

# Eye Clinic Helps Patients See The Future

Steve Lad had repeated eye injuries that caused him to lose his eye years ago. Later, he became homeless. Now, Lad wants to get off the streets and find a job, but his disfigurement made job interviews unsuccessful.

**"WE ARE WORKING TO FIND SEAMLESS MEANS TO CARE FOR FOURTH STREET PATIENTS."**

Dr. Vincent Hue from John A. Moran Eye Center and a volunteer at Fourth Street Clinic's Specialty Eye Clinic worked with Richard Caruso of the Eye Prosthetics of Utah to provide Lad with a prosthetic eye. The prosthetic, equipment and services for Lad were donated by Eye Prosthetics of Utah, Mr. Caruso, John A. Moran Eye Center and Dr. Hue.

Lad is just one of the many patients that the **John A. Moran Eye Center** and its physicians hope to help through the Specialty Eye Clinic. The center has generously donated a bio-microscope, a projection system and an indirect ophthalmoscope to test and diagnose eye problems. Dr. Albert Vitale, Associate Professor of Ophthalmology of the John A. Moran Eye Center and several medical residents such as Drs. Vincent Hue and Gilbert Wong voluntarily staff the clinic.

"Our mission is to take care of the people who fall through the cracks," says Dr. Vitale. "We are working to find seamless means to care for Fourth Street patients." One Tuesday a month, five to eight patients are seen at

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## It's Hard to Be Homeless

Gary Peterson was driving from Sandy to a downtown conference when he saw a man on the sidewalk fall and hit his head. Peterson stopped his car to help. Once the bleeding was controlled, Peterson asked where he was going. The man pulled out a notebook filled with social service brochures and handwritten notes of everything that he needed to complete. "I saw his 'to-do list' and got overwhelmed. And I'm a pretty educated guy," says Peterson. A visit to Fourth Street Clinic was on his list, so Peterson decided to drive him.



"Being homeless is complicated," says Jennifer Hyvonen of the Fourth Street Clinic. "We work very hard to help patients access our own and other agency services. In fact, we have an entire client services team that works to make our providers' prescribed treatments a reality."

Peterson noticed that once the man was in the exam room, "the medical provider was very caring and concerned." After a while, Peterson felt better about leaving. He says, "I could see that he was in good hands."



### FOURTH STREET CLINIC

HEALTHCARE FOR THE HOMELESS

404 SOUTH 400 WEST SLC UT 84101

801.364.0058

www.fourthstreetclinic.org



### FOURTH STREET CLINIC FACTS

5,600 PEOPLE ARE TREATED ANNUALLY THROUGH 24,000 OFFICE VISITS



25% OF REVENUE IS GENERATED FROM IN-KIND GIFTS AND VOLUNTEER SERVICES



THE COST PER OFFICE VISIT IS ONE-HALF THAT OF THE NATIONAL AVERAGE



FOURTH STREET CLINIC WORKS WITH 35 ON-SITE AND 210 OFF-SITE MEDICAL VOLUNTEERS



WHEN THE PHARMACY IS OPEN, IT DOES THE SAME VOLUME AS A TYPICAL WAL-MART OR COSTCO PHARMACY



EACH DAY, FOURTH STREET TURNS AWAY 4-5 PATIENTS WHO NEED HEALTH CARE SERVICES



\$.85 OF EVERY \$1.00 RECEIVED GOES DIRECTLY TOWARD PROGRAM SERVICES



EVERY \$1.00 SPENT ON FUNDRAISING GENERATES \$10 IN REVENUE



## FROM THE MEDICAL DIRECTOR

Where do I start! When I came on as Fourth Street Clinic's medical director a year and a half ago, I knew there was a lot of work to do. But still I'm surprised daily at the level and amount of need there is among our patients. The staff and medical volunteers are continuously amazed at the complexity and advancement of illnesses presented and the strength our patients have to endure. When people don't have health insurance, they don't go to the doctor. Twenty years of illness and no health care creates a homeless and very ill person. It truly is the best job in the world to see the transformation that takes place when our patients finally receive proper diagnoses, treatment and follow up: They become new people.

Our new Lead Pharmacist Andrew Draper, PharmD has made a big difference. The pharmacy hours have expanded and stabilized, and I now have the confidence that patients can get medications they need. With new funding from the federal government, we have added a fantastic Physician Assistant Sara McEvoy and Medical Assistant Sylvia Morrison. Another critical component of care is our Client Service Advisor team that has added Sherri Perkins, Tiffany Gregory and bilingual Deborah Jack to coordinate housing, nursing home, specialty medical and other social services.

And with all this growth and improvement, we are still at capacity. We still turn patients away, and I have a backlog of patients who are waiting for necessary medical services. So I continue to streamline services, institute quality improvements, recruit and retain volunteers and put pressure on our development staff. If we want to improve health outcomes we need more resources. If we want to see more patients, we need to hire more providers.

... WITH ALL THIS GROWTH AND IMPROVEMENT, WE ARE STILL AT CAPACITY.

Christina Gallop, MD, MPH  
*Medical Director*

## Join Us For A Candlelight Vigil

A candlelight vigil will be held on the eve of Utah's Homeless Memorial Day, December 20, 2007. Last year, 45 men and women died while living on Utah's streets, most from illnesses that can be prevented and treated. The average age at death was 48. This year's vigil will be hosted by Fourth Street Clinic and the Salt Lake County Homeless Coordinating Council. **The location has yet to be announced and will be posted on [www.fourthstreetclinic.org](http://www.fourthstreetclinic.org).**





# Pharmacy Gets A Pharmacist

**F**ourth Street Clinic welcomes **Andrew Draper, PharmD, as our new on-staff pharmacist.**

Draper took the position in July 2007 but has worked as a volunteer in the pharmacy since 2005. He understands that diagnosed conditions can easily escalate or spread without essential medications.

The pharmacy first opened in 2002 staffed only by volunteer pharmacists which limited and varied the hours of operation. Although opening the pharmacy increased patient access to medications, patients still had trouble navigating the hours. Now Draper can manage the 20 certified pharmacy techs, patient assistant advocates and rotating volunteer pharmacists to stabilize and double the hours.

Draper has also made other improvements: increasing patient access to providers and medical records and increasing dialogue about medications and concerns. “Our services and medications make people better,” say Andrew. “Once they feel more stable, getting back on their feet becomes easier.” Virginia Adle has been utilizing the pharmacy for over a year and a half. When Adle began coming to the clinic, she was homeless and suffered from alcohol and smoking addictions. She is now in stable housing and with medication has stopped smoking and drinking. Andrew says, “Her life attitude has completely changed.”

**“OUR SERVICES AND MEDICATIONS MAKE PEOPLE BETTER. ONCE THEY FEEL MORE STABLE, GETTING BACK ON THEIR FEET BECOMES EASIER.”**

The pharmacy accepts no cash or insurance, does not stock narcotics and serves only Fourth Street Clinic patients. It also does the same volume hour for hour as a typical Wal-Mart or Costco pharmacy. In fact, October proved to be a record month! Annually, the pharmacy administers \$1 million in prescription drugs with ninety percent donated through programs like Pfizer’s “Sharing the Care” program. “Pharmacy companies like Pfizer help us expand our formulary and serve people who otherwise would go without,” says Draper. Another \$100,000 of drugs is purchased at deeply discounted rates.

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## Giving Just Got Easier

**W**ith the help of **Vanguard Media Group**, Fourth Street Clinic has redesigned and launched its new website at [www.fourthstreetclinic.org](http://www.fourthstreetclinic.org). The site now provides detailed service, clinic demographic and financial information and allows for secure, online donating. With just a few clicks, a tax-deductible donation can be made and a receipt will instantly be sent directly to your in-box. Your donation makes a huge difference in the lives of Salt Lake’s homeless people. Happy giving!

**NOW ACCEPTING GIFTS  
ONLINE AT  
[WWW.FOURTHSTREETCLINIC.ORG](http://WWW.FOURTHSTREETCLINIC.ORG)**

# Breaking the ER Cycle

Homeless patients have few options for urgent medical care and very often hospital emergency rooms become the only option. **To provide a better way to access needed health care and reduce emergency room traffic, Fourth Street Clinic added Special Case Manager Tiffiny Gregory to its Client Service Department.** Gregory had been volunteering at Fourth Street Clinic since 2005 and came on full-time in August 2007.

**FOR THE FIRST TIME, BILL'S PHYSICIANS ARE ABLE TO TREAT HIS UNDERLYING HEALTH CONDITIONS.**

"I am here as a patient advocate," says Gregory. "My goal is to help patients get a better bill of health, find housing and improve their level of independence." To do this, Gregory meets regularly with local hospital staff and designs individualized patient discharge plans that include respite care, permanent housing and education. This collaboration creates a more seamless transition from hospital to clinic.

Gregory's success is in her patients. Bill had 34 uninsured emergency room visits this year alone. At Bill's last admission, a hospital social worker called Gregory who intervened and set Bill up with weekly primary care visits at Fourth Street Clinic. For the first time, Bill's physicians have a complete medical history and are able to treat his underlying chronic health conditions rather than his emergencies. Now Bill has a special bed at the Road Home, an area shelter, is on Medicaid and is on a list for permanent housing.

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## Eye Clinic Helps Patients See The Future

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the clinic. "We could see more, but once they are diagnosed, they need treatment," says Dr. Hue. "We already have eight patients waiting for surgical procedures. We see treatable, advanced cases like diabetic retinopathy and cataracts, but there is no funding for eye surgeries."

Some of Fourth Street's patients are only one procedure away from employment. One patient said, "If I could just have my eye surgery, I could get back to work." Each procedure costs about \$2,500 and the Eye Clinic has the volunteer medical professionals, medications and follow-up examinations in place; however, they still need to cover hospital facility fees. The Eye Clinic is hoping to raise \$30,000 to start a foundation that will fund the facility fees for the surgeries. "We are really talking about saving these patients' eyes," says Fourth Street Clinic Medical Director Christina Gallop, MD.

**WE SEE TREATABLE, ADVANCED CASES LIKE DIABETIC RETINOPATHY AND CATARACTS, BUT THERE IS NO FUNDING FOR EYE SURGERIES.**





# One Clinic Closer to Early Cervical Cancer Detection

In November 2007, Fourth Street Clinic opened an Early Cervical Cancer Detection Clinic thanks to \$5,000 in start up funds from **The Church of Jesus Christ of Latter Day Saints**, a donated colposcopy machine from **Planned Parenthood Association of Utah** and volunteer physician **Catherine Wheeler, OB/GYN**.

Wheeler began the clinic by seeing the 12 Fourth Street Clinic patients who had previously gotten abnormal pap test results but because of lack of health insurance had no recourse for follow-up diagnostic exams. Since early detection greatly improves treatment success, Fourth Street Clinic pooled resources to start the on-site clinic. Medical Director Christina Gallop, MD, estimates that 40 patients a year receive abnormal pap test results.

**WHEELER BEGAN THE CLINIC BY SEEING THE 12 FOURTH STREET CLINIC PATIENTS WHO HAD PREVIOUSLY GOTTEN ABNORMAL PAP TEST RESULTS BUT BECAUSE OF LACK OF HEALTH INSURANCE HAD NO RECOURSE FOR FOLLOW-UP DIAGNOSTIC EXAMS.**

To secure the future of this specialty clinic, Fourth Street Clinic is still looking for an on-going pledge of \$5,000 per year for the next five years to purchase supplies and pay for lab tests. Please contact Tiia at [tiia@fourthstreetclinic.org](mailto:tiia@fourthstreetclinic.org) to pledge support.

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## Dr. Cole Creates Gastroenterology Clinic

Fourth Street Clinic added Gastroenterology to its list of specialty clinics, thanks to the arrival of volunteer Dr. Hal Cole in August 2007. Before Dr. Cole joined the clinic, specialty referrals for colonoscopies and other digestive diseases were a large patient need. Now each Monday morning Dr. Cole screens patients and refers out to his colleagues at LDS Hospital and Intermountain Medical Center for specialty procedures.



Dr. Cole sees approximately 24 patients a month. "I am the detective of tests and treatments," he says. He screens for pancreatic failure, liver disease and Hepatitis C. If untreated, patients could develop ulcers, bleeding in the intestines or go into liver failure. One patient in his early 50s had such severe liver

disease that built-up fluid had to be regularly drained from his abdomen. Dr. Cole changed the patient's medications and taught him how to manage his disease, including reading food labels to check sodium content. The patient also went into a program for alcohol abuse. "He doesn't need to have the procedure anymore," says Dr. Cole. "He is a remarkable guy and looks great."



# Fourth Street Clinic Raises Funds with Help from Friends

On October 16, 2007, 250 people attended Fourth Street Clinic's **Annual Breakfast Fundraiser**, which is on target to raise nearly \$90,000. The event was held at the Holy Trinity Greek Orthodox Church in Salt Lake City and was generously sponsored by Lehman Brothers Commercial Bank, The Regence Group, Gastronomy, Far West Bank and American Express. The keynote speaker was Fourth Street Clinic patient and Consumer Advocacy Board member Kaylynn Boone. If you would like to volunteer as a table captain for the 2008 breakfast, please email Tiia at [tiia@fourthstreetclinic.org](mailto:tiia@fourthstreetclinic.org).

On July 10, 2007 more than 100 guests attended the **Toast to Good Health – An Around-the-World Wine Tasting at Tuscany Restaurant**. Guests mingled among six tasting stations on Tuscany's beautiful outdoor patio sipping premium wines from around the world and munching perfectly paired hors d'oeuvres created by Tuscany Executive Chef Adam Vickers. Vickers even created a "4th Street Roll," made with salmon, carrots, cucumber and caviar topped with white chocolate wasabi sauce specifically for the event. Fourth Street Clinic would like to thank the guests and sponsors of the event—Morgan Stanley, Vanguard Media, C.R. Bard, the Fourth Street Board of Directors, Tuscany Restaurant and the Gundlapalli Family for helping Fourth Street Clinic reach its \$30,000 fundraising goal. Another special thanks to Kym McClelland of Chapman Richards & Associates who volunteered countless hours ensuring a successful event.



**Fourth Street Clinic needs your help! We still need to raise \$20,000 to meet our 2007 private fundraising goal of \$225,000.**



## Friends of Fourth Street Clinic Do It Again!



The Friends of Fourth Street founders Joel Welch and Hans Grey did it again! Somewhere between college classes and applying for medical school, the two organized the IThinkICanyons Bike Ride. On September 22, 2007, 20 seasoned bikers road all four of Salt Lake Valley's Wasatch Front canyons—Big, Little, Millcreek and Emigration—for a 10-12 hour journey that climbed 12,000 vertical feet over 110 miles. The ride, sponsored by Barbacoa, ProBar and University Pharmacy raised an impressive \$2,500 for Fourth Street Clinic.

**Stay tuned to [www.IThinkICanyons.com](http://www.IThinkICanyons.com) for 2008 ride details.**

### FOURTH STREET CLINIC PATIENT FACTS

DIABETES, ASTHMA, DEPRESSION, ANXIETY AND SEIZURES CAN LEAD TO HOMELESSNESS.



10% ARE DIABETIC



90% ARE UNINSURED



97% EARN LESS THAN \$850 PER MONTH



AVERAGE LIFE EXPECTANCY IS 48



PREVENTABLE AND TREATABLE ILLNESSES ARE THE NUMBER ONE CAUSE OF DEATH

## Fourth Street Clinic Board of Directors

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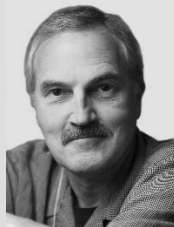
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Former Fourth Street Clinic Patient

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Board Fellow



### FROM THE DIRECTOR'S DESK

**The last six-months have been a time of tremendous change and growth at Fourth Street Clinic.** We received a \$350,000 base-funding increase from the federal government (Health Resources and Services Administration) which allowed us to hire a new ring of providers and expand medical services to several outreach sites. We are confident that these new points-of-patient contacts will break down barriers for many new homeless patients. We also added several administration and data positions to improve leadership and human resources. With the addition of a new pharmacist, a new deputy director and two front desk staff, Fourth Street Clinic has nineteen new employees!

**Despite all this change, our organization is growing stronger due to our very committed volunteer Board of Directors.** We are seeing more patients than in 2006; several new specialty clinics came online; patients now have more access to providers, specialty care and social services; we are on target to reach our 2007 fundraising goal of \$242,000; the 2006 independent financial audit report came back with no exceptions; and our employee retirement package was improved while costs were reduced.

**We will also see our Board President Rich Casper, JD, CPA, retire from service at the end of 2007.** We thank him for his six years of volunteer service and credit him with much of our success due to his extensive legal and accounting knowledge and fundraising help. We know Rich will not go too far, and we'll save him a seat at our next event. We also congratulate our newly-elected 2008 Board Officers: President Allen Crooms, Vice-Chair Bob Rolfs, MD, Treasurer Kristy Chambers, CPA, Secretary Lucinda Kindred, Development Committee Chair John Parrish, and Co-Chairs of our Public Policy Committee David Nimkin and John Neville. We look forward to their direction and inspiration.

**"UTAHNS HAVE LESS ACCESS TO MENTAL HEALTH AND DENTAL SERVICES AND WE SEE RESULTS OF THESE POLICY DEFICITS EVERYDAY."**

And with success comes continuing challenges. We are still turning away four to five patients each day. Our waiting list for appointments is still five to six weeks out. Utahns have less and less access to mental health and dental services, and we see results of these policy and funding deficits everyday. **We are gratified that The Church of Jesus Christ of Latter-Day Saints has expressed renewed interest in helping Fourth Street Clinic and other homeless service providers meet our goals.** Along with other religious denominations, local banking institutions and financial corporations, we are continuing to fill in the gaps in an innovative manner. We are very excited about our role in the new homeless affordable housing initiative. We also see that our private fundraising will have to grow from 20 percent of revenue in 2007 to 25 percent in 2008 in order to address these pressing needs. So, sorry loyal donors—you are not off the financial hook yet! Despite our success in clearing one large financial hurdle, there are many projects still unfunded and many patients who still need services. **But with your help, we are up for the challenges. After all, that is what we are here for.**

Allan D. Ainsworth, PhD  
Executive Director

## Thanks to Our Donors

Without donations, Fourth Street Clinic simply could not operate. We would like to thank all of those who gave generously to the clinic in 2007. Your help facilitated primary medical care; purchased prescriptions, medical supplies and equipment; and funded our volunteer on-site specialty clinics. However, Fourth Street Clinic still needs to raise \$40,000 by December 31 to reach our 2007 fundraising goal of \$242,000.

## Your Donations are Important!

Fourth Street Clinic provides specialized and high-quality health care services for our patients, and the donation that goes the furthest is a financial contribution. **Ongoing monthly pledges of support are the most effective.**

### Your tax-deductible contribution of

- \$30,000** will pay for 14 eye surgeries and prevent patients from losing their eyesight
- \$5,000** will fund the Early Cervical Cancer Detection Clinic for one year
- \$2,000** will give two families a warm, safe place to recover from surgery
- \$1,000** will fill 100 prescriptions
  - \$500** will bring a new pair of eye glasses to 33 patients
  - \$250** will provide diabetic testing supplies for four patients
  - \$130** will fund one office visit (half the national average)
  - \$50** will pay for the transportation of 10 sick patients to specialist appointments
  - \$35** will fund seven blood tests or other lab work

Use the enclosed remittance envelope or log on to [www.fourthstreetclinic.org](http://www.fourthstreetclinic.org) to give today.



**FOURTH STREET CLINIC**

HEALTHCARE FOR THE HOMELESS

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801.364.0058

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