

# New Hope Clinic Inc.

A 501(c)3 nonprofit organization: EIN 31-1614379

MAIN CLINIC & MAILING ADDRESS  
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Boiling Spring Lakes, NC 28461

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SATELLITE CLINIC  
4600-10 Main Street  
Shallotte, NC 28470



## 2020 Annual Report

By any measure, 2020 was a year of unparalleled challenges for everyone committed to providing and receiving safe, quality healthcare. It is equally clear that New Hope Clinic's leadership, employees, volunteers, and stalwart community supporters all rose to the occasion to ensure that NHC's commitment to serving the healthcare needs of the low income, uninsured in Brunswick County would continue safely and effectively.

Protecting the safety of patients, staff, and volunteers was the crucial focus. This was done by establishing and carefully modify care protocols with local, state, and federal guidance throughout the year. Although the methods and locations of delivering care changed throughout the year, we never missed a day of providing access to medical services and medications. Thanks to the efforts of our NC Association of Free and Charitable Clinics we quickly introduced virtual visits by telephone or through the secure UpDox platform in March. Although virtual visits are not a replacement for in-person care and not all patients have access to necessary technology, this option has proven to reduce some barriers to accessing care and we hope to keep this as an option in the future. We also went through a period of providing outside sick visits and covid testing and continue to provide patient covid testing car-side. We are thankful that our Cape Fear HealthNet specialty providers and hospital partners have continued to support the needs of our patients. Dental services and on-site pulmonary function testing were temporarily stopped, but we hope to restart in early 2021. We are excited that New Hope Clinic has been approved as a covid vaccine administration site. Front-line staff began getting vaccinated at the end of December, and we look forward to helping more our community out of the pandemic through vaccinat-

ing the general public.

In addition to all the changes due to covid-19, in January 2020 we switched to a new Electronic Medical Record system, thanks to the athenaGives program. We continued our Hepatitis-C treatment program, vaccination program, care management program, nutrition counseling, and increased our pharmacy hours. One benefit of having less people on site during the summer of 2020 was the opportunity to do some 10-year maintenance and updating to the main clinic. We installed new carpet, seal-coated the parking lot, and utilized the Duke Energy efficiency upgrade program to replace fluorescent lights with LEDs. We also installed WiFi programmable thermostats, motion-sensor lights and fans adding to our energy use efficiency.

2020 truly became an incredible testimony to the capabilities, leadership, and collaboration among all the dedicated NHC team and community providers. The remarkable and deeply appreciated support of donors, grantors, and government support throughout the year allowed NHC to continually provide our services while protecting patients, staff, and volunteers all the while maintaining solid fiscal integrity. In fact, even with a 40% drop in volunteers over the previous year, the Clinic delivered 5,275 visits for 606 patients (including 118 new patients) during 2020.

A huge "THANK YOU" is extended to all those dedicated individuals and organizations who made this Herculean task possible.

Sincerely,

Christy Bell  
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:

- Compassion • Teamwork • Confidentiality
- Financial Responsibility • Quality Care
- Community Partnership • Leadership

## Services Provided:

- 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

The Value of Services provided at New Hope Clinic in 2020 was **\$3,481,185**

New Hope Clinic patients received medications valued at **\$1,705,150** from Patient Assistance Programs

Although NHC has a small staff equivalent to 6.275 Full-Time Employees, we continue to be a volunteer-driven organization. 124 talented individuals donated 7460 hours of service in 2020.

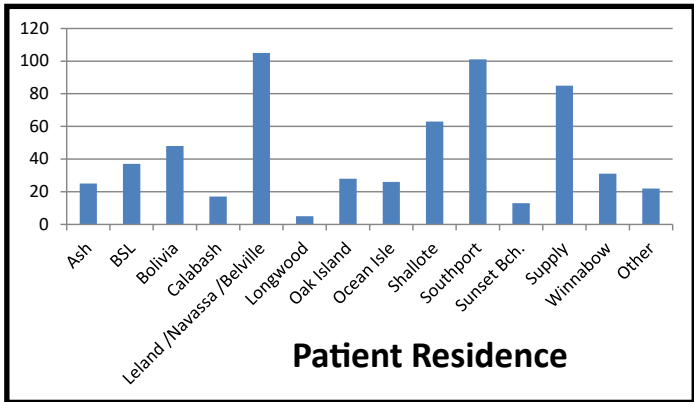
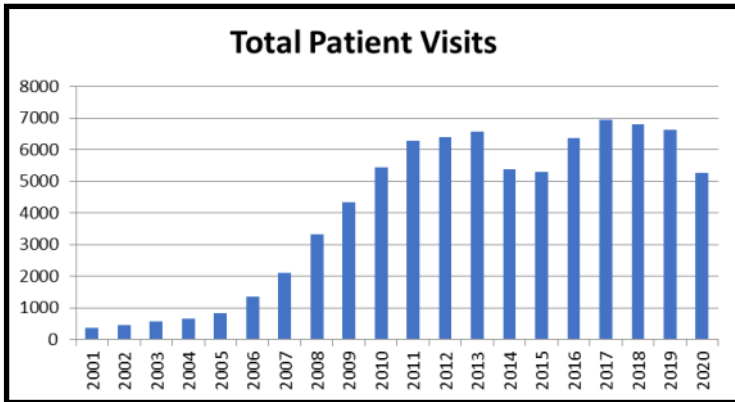
Volunteer Position	# of People	Hours
Physicians	10	371
Mid-level PA &/or NP	2	32
Nurse RN/LPN	7	513
CMA and/or CNA	15	616
Pharmacist	6	312
Pharmacy Tech	4	96
PAP Coordinator	1	195
Dentist	9	60
Dental Hygienist	1	2
Dental Assistant	11	56
Admin Asst	32	3103
Board Members	10	598
Enrolled Specialists	12	1337
IT/Computers	4	169

**TOTAL VOLUNTEER HOURS 7460**

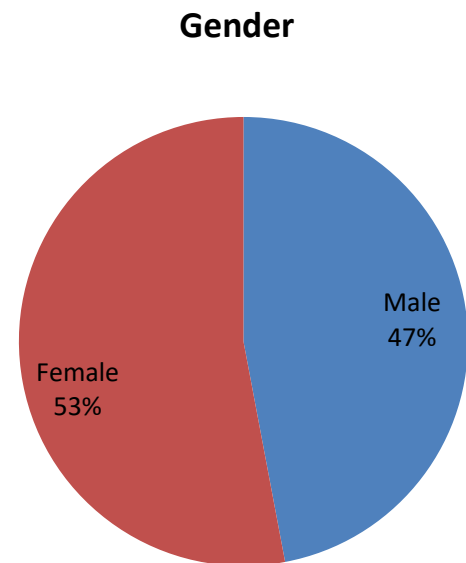
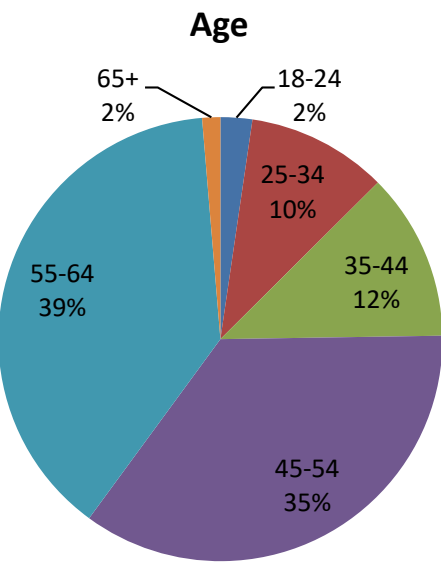
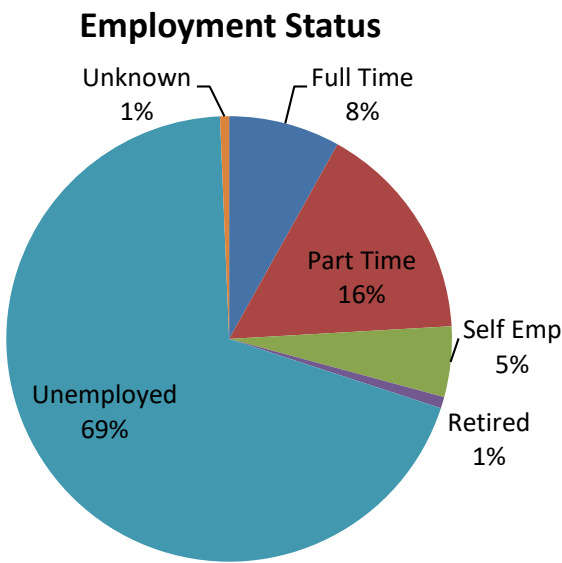
## SPECIAL THANKS TO OUR PARTNERS:

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.*

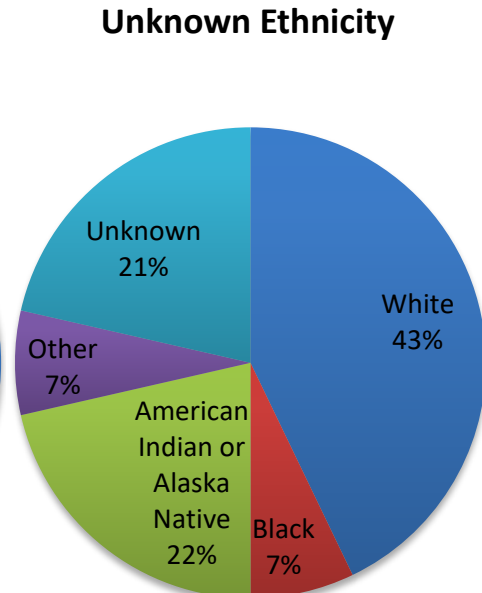
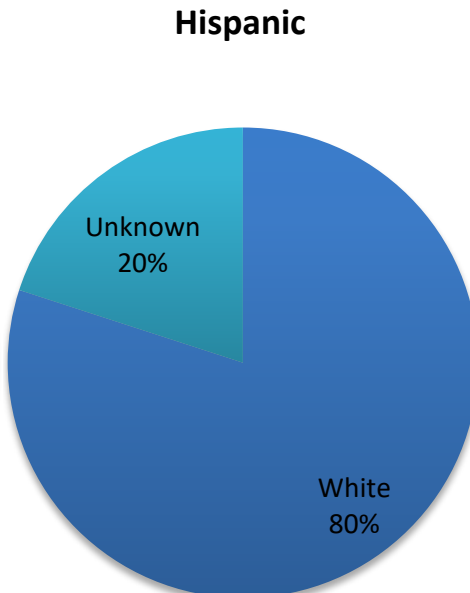
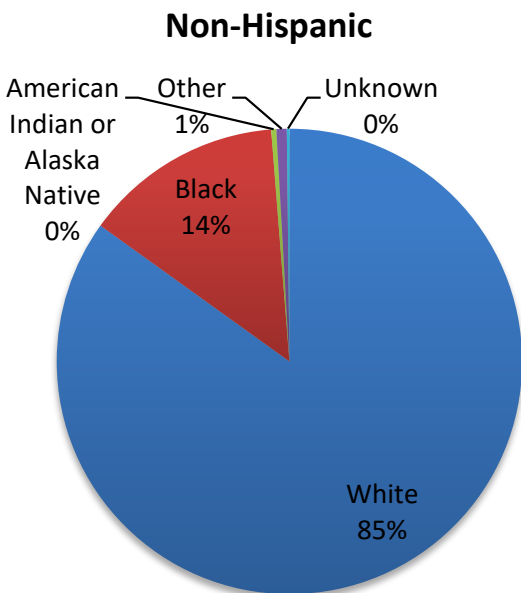
# 606 PATIENTS SERVED IN 2020



## Patient Demographics

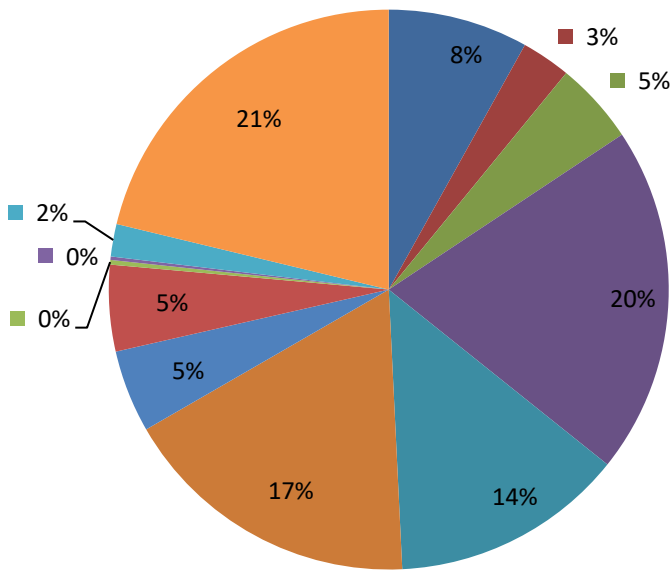


## Patient Race and Ethnicity



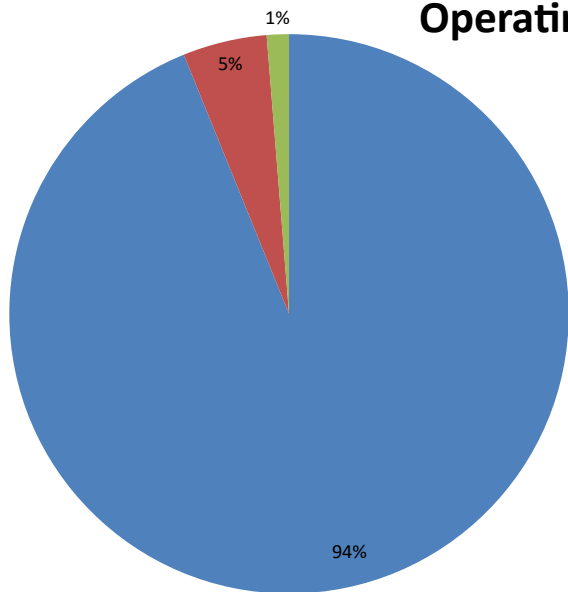
# 2020 Report on Revenue and Expenses

## Operating Revenue Sources



Individual Contributions	83,839	8%
Corporate Contributions	29,458	3%
Churches & Civic Org Contributions	49,145	5%
Grants - Private Foundations	208,151	20%
Grants - County & State	139,902	13%
Grants - Federal	180,908	17%
Grants - Other	49,402	5%
Payroll Protection Loan/Grant	51,700	5%
Program Service Income	2,763	0%
Investment Income	2,050	0%
Fundraisers	19,436	2%
Noncash contributions*	220,201	21%
<b>TOTAL</b>	<b>1,036,954</b>	

## Operating Expenses



Program Services*	806,463	94%
Management & General	41,799	5%
Fundraising	10,964	1%
<b>TOTAL</b>	<b>859,226</b>	

\*Includes donated professional services valued at \$134,720

**Medical Director**  
Karen Wood, MD

**Dental Director**  
Jennifer S. Williams, DDS

**Pharmacy Director**  
Hailey B. Murray, RPH

### Board of Directors

Christy Bell	- Board Chair
Jane Goldsworth, RN	- Board Vice Chair
Donna Valponi Brookhart	- Board Secretary
June Baker	- Board Treasurer
Delores Barringer	- Board Member
David Berne	- Board Member
Cherie Browning, RN	- Board Member
Amie Sloane	- Board Member
Gretchen Bodinsky, RN	- Board Member Emeritus

### Staff

James E. Boston - Medical Doctor  
 Lisa Boysworth - Registered Nurse, Patient Care Coordinator  
 LaTasha Daniels - Medical Office Assistant  
 Elane Janz - Patient Assistance Program Coordinator  
 Jenny Perkins - Family Nurse Practitioner - Certified  
 Sheila Roberts - Executive Director  
 Lena Wainwright - Admin Assistant  
 Stephanie Williamson - Medical Office Assistant