



Josephine Garcia, second from right, with Neighborcare Health staff at groundbreaking for new Ballard homeless patient clinic site

## MEETING PATIENTS WHERE THEY ARE

I am an AmeriCorps member helping to start Neighborcare's newest medical clinic and fifth homeless program in Ballard. The new program, currently operating in a temporary space, provides primary medical care and mental health services to homeless people living in the area. Next year it will be permanently located in the Myer Urness House being built by Compass Housing Alliance.

Twice a week, I attend the Homeless Feed next door to the clinic's temporary site. On one of my visits, I met Mindy, a woman who had worked within the Seattle Public School district for most of her adult life. I tried to reach out to Mindy, but Mindy quickly told me that she didn't want any help to get food stamps, medical insurance or cash assistance to improve her situation.

A few weeks later, after many small conversations about the weather, knitting, plants and gardening, Mindy asked for my help in applying for food stamps.

Mindy told me she was scared to apply since she had never before needed public assistance, but that she honestly

needed the help. As we filled out the application, she told me how difficult it was to swallow her pride and ask someone else for help, when all of her life, she was the one helping her students. She thanked me for talking to her on her level, and not out of pity like most of the others who approach her since becoming homeless.

Through my experience with Mindy, I am reminded that some people simply aren't ready to seek help, medical or otherwise. Meeting patients where they are can be extremely impactful. Though initially I was unable to help Mindy obtain public services, I began to see something else I was able to offer -- kindness and genuine compassion.

Mindy recently interviewed to get food stamps, and has said she's willing to come to the medical clinic when it's open next year. And that to me, and Neighborcare Health, is an excellent outcome -- truly meeting patients where they are, physically and emotionally.

-- Josephine Garcia,  
Neighborcare Health 2011-2012 AmeriCorps Member 

45th Street Medical & Dental Clinic

45th Street Homeless Youth Clinic

Ballard Homeless Clinic

Greenwood Medical Clinic

High Point Medical & Dental Clinic

Lake City Medical Clinic (McDermott Place)

Pike Market Medical Clinic

Rainier Beach Medical & Dental Clinic

Rainier Park Medical Clinic

Central Area Dental Clinic

Georgetown Dental Clinic

Chief Sealth International School-Based Health Center

Denny International School-Based Health Center

Madison School-Based Health Center

Mercer School-Based Health Center

Roosevelt School-Based Health Center

West Seattle School-Based Health Center



# THANKS

In the first months of 2012, generous donors who made gifts in the amount of \$500 + have helped Neighborcare patients start the new year in better health and leading happier lives.

Many thanks to:

- Brooke Wallace
- Rebecca Zerngast
- Pharmaca's Wallingford location for donated hygiene kits for Neighborcare's 45th St. Homeless Youth Clinic
- M.J. Murdock Charitable Trust (see below for details)
- Peter Russo and Kit Bakke (via Washington Women's Foundation)
- Neal and Sue Jensen
- Expedia
- Paul and Debbi Brainerd
- The Raikes Foundation
- Service Linen Supply
- Martin Rues
- Microsoft Giving Campaign
- Wedgwood Community Church



## Rainier Beach Medical & Dental Clinic Capital Campaign Wraps Up

It's official: the campaign to raise funds to support the construction of Neighborcare Health's Rainier Beach Medical & Dental Clinic is complete!

The campaign wrapped up when Neighborcare received a \$250,000 grant award from the M.J. Murdock Charitable Trust after raising a 2:1 match of \$500,000 from other sources, a condition of the grant.

The new collocated medical and dental clinic in the heart of the Rainier Valley opened in February 2011 to a community eager to access quality health care services. The number of new patients we can see at the new clinic continues to climb, and because of the increased space in the new building, more health education classes and services will be available to patients. This month, massage will be offered to patients at discounted rates, and a new nutrition group called "Be Well, Eat Well" will start, addressing topics such as where to find reasonably priced produce in the neighborhood, eating healthy on a budget and gardening.

The final tally of financial support received from individuals, foundations, corporations and public sources is \$6,800,400, the largest amount Neighborcare has raised in any of its previous capital campaigns. Great work neighbors! 🌱

## Save the Dates!!

Mark your calendars for some special Neighborcare Health events planned for 2012

**Thursday, May 24, 2012**  
**Inaugural Neighborcare Health Spring Dinner**



On May 24, 2012, Neighborcare Health's inaugural Spring Dinner fundraiser will bring together 300 community leaders, policymakers and others who believe that everyone deserves access to quality health care.

**Tuesday, October 2, 2012**  
**29th Annual Feast at the Market**

On Tuesday, October 2, 2012, join us for a unique progressive dining experience featuring the best restaurants in and around the Pike Place Market to benefit Neighborcare Health's Pike Market Medical Clinic.



**Saturday, October 27, 2012**  
**17th Annual Pumpkin Push 5K to Care for Seattle's Homeless**

On Saturday, October 27, 2012, 1,700 participants and their fans will have fun in a timed 5K Race or 2 Mile Family Walk to benefit homeless patients served by Neighborcare Health clinics and programs.



To receive the most updated information about these events, visit our website ([www.neighborcare.org/events](http://www.neighborcare.org/events)), Facebook page ([www.facebook.com/neighborcare](http://www.facebook.com/neighborcare)) and/or follow us on Twitter ([www.twitter.com/@neighborcare](http://www.twitter.com/@neighborcare)).

## 23 Years of Giving Support Patient Care at Neighborcare Health's Pike Market Medical Clinic

Each year since 1984, Jim Paden has generously donated to support patient care at Neighborcare Health's Pike Market Medical Clinic. Jim first learned about the Clinic from his supervisor at work, who invited Jim to join the Clinic's newly-formed advisory board. The purpose of the board, which consisted of members from diverse areas of the Seattle business community, was to increase awareness of the vital services the Clinic offered to the downtown community.

"The experience [on the advisory board] certainly broadened my horizons, and gave me a healthy measure of pride in being associated with the Clinic," Jim recalls. "From the start I was impressed with the fundamental mission of the Clinic: making badly needed basic medical services available to the low income residents of the downtown area, something most folks would probably agree is a good idea but not something they'd otherwise give much thought to."

Jim's career eventually took him away from Seattle. But he never lost interest in the Clinic "because of its commitment to the mission and the dedication of the staff members who man the front lines."

Now, 23 years after first giving to the Clinic, Jim is comfortably settled into retirement. Despite his physical distance from the patients he's helped over the years, each year Jim makes a personally significant contribution to support care at the Clinic. "I'll continue to give as much as I can for as long as I can." Jim's unwavering generosity and dedication to Neighborcare's mission will ensure that low-income residents in Seattle's downtown neighborhoods continue to have access to quality health care.



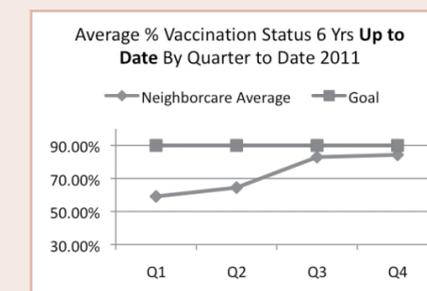
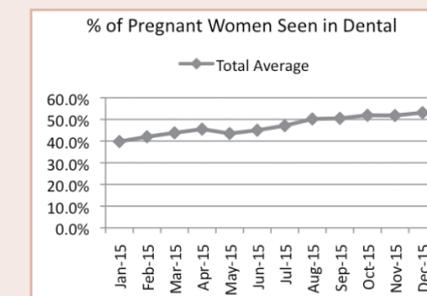
Pike Market Medical Clinic patient Evelyn Picketts (right), with her mental health counselor, Alison Burpee (left), has benefitted from long-time donor Jim Paden's financial support

## Neighborcare Prepares for "Patient-Centered Medical Home" Recognition

Neighborcare Health is working towards earning recognition as a Patient-Centered Medical Home (PCMH) by the National Committee for Quality Assurance (NCQA), a private non-profit organization dedicated to improving health care quality in the U.S. The Patient-Centered Medical Home is a health care setting that creates partnerships between patients, their health care providers and the patient's family when appropriate, to ensure that patients get the care when and where they need it in a culturally appropriate manner.

Among the many successful patient outcomes in 2011 that show Neighborcare is successfully creating a PCMH include:

- A 13% increase in the number of pregnant women seen for dental services. This outcome is important because research proves the oral health of pregnant mothers can affect the health of their babies.
- We reached our goal of keeping 6 year olds up to date with their immunizations, and achieved a 25% increase in the overall number of children who were up-to-date with their vaccinations.



Neighborcare will report on other patient outcome achievements in the 2011 Annual Report to be distributed in summer 2012.

The mission of Neighborcare Health is to provide comprehensive health care to families and individuals who have difficulty accessing care, respond with sensitivity to the needs of our culturally diverse patients, and advocate and work with others to improve the overall health status of the communities we serve.

## Help Us Conserve Resources and Provide More Direct Patient Care

*Won't you help us reduce costs and provide more direct patient care by providing us with your email address?* We will remove your name from our print mailing list and only communicate with you electronically. Visit our website at [www.neighborcare.org](http://www.neighborcare.org) and click on the "e-news sign up" link in the upper right hand corner of the homepage.

Neighbors | Spring 2012

Mark Secord, MPH, Executive Director

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# GiveBIG Is Back!



**On May 2, 2012, The Seattle Foundation's GiveBIG one-day online charitable giving event returns. On that date, a gift made to Neighborcare Health online through The Seattle Foundation's website will be stretched further thanks to contributions from GiveBIG sponsors.**

**Please consider making a gift to Neighborcare on May 2, and help spread the work about this wonderful opportunity to increase the size of contributions to support patient care. The more gifts made to Neighborcare, the larger our portion of the stretch pool will be.**

**Stay tuned for further details, or visit [www.seattlefoundation.org](http://www.seattlefoundation.org).**

To make a gift to provide health care to those who have difficulty accessing care, send your donation in the enclosed envelope, call us at 206.548.3260, or donate online at [www.neighborcare.org](http://www.neighborcare.org).