Providing Care, Access, Research and Education since 1971.
History of the Clinic

1971
Westport Free Health Clinic (precursor to the Kansas City Free Health Clinic) opens in the Alcazar Hotel

1973
The city of Kansas City donates a house at 40th and Baltimore to the Clinic, known for many years as “the Old Stone House”

1973

1986
The “Old Stone House” is condemned and the Clinic moves to the city’s East Side, changing its name to the Kansas City Free Health Clinic

1986

1993
The Clinic expands to a space at 39th and Main with 8 staff members and gains its first federal funding in Ryan White Title III monies

1993

1997
The Clinic has 459 volunteers and its annual budget is $2.5M

1997

2001
$2.5M capital campaign moves our facility to its current location at 3515 Broadway

2001

2008
Clinic staff exceed 100, with over 1,000 volunteers

2008

2011
Eastside location at 24th and Denver is moved to 6400 Prospect, with room for expanding services and more clinics

2011

2013
Clinic changes its name to the Kansas City CARE Clinic, to better represent the full range of services provided to patients

2013
Transformation

Dear Supporters,

This last year has been one of transformation for the Clinic. In anticipation of the implementation of the Affordable Care Act (ACA) and the expectation that many of our patients will have access to some kind of insurance coverage in the future, in the fall of 2011 the Board of Directors recommended investigating a hybrid business model to allow the Clinic to nimbly adapt to ongoing changes. The Clinic sought the pro-bono counsel of Polsinelli law firm, and with their assistance we changed our model to be able to accommodate billing for services provided to our patients. The face of healthcare is changing and we are changing with it. We must. Our patients are counting on it.

As a result, on January 1, 2013 the Kansas City Free Health Clinic became the Kansas City CARE Clinic. This new name reflects our commitment to Care, Access, Research and Education, and also positions us for the future. The mission of the Clinic remains the same – to provide care for those who are challenged with access to basic health services.

Our Board of Directors and staff worked hard to identify the right structure, so that we may be reimbursed for services provided to patients with coverage, while at the same time maintaining our use of volunteers to give care to the uninsured. The hybrid model will enable us to continue to serve the uninsured and underinsured as a charitable clinic, and means that as it has been since 1971, no one will be denied care based on their inability to pay.

In addition, to further enhance the care our patients receive and prepare us for a more fully integrated health information exchange, our staff and volunteers tirelessly completed successful migration to electronic medical records. This too positions us well for the future.

As the landscape in healthcare continues to evolve, we are confident that we are well-poised to meet the growing need in our community, and to provide the best care possible to those who need it most. Thank you for your support!

Sincerely,

Sheridan Y. Wood
CEO

S. Sloane Simmons
Board Chair

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Who We Are

Vision:
Creating solutions for a healthy community.

Mission:
The mission of Kansas City CARE Clinic is to promote health and wellness by providing quality care, access, research and education to the underserved and all people in our community.

We accomplish our mission by:
- Respecting the dignity of each individual
- Serving a diverse community
- Providing culturally competent quality care
- Working collaboratively with volunteers
- Cultivating partnerships throughout our community
- Adapting to the changing needs of the community
- Embracing health care innovation and research
- Educating the health care workforce
- Maximizing our financial resources

Original mission statement from 1971

We believe that health care is a human right not a privilege based on income or anything else; that health care means caring about people, not just treating their diseases; that an emphasis on health education, preventive medicine, demystification and deprofessionalization of medicine must underlie all interactions between staff and patients; and that no hierarchical structures can exist among clinic staff or between the staff and patients. We see the clinic as a tool to build a new community. If you like the philosophy of the free clinic, help build the clinic and change the health care system.
Highlights of the year:

- Nearly 10,800 patients served
- 35,232 appointments made. This includes a 6-month period where patient load was reduced due to implementation of Electronic Medical Records. In the first six months of the year (before EMR) there were an average of 3,291 appointments/month, or 165/day
- 105 full- and part-time staff
- Bridging the Future capital campaign raised $775,000 for an Electronic Medical Records system, internet-based phone system, repairs of the Clinic’s southern exterior wall, new HVAC and facilities improvements and investments in infrastructure
- 348 teaching and medical students gained 19,868 hours of practical experience, equivalent to 10 full-time staff
- Successful migration to Electronic Medical Records (EMR)
- Goods and services contributed by the community totaled $5,517,981, a 42% increase over the previous year
- Volunteers make the difference at the Clinic!
  - 967 volunteers donated hours and services valued at more than $1.3M
  - Volunteers worked 46,019 hours, the equivalent to 22 full-time staff

Services Offered:

**General Medicine**
- Acute and Chronic Care
- Physicals
- Health Screenings and STD Testing
- Specialty Services, including:
  - Well Women Care
  - Medication Adherence
  - Cardiology
  - Optometry
  - Hypertension
  - Dermatology
  - Pulmonary Care
  - Nutrition Counseling
  - Diabetes Care
  - Pain Management
  - Acupuncture
  - Chiropractic Care
  - Occupational/Physical Therapy
  - Laboratory Services
  - Dispensary
  - Smoking Cessation
  - Reiki
  - Chronic Care

**Dental**
- Preventive
- Restorative
- Emergency

**Community Services**
- Behavioral Health Individual and Group Therapy
- Substance Abuse Counseling
- Case Management
- HIV Linkage to Care
- Wellness and HIV Prevention
- HIV Counseling, Testing and Referral
- Community Health Navigators

**HIV Care & Support**
- Primary Care
- Peer Treatment Adherence Support
- Individual Interventions Education Groups
- Support Groups
- Health Care Professional Continuing Education

**Clinical Trials & Research**
Established Vicki’s Clinic – a women’s heart health initiative targeting cardiovascular health and education. Funding was made possible through “And the Beat Goes On...” event established by a group of Hyde Park neighbors in memory of Vicki Russo McCombs, a victim of heart disease.

Continued progress toward seeking Patient-Centered Medical Home recognition in conjunction with successful implementation of EMR.

Secured two more partnerships for Institutional Patient Assistance Programs (IPAP) – increasing access to medication assistance for our patients.

Volunteers staff “Vicki’s Clinic” to educate women on their risk for heart disease, and treat it where it is found.

General Medicine

Staff attended the conference to learn more about new treatment protocols and other resources for treating our patients with HIV and AIDS.

HIV/AIDS Services

Participation in the National Quality Center retention project with retention levels higher than the national average in care and suppressed viral load.

Midwest AIDS Training and Education Center (MATEC) provided 94 training opportunities to 1,788 healthcare providers specializing in HIV and AIDS services.

One of a small number of Ryan White Part D programs nationwide that saw an increase in Part D funding during a time of overall reduction.

12 clinic staff attended the World HIV/AIDS Conference in Washington D.C.
Excellence by program area (cont’d)

Community Services

- Expansion of our Community Health Worker program from 3 CHWs to 6, including placement at St. Luke’s Health System at both Plaza and East hospitals.

- Through a new partnership with a nationwide consulting firm for HIV Prevention messaging research, the Clinic became one of three sites nationwide recruiting for this Centers for Disease Control (CDC) project to increase effectiveness of prevention messages for two high risk groups: African American and Latino men.

- Through a partnership with UMKC’s School of Clinical Psychology, the Clinic is the host site for all PhD students for their first year of clinic experience, which allows increased access to not only therapy services for clients, but psychological assessments as well.

Clinic-wide Accomplishments

- The Internal Medicine Residency program with the University of Kansas Medical School was expanded, and the experience was deemed so valuable that we were made a required rotation for all residents.

- Bloom, the Clinic’s largest single fundraiser, had its best year ever, netting 25% more than the previous year.

- Continued expansion of clinical trial research – a total of 10 active trials and one Long-Term Follow-up Registry Study. 44 patients were active in a clinical trials.

- 19th straight year of a clean audit by local financial services company BKD – with no findings or areas of further inquiry.

Bloom Speaks
Easy was the highest-grossing AND highest-netting event in the Clinic’s history.
In 2012-13, the Kansas City CARE Clinic spent nearly 90 cents of every dollar on direct patient care. This extremely low administrative margin means that more of our donors’ dollars go to helping patients, and as donations rise, so do the number of clients we can serve.