

PARKVIEW MEDICAL CLINIC

Patricia R. Kent, MSN, MBA, ANP-C, ARNP
Clinic Director/Provider

THE OAK TREE



- ▶ In 2002 volunteers began providing wellness services under an oak tree in the Oakland Community of Haines City, Florida.

Mission

- ▶ Our mission is to educate and empower people to take full responsibility for their health care, and to utilize community organizations and resources available to them.

History

- ▶ On February 14, 2009, POCC, a non-profit community organization, opened its doors to provide:
 - Free medical care
 - Health screening
 - Education
 - Food and clothing distribution
 - Jobs skills training in the Haines City community and surrounding areas.

DIRECTIONS

► Directions from US-27:

On **US-27 N**, make left on Bates Rd (next to **LOWES IMPROVEMENT**). Take Right to **N 10th St**. Take a left to **Ave N**. Take the 1st right to **Drive Martin L King Jr Way** Clinic is at corner of **MLK & Ave C**.

► Directions from 17-92:

On **17-92 N**, from **Save-a-lot** as if you are going to **Zocalo** market. Take a left onto Melbourne Ave. This continues and turns into **N Lee Jackson Hwy**. At the 2nd Stop Sign to the left is **Dr Martin L King Jr Way**. Take this over the train tracks. Immediately after train tracks take the 2nd street to continue onto **1205 Dr Martin L King Jr Way**. Clinic is at corner of **MLK & Ave C**.

Hours of Operation

- ▶ Open Monday thru Friday, 8:00 am – 5:00 pm
- ▶ Our clinical days are:
Tuesdays and Thursdays, and the 2nd and 3rd
Saturdays of each month
Appointments are given but walk-ins are welcome,
schedule permitting.
Currently we are scheduled 3 weeks out.

Current facility



**1205 Dr. Martin L King Jr Way
Haines City, FL 33844
Tel: (863) 353-6853
Fax: (863) 438-2752**

Types of Services provided

- ▶ Primary care
- ▶ Laboratory services
- ▶ Diagnostics (X-rays, Ultrasounds, MRIs, CT Scans)
- ▶ Medications
- ▶ Diabetic testing supplies are provided
- ▶ Limited vaccines (Annual flu shots only)
- ▶ Prescription Assistance Program (PAP)
- ▶ STD testing
- ▶ Polk HealthCare Plan sign-up site

Our Partners and Stakeholders

- ▶ Heart of Florida Hospital
- ▶ A.T. Radiology
- ▶ WE Care
- ▶ Our sister clinics (Haley Center, Lake Wales Free Clinic, Good Samaritan Free Clinic @ Talbot House, Angel's Care and LVIM)
- ▶ Prescription Assistance Program
- ▶ Polk County Health Care
- ▶ AmeriCares.org
- ▶ Direct Relief.org

Partners and Stakeholders (con't)

- ▶ GiveWell Foundation
- ▶ Publix Supermarkets
- ▶ Walgreens

Funding by Year (cash flow)

| Type of Funds | FY 2014/2015 | FY 2015/2016 Budgeted |
|---------------------------------------|------------------|--------------------------|
| Polk County | \$120,190 | \$140,190 |
| Federal, State, Municipal, Private | <u>\$ 80,000</u> | <u>\$ 80,000</u> |
| Total Funding: | \$200,190 | \$220,190 |

Value of Services (In Kind Services)

| Service Type | Fiscal Year 2014/2015 |
|---|--------------------------|
| Physician/ARNP (Evaluation and Management) | \$57,181 |
| Diagnostics (Labs, X-rays, Nuclear Medicine) | \$938,314 |
| Medications | \$5,798 |
| General Volunteer | \$117,678 |
| In Kind Equipment & Services | <u>\$11,022</u> |
| Total \$ Value of Services: | \$1,129,993 |

Patients Served and Visits for IHC Funds

| Metric | Fiscal Year 2014/2015 |
|------------------------------------|--------------------------|
| Duplicated Patients Served: | 1,532 |
| New Clients Served | 511 |
| | |
| Primary Care Visits to ARNP | 1,080 |
| Primary Care Visits to Physician | 518 |
| Total Visits: | 1,598 |
| Lab Services | 284 |
| X Rays | 23 |
| Ultra Sounds | 3 |
| Prescriptions filled | 41 |

Patients diverted from ER: 212

County Stats

| Average # of patients seen per day | Cost per person per year for PC contract | Value per office visit | Value of services per Patient per year | Cost per Office visit for PC contract | Value of Services (ROI) |
|------------------------------------|--|------------------------|--|---------------------------------------|-------------------------|
| 18.73 | \$235.00 | \$877.00 | \$2,743.00 | \$66.00 | \$12.00 |
| | | | | | |

So, who's doing this work?

1. 2 ½ paid employees
 - ✓ Clinic Administrator/Clinic Manager/Provider
 - ✓ Medical Assistant
 - ✓ Part-time bookkeeper
2. Volunteer physicians
3. ARNPs
4. Volunteer Eligibility
5. Volunteer Registered Nurses
6. Volunteer Support Staff (clerical work, translators, cleaning crew, Board Members)
7. Nursing students/medical assistant students

How else is Parkview giving back to the community? By training future leaders and providers.

Late in 2014, Parkview became a clinical site for several local and national colleges and universities. Currently, we have students from Polk State College, Florida Southern College and University of South Florida who are enrolled in the RN/BSN programs and need clinical hours for their Community Health Class. We also have medical assistant (MA) students from Southern Technical College who are enrolled in the Medical Assisting and Medical Office Administration programs.

Last but not least, Parkview Medical Clinic has contracts in place for Nurse Practitioner Students who are doing their clinical/internship hours in order to meet their curriculum's requirements. Schools with NP students currently at Parkview:

Florida Southern College, Lakeland, Florida

Herzing University

Nova Southeastern University, Fort Lauderdale, Florida

Simmons College (Boston, Massachusetts)

Kaplan University

South University, Tampa, Florida

Success stories/Testimonials

“As a Nurse Practitioner student, I had the privilege of doing two clinical rotations at PMC. The first day on site, I was extremely impressed by the care provided by the Staff. The patient population seen at Parkview is diverse. The care each individual receives is culturally based and patient centered. The Clinic treats the acute medical needs of the uninsured in the (Polk) county and also manages the chronic conditions/diseases many of these people have. Every patient at the clinic is treated holistically and their medical needs as well as any psychosocial concerns are incorporated into the care they receive. Nurse Practitioner students are empowered to learn and make the transition from the nursing model to the medical model.”

*~ J. B., Student Family Nurse Practitioner
Herzing University*

Patient testimony

- ▶ *I first came to Parkview in 2012. Being uninsured, I was unable to get a prescription for my blood pressure medication. While coming to Parkview around every 3 months to make sure I was on track and to get medication refills, they were also encouraging me to loose weight. I was at that time weighing 291lbs. For the last 2 years, with the encouragement and education from Parkview, I have been able to go down to 210 lbs., that's a weight loss of 81lbs. Although, I have not yet been able to get completely off the B/P medication, the dosage has been reduced and I feel healthier than every, I have more energy, my personal self esteem has risen, and am now running 5 Ks to benefit Parkview. The staff at Parkview could not be more personable and caring than had I gone to a private physician, I always feel welcome. The loss of Parkview would be devastating to the community.*

~ Ron L.

Our heartfelt thanks to BOCC

Parkview Medical Clinic would not be able to keep its doors open if it were not for the Indigent Health Care tax. Two thirds of the annual operational budget comes from this generous program. The funds go towards:

- Rent
- Electricity
- Water
- Cable/Internet/Phone
- Office supplies
- Clinical supplies
- Lab/Diagnostic Services
- Clinic Equipment
- Biohazardous waste
- Medications
- IT support
- Administrative costs
- Clinical staff costs

As active members of the Florida Association of Free and Charitable Clinics, we are fully aware that not all State Counties have 'free medical clinics' nor are all the 'free clinics' recipients of county funds. We ask for your continued support in the work that we do and we are thankful in the investment that you have made in our communities. The help that you are providing in accomplishing our mission to those that are underserved is paying off.