

Pediatrics and Behavioral Health Get a Director

Bridgette moves her and her two-year old daughter Michelle back and forth between the emergency shelter and hotels when they need a break from the shelter's ever-present noise and crowds. But at least Bridgette can count on one constant: Fourth Street Clinic's Pediatrician. In July 2008, Dr. Lesley Brodie, MD, was hired as the Fourth Street Clinic's full time Director of Pediatrics and Behavioral Health. Dr. Brodie comes to the clinic as a graduate and former resident of the University of Utah's Triple Board Program of Pediatrics, Adult Psychiatry and Child & Adolescent Psychiatry.

Women and children are the fastest growing segment of Salt Lake City's homeless population and as much as 60-70 percent of the total homeless population suffers from some sort of behavioral health issue.



“Mental illness does not have to bring suffering and homelessness: with proper diagnosis and treatment, people can lead highly functional, well lives,” says Dr. Brodie.

In particular, early treatment for developmental delays and behavioral issues in homeless children can prevent a lifetime of poverty and homelessness. Bridgette is just simply relieved to have an expert

that can help her with parenting questions and behavioral concerns. To integrate mental health services, Dr. Brodie is standardizing the patient evaluation process and using experienced University of Utah behavioral health students to expand case management and group therapy services.

With the help of pediatric nurse Jeff Daniel, RN, Dr. Brodie has also increased pediatric appointment hours from 10 to 30 hours a week and added pediatric urgent care services. For Bridget this means increased flexibility as she struggles to meet other social service and job training appointments using the public transportation system. A \$10,000 grant from The Bright Horizons Foundation for Children has also been awarded to remodel the pediatric waiting room. **A public rededication for the space will be held on Thursday, December 15 at 12:00pm** in honor of former Fourth Street Clinic pediatrician and founder of the Homeless Youth Open Door Walk-in Clinic Dr. Joan Sheetz, MD.



FOURTH STREET CLINIC

HEALTHCARE FOR THE HOMELESS

404 SOUTH 400 WEST SLC UT 84101

801.364.0058

www.fourthstreetclinic.org



FOURTH STREET CLINIC FACTS

NEARLY 6,000 PEOPLE ARE TREATED ANNUALLY

THROUGH 26,000 OFFICE VISITS



34% OF REVENUE IS GENERATED FROM IN-KIND GIFTS

AND VOLUNTEER SERVICES



FOURTH STREET CLINIC WORKS WITH 35 ON-SITE

AND 210 OFF-SITE MEDICAL VOLUNTEERS

TO PROVIDE SERVICES



THE CLINIC AND PHARMACY ARE OPERATING ABOVE

MAXIMUM CAPACITY



FOURTH STREET CLINIC TURNS AS MANY AS

15 PATIENTS AWAY EACH DAY



\$.92 OF EVERY \$1.00 RECEIVED GOES DIRECTLY

TOWARD PROGRAM SERVICES

FROM THE MEDICAL DIRECTOR

The last six months have finally brought years of planning into practice—ensuring that Fourth Street Clinic provides the most effective and patient-oriented health home possible. First on the list has been to switch to open access appointments where patients call in for a same day appointment rather than being scheduled five to six weeks later.

Consequently, patients get seen when they need to, and we have reduced our “no-show” appointment rate from 40 percent to less than 10 percent, making more room for more patients. Everyday 85-90 patients are treated at the clinic.

We have also joined the roughly 10 percent of health care delivery sites across the nation that have converted to electronic health records. Health care experts all agree that we have to make this conversion as it will save billions in future human resource costs, reduce medical errors, eliminate duplication of tests and labs and streamline communication between health care providers and patients. For Fourth Street Clinic patients it means better access to information, faster follow up and better care.



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Finally, we have doubled the number of patients who have been approved for public health insurance programs and instituted a more effective billing system to maximize our reimbursements. These initiatives give our patients access to more health care services (specialists, dentists, behavioral health therapists, prescriptions and surgeries) and allows Fourth Street Clinic to grow our programs, such as hiring a full time Director of Pediatrics and Behavioral Health.

At the end of 2008, we are on track for seeing 500 more patients and filling 10,000 more prescriptions than we did in 2007. It is proof that our strategic plans are working. **However, despite this success, we are also turning away more patients than ever before as Salt Lake City’s homeless population grows at unprecedented levels since the mid 1980s.** Our next challenges are to hire more providers to create more appointment slots and to ensure that our pharmacy keeps pace with clinic growth. If we are to see more patients, we need to make sure they can get their prescriptions filled; otherwise, we have only done half the job.

And thanks to all who continue to come down to the clinic to volunteer and to those who have made the commitment to financially give. I see your time and money at work helping people find health and a better life. Homelessness isn’t hopeless; we thank you for your support.

Christina Gallop, MD, MPH
Medical Director



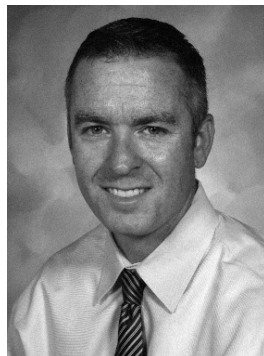


Vaccine Program Needs a Boost

For what it costs to treat two of our patients hospitalized with pneumonia, Fourth Street Clinic can wipe out pneumonia, the flu, tetanus, whooping cough, diphtheria, cervical cancer and a slew of other illness in Utah's entire homeless population. **For \$75,000 a year Fourth Street Clinic can supply and operate its comprehensive vaccine program, and we are currently looking for corporate and individual sponsors for support.**

FOR HOMELESS PATIENTS, THE RISK OF CONTRACTING VIRAL AND BACTERIAL ILLNESSES IS VERY HIGH DUE TO OVERCROWDED AND UNSANITARY LIVING CONDITIONS.

For homeless patients, the risk of contracting viral and bacterial illnesses is very high due to overcrowded and unsanitary living conditions. In addition, many patients have weakened immune systems due to years of multiple, untreated chronic health issues. These already sick patients risk hospitalization and sometimes death, costing the health care system and society much more than the price of a simple vaccine.



Diabetics Get Additional Help with New Clinic

With the help of volunteer, on-site specialist Dr. James Chamberlain, MD, from the Utah Diabetes Center, Fourth Street Clinic will grow its current Diabetic Education Program into a full, comprehensive Diabetic Clinic. "My main goal is to help patients get better sugar control through mediations," says Dr. Chamberlain. "Then we will heavily screen for illnesses caused by diabetes such as high-cholesterol and high blood pressure." Diabetic Educator Terry Deeds, RN, will also be on hand to educate and motivate patients to make better lifestyle choices such as eating the same amounts of food at the same time and supporting smoking cessation.

It will cost Fourth Street Clinic \$55,000 a year to operate the clinic with the vast majority of funding going to purchase the strips required to test blood sugar levels. Fourth Street Clinic is very successful in getting insulin, medications, syringes and staff time donated, but still has no on-going source to purchase the strips.

If you would like to partner in helping to promote good health and save lives, please visit www.fourthstreetclinic.org or email joseph@fourthstreetclinic.org.

2008 Summer and Fall Events

Desert roses and yucca plants replaced weeds in front of the Fourth Street Pharmacy's parking strip thanks to **Boy Scout Scott Draper**. As part of his Troop 1071 Eagle Scout Community Service Merit Badge, Draper designed and planted a xeric garden and secured Jiffy Lube who donated more than \$1,000 and Wasatch Shadows Nursery who provided discounted plants and supplies as sponsors of the project.

The second annual **Toast to Good Health**, an around-the-world wine tasting event, was held at Tuscany Restaurant on June 16. Over 140 guests attended raising \$40,000. Major Sponsors were Morgan Stanley, Far West Bank, Fourth Street Clinic Board of Directors, Howa Construction, Internet Properties and Parsons, Behle & Latimer.

Vanguard Media Group hosted an **"8/8/08" Summer Block Party** north of Pioneer Park on August 8 to benefit Fourth Street Clinic. The event was sponsored by Tony Caputo's Deli and Carlucci's Bakery and guests raised \$1,250 in donations which Vanguard Media Group generously matched.

To celebrate **National Health Center Week**, 75 people walked around Pioneer Park on August 13. To kick off the event Kaylynn Boone, former Fourth Street Clinic patient and current board member, spoke followed by Karen Hale, Communications Director for Mayor Ralph Becker. That evening, Brewvies Cinema Pub showed Michael Moore's film "Sicko" raising \$200 for Fourth Street Clinic.



Save the Date

Monday, December 15
Bright Spaces Open House
and Dedication

Monday, December 22
Candlelight Vigil
Pioneer Park

Saturday, April 25
Fourth Street Clinic
Triathlon & 5k
University of Utah

Fourth Street Clinic hosted its **6th Annual Breakfast Fundraiser at Squatters Pub Brewery** on October 2, which raised \$75,000 and counting. Fourth Street Clinic would like to thank the event sponsors Squatters Pub Brewery, Lehman Brothers Commercial Bank and Midwest Floor Coverings, Inc.

Fourth Street Clinic, Crossroads Urban Center, Volunteers of America and The Road Home registered more than 200 voters in the Salt Lake area during the **National Low-Income and Homeless Voter Registration Week**. The organizations also educated voters on where to vote and voters' rights. Common misperceptions were that voters cannot have prior convictions and need home address to register.





Extending An Outreached Hand

During a Fourth Street Clinic outreach visit to Valley Mental Health's Store Front apartments, Bob Orion had a routine blood test. Orion suffers from schizophrenia and his medication raises his blood sugar levels. This test came back positive for type-II diabetes—a disease that can cause stroke, heart attack, gangrene and even death—but with the help of the Fourth Street Clinic's outreach team, Orion still has a chance at good health.

Every Tuesday, the outreach team visits Salt Lake City's homeless shelters and publicly-assisted housing sites to perform basic medical care and encourage patients to come into the clinic. The team is staffed by nurse practitioner Amy Whipple, FNP, Ruth Miller-Thomas, LCSW, public health nurse Terry Deeds, RN, and Volunteers of America worker Ed Snoddy. Along with essential medical supplies, Whipple also brings a laptop with a wireless connection to the clinic's electronic records to look up patients' past prescriptions and provider notes.

This service is essential for those Utahns who have been hardest hit by homelessness. Many patients who are seen have been homeless for 10-20 years and suffer from multiple health conditions but do not seek out treatment due to past traumas, feelings of shame or mistrust. The outreach program helps reestablish this trust and reconnect them with services.

How a Health Home Supports Life

Bart Chadwick experienced first hand how important a health home is. He came to Fourth Street Clinic for his severe and debilitating back pain. One of the clinic's physician assistants sent Bart to LDS hospital for an MRI which confirmed an abscess on his spine. The care coordination team at Fourth Street Clinic then arranged for surgery at an Intermountain Healthcare facility and found a place for Bart to safely recover. Bart filled all of his prescriptions at the clinic's pharmacy and returned for follow-up care with Fourth Street Clinic volunteer Dr. Stephanie Gelman, MD, infectious disease specialist from the University of Utah Medical Center. Now Bart is back to work part time.



Fourth Street Clinic is a health home for on-going health care, support, expertise and understanding for 6,000 homeless Utah's. **The term health home**

means that Fourth Street Clinic patients have access to coordinated primary care where their medical provider actively schedules and manages their total health care including specialty medical screenings, medications, behavioral health services, hospitalizations and respite (recuperative) care.

Health homes reduce urgent medical situations and emergency room visits and ultimately save lives by supporting patients and giving them a chance at health and permanent housing.

Welcome New Volunteers

Lori Hooley MD Optometrist

Susan Berkebile MD Hospitalist

James Chamberlain MD Diabetes Specialist

Christopher Carlisle MD Hospitalist

Staff Happenings

On Thursday, November 20, **Fourth Street Clinic received the Catholic Community Service Humanitarian Award.**

While at a National Healthcare for the Homeless conference in New Orleans, Fourth Street Clinic Founder and **Executive Director Allan Ainsworth, PhD**, was part of a 20-member group who worked to rebuild a house damaged by Hurricane Katrina. While the homeowner was recovering from knee replacement surgery, the group installed a wood floor and helped with other finishing work.

Ruth Miller-Thomas, LCSW, presented a workshop on *Integrating Behavioral Health with Primary Care* at the Northwest Regional Primary Care Association's Mountain/Plains States conference in Denver.

Eric Hu, Tanner Fellow and Fourth Street Clinic Volunteer, created and is managing a scholarship program that allows for long-term, undergraduate volunteers at the clinic.

Staff Arrivals

Triple-board certified **Dr. Lesley Brodie, MD**, and pediatric nurse **Jeff Daniel, RN**, now administer the pediatric clinic.

Pharmacy technicians **Cilatli Taylor** and **John Sweatfield** have joined the pharmacy team.

Newly-hired family nurse practitioner **Amy Whipple, FNP**, works in the clinic and as part of the clinic's outreach team.

Joel Hunt, PA-C, is our new physician assistant.

Volunteer **Sam Vincent, APRN**, was hired as an employee and will be working Fridays in the psychiatric clinic.

Stephanie Jay joined the clinic as the client service lead, a newly-created position to manage the front desk.

Our newest client services members are medical interpreter and care coordinator **Deborah Jack**, client services advisors **Elizabeth Anderson** and **Walter Garcia**, care coordinator **Kim Russo** and case manager **Rene Zepeda**, a past volunteer who returned to the clinic to work full time.

The clinic now has a total of five medical assistants with the addition of **Sylvia Morrison**, **Kristiina Hart** and **Veronica Rodriguez**.

Catharine Arceneaux is our new Electronic Health Record Scanner.

Michelle Attridge is the new Accounting Manger and **Tony Chambers** is our CFO.

Welcome aboard everyone!



Fourth Street Clinic Board of Directors

Fourth Street Clinic is governed by a volunteer board of directors that meets monthly. Members of the board can serve two, three-year terms and then rotate off the board for at least one year. They are also asked to serve on one of six committees and donate personally or raise funds for Fourth Street Clinic.

Allen Crooms, Chair

The Regence Group

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Utah Department of Health

Kristy Chambers, CPA, Treasurer

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Former Fourth Street Clinic Patient

Anne Milliken

The Four Daughters Foundation

Robert Huefner

University of Utah

Nicole Sherman

Far West Bank

Rick Nelson

Citizens First Financial Corporation



FROM THE DIRECTOR'S DESK

I want to thank all of our partners, volunteers and donors for making the commitment to healing our homeless patients and giving them a chance at wellness and housing. Everyday we see how health care changes lives, reduces suffering and empowers patients. We simply could not provide the range of services or see all of our patients without your help, and we gratefully thank you. Your support moves people away from suffering and towards health and a better life.

And you will be hearing a lot of this in the coming months, but there is no way around it: We need your help now more than ever. **We are seeing more patients than ever before, turning more patients away and seeing homelessness grow at rates not seen since the 1980s.**

Our medical providers are serving patients that have never come to or even heard of Fourth Street Clinic before. Our Pharmacy is operating at maximum capacity. The demand for behavioral health services is staggering.

Public funding does not allow us to see everyone who comes to us for help. Therefore, we must prioritize patients and services. For 20 years, it has been the partners, volunteers and donors who have made Fourth Street Clinic successful in helping patients heal and move forward in a healthy, positive direction. Times are tough for all, especially for those who have just lost their home. So again, we need your help more than ever. For \$150 you can provide one office visit. For \$10 you can fill a prescription. Every dollar helps.

Fourth Street Clinic serves real people who have very real health concerns and few options for care. We help people find relief and better health through proper diagnosis and treatment. Thank you for allowing us to serve our community over the last twenty years; hopefully, we won't be needed in another twenty.

Allan D. Ainsworth, PhD

Executive Director

FOR \$150 YOU CAN PROVIDE ONE OFFICE VISIT. FOR \$10 YOU CAN FILL A PRESCRIPTION. EVERY DOLLAR HELPS.



Thanks to Our Donors

A grateful "Thank You!" to everyone who helps bring high-quality and fully-coordinated primary health care to uninsured, homeless Utahns. Your generous gifts give thousands of people a chance at good health and a way out of homelessness.

If you have ever come face-to-face with the sadness, fear and frustration of those who experience or witness homelessness: we give you an opportunity to end this universal suffering through hope, good health and a strong community. Please give your support and bring healing and housing to Utahns who need help. Ongoing, monthly and annual pledges of support make the biggest impact.

Your tax-deductible contribution can provide

- \$50,000** 100 patients with a comprehensive health home
- \$25,000** 50 patients with behavioral health services and medications
- \$10,000** 1,000 prescriptions
- \$5,000** a year's worth of medical supplies for one specialty clinic
- \$1,000** a year's worth of glucose testing strips for one diabetic patient
- \$500** one patient with a comprehensive health home
- \$150** one health visit (including coordination, tests, meds and therapy)
- \$85** one care coordination visit
- \$50** transportation for 10 patients to specialty medical appointments

Please use the enclosed remittance envelope or log on to www.fourthstreetclinic.org to give today.



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