



GWINNETT COUNTY
BOARD OF COMMISSIONERS

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Official

Informal Briefing Minutes

Tuesday, March 16, 2021 – 10:30 AM

Present: Nicole L. Hendrickson, Kirkland D. Carden, Jasper Watkins III, Marlene M. Fosque
Via Teleconference: Ben Ku

1. Community Services

Hope Clinic

Pam Martin, Executive Director of the Hope Clinic, provided an overview of programs and services. No official action taken.



A photograph of a male doctor in a white lab coat and a woman with red hair in a ponytail, both looking down at a document. The background shows a clinical setting with a computer monitor and a framed picture on the wall.

Our Mission

Hope Clinic's mission is to provide the highest quality medical care to the uninsured, uninsurable and the under insured, those with limited access or no access to healthcare and treat each patient with the utmost respect and kindness without regard to race, language, national origin, or ability to pay.



Providing Hope

- Founded in 2002 by Dr. William B. Martin
- The Hope Clinic is a Christian internal medicine, nonprofit
- A medical home.
- Provides quality care to those who suffer the most from ongoing diseases
- manages disease through lifestyle changes, medications, and patient education.

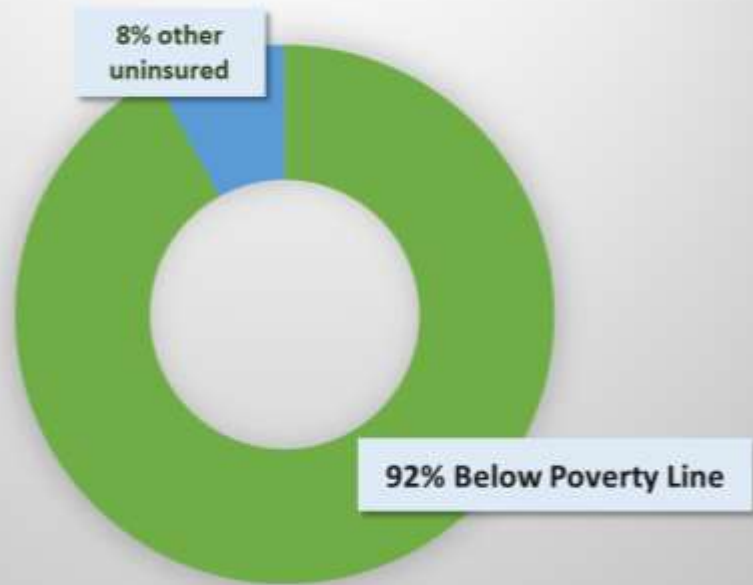


Patients receive ongoing care at the Hope Clinic and are once again able to work and take care of their children.

THE NEED IN THE COMMUNITY

HOPE CLINIC PATIENTS ARE CLASSIFIED BY THE US DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD) AS EITHER LOW, VERY LOW, OR EXTREMELY LOW-INCOME HOUSEHOLDS.

Hope Clinic's Uninsured Patients



79% of patients are between the ages of 20 – 64 and unable to afford health coverage.

39.4% are female head of household.

GWINNETT COUNTY

180,000+ UNINSUREDS

16,154 uninsured diabetics
23,221 uninsured persons with heart disease.

The average cost of hospitalization:

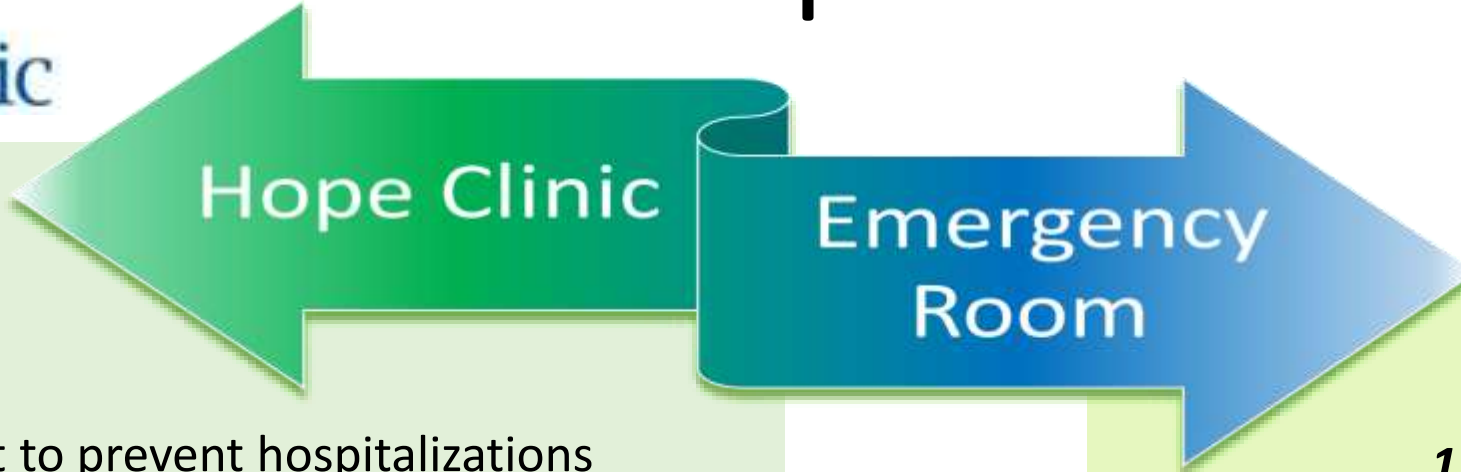
Diabetes per an occurrence is \$28,000
Heart Disease per an occurrence is \$45,000

The Solution:

Recurring hospitalization will continue until a “medical home” can be established for the uninsured.

HOPE CLINIC OFFERS A VIABLE SOLUTION

Two Options



\$\$\$

12 months of care

Proactive treatment to prevent hospitalizations

Office Visits

Deeply Discounted Lab work done Onsite

Chronic Care Disease Monitoring

Education and Goals established

Prescription Assistance Programs

Access to Specialty Providers

Seen by same provider and staff that knows patients needs.

Affordable Care and Programs based on sliding scale income and tailored to the individual patient's needs

Hope Helps Program for Indigent. Best Outcomes.

Emergency Room

\$\$\$\$

1 visit to only

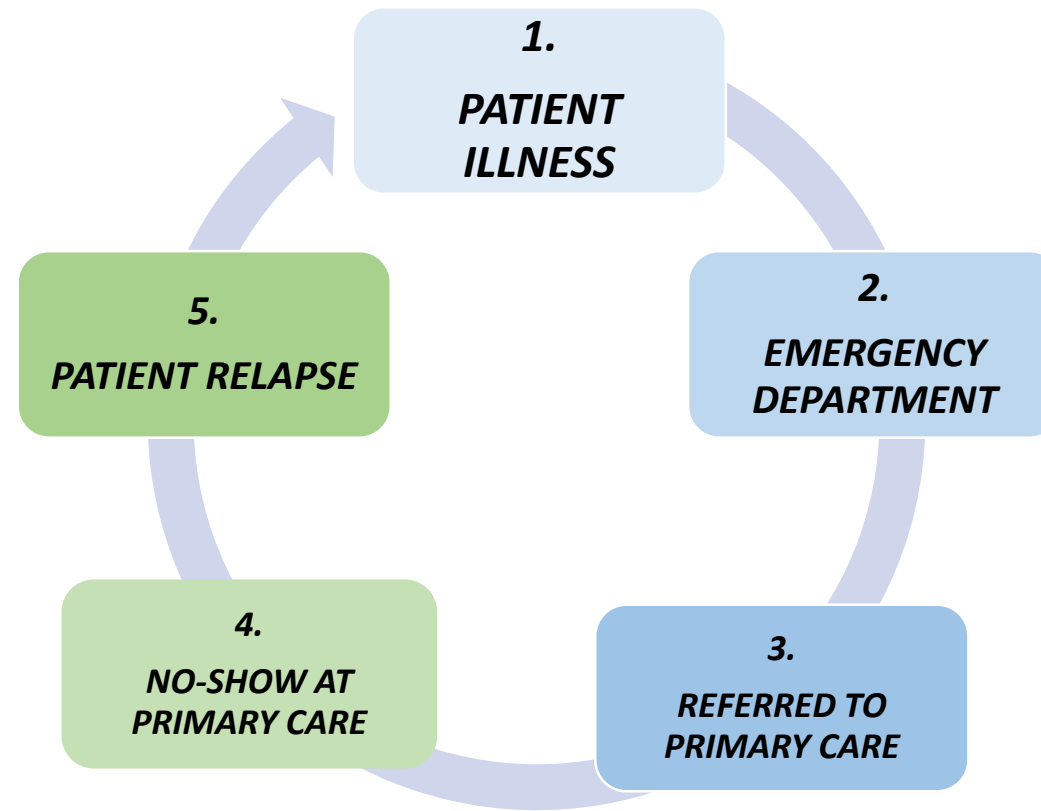
Stabilized and referred out for follow up.

Only given enough medication to hold them over till they can see a follow up provider

Most often the patient will not seek further treatment to manage illnesses and will return to ER.

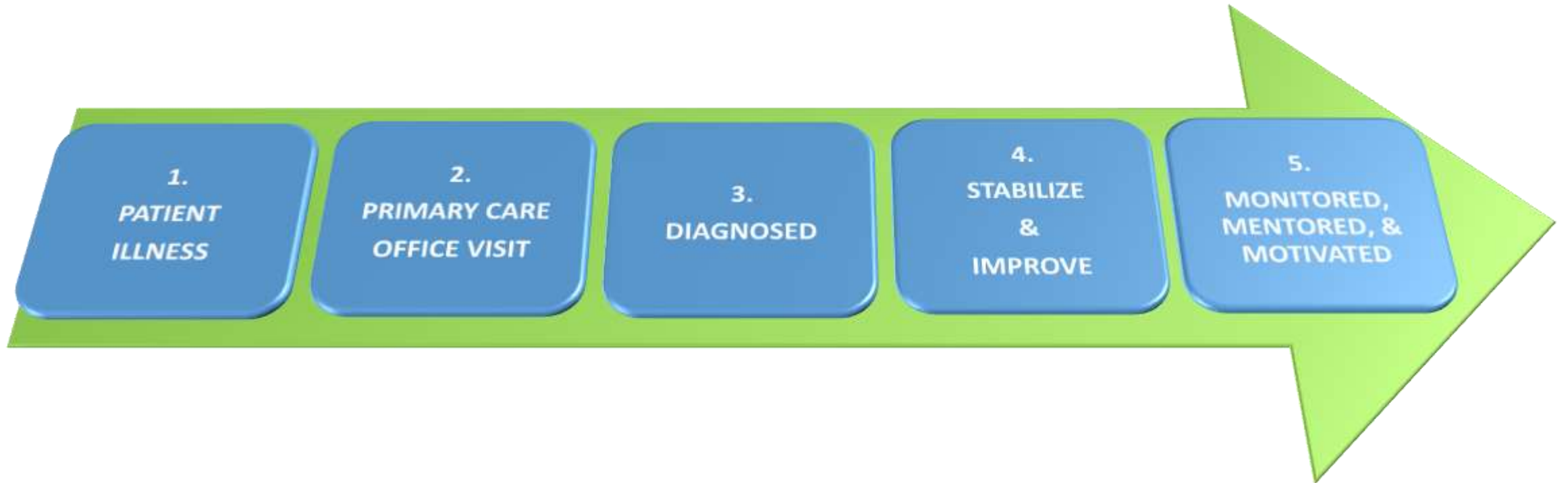
Poor outcomes in health and financial burden

Dysfunctional Healthcare





Enabled Healthcare



Statistics: The Uninsured without Treatment

9.1% will delay care.

8.3% will not get care at all.

20% do not get care due to cost barriers and do not have a usual place of care and will only receive care when it becomes an emergency resulting in poor outcomes.

Uninsured adults who have chronic illnesses are 2 times more likely to delay or go without care due to cost



Who We Are

- Home for the Uninsured
- Quality vs. Quantity
- Patient sees same provider each time for continuity of care
- Standard of care delivered across 3,600 diagnoses
- Prevent recurring hospitalizations
- Employed providers vs. students

Every Patient...

Every Problem...

Every Time.

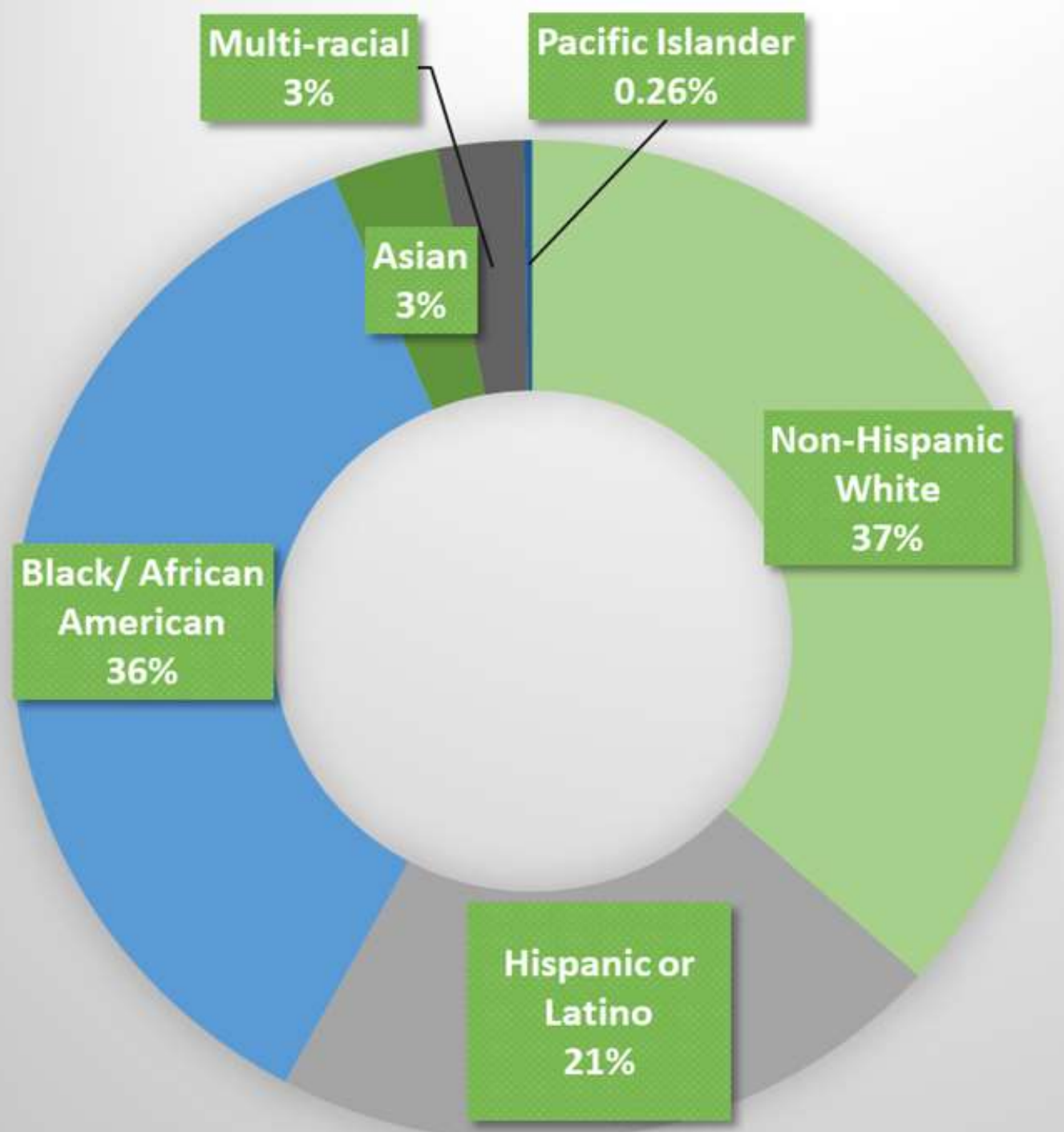
(WBM, MD)



Who We Serve

- Currently the Hope Clinic Serves 5000+ uninsured patients
- 92% of those patients are diagnosed with 1 or more Chronic Illness

Current Patient Base



Hope Clinic Value to Community

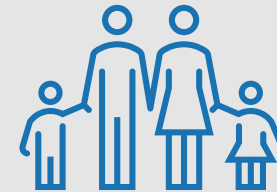
Since 2002 Hope Clinic



Over 250,000 office visits



Currently have 1,120 patients on "Hope Helps"
program/\$25 per visit



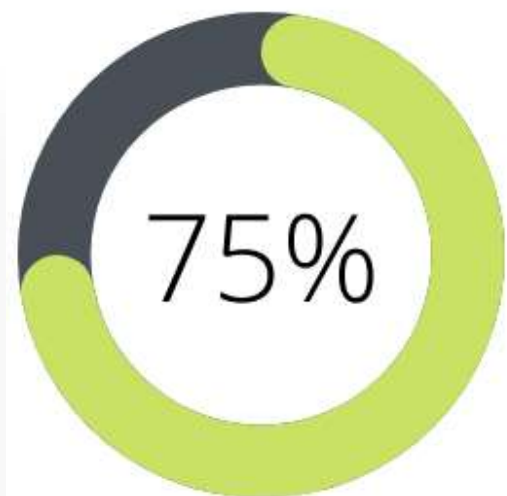
\$11,000,000 donated to the
community in healthcare services



Services We Provide



- Chronic Care Management for Patients with Chronic Illnesses
- Primary Care Services
- Walk In Clinic for Acute Primary Care Services
- Mental Health Services
- On Site Lab
- X-ray and Diagnostic Services
- Patient Assistance- Pharmaceuticals



Chronic care management accounts for 75% of US healthcare costs. 2020, that's is an estimated cost of \$1.34 trillion.

Chronic care stats



7 out of 10 deaths in the US are attributed to chronic heart diseases, diabetes, and chronic respiratory diseases.



Nearly 92% of older adults have at least one chronic condition and 77% with at least two.



Chronic Care Management Program

Medical conditions including...

- *High blood pressure*
- *Diabetes*
- *High Cholesterol*
- *Arthritis*
- *COPD*



Hope For Wellness Patient Goals

Provide patients with the tools and motivation to control their own health

Prevent unnecessary hospitalizations

Improve overall health and wellness of patients

Chronic Care Management Program- Why It Works



Treatment that has measurable outcomes



Patients set nutrition and lifestyle change goals



Individual Education and Group Education



Patient Assistance Program for Pharmaceuticals

Often, we hear from our patients, “I’m frustrated with my disease and feel alone.”

The Need for Treating the Whole Patient

- Primary care settings have become the gateway to the behavioral health system
- People with mental health disorders are often the same people with chronic illnesses.
- Mental health services paired with chronic care management can create a lasting impact.



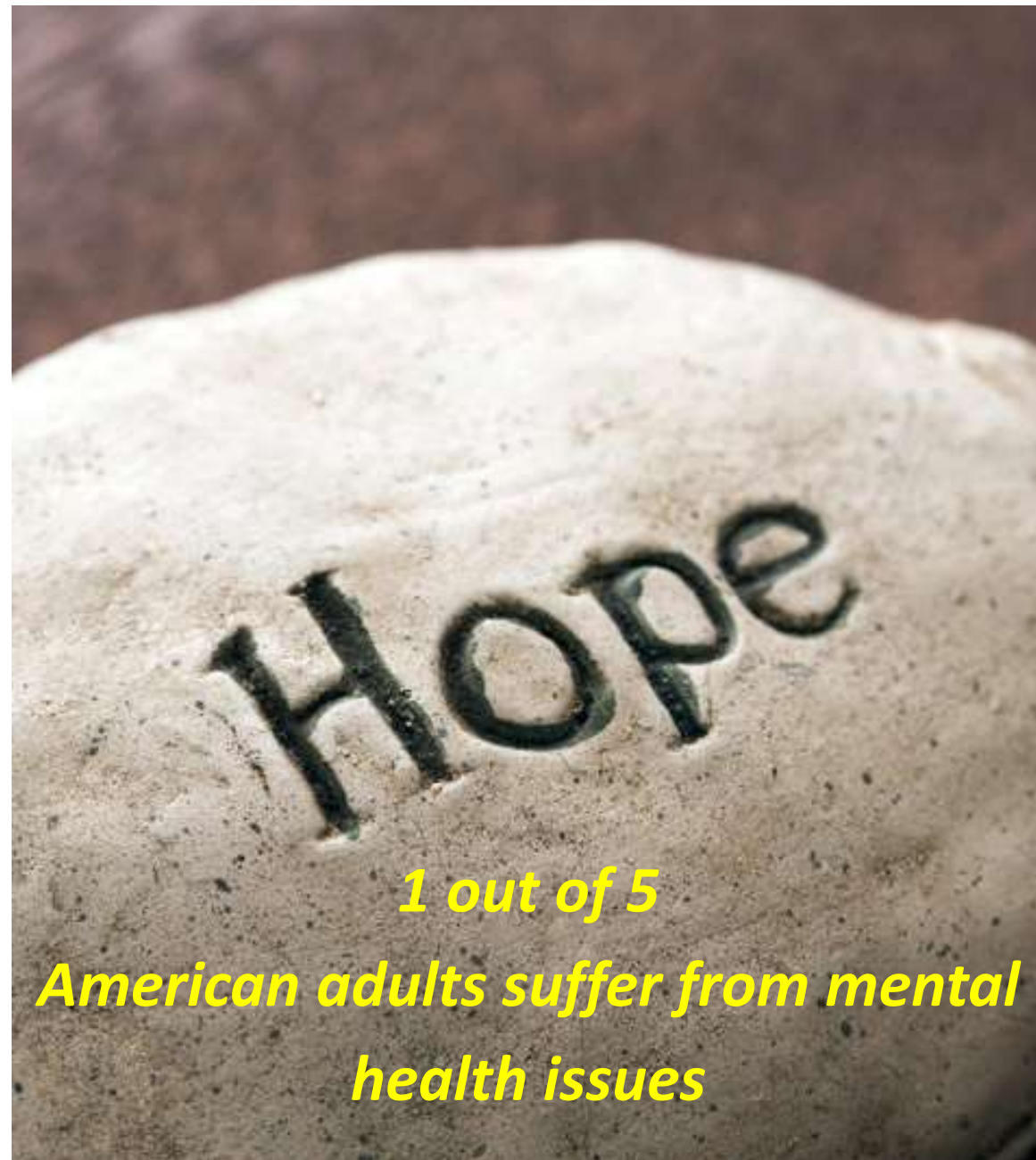
95% of the time the patient never receives services for mental health disorders.



Mental Health Services

Offering hope, healing and resources to all.

- Internal medicine and Mental Health services at the same location provides the best overall care.
- low-cost and often free psychiatric services to low to moderate income patients who cannot obtain the treatment that they need.





Working on the
frontline of the Covid-
19 pandemic.

Hope Clinic remained
open.

*By continuing care with
their personal provider,
Falling through the cracks
during a pandemic can be
avoided.*



Hope Clinic

Thank You!

Hope Clinic
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