

Smith Medical Clinic, Inc.

Annual Report – (July 1, 2023 – June 30, 2024)

Submitted To

South Carolina Department of Health and Human Services

State Fiscal Year 2023-2024

Contract Number: A202415507A

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Smith Medical Clinic, Inc.
99 Baskervill Drive
Pawleys Island, South Carolina 29585

Part One | Executive Summary

Annual Review 2023 Summary

Patient Demographics

- Total Patients: 10,969
- Ethnicity:
 - African American: 441
 - Caucasian: 367
 - Hispanic/Latino: 345
- Gender:
 - Female: 652
 - Male: 534
- New Patients: 332

Common Diagnoses

- Hypertension: 572
- Diabetes: 246
- COPD: 57

Body Mass Index (BMI)

- Underweight: 108
- Normal: 231
- Overweight: 342
- Obese: 494

Health Services

- Behavioral Health Visits: 1,669
- Health & Wellness Support Service Visits (Diabetic Education, Physical Therapy, Nutrition & YMCA): 1,308
- 30-day Prescriptions Filled 11,418

Medical and Diagnostic Services

- Diagnostic Tests & X-Rays: 7,920
- Lab Tests: 2,983

Volunteers

- Total Volunteers: 151

Economic Impact

- Total Value of Medical Care: \$5.6 million

Part Two | Introduction

History of Smith Medical Clinic, Inc.

Smith Medical Clinic, Inc. was established in Pawleys Island in 1985 by Dr. Cathcart Smith in a trailer on the Holy Cross Church campus. Our clinic has a long-standing commitment to providing free medical care to the low-income uninsured residents of Georgetown County. Founded to address the healthcare disparities in the region, the clinic has grown significantly, expanding its services and locations to better serve a growing patient population. Over the years, the clinic has become a vital healthcare provider, ensuring that thousands of residents received the medical care they need.

Vision Statement

To create a healthier community by providing comprehensive, compassionate, and accessible healthcare to the underserved.

Mission Statement

Smith Medical Clinic, Inc. is dedicated to improving the health and well-being of uninsured residents through quality medical care, health education, and support services delivered in a compassionate and respectful manner.

Core Values

- **Compassion:** Providing empathetic and caring services to all patients.
- **Respect:** Treating everyone with dignity and respect.
- **Excellence:** Striving for the highest standards in medical care and patient services.
- **Integrity:** Ensuring honesty and transparency in all operations.
- **Collaboration:** Working together with patients, volunteers, and community partners to improve health outcomes.
- **Innovation:** Continuously seeking better ways to serve our community and improve our services.

Current Initiatives

- **Expansion into Rural Areas:** Establish outreach in rural parts of Georgetown County to improve access to care.
- **Enhanced Bilingual Services:** Increased bilingual staff to better serve the Hispanic community in Georgetown.
- **Volunteer Recruitment:** Volunteer recruitment for more nurses.

Long-term Goals

1. **Establish a study to explore options and formulate strategic plan to better serve hard to access rural areas of Georgetown County within the next two years.**

Leadership and Team

Board Members:

- Eric Armstrong, Chair
- Bruce Bailing, Member and CEO of Hospital
- Doug Eggiman, Treasurer
- Trava Hendrix, Member
- Russell Vedder, immediate past chair

Staff:

- Dr. Barney Beaver, Volunteer Medical Director
- Terry Pratt, NP, Clinic Director
- Dina Wells, Volunteer Coordinator
- Pat Ames, Nurse Practitioner
- Deya Sanchez, Patient Navigator
- Lisa Smargiassi, Nurse Manager

Expansion Efforts

Smith Medical Clinic, Inc. is actively working to expand its services into the more rural areas of Georgetown County, where access to care is limited. With approximately 11,000 low-income uninsured residents in the county, the clinic aims to reach as many of them as possible. Recent efforts include increasing the number of clinics in Georgetown, which has a higher concentration of the clinic's patient demographic and adding bilingual staff to better serve the Hispanic community.

By continuously evaluating and adjusting its strategies, Smith Medical Clinic, Inc. is enhancing its impact and reach within Georgetown County, ultimately improving the health and well-being of the underserved population.

Part Three | Statement of Scope of Services

Contract Scope:

1. Medical staffing for primary care hours for patients at both Pawleys Island and Georgetown Clinics. and search town clinics.
2. The hiring of a patient care coordinator/patient navigator to assist patients with accessing and navigating the complexities of the healthcare system.
3. The purchasing of medical supplies/equipment for clinic utilization.

Part Four | Statement of Deliverables

- **Hiring of Bilingual Patient Navigator:** In December 2023, we hired a bilingual patient navigator to better serve our Hispanic community, ensuring effective communication and enhanced patient care.
- **Staffing Improvements:** State funding to pay for three part-time nurse practitioners and nurses, allowing us to adequately staff both the Pawleys Island and Georgetown clinics. This has significantly improved patient care and reduced wait times.
- **Medical Equipment and Supplies:**
 - **Purchasing Medical Equipment:** Acquired all necessary medical equipment for both clinic locations, ensuring we have the tools required to provide high-quality care.
 - **Supply Management:** Secured necessary medical supplies, ensuring both clinics are well-stocked to meet patient needs.

Part Five | Statement of Successes

The outcomes and impacts of our initiatives have been significant. The introduction of a patient navigator has made a substantial difference, especially for our most vulnerable patients who struggle to access and navigate the complexities of the healthcare system. A patient navigator or referral/care coordinator greatly improves healthcare access by providing advocacy and coordination. Health outcomes are heavily influenced by socioeconomic status, education, job opportunities, and social support systems. The patient navigator can play a crucial role in improving these outcomes by facilitating communication between providers and patients, helping with appointments, ancillary care, patient education, translation, and transportation, essentially bridging the gap between the two worlds.

Looking ahead, we can expect several trends to shape our future efforts. Our data shows an increase in Hispanic patients, we will need more translation services as well as bilingual staff and volunteers. Additionally, with an aging retiree population in the Waccamaw Neck area, it will be crucial to hire more providers and nurses as volunteers retire to meet the growing demand for healthcare services. Our preferred future involves sustainable growth with adequate staffing and expanded patient navigation services. The evidence of our success includes the increase the number of clinics available to patients in Georgetown thanks to the funding provided to pay medical staff, and effectively almost doubled the number of patients seen each week. These outcomes demonstrate our commitment to providing high-quality, accessible healthcare to the community.

Part Six | Statement of Challenges

Smith Clinic faces several formidable challenges. First, recruiting bilingual staff proves to be crucial, given that effective communication and patient care for over 25% of our patient population in 2023, potentially more in 2024, depend on individuals fluent in both English and local languages. Secondly, securing medical professionals willing to work part-time schedules across multiple locations is challenging, as many prefer full-time roles or fixed assignments rather than flexible deployment based on patient needs. Lastly, ensuring dependable transportation for patients in remote areas remains a pressing issue, hindering access to essential healthcare services and referrals. Addressing these obstacles demands innovative strategies and sustained efforts to enhance healthcare accessibility and quality in underserved rural communities.

Part Seven | What should future funding target?

Future funding should primarily target initiatives that enhance outreach efforts, strengthen medical staffing capabilities, and support ongoing roles like patient navigators and bilingual staff at Smith Clinic. Outreach efforts are crucial for reaching underserved populations in remote areas, improving access to healthcare services. Investing in medical staffing ensures adequate coverage across multiple locations and accommodates part-time schedules, addressing the clinic's staffing challenges effectively. Continued support for patient

navigators and bilingual staff is essential for providing personalized care and overcoming language barriers, which are critical for patient satisfaction and health outcomes.

These efforts align with innovative practices in healthcare delivery. Effective outreach strategies, robust staffing models, and dedicated support roles like patient navigators have been shown to improve healthcare access and quality in rural and underserved communities. Innovations in these areas contribute to better patient outcomes, increased patient satisfaction, and overall healthcare system efficiency. Therefore, allocating funds towards these initiatives is not only necessary but also reflects a proactive approach to addressing the clinic's challenges and meeting the needs of its diverse patient population.

Part Seven | Financial Report

Attached is the documentation for all expenditures made by Smith Medical Clinic during the contractual period. There is an unspent balance of \$20,926.78, which can be accounted for with the addition of expenditures from July 2024. Since funds were not received until Q2, we respectfully request permission to include July 2024 expenditures.

Part Eight | Appendices

- A. Copy of Contract - Number: A202415507A
- B. SC Contribution Expenditure Report
- C. Medical Staffing Report
- D. Patient Navigator Report
- E. Medical Supplies Report