



Free Dental & Medical Services in St. Johns County

Summer 2020 Newsletter

August 2020

From the Desk of the Executive Director

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Over the past year, I have had the tremendous privilege to work with an incredible team of dedicated employees, providers and volunteers to further our mission. As we approach our 25th year in existence, no one could have predicted the challenges that our community and Wildflower Healthcare would face in 2020.

However, adversity is something that tells you everything you need to know about an organization and its people. In the face of COVID-19, our clinic never closed. We accepted the challenge because we know that for many people, we are their primary care option for medical and dental services. In fact, June provided some of the highest utilization rates in our history. I am truly grateful for the courage and compassion that our team provided. True heroes that arrived every day, adapted to the new patient screening procedures, then donned their PPE and went to work taking care of our patients. Kudos to each and every one of you!!!

Current economic impact and unemployment

rates have put an even greater emphasis on services at the clinic. The challenge now is to increase the supplies we need to take care of these patients during a time when fundraising opportunities are more limited. Fortunately, many of the donors who have supported us in the past have been able to recognize this need. I would like to say how much we appreciate the additional donations and how deeply we are touched by the outpouring of support from the community. We continue to plan for our Gift of Health "Virtual Gala Fundraiser" this November 12th and we hope that even though we will not be able to see each other in person, we can still count on your continued support.

From the team at Wildflower Healthcare, we wish you and your families continued good health!

Sincerely,

Chris Mastoridis



Silver Rating from the National Association of Free and Charitable Clinics

In the midst of everything else, Wildflower Healthcare received some very exciting news during a challenging 2020. Based on a self-assessment, we received the Silver Rating from the NAFC Quality Standards Program signifying our commitment to provide quality care to patients.



The requirements to receive this rating can be found at:

https://www.nafcclinics.org/sites/default/files/NAFC%20Quality%20Standards_2.pdf

Providers, Volunteers, Board Members and Staff are very proud of earning this award in 2020.

Volunteer Spotlight



In our Volunteer Spotlight is Marie Bates, Advanced Practice Registered Nurse who has been volunteering for Wildflower Healthcare for over 20 years! Marie is a major member of our Medical Provider team here at the Clinic. We would like to highlight Marie for all she does for Wildflower Healthcare to share in our mission of providing care for those individuals who are uninsured in our community.

When asked why she volunteers she states, "we have a great

need in the community and it the services we offer include education and sometimes that is what someone needs most". She continues, "I have been known to give a patient my personal cell phone number as the secret to getting a disease under control is understanding the disease and your bodies reaction to it". Marie continues discussing why she volunteers and explains that it is very rewarding, and the other volunteers and staff encourage her to give more. She finishes with, "everyone should consider volunteering as you are able to

choose the schedule that works best for you and it is so rewarding".



Wildflower Healthcare Outreach Programs Support Dining with Dignity



Twelve years ago, former Board Member Lynn Baker along with volunteer Registered Nurse Caroline Volk discussed the need for Wildflower Healthcare to lend support to ensure the homeless who struggle with access to healthcare receive the medical and dental support they need. They felt the best way to introduce Wildflower Healthcare to this population was to partner with Dining with Dignity, a program serving meals to the homeless every night managed by Home Again St Johns. They started one day a week educating this population on how they could access free medical and dental care. They quickly learned that what this population needed mostly was a place where they were "heard". Soon the homeless population started seeing the

same volunteers' week after week and opened to them about their medical and non-medical problems. These volunteers worked hard to build trust with this population and help them meet their needs by referring them to organizations who could assist them. To this day Caroline Volk, RN, Gail Ryan, RN, and other volunteers attend Dining for Dignity every Wednesday afternoon.

Asking Caroline Volk, RN why she continues to volunteer in this capacity, she says, "I firmly believe everybody has the right to care and I want to be the voice for the homeless who struggle to gain access to even basic healthcare" she loves her volunteer position and encourages others to volunteer and says "once you really volunteer in this capacity you will fall in love with the mission". Caroline contacted Gail Ryan, RN to help her with the

program and the two of them have been partners for years. Gail states "I love volunteering in this capacity, the people I meet are such strong and wonderful people".

It is amazing to see how this population interacts with these volunteers. Just proof of how volunteers can bind together with a common goal and meet the needs of a population in their community.



Changes to Wildflower Healthcare Amidst COVID 19

During the COVID19 pandemic Wildflower Healthcare had to quickly reorganize office practices to ensure the safety of patients, volunteers, and staff. These additional precautions are still in place today.

Dental Programs were closed from March 17th through May 31, 2020 as ordered by the CDC and ADA. However, our Medical Programs continued with no gaps in service to our patients.

New procedures were put into effect immediately and include:

Having patients remain in their car, to serve as a waiting room, until time to see the provider.

New signs placed throughout the parking area give the telephone number to text our office when they arrived.

Our new Updox software then allows office to communicate with our patients via a secure texting service.

Special Personal Protection

Equipment is being utilized.

Rooms, walkways, and surfaces are sanitized between patients.

Facemasks are worn by staff, volunteers, and patients.

Blood oxygen and temperature is taken for each patient once they arrive inside the office

Volunteers, Providers, and Staff continue to ensure everyone's personal health is safeguarded in order to provide excellent service to all of our patients.

Meet Your Team



Joann O'Leary
Clinical Coordinator



Cindy Dailey
Grants Coordinator



Bess Freeman
Office Coordinator



Robin Gren, RN
Outreach Coordinator



Michelle Colee
Volunteer Coordinator

Funding Awards

Wildflower Healthcare depends on a wide array of local, state and foundation grant support to efficiently manage our free clinic. Through this funding Wildflower Healthcare was able to purchase dental dispensing cabinets, provide education on Breast Cancer in our community outreach programs, support clinical and administrative positions, and support for our dental and hygiene programs. Please help us in recognizing the following

fundors who have provided support to Wildflower Healthcare these past few months:

- Rotary of St Augustine
- Marsh Creek Women's Association
- Florida Breast Cancer Foundation
- Riverside Hospital Foundation

- Delta Dental Foundation
- Florida Dental Association: Project Dental Care
- St Johns County Work-Starter Program

Dental Programs Reopen

On June 1st we celebrated the reopening of our Dental Programs! To manage the waiting list, the program opened 4 days a week to help meet the demand for oral health care. During this month Wildflower Healthcare achieved the highest record of patient visits in one month!

Thank you so much to our providers, volunteers and staff that contributed their time to



help our clinic respond to the needs of our community so rapidly!

The record numbers are in for June:

- ◆ 212 visits
- ◆ 169 Patients
- ◆ \$80,555 in FREE Care

Your Wildflower team works to ensure that all programs offered represent the needs of the public by providing no cost medical and dental services for low-income community members. Designing and thinking outside of the box makes these Coordinators a perfect team to implement the strategies outlined by the Board of Directors.

St. Augustine Giving Day

Meet Your Board of Directors

President

Elisabeth (Lisa)
Chismark, PhD, RN

Vice President

Julie Watson, Ph.D., OT-
R/L

Secretary

Bernice (Bea) Schrobo,
MBA

Treasurer

Catalina Usina-Morse,
CPA

Medical Director

Dr. Shakira Husain

Dental Director

Dr. Michael Versaggi,
DDS

Barbara Douglass

John Eaton

Lorna MacDonald

Deanna McDonald

Marie Nemeč

Mark Parsons

Dollene Ewing

Toni Lekas

On May 6, 2020 Endless Summer Realty sponsored the St Augustine Giving Day a 24 hour online fundraising event. 1,089 contributors raised \$194,380.00 for fifty-five local organizations.

Wildflower Healthcare participated in this event raising a total of \$17,747.00 from 145 donors. The tremendous response from our supporters allowed Wildflower Healthcare to win \$2,000.00 in prize money in 5 different categories, 3rd place for the most raised money, 2nd place for most unique donors, the organization with the most improved money raised, the most Peer to Peer fundraising and the most unique donors during Happy Hour.

A special recognition to Endless Summer Realty for sponsoring the Giving Day and contributing the prize money. And THANK YOU to our awesome supporters for their contributions especially during such a trying time in our lives.



Save the Date for Two Events

Free Mammogram Screening (September 19th from 9am-12pm)

Sponsored by Pink up the Pace, Flagler Health+ Imaging Center and Wildflower Healthcare. This is a special Mammogram Event for residents of St. Johns County.

Please call 904-829-1962 to schedule your screening in advance.



25th Anniversary Gift of Health "Virtual" Gala (November 12th)

Please join us online this November and help us celebrate our 25th Anniversary. The time of this online (virtual event and auction) is TBA. Join us from the comfort of your home. All proceeds and contributions will support the medical, dental and outreach programs of Wildflower Healthcare!



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