

# Prince William Area Free Clinic



“A Place of Encouragement, Dignity, and Care”

Summer 2016

## Meet Our New Executive Director

### Mission Statement:

The mission of the Prince William Area Free Clinic is to provide adult and pediatric medical care and acute dental care to qualified, low income residents of the Prince William area without duplicating services provided by other non-profit healthcare organizations.

It is with great excitement that we introduce Caitlin R. Denney, MS, as the Prince William Area Free Clinic’s new Executive Director! Caitlin joined PWAFC following the retirement of Linda Franklin, who dedicated over 20 years of service to the free clinic. Caitlin has actively partnered with PWAFC over the past two years, and is motivated and thrilled to join the clinic team.



Caitlin was previously with NOVA ScriptsCentral, the program that provides many of PWAFC’s long term chronic illness medications. During her time there as Director of Operations, Caitlin worked closely with Linda and the PWAFC’s team. She helped to ensure patient access to needed medications, and implemented Kaiser Peramente’s ALL Phase program in the PWAFC. Prior to NOVA ScriptsCentral Caitlin managed two multi-million dollar companies.

Social Justice is a passion and guiding factor for Caitlin, who has both volunteered and sat on the board of the Pennsylvania National Association of Multicultural Education (PA-NAME). The Association’s work is used throughout the state by educators to educate on equality, access, cross-cultural differences, and social determinants that affect access to education.

Caitlin is passionate about working to improve her immediate community, and believes all people should have equality, opportunity, and access to basic human needs.

As the new Executive Director, Caitlin is eager to help the PWAFC fight the systemic inequality leading to unequal access to healthcare. Her time with the PWAFC thus far has reaffirmed to her how fantastic and necessary the work of the clinic is, and how vital it is for the community to come together to create change the way it has around the PWAFC.

When asked if there was anything she wanted readers to know Caitlin said, “It is an honor to have been trusted to continue the legacy of PWAFC that was started in 1992, and has been carried to today through the care and dedication of volunteers, staff members, and people like Linda Franklin and Dr. Sinclair. I know that the work we do here is a vital and essential step to improving people’s lives. I look forward to many years working in the PWAFC.”

Find us on the  
web!

[www.pwafc.org](http://www.pwafc.org)

Now on Facebook and  
Twitter @PWAFree  
Clinic

Newsletter now  
available online

---

## Letter from the Executive Director:

---

The Prince William Area Free Clinic is the only free medical/dental program that provides comprehensive medical care, including diagnostic testing, behavioral health and medications, to the county's low-income, uninsured residents.

---



### *Clinic Location:*

Prince William Area Free  
Clinic Unified Health  
Center  
13900 Church Hill Drive  
Woodbridge, VA 22191

---

Over the past few months I have thought about what drew me towards the PWAFC. Raised in a military family I grew up with a strong sense of duty to my community; wanting to protect it and make it stronger. This sense of duty encouraged me to be active in social justice and has informed my passion for helping make communities better and more self-sustaining. Since March I have had the pleasure of meeting many volunteers and community members who support the PWAFC. I have asked many of them what motivated them to work and support us. While the answers change from person to person one thing remained the same. Every person saw a need and wanted to help fill it.

The Greater Prince William Area includes Prince William County, Manassas City, and Manassas Park. The GPWA has a population of around 500,000 people, of which more than 17% are uninsured, and 7% live in poverty. The most recent studies from the Center for Disease Control show that almost half of all adults in the U.S. have a chronic illness, and one of four adults in the U.S. have two or more chronic health conditions. Chronic diseases are conditions that have persistent effects or are oncoming with time. In some cases chronic diseases are preventable. In most cases they are manageable with access and opportunity for care. However, the most recent surveys are showing that chronic diseases are a growing epidemic that account for seven of the top ten causes of death in the United States.

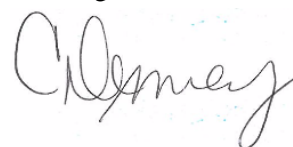
90% of the population we treat has at least one chronic disease, of which almost 25% are diabetic. Per a 2013 National Institute of Health, Health and Human Services study 13-27% of emergency department (ED) visits in the U.S. could be managed in primary care offices, clinics, or urgent care centers at a savings of \$4.4 billion annually. People who don't have access to doctors' offices or who are unable to manage their chronic illnesses end up becoming many of the ED visits that are primary care related, or as the study calls them, "Frequent Flyers". Last year through the hard work of Linda Franklin, Dr. Rebecca Sinclair, our staff, board, and dedicated volunteers, we treated over 2,600 patients who had over 20,000 encounters with the clinic.

For the patients we are able to treat and help control their illnesses, we also alleviate their burden of having to visit an ED and improve their livelihoods. We enable our patients to take control of their health, and ensure they do not have to choose between taking care of themselves or caring for their families. Through our partnerships with other non-profits and service providers we guarantee that those in the community get their medical and dental needs seen, that they are provided assistance in applying for SNAP and

WIC benefits, receive behavioral healthcare, and many other services. The PWAFC provides care for our patients' bodies and minds, and strives to provide opportunities to help patients, their families, and the community as a whole, access much needed care and benefits.

I am awestruck by the daily compassion shown by our staff and volunteers. They always go above and beyond the call of duty to provide exceptional care to almost 100 patients a day. It is a pleasure to be the Executive Director of the PWAFC, and join this amazing team as we carry out the work of the clinic on behalf of the community. Words cannot express my immense sense of my gratitude for all that has, is, and will be done on behalf of our patients. Thank you all sincerely for your ongoing commitment and support of the PWAFC. Your belief in our mission inspires me and our team to give it our best every day, and more importantly touches the lives of those in the community who need us most.

Best Regards,



---

# PWAFC Welcomes Dr. Anthony Debs



The Prince William Area Free Clinic is delighted to welcome Dr. Anthony Debs as our newest, on-site volunteer provider. Dr. Debs is an orthopedic surgeon who was born and educated in Egypt and received his medical degree from the Faculty of Medicine University of Alexandria. He came to the United States in 1968 and completed his residency and internship in New York. After finishing his orthopedic residency at Long Island Jewish Health Center in 1976, he moved to Virginia where he has practiced for 40 years both in Fairfax and Manassas.

Until his retirement, Dr. Debs volunteered his time and talents by seeing free clinic patients in his office while he was practicing medicine full time. Now he is pleased to be able to continue that generosity here at the PWAFC. When asked why it is important for him to give back, he said he didn't want to lose contact with patients. That relationship is important to him. Dr. Debs lost no time getting started since he retired on a Tuesday and was working at the free clinic on Wednesday. Dr. Debs generosity reaches more than just free clinic patients. Before retiring, he made a large donation of supplies that will be used in administering to the health of the people of Haiti.

Dr. Debs and his wife have two married daughters and three grandchildren who all live locally. He delights in spending time with the younger generation and also enjoys traveling and playing tennis. We are so pleased to have him on our team.

---

## Now Hiring: Medical Director

The PWAFC has an immediate opening for a motivated and mission-focused physician to serve as its Medical Director, providing primary medical care to indigent and uninsured residents in Northern Virginia.

Applicants must hold an active and unrestricted medical license to practice in the Commonwealth of Virginia, with 3-5 years of management leadership experience in a public health or preventative healthcare setting. Board certification in family medicine or internal medicine is preferred.

In addition to clinical duties and case management responsibilities, the ideal candidate should be experienced in and dedicated to program development, quality assurance, strategic and financial planning, volunteer medical management and recruitment, emergency preparedness and supply management.

The selected candidate will be resourceful, with a deep commitment to patient populations and must work well with staff and volunteers, and in concert with the Executive Director to ensure the continued impact and success of the Clinic in the community.

Interested candidates should submit a résumé, cover letter, and salary requirements to [clinic.director@pwafc.org](mailto:clinic.director@pwafc.org).

---

### Partner Services Spotlight: Sentara and Novant Mammogram Vans

We would like to thank our partners at Sentara Northern Virginia Medical Center and Novant Prince William Medical Center for sending us their Mammogram Vans once a month.

These vans do on site screening by appointment.

They are incredibly convenient for our patients as they come to our parking lot. Approximately 30 women are screened each month.

The vans also participate in the PWAFC's annual health fair.

---

## Help Us Stay In Touch

We are looking to update the ways we reach out to our community members and supporters. If you would like to stay informed of events that are open to the public at the free clinic, opportunities to volunteer, or even receive the newsletter electronically please email [Caitlin.Denney@pwafc.org](mailto:Caitlin.Denney@pwafc.org) to be added to the E-List. We promise not to spam your inbox and look forward to talking to you more regularly about events and opportunities at the clinic.



**We are now on social media! Please find us Facebook and Twitter @ PWAFreeClinic or LinkedIn at Prince William Area Free Clinic!**

---

### Diabetes Education

Diabetes classes are taught by diabetes educators from Sentara Northern Virginia Medical Center (SNVMC) on the third Wednesday of each month at 6 pm, and on the third Thursday of each month by NOVA ScriptsCentral's Health Education Coordinator at 11am. The classes usually last an hour to an hour and a half. Approximately 15-45 patients attend every month. Most patients come with a family member or a friend who stays and participates along with them. Patients enrolled in our diabetic program are given a free glucometer. To encourage medical adherence, we offer patients opportunities to receive free test strips after attending one of our two diabetic classes. The classes not only help our patients but also teach others how to live a healthier life style. This information may prevent diabetes or other medical conditions such as hypertension in the future. Other class offerings include nutrition in partnership with the Virginia Cooperative Extension (VCE), Zumba, and yoga which motivate patients to stay active.

The A1C test reflects the average of a person's blood glucose levels over the past three months. A patient's A1C number can give the provider an idea of how well the patient has controlled his/her blood sugar over the previous two to three months in order to make necessary changes to treatment.

#### A1C Test Results from June 2015- March 2016

61% of identified patients decreased their A1C by more than 1%

33% of identified patients decreased their A1C by less than 1%

2% of the population remained the same

3% of the population increased by less than 1%

1% of the population increased by more than 1%

---

## Patient Spotlight: Vicki Haas



When Vicki Haas found herself without a job, because the company she worked for moved out of state, she also found herself without medical insurance. At first she was able to continue to get medical care by paying cash to see her primary care provider. As time passed Vicki realized a couple factors were preventing her from finding employment and health insurance. Being in her mid-fifties, she was not met with enthusiasm when she walked in to what few interviews she managed to get and limited mobility resulting from a damaged knee was not helping matters.

As her savings dwindled the stress level continued to rise which meant she really could not afford to be without her blood pressure medication. However, her doctor told her she needed an annual physical and lab work to continue getting her prescriptions. Vicki could not afford the \$400 her primary care provider was going to charge her for this physical. Therefore, she had no way to get her medication. Vicki decided to apply for disability and Medicaid, hoping this would not only provide her with the ongoing medication she needed but also allow her the access to the resources she needed to have her knee replaced.

It was when Vicki received Medicaid for family planning only that the caseworker told her about the Prince William Area Free Clinic (PWAFC). She could not help but laugh as she set across the table from me and said, “Do I look like I need family planning? They will give me birth control so I don’t get pregnant but medical care to control my blood pressure was not covered.”

Vicki had no idea there was a free clinic in Prince William County. When she scheduled her first appointment she was not sure what to expect, she just knew she needed her medicine. She was pleasantly surprised with the treatment she received. “I don’t think I have ever been treated so well, everyone here is super nice. The clinic is nice and clean, it’s not at all what I assumed a free clinic was going to be like.”

Vicki originally came to the clinic for her blood pressure medication. She thought she would end up waiting years for her disability and Medicaid to be granted before she could get her knee replacement. “It exceeded my expectations when Roz (the Physician’s Assistant that Vicki sees at the clinic) really took an interest in my overall care. Not only was I able to get my medication but in less than six months the clinic has helped me get my knee replaced through the University of Virginia Health System (UVA). I am currently doing physical therapy to help my knee recover from surgery.”

The referral was only half the battle, getting to and from UVA was another issue to be dealt with. So, Vicki also utilized the services of the clinic’s patient navigator and travel assistance provided through a new program the PWAFC put in place thanks to grant funding. This program provides money for bus tickets or gas to get patients to and from appointments at UVA or MCV. The patient navigator also helped Vicki make arrangements to go down the night before her surgery and stay in the hospitality house, so she would not have to leave Woodbridge at the crack of dawn on the day of her surgery.

After thinking for a minute Vicki closed with, “I honestly can’t think of anything that would have made my experience here any better. One day I hope I am in a position to give back in some small way.”

---

### WHO IS ELIGIBLE TO BE A PATIENT AT THE PWAFC?

Adults and Children who qualify for state benefits, such as:

- \* Food Stamps (SNAP)
  - \* TANF
  - \* Section 8
  - \* Unemployment Benefits
  - \* School Free Lunch Program
  - \* Patients 125% of the Federal Poverty Level, uninsured, and live in the Greater Prince William Area
-



## Coat and Food Drives

A heartfelt thank you goes to Image Church for providing many warm coats during the harsh winter and providing a bag lunch during the health fair! Their consistent support is much appreciated.

The ABC Readers Book Club also donated many coats and bags of food for the food pantry. Thank you so much!

Many thanks to Ms. Saale's 9<sup>th</sup> grade Leadership Class who hosted a food drive that resulting in donations allowing us make over 60 low sugar and low sodium meals for our food bank this spring.

## Small Donations Can Make a **BIG** Difference!

- ❖ \$5 - \$15 provides 3 months of medication
- ❖ \$5 – Target/Walmart (or any store with a pharmacy) gift cards to be used toward prescriptions the clinic can't provide or over-the-counter medications
- ❖ Office Supplies – reams of paper, pens, scotch tape, post-it notes, legal sized envelopes, paper clips, white-out, sharpies, and highlighters
- ❖ Basic medical supplies – band-aids, bandages, splints, gauze, over-the-counter medications, etc.
- ❖ Cases of bottled water and healthy snacks

*Giving is not just  
about making a  
donation.*

*It is about making a  
difference.*

## Volunteer Opportunities

We are actively seeking volunteers for the PWAFC! Not all volunteers need to be medically licensed. We do ask that all volunteers be able to stay with us for at least one year's time, whether it is once a week or once a month. We are looking for administrative and eligibility volunteers who can volunteer Monday and Tuesday afternoons and Thursdays all day. We are looking for volunteers who can do data entry in the early evenings on Monday, Wednesday, and Thursday. We always can use more translators to help facilitate our patients' care.

For medical volunteers we are actively seeking a Pharmacist or Pharmacy Resident on Tuesday afternoons. A Pharmacy Technician, or Pharmacy student would be greatly appreciated to help our medication case managers for medication pick-ups on Wednesday afternoons and Thursday mornings. We are looking for MA, LPNs, or RNs to help with triage and/or help with our INR clinic. We are always looking for volunteer providers to join our clinic.

Lastly we are seeking practices in the community that would be willing to take on some charity-care cases, for free, from the clinic. While we are always looking for more local partners we are especially seeking Physical Therapy and Podiatry.

# Shopping With Benefits

PWAFC wants you to shop. Specifically shop online. We have partnered with We-Care.com which allows online retailers from Macys to Bestbuy to Verizon to donate 2-4% of your purchase to a charity of your choice, like the PWAFC. As a We-Care member you also receive access to over 2,700 exclusive deals and coupons. We-Care is free for you to use. Once installed, it prompts you when you're visiting a participating retailer's website, and asks if you would like a percentage of your purchase to be donated to the clinic. To get started check out <http://pwafc.we-care.com/start>.

If you like We-Care.com check out our social media for other opportunities to donate while shopping such as at Amazon. You can find the PWAFC on facebook and twitter.

With back to school starting soon and the holidays not too far away, consider shopping online to help the PWAFC for free!

**Facebook & Twitter: @PWAFreeClinic**



## PWAFC 2016 Holiday Closures

Monday, September 5<sup>th</sup>

Monday, October 10<sup>th</sup>

Thursday, November 24<sup>th</sup>

Monday, December 26<sup>th</sup>

## 2015 Free Clinic Facts

- 20,170 Medical Visits
- 186 Dental Visits
- 953 Mental Health Visits
- 1570 Specialty Referrals
- 496 Patient Education Visits
- 9051 Acute Diagnoses
- 19,927 Chronic Diagnoses
- 12,490 Labs & 1379 X-ray services provided by Sentara Northern Virginia Medical Center & NOVANT Prince William Medical Center
- 27,415 Prescriptions
- 23,160 Volunteer Hours
- \$1,252,950 Donated Volunteer Services
- \$782,954 Operating Budget

## Services Provided

- Primary Care
- Specialty Care
- Medications
- Behavioral Health
- Diabetic, Asthma and Nutrition Education Classes
- Diabetic Supplies
- SNAP and WIC application assistance
- Flu Shots
- Case Management
- Cancer Screening Clinic for Women
- Health Fair
- Coat Closet
- Food Pantry



**Prince William Area Free Clinic**  
13900 Church Hill Drive  
Woodbridge, VA 22191

Presort  
NonProfit Org  
U.S. Postage Paid  
Woodbridge, VA  
Permit 236

*Return Service Requested*

### **Prince William Area Free Clinic Board of Directors**

James M. Bailor, President  
Jane Beyer, RN, Vice President  
William A. Neale, Treasurer  
Ken Cornelius, Secretary  
Caitlin R. Denney, MS, Executive Director  
Charles Edwin Dyer, MD  
Christopher Flynn  
Joanna Humphrey, M.Div.  
Mark S. Mason, MD  
Michael C. May  
Mindy R. Rubin

### **Prince William Area Free Clinic Staff**

Humaira Ali, MD, Interim Medical Director  
Joseph Aliaga, Translator/Admin Support  
Valerie Cyrus, Medication Case Manager  
Caitlin R. Denney, MS, Executive Director  
Elsa Flores, LPN, Diabetic Coordinator/Translator  
Hye Jung Kang, PharmD, Pharmacist  
JQ McMillion, Administrative Assistant  
William Neale, Accounting  
Jennifer Parson, LPN, Medication Case Manager  
Marlen Reyes, Translator/Admin Support  
Rose Sanchez, Receptionist/Translator  
Irene Sullivan, RN, Manassas Clinic Coordinator  
Thida Vongkaysone, Patient Navigator