

# 2022 Annual Report



New Hope Clinic, Inc. is a volunteer-driven 501(c)3 non-profit organization serving Brunswick County since 1998  
EIN 31-1614379

Looking back on 2022, all of us at New Hope Clinic were relieved that the critical nature of COVID-19 seemed to lessen as the year progressed. We were able to return to some degree of normalcy. This allowed us to focus more on “whole person” care for our patients, especially as more patients began to return in person to the Clinic.

During 2022, we cared for 494 patients with a total of 4,863 patient visits. We were pleased to once again have 133 volunteers available to provide their time and services to our patients. New Hope Clinic staff focused on important health measurements including Diabetes, Hypertension, Tobacco Screening & Intervention, as well as Body Mass Index Screening & Follow Up.

New Hope Clinic remained on solid footing in our financial outcomes. The revenue from Grants and Contributions was slightly less than our Operating Expenses, but was less of a difference than projected.

These positive outcomes in patient visits, patient care and revenue vs. expenses allow staff, volunteers, and the Board of Directors to look ahead to the future as 2023 unfolds. We continue to look for ways to improve and expand upon our patient-centered focus. We wish to express our gratitude to all our supporters for their generosity to New Hope Clinic both in the hours they donate to the Clinic as well as the needed financial support.

**Donna Valponi Brookhart**  
Chair, Board of Directors

**Sheila Roberts**  
Executive Director

## MISSION

**To provide quality medical, dental, and pharmacy services to low-income, uninsured Brunswick County adults in a caring, patient-centered setting**

## VISION

To make our community healthier

## VALUES

These are the fundamental ideals at the heart of the organization. They embody how we hold ourselves accountable to our patients and our community:

<b>Compassion</b>	<b>Quality Care</b>
<b>Teamwork</b>	<b>Community Partnership</b>
<b>Confidentiality</b>	<b>Financial Responsibility</b>
<b>Leadership</b>	

## CONTACT

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Boiling Spring Lakes, NC 28461  
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**Website:** [www.newhopeclinicfree.org](http://www.newhopeclinicfree.org)

# 2022 BY THE NUMBERS

**494** Patients Served

**4,863** Patient Visits

**15,725** Prescription Medications Provided  
based on 30-day supply

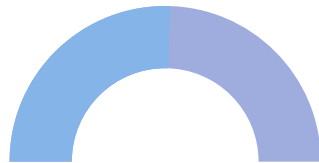
**\$5,910,834**

Estimated Value of Services provided for NHC patients  
Value of \$1 investment = \$9.38

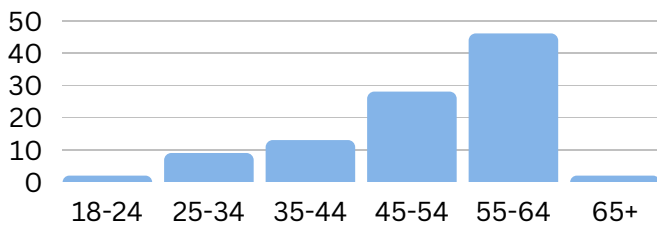
## PATIENT DEMOGRAPHICS

### Gender

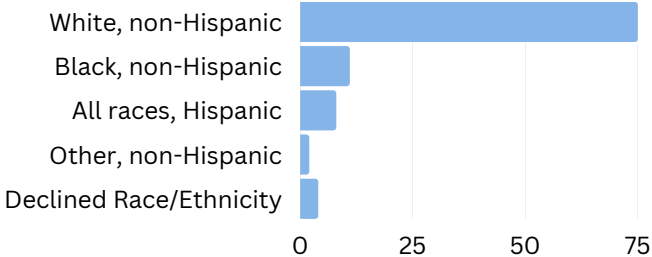
- Female (49%)
- Male (51%)



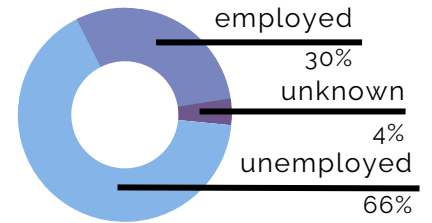
### Age (% of patients)



### Race/Ethnicity (% of patients)

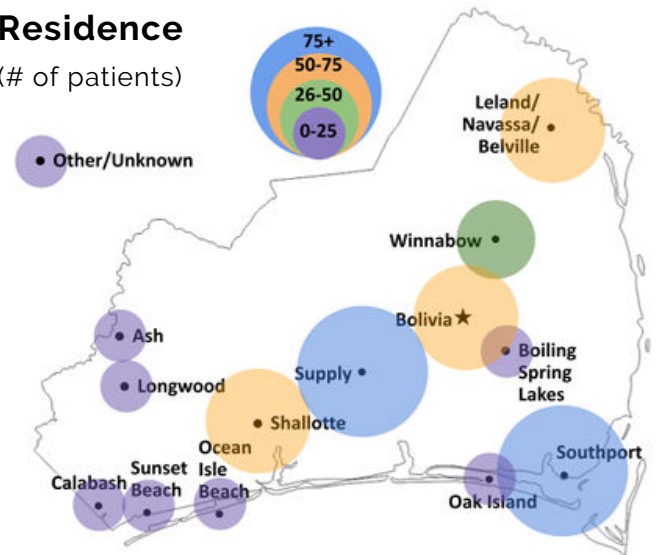


### Employment Status



### Residence (# of patients)

(# of patients)



## SERVICES

### Primary Care

- Medical diagnosis and treatment

### Specialty Care

- Diabetic / Endocrine
- Diabetic Retinopathy Screenings
- Medical Eye Exams
- EKG
- Diabetic Education
- Weight Management
- Referral for other specialties

### Pharmacy

- In-house Pharmacy
- Pharmacy Assistance Program
- Vaccinations

### Dental Care

- Exams
- X-rays
- Extractions
- Limited Restorative & Hygiene
- Referral for other services

### SPECIAL THANKS TO OUR PARTNERS

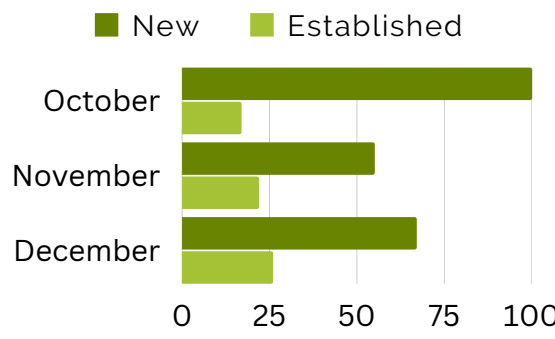
Brunswick County Health Services, Brunswick Family Assistance Agency, Brunswick Wellness Coalition, Cape Fear HealthNet, Doshier Memorial Hospital, Novant Health Brunswick Medical Center, Novant Health New Hanover Regional Medical Center, Delaney Radiology, Galloway Sands Pharmacy, and many specialty medical practices have provided laboratory, diagnostic, and treatment services for NHC patients. ***Without their help, we could not do what we do.***

# PATIENT HEALTH OUTCOMES

**Goal:** To reduce the number of Emergency Department (ED) visits our patients have to make.

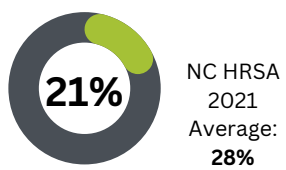


## Percentage (%) of Patients with ED Visits (4th Quarter Report)



**70%** of new patients reported an ED visit within 6 months of becoming a patient at NHC

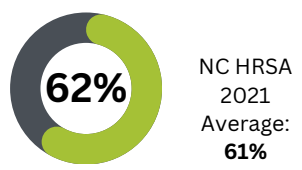
**20%** of established NHC patients reported an ED visit within the last 6 months



**Diabetes Control**  
HbA1c >9% or test was not performed during the year

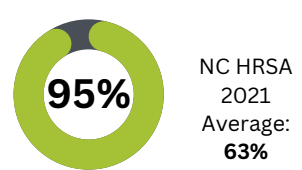
**Goal:** Reduce the number of patients with poorly controlled diabetes

\*HRSA = The Health Resources and Services Administration



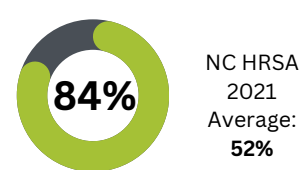
**Hypertension Control**  
Most recent blood pressure measurement <140/90 for patients with hypertension diagnosis

**Goal:** Increase the number of patients with controlled hypertension



**Tobacco Screening & Intervention**  
Screen patients for tobacco use and provide cessation counseling if any tobacco product is used

**Goal:** Increase the number of patients that receive a tobacco screening & intervention



**Body Mass Index (BMI) Screening & Follow-Up**  
Patient with normal BMI, or abnormal BMI and a follow-up plan were documented

**Goal:** Increase the number of patients with a BMI screening & follow-up plan documented if BMI is outside normal parameters

# VOLUNTEERS

**133** Volunteers gave their time & services

**8,448** Total hours of service our volunteers gave

**\$206,308** Total value of volunteer hours

## Volunteer Positions

- |                           |                         |
|---------------------------|-------------------------|
| Medical Doctors           | Pharmacy Techs          |
| Dentists                  | PA-C/NP-C               |
| Optometrists              | EMTs/CMAs/UAPs          |
| Registered Nurses         | Eligibility Specialists |
| LPNs                      | IT/Computers            |
| Administrative Assistants | Receptionists           |
| Dental Assistants         | Board Members           |
| Pharmacists               | Landscaping             |

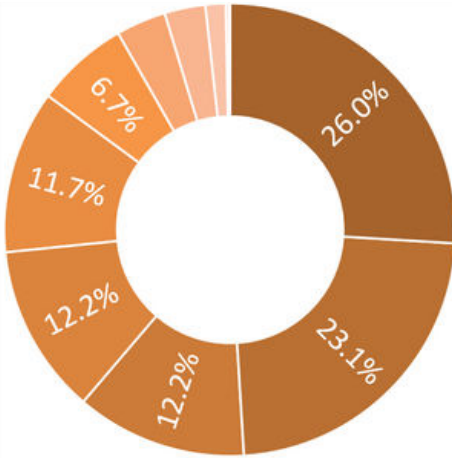
NHC continues to be a volunteer-driven organization, with a small staff equivalent to 5.2 full-time employees.

We truly appreciate the contributions each of these talented individuals have made to our organization and our community!

**If you want to learn more about how you can get involved, call (910) 845-5333 or visit [www.newhopeclinicfree.org](http://www.newhopeclinicfree.org)**

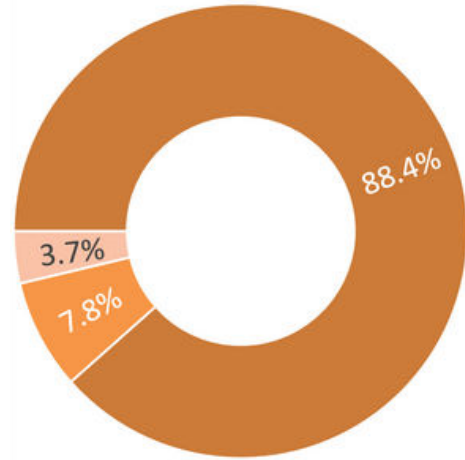
# FINANCIAL ACCOUNTABILITY

## Revenue



Funding Source	Amount	%
Noncash contributions*	\$213,671	26.0%
Grants - Private Foundations	\$189,862	23.1%
Individual Contributions	\$100,705	12.2%
Grants - Federal	\$100,017	12.2%
Grants - County & State	\$96,031	11.7%
Fundraisers	\$54,851	6.7%
Churches & Civic Organizations	\$29,438	3.6%
Corporate Contributions	\$24,053	2.9%
Grants - Other	\$11,957	1.5%
Program Service Income	\$1,973	0.2%
Investment Income	\$606	0.1%
	<b>\$823,164</b>	

## Expenses



Funding Source	Amount	%
Direct Expenses - Programs *	\$746,511	88.4%
Core Mission Support - Finance, HR, Management	\$66,198	7.8%
Core Mission Support - Fundraising	\$31,364	3.7%
	<b>\$844,073</b>	

\*Includes donated professional services valued at \$153,240

**88¢ of every \$1 donated, goes toward providing services for our patients**

## 2022 LEADERSHIP

### Board of Directors

- Donna Valponi Brookhart - *Chair*
- Gretchen Bodinsky, RN - *Secretary*
- June Baker - *Treasurer*
- Christy Bell
- Bob Benedict
- David Berne
- Dolores Barringer
- Cherie Browning, RN
- Amie Sloane

### Executive Director

Sheila Roberts

### Medical Director

Karen Wood, MD

### Staff

- James E. Boston - *Medical Doctor*
- Lisa Boysworth - *Registered Nurse, Patient Care Coordinator*
- LaTasha Daniels - *Medical Office Assistant*
- Elane Janz - *Patient Assistance Program Coordinator*
- Hailey Murray - *Registered Pharmacist*
- Shannon Morton - *Physician Assistant - Certified*
- Sheila Roberts - *Executive Director*
- Julie Stanwick - *Nurse Practitioner - Certified*
- Stephanie Williamson - *Medical Office Assistant*

### Dental Director

Jennifer S. Williams, DDS

### Pharmacy Director

Hailey Murray, RPH