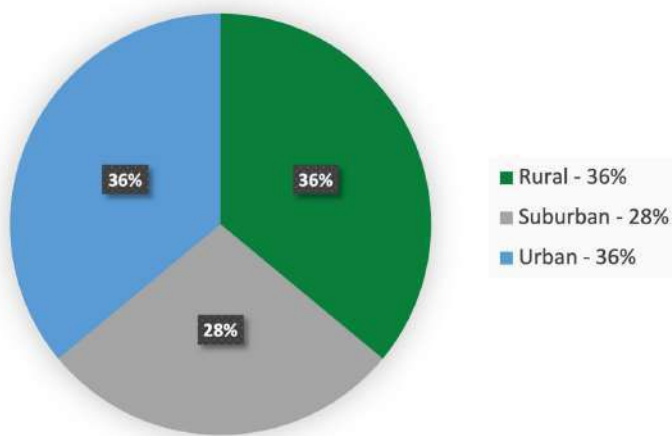




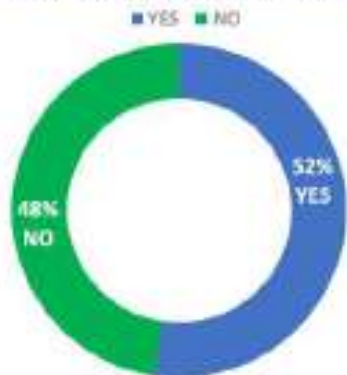
# ORGANIZATIONS

## Free and Charitable Clinic and Pharmacy Location Data

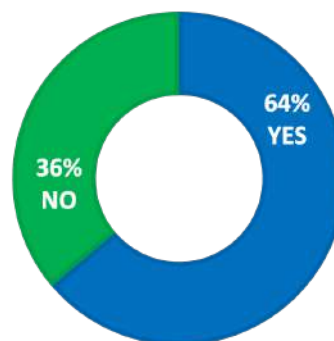
Kinds of Areas Patients Generally Reside



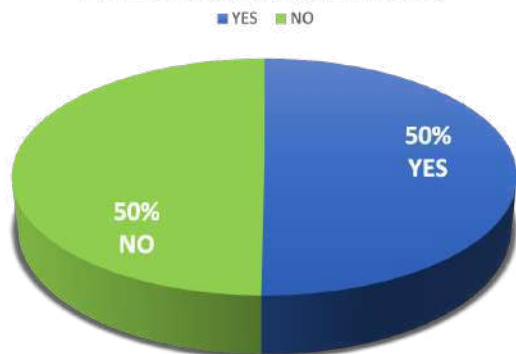
FREE AND CHARITABLE CLINICS LOCATED IN  
MEDICALLY UNDERSERVED AREAS/POPULATIONS (MUA/P)



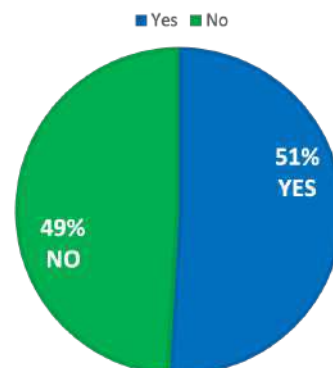
FREE & CHARITABLE CLINICS LOCATED IN  
MENTAL HEALTH  
HEALTH PROFESSION SHORTAGE AREA LOCATION



FREE AND CHARITABLE CLINICS LOCATED IN  
PRIMARY CARE  
HEALTH PROFESSIONAL SERVICE (HPSA)



FREE AND CHARITABLE CLINICS LOCATED IN  
DENTAL HEALTH  
HEALTH PROFESSIONAL SHORTAGE AREAS (HPSA)

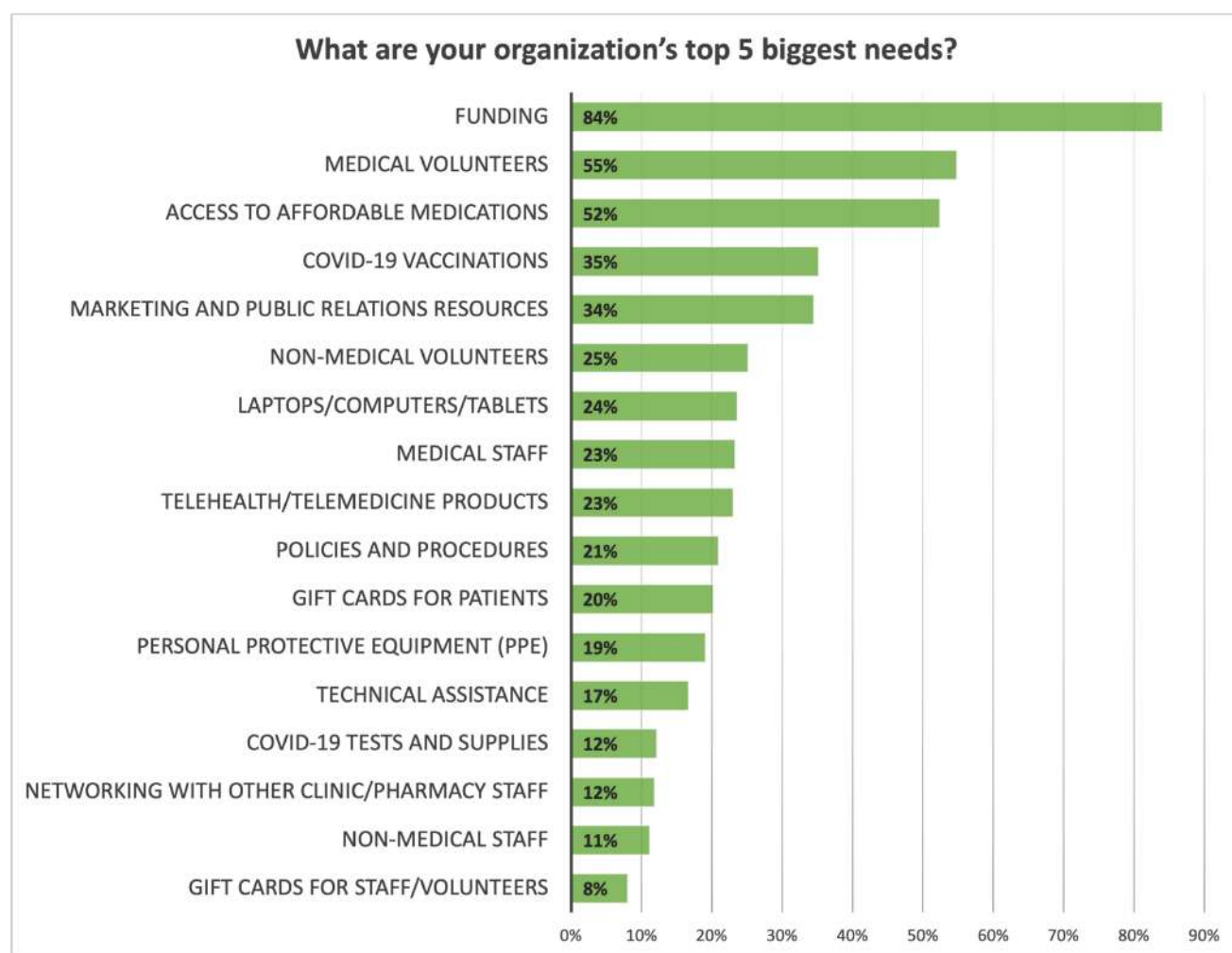






# ORGANIZATIONS

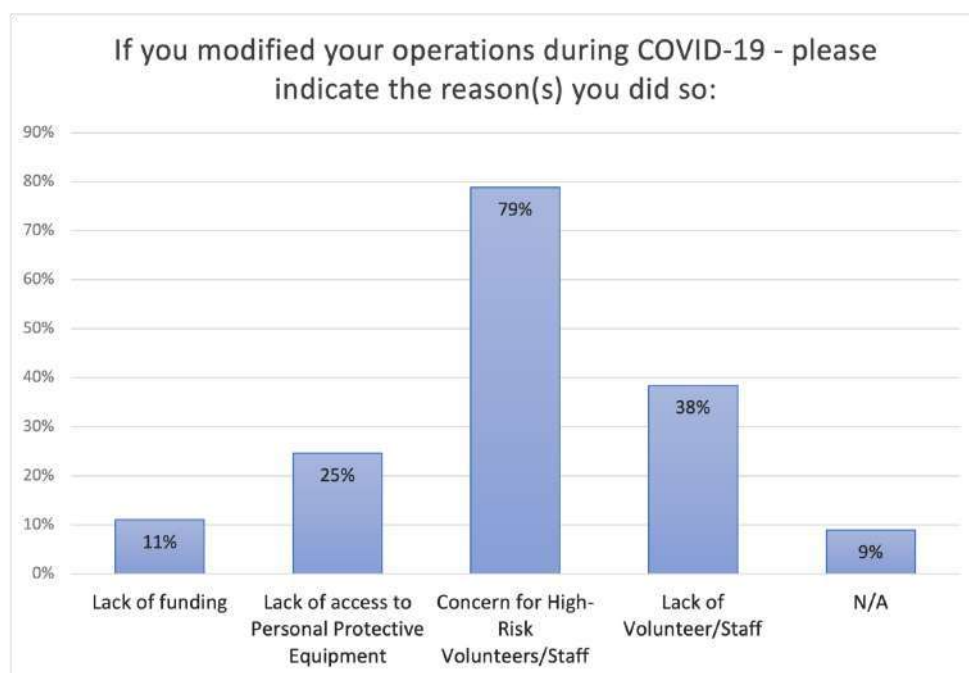
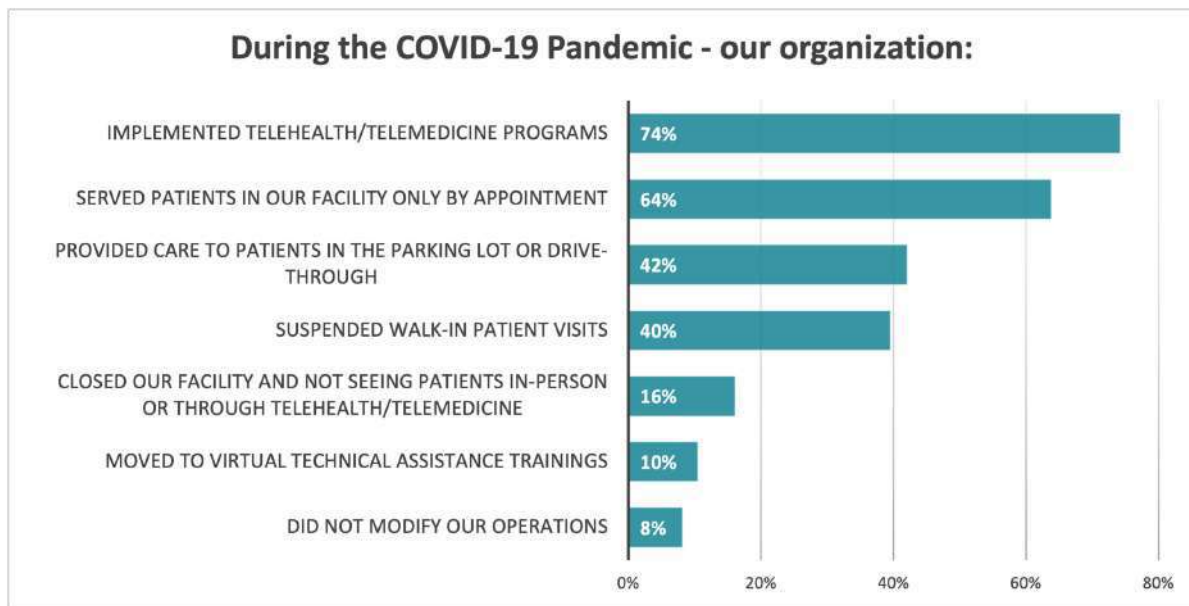
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# COVID-19

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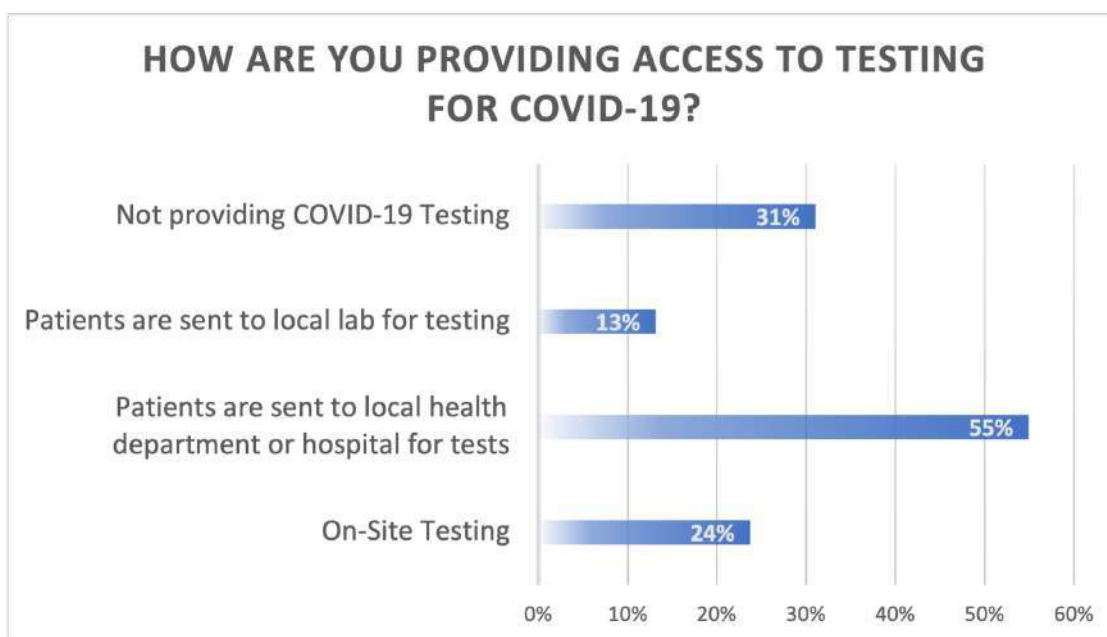




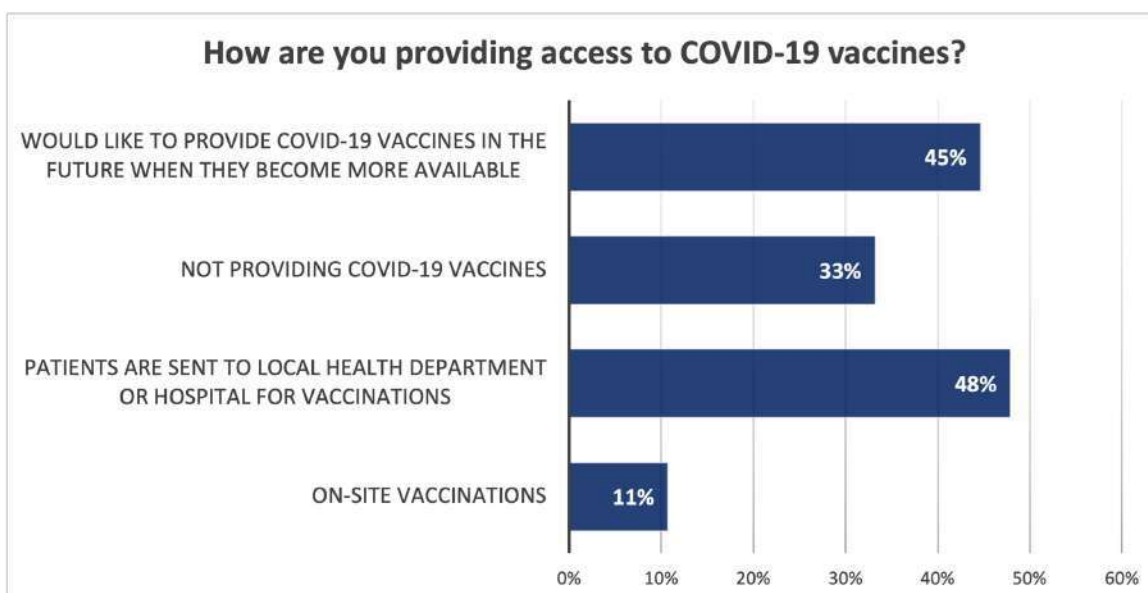
# COVID-19

## Testing

In 2020, over 250,000 COVID-19 tests were administered at Free and Charitable Clinics and Pharmacies, and over 30,000 patients tested positive for COVID-19.



## Vaccines



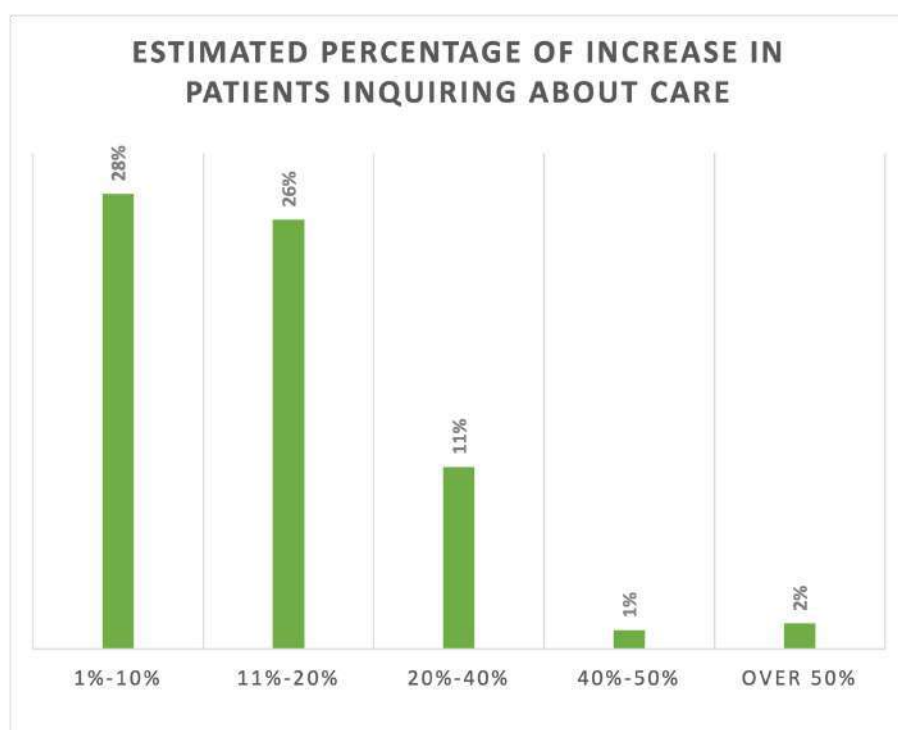




# COVID-19

## Demand

66% clinics saw an increase in patients inquiring about care with more people being unemployed.



## Reimbursements

6% of clinics applied for reimbursement for COVID-19 testing and treatment for the uninsured patient from the Federal Government and 13% reported that they hadn't but might in the future. Of these, 64% received reimbursement, 33% were awaiting a response and 3% were denied.