



# 2021 ANNUAL REPORT



# Thank you

for supporting our mission to provide comprehensive care to our communities in **Fauquier** and **Rappahannock**.



**\$1.92**  
MILLION



**832**  
DONORS



”

I'M STANDING HERE TODAY BECAUSE  
OF THIS CLINIC. I WILL FOREVER BE  
GRATEFUL FOR GIVING ME EXTRA  
TIME TO SPEND WITH MY FAMILY.”

– John (Clinic Patient)

## PATIENTS



**1,840**

unique patients



**9,783**

free care visits



**18 MONTHS**

youngest patient



**92 YEARS**

oldest patient

## VISITS



**831**

visits for dental  
hygienists



**386**

diabetes and diet  
teaching visits



**1,038**

covid vaccine  
doses given



**1,742**

mental health  
clinician visits

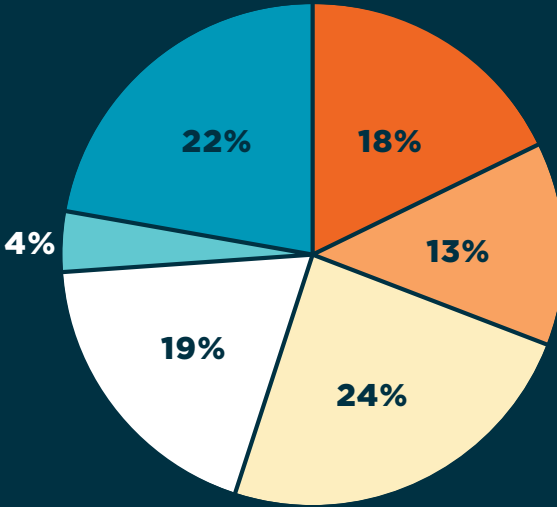


## Our philosophy: **Adapt and Overcome.**

- ▶ By administering vaccines and testing, as well as providing care and guidance for our patients, we continue to do our part in the fight against Covid-19.
- ▶ By October of 2021, we had already provided more free care visits than we had all of last year.
- ▶ We saw some of our busiest months ever in our mental health services, including counseling, tele-psychiatry, and medication management.
- ▶ Through nutrition and exercise education, our at-risk patients have been losing weight and improving diabetes numbers.
- ▶ Despite the postponement of **Piedmont Smiles**, our community dental day, our team still managed to pull together and provide advanced dental care to over 40 local patients with serious needs over a single weekend.

# \$1,922,909

RAISED



**\$349,728**  
Donations +  
Local Gifts  
18%

**\$250,000**  
PATH  
Mental Health  
13%

**\$457,029**  
Medicaid, Government &  
Emergency COVID Funds  
24%

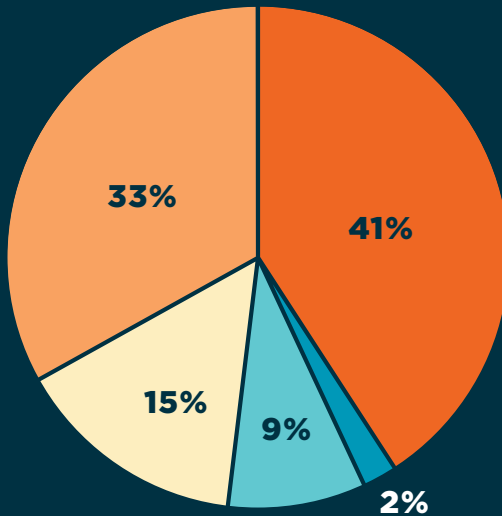
**\$370,307**  
State Free Clinic  
Association  
19%

**\$78,724**  
Fundraising Events  
4%

**\$417,121**  
Foundation Grants  
22%

**\$1,912,427**  
SPENT

**Every dollar** donated to the Fauquier Free Clinic generates over \$6.00 in health care services essential for our community.



### THE JOURNEY OF YOUR DOLLAR

- **\$779,924** to medical + pharmacy **41%**
- **\$634,384** to dental + dental hygiene **33%**
- **\$291,390** to mental health services **15%**
- **\$174,175** to administration + oversight **9%**
- **\$32,554** to building and utility **2%**

# More than health care.

It has been another tough year for our patients. Many are struggling not only with their health, but with food insecurity, job loss, and a lack of stable and permanent housing.



**11% of patients surveyed said that they do not have a stable housing situation.**



**Almost one in five (18%) said that they or their family did not have enough food at some point in the past year.**

Recognizing these patients can't be healthy in the conditions they are in, this year we have learned the true value of community collaboration. With the help of food banks, the Fauquier Hospital and other community players, we will continue to work together and find more permanent solutions for our most vulnerable populations.

**“Our work isn’t always exactly traditional health care, but it’s what we do well. Our patients have other equally important needs and we do everything in our power to help.”**

*- Stacey Sheperd, PA-C*



# Meet Katherine

Some patients come to the Free Clinic once or twice during a crisis, while others like "Katherine" depend on us for their health care over many years.

Katherine started with the Free Clinic right when it opened in 1993, looking for help with diabetes, severe kidney disease, and chronic headaches among other concerns. She worked for many years as an in-home caregiver and as a foster parent. Over 25 years later, she is about to get Medicare coverage and will be leaving the free clinic to go to a private doctor here in Warrenton.

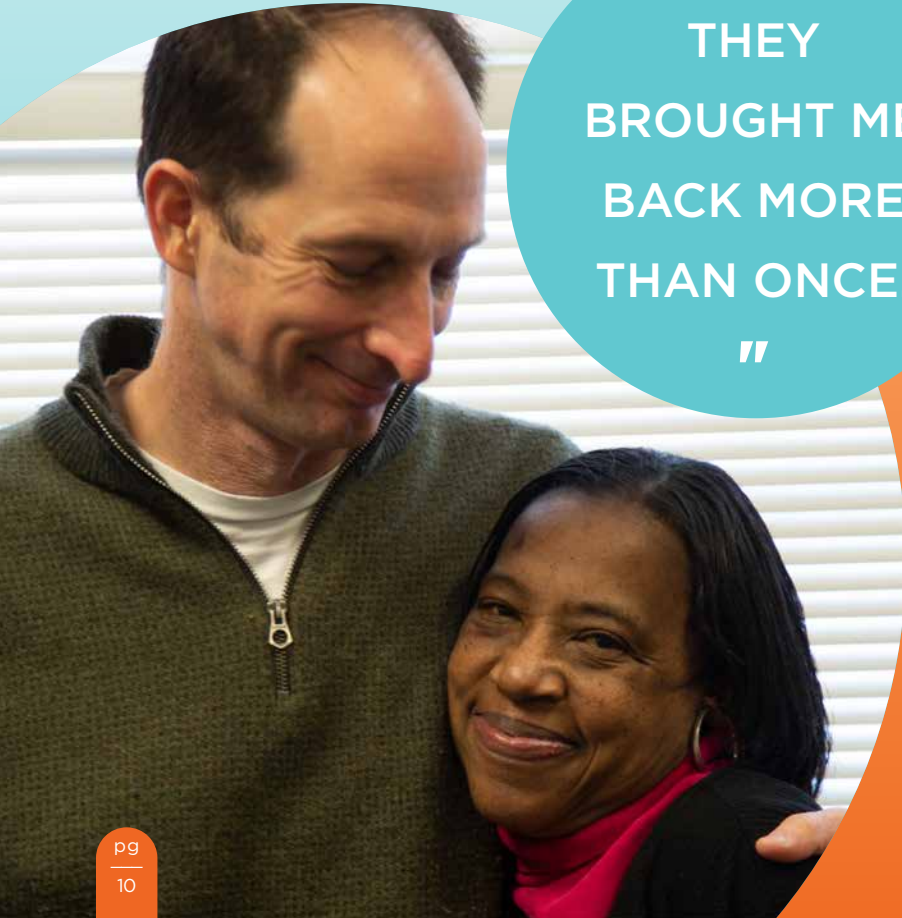
**"DR. KILYK & STACEY  
PRETTY MUCH SAVED  
MY LIFE."**



Katherine is an easy patient to admire, one who has kept working and raising her family while making her own health a priority despite many challenges. "Dr. Kilyk and Stacey pretty much saved my life," she tells us. "They have been on me about my medicine, my appointments, coaching me, sending me for specialists, whatever I needed. When my health was way down, I feel like they brought me back more than once."

When we asked Katherine about her plans, she assured us that she will continue to take good care of herself if only for her grandchildren's sake. "Don't worry! I know I am going to another good doctor because when I met her, she was volunteering in the clinic!"

"  
THEY  
BROUGHT ME  
BACK MORE  
THAN ONCE.  
"





## In May 2021

the leadership of Fauquier Free Clinic (FFC) initiated a broad survey of clinic stakeholders in order to inform the strategic planning. This included a broad spectrum of affiliations and partnerships, as well as the most important group of stakeholders — our patients.

A voluntary and anonymous two-page Satisfaction Survey was made available in English and Spanish to all patients of FFC to complete upon checking out following an appointment. Additionally, an 11-item questionnaire was emailed to 144 community stakeholders. In total, 289 patients and 74 community partners completed and returned the survey, providing a large and diverse respondent pool.

By surveying this audience, we were able to capture data on opportunities for growth, challenges facing the clinic and areas where the clinic excels.

## Opportunities for growth...

Addition of services, including women's health, dentures and advanced dental procedures

Helping more underserved populations, including: vulnerable seniors, immigrants/Hispanic communities, children/teens, and low-income working class who are not below 200 percent of the poverty level

Extended hours of operation

Strengthened partnerships with local agencies that provide relief from food, income, and housing insecurities

Future collaborations with mental health and/or substance use providers and groups

## Future challenges...

Lack of manpower to keep up with a growing demand

Limited space to accommodate broadening of eligible populations and new services

Attracting and retaining exceptional team members

# Strengths of the clinic...

Patients were asked to rate their satisfaction between 1-5 with 20 aspects of the Clinic experience. Every satisfaction rating exceeded an average of 4.5 (midway between Good and Great). The survey reflected these are areas where the clinic excels:



**High-quality care for patients from all walks of life who have no other options — people with multiple barriers to care**



**Caring, helpful and compassionate staff**



**Exceptional community partnerships and collaborations**



**Stellar executive leadership**



**Excellent care coordination**



**High level of community engagement**

**“Friendly, professional CARE. It’s some of the best care I’ve ever received anywhere.”**

*- Anonymous Patient Survey Response*

# We are always

working towards our vision of creating a community where all individuals have the resources they need to be healthy. We have developed a set of seven organizational goals, which will guide our efforts for the next three years.

## Strategic Goals

January 1, 2022 - December 31, 2024

1

Improve access to services for individuals who have barriers to health care or are underserved.

2

Determine physical space and parking needs to accommodate planned additions and expansions of services and staff.

3

Expand dental clinic to include full array of preventative care, treatment, and restorative oral health services.

4

Providing women's health services to patients, including gynecology, cancer screenings, sexual health services, family planning, and menopause therapy.

5

Employee recruitment and retention to fulfill increased demand and maintain high-quality level of service.

6

Develop ongoing and productive relationships with community partners and groups to improve access to services that impact social determinants of health.

7

Ensure ongoing effective governance and oversight.



# "The Fauquier Free Clinic

is an outstanding example of a community charitable organization that fulfills its mission of providing health services in a professional and respectful manner, reflecting strong leadership, competent staff, and an organizational culture that genuinely cares about the well-being of others."

– Anonymous Stakeholder Survey Response

Thank you to our **832** donors!



# Our Community Partners

acknowledge the vital role we play in the community and support our mission to provide comprehensive medical, dental & mental health care for area residents who would have nowhere else to go for coordinated care.

**Thank you for your support.**

Fauquier Hospital Medical Staff

Fauquier Health

PATH Foundation

Virginia Emergency Medicine Associates

Atlantic Union Bank

Morgan Stanley

Country Chevrolet



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