



Annual Report 2021

Lifestyle Medicine

Several years ago, the clinic began Exercise Is Medicine, to combat chronic disease in patients, in conjunction with Healthy Rowan. Exercise is Medicine is a global evidenced-based initiative designed to establish physical activity as a standard in healthcare. Through the program, Dr. Amy Wilson, Medical Director, assesses the patient's physical activity level and prescribes an aerobic activity, muscle strengthening and/or stretching based on the patient's ability and interest.

In 2020, the clinic transitioned to a more comprehensive Lifestyle Medicine program. Dr. Amy Wilson obtained her Lifestyle Medicine Physician certification from the American College of Lifestyle Medicine.

Lifestyle Medicine is an evidence-based approach to preventing, treating and even reversing chronic diseases by replacing unhealthy behaviors with positive ones. Examples include eating healthfully, being physically active, managing stress, avoiding risky substance abuse, adequate sleep and having a strong support system.



Diabetes Education Class

Dr. Wilson writes a physical activity prescription for the patient based on their daily activity level. For some patients that can mean a brisk walk around the block and for others that can mean participating in weekly online yoga classes. Other prescriptions might include getting 7-8 hours of sleep each night, eating one new vegetable a week, drinking 64 ounces of water a day or attending online mindfulness classes. Patients are encouraged to record their progress to report to Dr. Wilson at their next medical appointment.

Success stories from the Lifestyle Medicine program include a patient who felt more energetic after losing seven pounds and reduced their A1C from 7.7 to 7.3. The patient started eating oatmeal for breakfast three times per week, exercised three days a week for fifteen minutes at a time and began drinking water five days a week. A second patient felt so much better after losing fifteen pounds and reducing their A1C from 6.9 to 6.2. The patient began eating a salad for lunch three days a week, cutting the size of her chocolate milk every night from 12 oz. to 6 oz. and moving five days a week for ten minutes a day. As you can see, small lifestyle changes can lead to big changes in the patient's



Wellness Wednesday

Continued on page 3.

2021

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From the Executive Director:

Pandemic, Take Two

Has it really been two years since that March day in 2020 when the world shut down? Yes, yes it has. We have all felt it to our core. We have all had our ups and downs. The same is true at the clinic where we didn't miss a single day of work in 2020. Days of stress turned into hopefulness when our good friend, Alyssa Harris called from the Health Department and told us to come for our vaccines. I wish you could have seen us quickly pile into one vehicle (why, I don't know to this day) and drive to the health department – four arms stuck out of the car at once with lots of tears of laughter and joy. Then, in February of 2021, we were able to offer that same lifesaving vaccine to our patients. I kid you not, it was like Disney World those two days. We had patients who had lost loved ones just months prior who gladly stuck out their arms for that vaccine, we had others that were a little more fearful, but got it because the doctor convinced them to. It was an amazing week where we were all on a level playing field and it felt really good. Of course, the year did not continue with the same positive energy. Two more COVID "waves" came and went leaving behind many more deaths in our county. When I

look back at 2021, however, what I see is the little clinic that could – just like the engine. We increased our dental clinic to FULL-TIME in January of 2021, a first in our 26-year history allowing us to offer services to many more uninsured adults. We established a point of care laboratory in the summer – providing immediate results for the physician to diagnose and treat in real time.

There are two main reasons why we were able to accomplish all that we did in 2021 (and you'll read about more in the pages to follow). The first is our staff. Small, but mighty, the Community Care Clinic staff stayed together during the pandemic. That's right 100% of the staff continue to serve our neighbors in need. We worked together seamlessly and as a family, because that's what we are: family. Much of what happened outside of our four walls in 2021, we could not control, but everyday the family assembled, we were able to achieve so much for our



Krista Woolly



Staff Covid Shot

patients. Way to go team! The second reason is YOU. If you are reading this annual report, you care about the clinic – you might give financially, you might volunteer, you might be a patient – whatever the reason, you care about the clinic and the patients it serves and that makes you one of the family and we are grateful.

Thank you so very much –

Krista Woolly

We've Got Spirit Yes We Do!

Medical Assistants and "Fun Committee" Members DeAnna Turner and Caroline Parrott planned the first annual CCC Spirit Week in July 2021. Staff members participated in four themed days of fun: favorite high school/college day, tie dye, wacky tacky day and throwback day with awards given each day. Other highlights from the week included a catered staff luncheon.

To kick off the holidays, the clinic hosted a holiday themed fun week. Staff members tried to outdo one another by donning ugly Christmas sweaters and competed for the tastiest Christmas cookie in a cookie swap. The Fun



Ugly Christmas Sweater Day

Committee awarded superlative certificates to each staff member based on their personality and workstyle. Highlights

included Krista Woolly and DeAnna Turner's "Skydiving Award" for coming up with big ideas and digging right in, Deborah Bailey's "The Early Bird Award" and Teen Aron and Caroline Parrott's "Ear to the Ground Award" for always knowing what was going on in and around the clinic. The week concluded with a staff luncheon and Secret Santa gift exchange.

Spirit weeks will become an annual event at the clinic. Staff members are already looking forward to next year and anxiously awaiting next year's superlatives. "After nearly two years of a pandemic, Spirit Weeks have been a needed time to laugh and enjoy something other than the continued stress associated with COVID. I'm so proud of the medical assistants for coming up with such great ideas," said Krista Woolly.



Tie Dye Spirit Day

Lifestyle, continued from page 1.

overall health!

The clinic provides healthy cooking demonstrations in the clinic lobby during patient care hours. Through these cooking demonstrations, patients are introduced to new vegetables and different ways to prepare them. Recipes featured include: pumpkin energy bites, Santa Fe salad and black bean brownies. Patients also learn how to read food labels, how to eat "in season" and about correct portion sizes. "We're finding that our patients have never been introduced to things like oven roasted chickpeas. They taste it, love it and start making it for their families on a regular basis at home. Little changes like this can make a big difference in their overall health," said Dr. Amy Wilson, Medical Director.

Medical assistants spearheaded "Wellness Wednesdays" in an effort to highlight the different facets of the Lifestyle

Medicine program. Examples include mindfulness coloring exercises, meditation techniques and smoking cessation demonstrations. Dr. Erin Grey, board member, happily volunteered to lead mindfulness in a quiet spot "it's amazing what a 5 minute break from an otherwise hectic day can do to calm nerves and reset the body," says Grey.

The clinic took the Lifestyle Medicine program a step further by offering a patient food pharmacy with three healthy eating recipes featured each month. Patients are encouraged to try at least one of the recipes as part of their "homework" for Lifestyle Medicine. Pantry items to make the recipes are supplied to patients along with the recipes during the medical appointment, thus taking away any obstacles for the patient.

The clinic is available to Rowan County residents, age 19 or over, who have no access to insurance, Medicare, Medicaid or VA benefits and earn less than 250% of the federal poverty level.

Clinic extends reach with community partners



Walgreens Flu Shot Clinic

Walgreens

Ahead of flu season, Walgreens hosted a flu shot clinic for patients. Our local Walgreens pharmacist came into the clinic and administered the flu shots. “We were thrilled to have Walgreen’s assistance in providing flu shots for our patients. Knowing they’re protected against the flu provides an added peace of mind moving into flu season. Most of our patients have multiple chronic conditions making them more vulnerable to the flu. Therefore it’s twice as important for them to be protected. We are extremely fortunate to have strong partners like Walgreens,” said Dr. Amy Wilson, Medical Director.

Salisbury Academy

Not to let COVID-19 deter them, sixth graders from Salisbury Academy served at the clinic by picking up trash in the parking lot, doing yard work and washing windows. The students also made posters for the staff and patients with positive messages. “What a wonderful example to see young people giving back in our community. Seeing their smiling faces and enthusiasm brought joy to our staff and patients,” said Krista Woolly, Executive Director.



Sugar Check Charity Check Presentation

Sugar Check Charity

Bill Rierson of Sugar Check Charity visited the Community Care Clinic of Rowan County where he donated money for diabetic supplies and diabetic socks for patients. Rierson became interested in diabetes after his dog was diagnosed with diabetes. “I started helping at free clinics and attended diabetes education classes. I realized that there was a shortage of available monitors, testing strips and basic supplies for managing diabetes and wanted to help meet the need,” said Bill Rierson, Sugar Check Charity Founder. Rierson, a high school freshman, works odd jobs to raise money for diabetic supplies for free clinics in North Carolina including Surry Medical Ministries, High Country Community Health and the Community Care Clinic of Rowan County.

Rufty-Holmes Senior Center

Rufty-Holmes Senior Center's Creative Needles Club donated hand-made knitted hats and lap blankets to Community Care Clinic patients. These items help keep our patients warm during the cold winter months. “Our patients are extremely grateful for the donated items from Rufty-Holmes. What a blessing to our patients to have warm hats and blankets during the cold winter months,” said Caroline Parrott, Medical Assistant.

The clinic specializes in chronic disease management such as diabetes, high blood pressure, COPD and asthma.



Bread Riot Vegetable Delivery

Bread Riot & Community Gardeners

During the spring and summer months, Bread Riot and community gardener Dari Caldwell provided fresh local vegetables for patients. The Bread Riot works with local farmers to get local produce to agencies with food insecure patrons. Deliveries of broccoli, zucchini, green peppers, squash, tomatoes and cucumbers provided healthy vegetables to patients. “How wonderful to have fresh vegetables available to patients here at the clinic. Access to fresh vegetables reiterates our Lifestyle Medicine philosophy of introducing patients to a plant-based diet. Small changes to our diets can lead to a healthier lifestyle,” said Dr. Amy Wilson, Medical Director.

Lab Grant Recipient

The Community Care Clinic of Rowan County was awarded a grant through the Point of Care, Enhancing Clinical Effectiveness (PoCECE) program. A partnership between BD, a medical technology company, a nonprofit, Heart to Heart International (HHI) and the National Association of Free and Charitable Clinics (NAFC), the clinic was one of six grantees chosen from around the country. The Community Care Clinic of Rowan County actively works to make a difference in the community by providing reliable access to health care services and this grant helps to erase many deterrents for patients.

PoCECE is a multi-year initiative that provides free and charitable clinics with essential point of care diagnostic testing tools, allowing clinicians to evaluate patients on site and get diagnostic test results before they leave the clinic. The program is funded by BD and implemented by HHI in conjunction with the NAFC. Through the grant, over 1,500 patient visits at the Community Care Clinic are expected to be positively impacted through the enhanced diagnostic capabilities.

Each grant consists of a Clinical Laboratory Improvement-waived-point-of-care test system consisting of instruments, reagents and quality control to perform the following tests: Cholesterol, LDL, HDL, Triglycerides, Macroscopic Urinalysis, Microalbumin, INRE, Hemoglobin A1c, Strep A, Rapid Hepatitis C, Pregnancy, COVID-19 and

Flu A & B. The grants also include technical support consisting of standard operating procedures, equipment setup and configuration, competency training and documentation.

“The new point-of-care testing will help give us definitive answers during the patient’s medical visit and will allow us to provide better overall care. Given that most of our patients have at least one or more chronic conditions, the lab will help in diagnosing and monitoring their health and prescribing immediate treatment” said Medical Director Dr. Amy Wilson. “We are honored to receive this grant that will help us increase access to affordable health care in the Salisbury community. When our patients are healthy, our community benefits as well.”



Clinical Lab

The clinic offers diabetes and oral health education, smoking cessation classes, retinal screenings, mammograms and lifestyle medicine including prescribing exercise to patients and hosting cooking demonstrations.

Thank You for a Better Quality of Life

From Patient & Board Member—Enid Rodriguez

I have been a patient of the Community Care Clinic for eight years. Not having insurance made it difficult for me to obtain medical care when needed. My only option was to visit the emergency room or urgent care clinics. The Community Care Clinic has allowed me the opportunity to address my medical needs.

The providers and staff are always friendly, professional and want to help patients. Dr. Wilson listens to my concerns and provides information to help me make the best decision. The dental department provides excellent care as well. Cathy, the pharmacist, is wonderful. The clinic staff are always so kind and never make me feel bad about my needing services.

Four years ago, I began having issues with my esophagus and began experiencing chest pain and discomfort. This has led me down a long three-year road of visits with specialists, a cardiologist and necessary procedures. If it were not for the care I received at the clinic and the collaboration from other providers, I do not think my issues would have been resolved. Thankfully, I have received a positive prognosis on my condition and continue to see Dr. Wilson and the cardiologist for monitoring.

In 2020, I joined the Community Care Clinic Board of

Directors as a patient representative. I am honored to serve in this role. I have had the opportunity to help with cooking demonstrations and assist in Healthy Living classes. I also helped found the “Thoughtfulness Committee” which recognizes staff birthdays and anniversaries and helps to plan Board/staff events throughout the year. I am very thankful for this opportunity to give back to an agency that has given me so much.

As I continue working on myself and making healthy lifestyle changes, I am grateful the clinic for all it has done to help me reach a better quality of life. Without the care I receive from the clinic, I am not sure how I would be able to afford medical care. Thank you to the clinic staff for all that you do and for being sympathetic to my medical needs. They would truly become a hardship without the services the clinic provides.



Dental Update

From Dentist — Dr. Brett Leslie, DMD



In 2021, the Community Care Clinic of Rowan County began offering dental services full-time for the first time in its history! A new dental operator is currently being added to the facility, which will significantly increase capacity to provide cleanings and gum disease treatments to patients. Our goal is to prevent dental disease

and to detect it in the early stages to help patients avoid pain and loss of their teeth. The dental team led by Dr. Brett Leslie, Dr. Mitch Siegel and Dr. Susan Muth, has already seen results in the dental health of patients. A patient shared after a

dental cleaning that she feels empowered to take control of her own dental health.

In addition to cleanings, fillings, and extractions, dental services offers dentures and partial dentures to patients who have missing teeth. In 2021, the Clinic provided over 60 dentures or partial dentures to more than 30 different patients. The impact has been life-changing. A patient lost her teeth to drug addiction over twenty years ago. Now, with her new denture, she says that she “sees doors opening” because she doesn’t have to hide her smile anymore. She looks forward to a brighter future with plans to attend nursing school.

Thanks to the hard work of the dental team and community support to make it possible, our dental patients are happier, healthier, and more confident. We look forward to serving even more patients in 2022!

In 2021, the clinic provided 1,607 medical visits, 1,467 dental visits and dispensed 19,681 prescriptions.

Many thanks to our supporters!

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Alcohol swabs
 Clorox wipes
 Cotton balls
 Copy paper
 Dental floss
 Hand soap
 Kleenex
 Lysol
 Paper towels
 Stamps
 Tall kitchen trash bags
 Lawn and leaf bags
 Toilet paper
 Tooth brushes
 Travel sized tooth paste



The Board of Directors and Staff hosted a drive-thru Community Thanks event this year. "It was meaningful to see so many community members come out to celebrate the clinic. We couldn't fulfill our mission without our donors, volunteers and community partners, and we wanted to show our appreciation despite COVID-19," said Dr. Brett Henson, Board Co-Chair.

2021: Businesses and Organizations

Accelerate Therapy & Performance
A Bolder Image/Diversified Graphics
Allergy Partners - Salisbury-Rowan
County
American Red Cross
Americares
Atlanta Dental Company
Bread Riot
Charlotte Eye Ear Nose & Throat
Associates, P.A.
Charity League of Salisbury
Christiana Lutheran Men's Bible Class
Concordia Lutheran Church
Delta Sigma Theta Sorority
Dermatology Group of Carolinas -
Salisbury
Direct Relief
East Carolina University School of Dental
Medicine Davidson County
Community Service Learning Center
Everyman's Bible Class First Presbyterian
Church
Faith Temple Triumphant Ministries
First United Methodist Church
Fulton Lodge No. 99
FUMC Women

Godley's Garden Center and Nursery
Golden Rule SS Class Milford Hills United
Methodist Church
Grace United Methodist Church
Granite Quarry Civitan Club
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Mull Dental Lab
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Wittenberg Lutheran Church
XI ALPHA DELTA Chapter of BETA SIGMA
PHI

Servant's Heart Award

Community Care Clinic Pharmacist Cathy Teat was awarded the Civitan Club of Salisbury's "Servant's Heart Award". The award was created to honor people from our community who support individuals with intellectual and development disabilities.

Cathy has been the primary driver and relationship builder between the clinic and Nicholas Black, the clinic's weekly volunteer. Nicholas and his mother, Lisa Black, have been volunteering at the clinic once a week for over three years and continued to volunteer from home during COVID. In his volunteer role, Nicholas packs up homemade masks and hand sanitizer for patients, folds clinic brochures and assembles diabetes supply bags and dental extraction bags.



Cathy Teat and Nicholas Black

Cathy made sure that Nicholas had his own desk space to work that would accommodate his wheelchair when the clinic was renovated three years ago. She also made sure he had a nameplate on his desk and a name badge exactly like the rest of the staff.

Nicholas' mother is very appreciative of this partnership. His work at the clinic lifts Nicholas' spirits and provides him with a meaningful job.

Cathy recognizes his birthday, Christmas and many other special days in Nicholas' life and celebrates each Thursday that he volunteers.

It is truly a relationship of mutual affection and one that not only lifts Nicholas' spirits, but the entire staff of the Community Care Clinic.

Thank you, volunteers!

Mrs. Lisa Black
Mr. Nicholas Black
Mr. Brad Brady
Dari Caldwell
Mr. Jay Dees
Rev. Dr. Henry Diggs
Mr. Shawn Edman
Mr. Mike Fuller

Mr. Wade Furches
Dr. Erin Grey
Dr. Brett Henson
Mrs. Wanda Honeycutt
Mrs. Vicki Hunter
Mr. Taylor Hutchins
Dr. Louis Kandl
Mrs. Edith Lopez

Dr. David Mayberry
Mrs. Fran Misner
Mrs. Enid Rodriguez
Dr. Aerik Williams
Miss Courtney Williams
Dr. Kobi Wilmot

North Rowan High School Student Designs Artwork



North Rowan High School Art Student, Aniya O'Neal

Community Care Clinic of Rowan County teamed up with North Rowan High School to create artwork for the facility. The artwork of Aniya O'Neal, a North Rowan High School junior, was gifted to the clinic.

Executive Director Krista Woolly joined forces with Sherry Mason Brown and Leigh Ann Alexander, both with the North Rowan High School visual arts program, to create unique artwork for the clinic. Students toured the clinic to learn more about the clinic's mission of providing medical, dental and pharmacy services to uninsured Rowan County residents.

"I was inspired by a mural in the clinic lobby that was painted in celebration of the clinic's 20th anniversary. The mural features a large tree and incorporates the door from the original location to show the clinic's mission of opening the door to good health. I also wanted to include funky

patient population at the clinic. Aniya used whimsical shapes and vibrant colors in the paintings to help liven up the space.

The Board of Directors awarded Aniya with a certificate of appreciation at the August Board meeting for the donation of the commissioned artwork. "We are forever grateful to Aniya for sharing her talents with us and creating the beautiful artwork for the clinic," said Shawn Edman, Board Co-Chair. "Our staff and patients will enjoy the lovely paintings for years to come as we work to fulfill our mission and take care of our neighbors in need."

North Rowan High School Art Teacher, Leigh Ann Alexander shares, "I was thrilled to be able to connect our visual arts students with the clinic. The Community Care Clinic does great work in our community and we are happy to give back in this way."

designs that highlighted the services provided," said Aniya. The color red and hearts, both represented in the Community Care Clinic's logo, were also used throughout the paintings. In one painting, two hands join together to form a heart, showcasing the many ethnicities represented in the

Our Mission

The Mission of the Community Care Clinic is to provide primary medical and dental care and prescription medications to qualified and underserved adults in Rowan County.

Our Vision

To ensure access to primary healthcare is available to all Rowan County residents through service provision and/or collaboration with other resources.

2021 grants

Americares
Blue Cross Blue Shield of NC Foundation
City of Salisbury/CDBG grant
Delta Dental Foundation
F&M Bank
First Presbyterian Church Witness Season
First United Church of Christ Foundation
Heart to Heart International
The Leon Levine Foundation
Margaret C. Woodson Foundation
NC Association of Free and Charitable Clinics
NC PRO grant
NC Office of Rural Health
Novant Health Foundation
Blanche and Julian Robertson Family Foundation
Rowan Medical Alliance Society Foundation
Salisbury Rowan Community Foundation
Salisbury Rowan Heart Ball Fund
St. John's Lutheran Church Endowment Fund
The Duke Endowment
Walgreens



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2021 at a glance (*COVID-19)

1,401 unduplicated patients served
292 new patients
1,606 medical visits
1,467 dental visits
19,861 prescriptions dispensed
48% of patients are employed
96% of patients report an improvement
in their health
1,112 patients received medications
Demographics: 51% Caucasian
41% African American
8% Hispanic/Other
54% Female
46% Male
** 22 total volunteers

Statement of Activities

(January 1 - December 31, 2021)

<u>Support and Revenue</u>	<u>2021</u>
Foundations/Grants	512,106
Individual Contributions	554,558
Dental Expansion *	115,345
Fundraising	164,549
Misc. Income	1,674
Patient Administrative Fee	<u>12,915</u>
	1,361,147
Expenses	
Services to Patients	677,061
Management/Office	182,776
Dental Expansion*	120,985
Fundraising/Volunteer	<u>4,689</u>
	985,511

Dental Expansion (a third dental chair) to be
Completed in March 2022*