

# NAFC CHARITABLE HEALTH CARE SYMPOSIUM



## 2020: Where Vision Meets Action **WHERE VISION MEETS ACTION**

**OCTOBER 26-27, 2020 - VIRTUAL CONFERENCE**

For the last decade, the NAFC, our members and our partners have been focused on the future of accessible health care and our shared vision of quality health care for all.

We have shared ideas, concepts and best practices to encourage and enable communities throughout the United States to increase and improve access to needed health care for millions of medically underserved people.

2020 is here. It is time for vision to turn to action. Time to implement those concepts, ideas and best practices. This concept of turning vision into action could not be more fitting for how Free and Charitable Clinics and Pharmacies have had to pivot and quickly act responding to the COVID-19 pandemic.

Members of the charitable health care network came together – virtually – for the 2020 Charitable Health Care Symposium to share how they have or how they plan to turn their vision for accessible health care in their communities into action. From newly established clinics learning best practices, to advanced clinics looking to establish new expanded services, there will be a wide range of informative sessions throughout the 2-day online conference event. Sessions ranged from COVID-19 responses, addressing social determinants of health and racial biases, to chronic disease management, fundraising and more.

# SYMPOSIUM AGENDA

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## MONDAY, OCTOBER 26, 2020

### **10:00 – 11:50 AM ET - Networking and Exploring the Virtual NAFC Symposium**

Use this time to explore the NAFC 2020 Symposium virtual platform, network with other attendees, check out on-demand sessions and visit the exhibit hall to connect with our sponsors and exhibitors!

### **11:55 AM ET – Welcome and Introduction of Keynote Speaker**

### **12:00 - 12:50 PM ET - Opening General Session**

**Keynote Speaker** - Joan Garry

#### **Leading with Intention: Thriving in Times of Uncertainty**

Inspiring, actionable and funny, Joan will remind you that nonprofit leaders have exactly what it takes to lead in tough times. She will also offer practical steps you can take to prioritize, engage your board and volunteers and rally your stakeholders around the need for your work and your vision for the future.

### **1:10 - 2:00 PM ET - Breakout Session 1.1**

#### **Turn Your Board into a Fundraising Machine (Seriously!)**

*Speaker: Joan Garry, Joan Garry Consulting*

It's time to stop nagging your board to ask people for money; it's time for a better way. Learn how to turn your board members into enthusiastic ambassadors and storytellers and how to ignite them with a different approach to board meetings.

### **1:10 - 2:00 PM ET - Breakout Session 1.2**

#### **Beyond the Examination Room**

*Speakers: Maria Vital, PhD, MHA, MBA, The Edward R Leahy Jr Center Clinic for the Uninsured; Andrea Mantione, DNP, MHA, CRNP, Director, The Edward R Leahy Jr Center Clinic for the Uninsured*

The presenters will pay attention to the diversity among immigrants: some arrive with PhDs to work as research professors, while others arrive with a primary school education and no English skills to work as immigrant laborers. As immigrants come from an ever-increasing array of races, ethnicities, and national origins, immigrant assimilation is more complex than ever before, and education is central to their adaptation to the American society. Shedding light on often misunderstood topics, this presentation aims to help health care providers and all individuals working with immigrant populations to understand the challenges involved in improving their health outcomes and how to work together with them to provide an effective care.

### **2:20 - 3:10 PM ET - Breakout Session 2.1**

### **"I Get It! I Don't Get It!" - Learning How to Learn About the "Other"**

*Speaker: Jeffrey Trask, PhD, Founder, Board Member, Champaign County Christian Health Center*

Research shows we are not fully aware of our biases and new discoveries about how those biases affect healthcare outcomes are becoming more prevalent. This workshop will dig into the history about racial bias and how healthcare and public health professionals along with the academic community are recognizing racial discrimination as a determinant of health. There will be opportunity to discuss the realities of racial bias and how to help your clinic treat everyone equally. If you are reading this and have said to your yourself, "we do not have that problem", then you really need to attend this workshop.

### **2:20 - 3:10 PM ET - Breakout Session 2.2**

#### **We are here: Updates on the "Roadmap to Health Equity" National Collaborative**

*Speakers: Julie Darnell, PHD, Loyola University*

Join this session to learn about a national collaboration designed to collect and report on patient outcomes and processes across free and charitable clinics (FCCs). Launched in 2017 and now in its third year, the "Roadmap to Health Equity" project is a voluntary initiative that has involved more than 100 participants across the FCC sector. During its first year, Roadmap members reached consensus on a standardized set of evidence-based clinical measures and sociodemographic factors that clinics would report into a centralized repository. During the second year, it partnered with a technology vendor, VisionTree, to develop the national data repository and selected 50 clinics to participate in a pilot. Currently, it is building the repository and testing the reporting of quality measures with the 50 pilot clinics. Keeping a focus on health equity, Roadmap participants are considering adding new measures related to the social determinants of health and the patient experience.

### **3:30 - 4:20 PM ET - Breakout Session 3.1**

#### **Preventing Spontaneous Professional Combustion: Recognizing Opportunities to Practice Practical Self-Care (and How to Actually Do It)**

*Speaker: Beth Collier, LSW, CPhT, Patient Services Manager, Charitable Pharmacy of Central Ohio*

The word "self-care" often conjures up images of spa days and sleeping in, and while those are perfectly acceptable self-care activities, they probably aren't the most practical and not ones that can be practiced daily. This session aims to reframe self-care from a special event to an everyday activity that you want to set aside time for. The session will begin with an introduction of self-care and why it matters for preventing burnout before moving into a group discussion focused on recognizing self-care activities that participants already practice and strategies to overcome barriers to the hardest part of practicing self-care: Actually, doing it.

### **3:30 - 4:20 PM ET - Breakout Session 3.2**

#### **Remote access of the electronic medical record as a tool to drive quality improvement for uninsured patients with poorly controlled diabetes mellitus. An endocrinology-diabetes team partnership can significantly lower HBA1C.**

*Speakers: David Baldwin, MD, CommunityHealth; Emily Hendel, MS, NP-C, Director of Clinical Services, CommunityHealth*

We conducted a quality improvement project for the 350 diabetic patients in our clinic with HBA1C > 9%. We formed a team consisting of an endocrinologist, medical student, and midlevel providers with training in diabetes management. A set of management algorithms was created and was disseminated using case-based interactive sessions. Most of our patients are managed by attending/resident teams. We came up with a model of remote consultation using our web-based electronic medical record in which all providers for these

patients would receive a written set of recommendations specific to each patient every 3-4 months. After 1 year we found that our intervention has led to a reduction in clinical inertia from 66% to 33% of provider: patient pairs and a reduction of HBA1C to < 9% in 50% of our cohort. Patients with HBA1C > 11% was decreased from 36% of patients to 11% of patients.

#### **4:40 - 5:30 PM ET - Closing General Session**

##### **COVID and Clinics - Responding to a Pandemic**

*Speakers: Beth Armstrong, Executive Director, People's Health Clinic; Stephanie Garris, J.D., Chief Executive Officer, Grace Medical Home; Isimeme Ikharehba Green, Executive Director, Physicians CareConnection*

As we all know too well, the COVID-19 pandemic has impacted our patients and our communities in different and dramatic ways. This session will be an honest and frank conversation with three clinic directors on how they addressed the pandemic, including volunteer recruitment and retention, dental care, COVID testing, funding, medication access, personal protective equipment and burnout.

#### **5:30 – 7:00 PM ET - Networking and Exploring the Virtual NAFC Symposium**

Use this time to explore the NAFC 2020 Symposium virtual platform, network with other attendees, check out on-demand sessions and visit the exhibit hall to connect with our sponsors and exhibitors!

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## **TUESDAY, OCTOBER 27, 2020**

#### **10:00 – 11:50 AM ET - Networking and Exploring the Virtual NAFC Symposium**

Use this time to explore the NAFC 2020 Symposium virtual platform, network with other attendees, check out on-demand sessions and visit the exhibit hall to connect with our sponsors and exhibitors!

#### **11:55 AM ET – Welcome and Introduction of Keynote Speaker**

#### **12:00 - 12:50 PM ET - Opening General Session**

**Keynote Speakers** - Melissa DePino and Michelle Saahene, From Privilege to Progress

##### **From Starbucks to Showing Up**

When two black men were unjustly arrested in a Philadelphia Starbucks while waiting for a friend, a viral video of the incident sparked a public dialogue on what racism looks like today. The women responsible for that video, Melissa DePino and Michelle Saahene, share the lessons they learned about why we need to leave shame and guilt behind and use the privilege we have for progress, and how the power of the individual has far-reaching implications for systemic change.

As speakers and conversation starters, Melissa and Michelle connect with audiences on a personal level, sharing their own stories from a place of vulnerability and openness. Participants leave the conversation with the inspiration and tools to effect change in their everyday lives.

### **1:10 - 2:00 PM ET - Breakout Session 1.1**

#### **Activating Social Determinants of Health: How Free and Charitable Clinics Can Create Healthy Communities**

*Speakers: Breanna Lathrop, DNP, MPH, FNP-BC, Chief Operating Officer, Good Samaritan Health Center; Veronica Squires, Chief Administrative Officer, Good Samaritan Health Center*

Social determinants of health are the social, economic, and environmental factors influencing health. Determinants such as racism, housing and food insecurity, poverty, and education are at the root of persistent health disparities. How do clinics already pressured meeting the medical needs of patients also address SDOH? This session provides practical tools for identifying significant SDOH and integrating SDOH targeted interventions into clinic care. We will also discuss evaluating and funding these efforts.

### **1:10 - 2:00 PM ET - Breakout Session 1.2**

#### **Slaying the Silent Killer: Optimizing Hypertension Treatment in the Free Clinic Setting**

*Speaker: Dr. Shawn Smith, PharmD, Executive Director, Symba Center*

Given the widespread screening and availability of low-cost, effective antihypertensive medications, uncontrolled blood pressure remains a public health issue causing cardiovascular, neurologic, and renal diseases. Recent updates in hypertension management recommend more intensive blood pressure goals and advocate for team-based hypertension management. After this presentation, clinicians will learn up-to-date recommendations for diagnosis and treatment of hypertensive patients. Additionally, administrators will learn the value of team-based hypertension management and discuss clinic-wide solutions to optimize care.

### **2:20 - 3:10 PM ET - Breakout Session 2.1**

#### **Fundraising Without Recreating the Wheel**

*Speaker: Liz Dickey, Executive Director, Health for All*

Fundraising is hard and most people don't like doing it, but there is hope. I've learned some great lessons by screwing things up and I'm happy to help you avoid my mistakes. This workshop will hand you the blueprint and tools needed to build better donor relations and raise the money your organization needs.

### **2:20 - 3:10 PM ET - Breakout Session 2.2**

#### **Leveraging Extension for Community Health Outcomes (ECHO) to Integrate Behavioral Health Care in Free and Charitable Clinics (FCCs)**

*Speakers: Kristi Gilleland, LCSW, Director of Whole Person Care, Mercy Health Center (MHC); Dr. Mary Brennan Wirshup, MD, FAAFP, Vice President of Medical Affairs, Community Volunteers in Medicine; Christina Newport, Director, Quality Improvement & Behavioral Health, U.S. Programs, AmeriCares*

This AmeriCares-sponsored workshop features an overview of the Extension for Community Health Outcomes (ECHO) model and how it was leveraged to support behavioral health integration in free/ charitable clinics (FCCs). It features two FCCs – Mercy Health Center and Community Volunteers in Medicine – who will share their experience participating in 14-weekly, video-conference training sessions hosted by ECHO-Chicago on integrating behavioral health. Specifically, the participating FCCs will describe their journey toward behavioral health integration and share best practices around and practical tools for 1) enhancing workflow and clinic-level changes to better support patients with depression and anxiety (e.g., warm handoffs and improved communications), 2) deploying a patient registry to track patients over time, 3) utilizing evidence-based screening questionnaires for case finding and measurement-based treatment to target, 4) using team-based approaches to care, and 5) enhancing capacity around medication management.

### **3:30 - 4:20 PM ET - Breakout Session 3.1**

#### **Think Your Clinic Lowers Hospital Costs & ER Visits?... Well Then, Prove It!**

*Speaker: Sara Sullivan, Sullivan Evaluation Services*

There is a belief among clinics that uninsured people who receive care at their clinics have reduced hospital and emergency room (ER) utilization and costs, and some clinics have made efforts to analyze the impact. Having quantifiable data specific to a clinic's patients and its local hospitals is a compelling metric and has, in some cases, resulted in increased funding to the clinic. Over the last year, NAFC sponsored a case study project to investigate and document a variety of methods used to analyze the impact. This session will outline the various analysis methods with an emphasis on how to conduct an analysis at your clinic, including factors for success and pitfalls to avoid. Attendees will leave with a variety of ideas and a toolkit of resources.

### **3:30 - 4:20 PM ET - Breakout Session 3.2**

#### **Best Practices for Implementing a Disease State Management Program at Your Clinic**

*Speaker: Adlia Ebeid, PharmD, BC-ADM, RPh, Director of Pharmacy Services, San Jose Clinic*

Attendees will learn about best practices for creating and implementing an effective disease state management (DSM) program from the ground up. The presentation will cover the initial steps of establishing partnerships with academic institutions to recruit a steady stream of pharmacy preceptors and student volunteers to run the DSM program, outlining the operational parameters of your program, identifying appropriate clinical outcomes for your target patient population, reviewing results to adjust goals accordingly, and forging continuous new partnerships for additional resources to run the program.

### **4:40 - 5:30 PM ET - Closing General Session**

#### **2020 Lessons Learned - Free and Charitable Clinics Leadership in Care and Policy**

*Speaker: Nicole Lamoureux, President & CEO, National Association of Free and Charitable Clinics*

2020 has been the year that has taught Free and Charitable Clinics and Pharmacies how to Plan, Proceed and Pivot. This session will provide an update on the state of health care in the United States, the important role that Free and Charitable Clinics play as members of the safety net and what is on the horizon.

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## **ON-DEMAND SESSIONS**

#### **FaithCare: Partnering with Employers to Expand Access to Care**

*Speaker: Kenn Tilus, MBA, Executive Director, Faith Community Health*

If you ever struggle to find funding to carry out your mission, you will want to learn about the *FaithCare* model. Learn how partnerships with employers to provide primary care for uninsured employees can create a stable income stream while enabling your clinic to reach more of your target demographic with affordable access to care. The *FaithCare* model is particularly valuable for clinics in states that have elected not to expand Medicaid. With repeal of health insurance mandates, more people are choosing not to purchase insurance coverage, creating a gap in workforce healthcare access for all employers. If your state has enacted direct primary care laws, you may be able to provide employer group medical services on a subscription

basis. *FaithCare* is easily scalable, enabling even clinics in smaller rural communities to generate a source of stable funding and serve more of target populations than possible with limited donor resources.

### **None of Us Are Getting Out Alive**

*Speaker: Suzanne Hoban, MPH, Executive Director, Family Health Partnership*

Succession planning can strike fear in the hearts of management, particularly when talking about it with your board. All Executive Directors and top staff will leave the organization at some point, by choice or by chance. This presentation focuses on providing real tools to begin your succession plan, both emergency and long term. Succession planning is critical to keeping organizations stable through transition stages.

### **Bridges to Health: An Innovative Award-Winning Model of Care for the Most Complex, Most Vulnerable Patients**

*Speaker: Judith Long, Masters of Nonprofit Administration (Univ of San Francisco), Master of Divinity (Harvard), Executive Director, The Free Clinics*

Free and charitable clinics often care for the most vulnerable persons in any community. Our patients are typically uninsured and low-income, with barriers to health caused by economic deprivation. Our patients often experience behavioral health concerns, social isolation, and substance use disorder in addition to their chronic medical needs and economic barriers. The key question most of us ask is how to provide the highest quality clinical care that also addresses the social determinants and behavioral health concerns in a cost-effective and patient-centered way. We wonder if it is possible to simultaneously improve patient health and social outcomes and patient engagement in their care (compliance) and reduce provider burnout, while also lowering healthcare costs. The Free Clinics created a program 11 years ago that successfully addresses the five areas above, with outcomes that surpass all our safety-net peers as well as commercially insured persons.

### **Health Literacy: The Key to Successful Patient Encounters**

*Speakers: Adam Bradley, MPH, Executive Director, Luke's House: A Clinic for Healing and Hope; Rebecca Tamayo, MPH, Program Director, Luke's House: A Clinic for Healing and Hope*

Health Literacy is the single most powerful determinant of health outcomes, yet the US still wastes over \$300 billion each year due to inadequate resources to promote health literacy. Free and charitable clinics work with patients who have the lowest levels of health literacy: the working poor, homeless, immigrants, and people with low education. It is imperative that we learn how to best address the health literacy needs of our patients to improve health outcomes and to improve the provider experience. This workshop will provide a brief overview of the literature explaining why addressing health literacy in our clinics and pharmacies is so important, and then we will spend a significant portion learning and using new skills and methods that people can take home to their communities and immediately implement.

### **Move to Health – Promoting Physical Activity and New Eating Habits in the Free Clinic Setting**

*Speakers: Surekha Cohen, RN, MA, BSN, Director of Clinical Services, Arlington Free Clinic; Irene Hruskoci, BSc, PT, Physical Therapist/Move to Health Volunteer Program Coordinator, Arlington Free Clinic*

Evidence continues to mount that exercise is an essential component of disease prevention and management. The question we faced was how to move beyond providers telling our patients to exercise and lose weight. Move to Health is a program that has evolved at the Arlington Free Clinic over the past 5 years to divert prediabetic, prehypertensive and overweight patients from the path of chronic disease. The program is designed to build awareness of how to exercise effectively and to increase consumption of nutrient dense

whole foods by making shifts in food choices. Patients are referred by a provider or staff and are given the opportunity to exercise at the clinic in a group setting twice weekly and receive weekly nutrition and wellness education. The program has evolved based on lessons learned and continues to develop, drawing on the strengths of our volunteer staffing structure, patient feedback and evidence-based research.



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## 2020 SPEAKERS

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### KEYNOTE SPEAKER - JOAN GARRY



Joan Garry is an internationally recognized champion for the nonprofit sector and a highly sought-after executive coach for CEOs at some of the nation's largest organizations. Joan's firm offers high-end strategic advisory services with a unique combination of coaching and management consulting. She is called upon by large organizations to tackle substantial change management, crisis management, and leadership transitions requiring a hands-on strategist, a messaging expert, and a compassionate truth-teller.

Joan is the go-to resource for hundreds of thousands of nonprofit leaders worldwide. Through her blog, podcast and book, Joan Garry's Guide to Nonprofit Leadership, she has become the 'Dear Abby' of the nonprofit sector, advocating for the success of nonprofits, large and small.

As a columnist for the Chronicle of Philanthropy, a contributor to Harvard Business Review and Forbes Magazine, among others, Joan is a preeminent media spokesperson and thought leader on the role of the nonprofit sector in our society and is a sought after voice on issues facing the sector today. Joan is also the founder of the Nonprofit Leadership Lab, the online educational and community portal she leads for board and staff leaders of small nonprofits.

Learn more about Joan by visiting <https://www.ioangarry.com>.

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### KEYNOTE SPEAKERS - MELISSA DEPINO AND MICHELLE SAAHENE, FROM PRIVILEGE TO PROGRESS



Melissa DePino and Michelle Saahene co-founded From Privilege to Progress--a national movement to desegregate the public conversation about race and racism--after their viral video of two black men being unjustly arrested at a Starbucks captured international attention.

Their work has been featured on Jada Pinkett Smith's Red Table Talk, NPR's Radio Times and Code Switch, Matter of Fact with Soledad O'Brien, MSNBC's AM Joy, and in numerous television, print, and online outlets.

Michelle and Melissa continue the conversation they started that day through social media campaigns and speaking engagements that create awareness and inspire action.

Join the #ShowUp movement by following From Privilege to Progress on social media.

<https://www.facebook.com/privtoprog>

<https://twitter.com/privtoprog>

<https://www.instagram.com/privtoprog/>

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## GENERAL SESSION SPEAKERS

### **Beth Armstrong, Executive Director, People's Health Clinic**



Beth Armstrong has more than 25 years of healthcare industry experience. With her extensive background in hospital administration, Beth has worked for such notable organizations as Cedars Sinai Cancer Center in Los Angeles, Northridge Medical Center in Northridge, California and Hospital of the Good Samaritan in downtown Los Angeles. She currently serves as the Executive Director of People's Health Clinic in Park City, a nonprofit clinic that provides quality healthcare to the uninsured of Summit and Wasatch Counties. Armstrong also serves on many boards: the American Hospital Association where she lobbies on Capitol Hill in Washington, D.C. for community

hospitals; KPCW Radio where she is secretary; she is Vice Chair of Park City Public Arts Advisory Board where she procures art for the city of Park City; Art for Healing where she assisted in creating an art cart for patients; Promontory Foundation where she is Director and primary fundraiser; and the Executive Council of the Utah Symphony/Utah Orchestra where her focus is on programming. Beth also serves on the Literacy Project board and the Board of Directors for Park City Hospital and is on the board of the Park City Chamber of Commerce. Beth received her Bachelors of Science in Accounting from McNeese State University and Masters study in Business Administration from the University of New Orleans. She resides with her husband and 23-year-old son in Park City, Utah, enjoying the town's world-class skiing, hiking, biking, and golf.

### **Stephanie Garris, Chief Executive Officer, Grace Medical Home**



Stephanie Garris is the Chief Executive Officer of Grace Medical Home in Orlando, FL. Stephanie has a lengthy career in civic activism and community service. Prior to working at Grace, she served as Executive Director for the American Cancer Society in Central Florida and held several positions in the federal legislative arena when she lived in Washington, D.C., including the American Hospital Association and the American Medical Association. Stephanie also worked as a Legislative Assistant on Capitol Hill and a political fundraiser. She attended the University of Florida and the American University Washington College of Law. Stephanie has a long history of volunteer service

in Orlando through the Junior League of Greater Orlando (President 2009-2010) and the Florida Bar Association (Elected Member, Young Lawyers Board of Directors). She is also very active in the Cathedral Church of St. Luke and serves on various committees for The Christ School. She and her husband are the proud parents of three young sons.

**Isi Ikharebha Green, Executive Director, Physicians CareConnection**



Isi Green is the Executive Director of the Physicians CareConnection which is an affiliate of the Columbus Medical Association. She has been in this role since 2009. Her primary responsibility is leading the effort to coordinate health care services and resources for people who are vulnerable in Central Ohio and share the value of coordinating safety net services through outcomes measurements and evaluation. Born in Dayton, Ohio in 1975, she is the daughter of Sam and Priscilla Ikharebha. Green graduated 3rd in her class from Trotwood Madison High School in 1993. Green is a member of Zeta Phi Beta Sorority, Inc. and currently serves as the President of her local chapter and is the State of Ohio Zeta Phi Beta Sorority, Inc.

Chair of the Board. Green believes she is serving her God-given purpose by helping people. Her favorite saying is “Leadership is an opportunity to serve.” Green is a proud Alumni of THE Ohio State University (Go BUCKS!) and earned both her Bachelors of Arts in Chemistry and Masters in Public Health from this great institution!!

**Nicole Lamoureux, President & CEO, National Association of Free and Charitable Clinics (NAFC)**



Nicole works daily with the National Association of Free and Charitable Clinics and America's 1,400 Free and Charitable Clinics and Pharmacies to ensure the medically underserved have access to affordable, quality health care. Nicole believes we all have the capability to make the world a better place, that health care is a right and not a privilege, that our country must start putting people over politics, and that together we should make sure all people, regardless of their age, sex, income, education, ethnicity, color of skin, religion, sexual orientation, or identity deserve to be treated with respect and dignity.

Nicole has testified before Congress, is a regular TV commentator, and has published numerous articles on the important role of America's safety net and charitable care providers. Nicole was named by the NonProfit Times as one of the top 50 Most Influential and Powerful Nonprofit Executives in the USA. She received the Center of NonProfit EXCEL Award for excellence in Executive Non-Profit Leadership. Nicole holds a Master's Degree in American Government and a Bachelor of Arts Degree in Politics from The Catholic University of America and she resides in Alexandria, Virginia with her husband Mark

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## BREAKOUT SESSION SPEAKERS

**David Baldwin, MD** is a retired Professor of Medicine in the Section of Endocrinology at Rush University Medical Center in Chicago. He graduated from Beloit College, WI in 1976, and from Rush Medical College in Chicago, IL in 1981. He completed his residency in Internal Medicine at the Brigham and Women's Hospital in Boston, MA in 1984, and his fellowship in Endocrinology at The University of Chicago in 1986. He was an attending in the Section of Endocrinology at Rush for 32 years rising to become an endowed Professor of Medicine and the Director of the Section of Endocrinology. He has volunteered at CommunityHealth for the past 10 years.

**Adam Bradley** grew up in Almond, WI, a thriving metropolis of 448 people in Central Wisconsin, 25 miles from the nearest grocery store. Adam received his Bachelor of Science from the University of Wisconsin - La Crosse, double majoring like all over-achievers do in Spanish and Biology, with a Pre-Medicine concentration. After repeatedly putting off the MCAT, Adam applied to Tulane University School of Public Health and Tropical Medicine to pursue a master's degree of Public Health. Adam began his work at Luke's House, one of New Orleans only free medical clinics, in 2015 and has helped the clinic grow its outreach and impact ever since, predominantly among the city's Spanish-speaking population. The clinic now sees almost 1,000 patients each year and connects people to long-term, affordable healthcare and is a model for equity-driven healthcare.

**Surekha Cohen**, RN, BSN, MA, is currently the Director of Clinical Services at the Arlington Free Clinic in Arlington, VA. In her previous role at the Clinic, she was a nurse manager for seven years coordinating care for patients with chronic and acute illness, in addition to overseeing the Move to Health exercise and nutrition program. She has also worked internationally as a program manager of public health projects to address maternal mortality and child health in countries with limited health resources.

**Beth Collier** joined the staff of the Charitable Pharmacy of Central Ohio in June 2019 as their first Social Worker. Beth holds her BSSW from The Ohio State University College of Social Work, where she is currently pursuing her MSW. She is an alumni of the NEW Leadership Ohio program for college women in politics and was a semi-finalist for the inaugural OSU President's Prize Competition in 2017. Prior to joining the staff of the Charitable Pharmacy, she served as the Director of Resource Development for the Charitable Healthcare Network and as a Senior Certified Pharmacy Technician with Walgreens. In her spare time, Beth enjoys cooking and writing novels about family drama and healthcare.

**Julie Darnell**, PhD, MHSA, joined the Department of Public Health Sciences, Stritch School of Medicine, Loyola University Chicago as Associate Professor in December 2015. Previously, she was on the faculty of the School of Public Health at the University of Illinois at Chicago where she served as Assistant Professor (2008-2015) and Associate Professor with tenure (2015). Dr. Darnell received her AM (2003) and PhD (2008) in Social Service Administration from The University of Chicago as well as a Master of Health Services Administration degree in health policy (1994) from The George Washington University. Her research focuses on access to, and the delivery and financing of, health care for poor and vulnerable populations and the safety net organizations that serve them. With the support of AmeriCare, she is currently leading an evaluation of two evidence-based chronic disease interventions in free clinics. She is also conducting a national survey of all known free and charitable clinics across the country. She has earned a national reputation for her work on free clinics. Findings from her research on free clinics have been published in the Archives of Internal Medicine and Medical Care and in a report to the U.S. Congress. Her work on free clinics has received numerous awards and recognition from organizations including the Society for Social Work and Research, the National Association of Social Workers Foundation, the Association for Research on Nonprofit Organizations and Voluntary Action, the American Public Health Association, and the Public Health System Research Interest Group of AcademyHealth.

**Liz Dickey** has served as the Executive Director of Health For All since 2012. Health For All is a free clinic for the uninsured who have no access to employer funded health insurance, cannot afford their portion of the insurance, and/or are financially disqualified from government health care programs. Liz is actively working to increase the number of people served, grow the number of volunteers who help provide care, and raise the funds and awareness necessary to help ensure everyone in our community can access affordable healthcare. Liz has a Bachelor's of Science in Marketing and Supply Chain management and a communications minor from Syracuse University. She currently serves on the BVOOG Workforce Solutions Board and committees for the United Way and her Church. Liz is a member of the Junior League, Bryan Rotary Club and a volunteer for Habitat for Humanity, The Boys and Girls Club, and Special Olympics.

**Dr. Adlia Ebeid** has served as the Director of Pharmacy Services at San Jose Clinic for the past 4 years. Prior to joining the team as a staff member, she served as a volunteer pharmacist for 2.5 years. She has more than 10 years of experience in pharmacy services with specific expertise in chronic disease

management. During her time at the clinic, Dr. Ebeid has overseen the creation and implementation of a successful disease state management (DSM) program benefiting hundreds of uninsured, underserved patients living with chronic illnesses in the greater Houston area each year. She spearheaded San Jose Clinic's seminal partnership with Texas Southern University (TSU) to continuously provide the clinic with faculty and student volunteers to run the DSM program. Through this program, we train new pharmacy students on-site and recruit a residential pharmacist intern each year. Our DSM program has seen great results, with at least one volunteer pharmacist securing a 60% success rate with her patients.

**Ariana Gordillo** joined the National Association of Free & Charitable Clinics (NAFC) in 2011 and is the Director of Strategic Initiatives. In this position, Ariana works daily with Free & Charitable Clinics and Charitable Pharmacies, volunteers and partners. Her responsibilities include member relations, volunteer activation and aid, partner relations, grant program management, community outreach and committee support. She holds a Master of Arts Degree in Latin American & Hemispheric Studies from the George Washington University, and a Bachelor of Arts Degree in International Studies from the American University in Washington, D.C. Ariana is a native of Lima, Peru and currently resides in Alexandria, Virginia.

**Kristi Gilleland**, LCSW, serves as the Director of Whole Person Care at Mercy Health Center (MHC) in Athens, Georgia. MHC is a faith-based, non-profit, free health clinic that provides whole-person care to uninsured adults in a six county area. In her role, she oversees Behavioral Health, Social Services, Wellness, and Spiritual Care services for the clinic, and serves as a community-based liaison for various research initiatives with the University of Georgia and Medical College of Georgia. Kristi has over 10 years' experience in the non-profit free clinic sector, and has an extensive knowledge of integrating behavioral health in the primary care setting, collaborative care models, social determinants of health and health literacy. She is a Behavioral Health Specialist and Licensed Clinical Social Worker.

**Emily Hendel**, MS, NP-C is a Family Nurse Practitioner and Director of Clinical Services at CommunityHealth, the nation's largest free clinic located in Chicago. Emily received her Master of Science in Nursing from DePaul University in 2004 and the same year started as a staff RN at CommunityHealth. In 2007, she transitioned to Nursing Manager, after receiving her Family Nurse Practitioner Postmasters Certificate from DePaul University. In 2013, Emily was promoted to Director of Nursing Services and then transitioned to Director of Clinical Services in 2015. Emily is bilingual English/Spanish and has a Bachelor of Arts in Biology from the College of Wooster.

**Suzanne Hoban** - After getting her Masters in Public Health from the University of Illinois, Suzanne Hoban founded the Family Health Partnership Clinic in 1996 – the first charitable clinic in McHenry County. Suzanne is involved in several community and civic organizations. She is the President of the Illinois Association of Free and Charitable Clinics and on the board of Leadership Greater McHenry County. She is also an elected trustee for McHenry County College. She has experience in refugee resettlement and has worked in refugee camps in Southeast Asia as well as Central America. She has presented at state and national conferences on topics ranging from fundraising to improving quality assurance in the safety net sector. Suzanne is a recipient of several local and regional awards including the Illinois State Treasurer "Healthcare Trailblazer" Award, the McHenry County Women of Distinction, and Woodstock Woman of the Year.

**Irene Hruskoci** is a retired Physical Therapist who received her Bachelor of Science Degree in Physical Therapy from Ithaca College. Over the years she has practiced in a variety of acute care settings both locally and abroad with patients from pediatrics to geriatrics. Upon retirement in 2015, she started volunteering as a Physical Therapist at the Arlington Free Clinic in Arlington, Virginia. In 2016 she also became a volunteer coach for the Clinic's Move to Health exercise and nutrition program and is now the Volunteer Coordinator of the program. She has helped evolve Move to Health through many changes, always searching for the most effective way to help our patient population attain better health.

**Breanna Lathrop**, DNP, MPH, FNP-BC is the chief operating officer and nurse practitioner at Good Samaritan Health Center in Atlanta, GA. She has spent over a decade providing health care to individuals and families who lack health insurance. She earned her doctor of nursing practice from Georgia Southern University and master of nursing and master of public health from Emory University. She is passionate health equity and addressing social determinants of health. She writes and speaks on these topics and is the co-author of *How Neighborhoods Make Us Sick: Restoring Health and Wellness to Our Communities*. She is a Robert Wood Johnson Foundation Culture of Health Leader.

**Rev. Judith Long** has served as Executive Director of The Free Clinics for 14.5 years, as a community minister. During her tenure, TFC has quintupled staff, programs, budget, and patients served. TFC also built a new facility, launched an endowment, expanded to serve our neighboring county, and serves as fiscal agent for the community's collaborative addressing substance use disorder. Judy has a Masters in Nonprofit Administration from the University of San Francisco and over 26 years experience in nonprofit organizations in Atlanta, San Francisco/Oakland, Boston, and Brooklyn/Manhattan, focusing on housing/homelessness; anti-racism/anti-oppression efforts, and empowering survivors of interpersonal violence. Judy earned her Masters of Divinity from Harvard and has served as a hospital chaplain and Unitarian Universalist parish minister. She leads the interfaith DREAM Scholarship Project that bridges the gap between in-and-out-of-state tuition at public institutions for DREAMERS. She earned her BA from Smith College in Northampton, MA, and is the proud mother of a talented 14 year old daughter.

**Dr. Shawn Smith**, PharmD is the Executive Director of Symba Center, a start-up non-profit free clinic in Victorville, California. After receiving his Doctorate of Pharmacy from Loma Linda University, he completed two years of post-graduate training in ambulatory care. His first year was spent at the University of California, San Diego Health and a second year at Virginia Commonwealth University where he gained clinical practice experience in non-profit free clinics and research experience in metabolic diseases. His expertise includes outpatient chronic disease management with a focus on diabetes, hypertension, dyslipidemia, smoking cessation, and cardiovascular risk reduction. Dr. Smith is currently an Assistant Professor of Pharmacy Practice and Administration at WesternU College of Pharmacy. He is passionate about partnering with community leaders to develop innovative care models that meet the needs of the underserved and improve access to medications and primary healthcare services.

**Veronica Squires** is chief administrative officer at The Good Samaritan Health Center in Atlanta, Georgia, where she leads strategy, expansion and development efforts. She previously served as director of corporate development for Boys and Girls Clubs of Metro Atlanta, and as the Georgia director of ministry partnerships for InterVarsity Christian Fellowship. She is a certified Christian Community Development Association (CCDA) practitioner and serves on the advisory board for the Georgia Charitable Care Network. She is currently pursuing her Executive MBA from Emory University's Goizueta Business School.

**Sara Sullivan** works as an evaluation and business consultant for a variety of free and charitable clinics and other non-profit organizations, focusing on program evaluation, process improvement, and capacity building. She has a master's degree in program evaluation and over 20 years of experience ranging from multi-year evaluations of federally funded programs to small feasibility studies. As the founder of Sullivan Evaluation Services, she utilizes her wide range of experience to help non-profit organizations gather and use information in meaningful ways. Located in Orlando, FL, she has conducted needs assessments, outcome evaluations, case studies, data mining and analysis projects, and quality improvement initiatives.

**Rebecca Tamayo** was born and raised in New Orleans. She attended Edna Karr High School and then Tulane University majoring in Public Health. Continuing her public health education, she attended LSU for her Master's of Public Health in Epidemiology. Rebecca began working at Luke's House in 2016, where she's able to use her skills as a native Spanish-speaker and New Orleanian to help her community members access healthcare resources.

**Kenn Tilus** has served as the executive director of Faith Community Health in Branson, Missouri since January 2016. With a background in finance and operations in nonprofit settings, Kenn was tasked to lead the organization to a sustainable future in a rural tourism-based community where a third of the workforce is without health insurance and wages are second lowest among U.S. micropolitan areas. The concept for *FaithCare*, an employer-based direct primary care service for local small businesses, was conceived and developed in 2017 and launched in March 2018. The *FaithCare* program contributed about 20% of patient visits and nearly 25% of total revenues within two years, enrolling nearly 300 members and providing a steady source of subscription income for the clinic.

**Jeffrey Trask** is a Professor in the Public Health master's program with Benedictine University. He holds a Doctorate in Philosophy in Community Health with a Specialization in Health Policy from the University of Illinois at Urbana-Champaign, where he also completed his undergraduate work, and he earned his Master of Science in Education Administration from Eastern Illinois University. In his professional career, Dr. Trask worked in hospital, public health, school clinic, and free clinic settings. In 2003, he founded the Champaign County Christian Health Center (CCCHC), a free clinic that provides healthcare services to the uninsured in Champaign County. His many other professional accomplishments include: Treasurer for the Illinois Association of Free and Charitable Clinics, Member of the Rev. Dr. Martin Luther King, Jr. Advocacy for Justice Committee; Board President for Christian Community Health Fellowship (CCHF); and board member for the Christian Community Development Association (CCDA).

**Dr. Maria Vital** has been the very enthusiastic Operations Manager at the LCHFC since she moved to the US from Brazil in 2007. Dr. Vital is responsible for balancing several budgets and allocating monies for the various programs offered at the Leahy Clinic. She has developed a strong rapport with the diverse patient population in the clinic, utilizing her language fluency to act as a translator and an advocate for the patients. She also works closely with clinic staff, physicians, faculty, students, and volunteers at the Leahy clinic, serving as the Volunteer Services Coordinator. Fluent in five languages, Dr. Vital is an active community volunteer who often provides pro bono translation services in health care, community and legal settings. Dr. Vital is the president of the Lackawanna County Interagency Council, a board member of the Weinberg Food Bank, a board member for the Fresh Food Committee for the GATE, and a board member for the Immigration Committee.

**Dr. Mary Brennan Wirshup**, MD, FAAFP, is the Vice President of Medical Affairs at Community Volunteers in Medicine in West Chester, PA, which provides health care to uninsured, low-income



individuals in the community. For 18 years, she has been responsible for the management of clinical care and oversight of over 200 medical staff and clinical volunteers, while treating chronic disease and specialty care patients. Dr. Wirshup received her medical degree from Eastern Virginia Medical School and served her medical residency at Lancaster General Hospital. Dr. Wirshup is a Fellow of the Academy of Family Practice and serves as a Clinical Adjunct Professor of Family Practice at Temple Medical School and Penn State College of Medicine. In December 2019, Dr. Wirshup was the recipient of the prestigious Robert Wood Johnson Foundation Award for Health Equity, which recognizes individuals who have successfully changed systems and policies that help reduce health disparities. She has been the recipient of numerous other awards and recognition.

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