



ANNUAL REPORT 2018-2019





DEAR FRIENDS & SUPPORTERS,


As we write this letter together but remotely in the middle of the coronavirus pandemic, reflecting on our last fiscal year seems like looking back to a long-ago, less-complicated time. While it has only been a few short months, things changed so quickly. We can't help but think that this is how most of the patients we serve must feel. One day they're fine, working to provide for themselves and their families. Then, in the blink of an eye, their lives change with a devastating diagnosis. They don't know what to do, how they'll afford treatment or if, in some circumstances, if they'll survive.

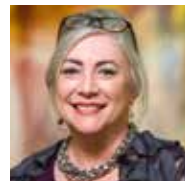
And that's why WeCareJax is here. We are the answer for patients who are uninsured and under-resourced. They find us through our growing network of free and charitable clinic partners serving this community. During FY 2019, 1,702 patients received specialty care from volunteer physicians and care partners. For 222 uninsured patients discharged from the hospital, we also helped them establish a primary care medical home. The dollar value of care provided to our patients who could not otherwise pay for their treatments was over \$13 million.

The last year was full of change, including new leadership in the Executive Director chair (twice!), adoption and implementation of a new electronic health record system, an expanded focus on support for patients undergoing cancer treatment, and so much more. We have taken steps to enhance our visibility, and we have implemented procedures to help ensure patients remain in the center of our work while we target long-term viability. We remain dedicated to providing support to the people who need it most and doing so effectively and efficiently, with dedicated staff eager to see patients returned to health.

Our promise to you—our donors, supporters, physicians, healthcare professionals, referral agencies, hospitals—is this: WeCareJax will be here for you and the patients you serve. We will help everyone we can, the best ways we can, and we will remain transparent through the process. It is our commitment to always connect patients with compassionate care. Thanks to each and every one of you for your support of this mission and of your neighbors in need.




Charles Green, MD, PhD
Board President




Angela Strain
Executive Director

To improve healthcare access by developing and coordinating a community-wide network of medical volunteers and donated healthcare services to compassionately care for the uninsured and underserved.



FILLING THE GAP

WeCareJax provides access to specialty health care for uninsured neighbors in Duval County who are living at 200% or less of the Federal Poverty Level. It brings together doctors, hospitals, community clinics, and other partners to improve health and well-being. It is not a health insurance plan: health care services received through WeCareJax are donated through an extensive network of physicians, clinics, laboratories, and hospitals in the community, or covered through the support of dedicated donors who share in the vision of a healthier community for all.

Patients are referred through local free and charitable primary care clinic for diagnostic and specialty care, surgery, and cancer treatment to WeCareJax. By matching volunteer specialty care providers and hospital partners with these carefully pre-screened

patients, the team helps fill a critical gap in healthcare access. These are the patients who otherwise would fall through the cracks or would seek care in emergency rooms. These collaborations require dedicated staff to recruit and maintain the network of physicians and healthcare professionals. They demand that the processes are simple, expedient, accountable, and measurable. And they rely on the compassion of physicians and partner hospitals to assure WeCareJax patients receive the same high-quality care and attention as any other patient.

For all this and more, WeCareJax is grateful to our specialty physicians, hospital and diagnostic partners, primary care providers, and our donors, who provide the resources necessary to make the whole system work. Thank you.

***“No one should face a life and death illness and have no hope.
Everyone deserves quality health care and access to good health care.”***

– CINDY FUNKHOUSER, *President and CEO, Sulzbacher, Primary Care Clinic Partner*

ROBERT'S STORY

Robert was unaware of WeCareJax and the services it provides to uninsured beaches residents needing access to healthcare until a few years ago when he was hospitalized and had a toe amputated due to complications from diabetes. He then enrolled in our Health & Wellness program and has become more informed about his health and has made a variety of lifestyle changes. “Every question I’ve had, WeCareJax has answered it. The services have been excellent. They also connected me to BEAM, which is providing some financial assistance and making sure I have enough of the food I can eat. I didn’t know WeCareJax could help me with so many things.”



LUCILLE'S STORY

Lucille desperately needed a surgical procedure, but with no insurance and limited resources, she went to the emergency room. As part of the partnership formed with the local hospital and WeCareJax’s Health and Wellness Program, we were able to intervene and get her the help she needed. She was also set up with a primary care clinic that monitored her and discovered that she had a basal cell carcinoma on her right eye – requiring another expensive surgery. Fortunately, thanks to the care from the dedicated individuals involved, Lucille was able to get both issues taken care of and she is cancer and pain-free!



MARINEIDE'S STORY

When she discovered a mass in her breast, Marineide saw her primary care doctor who ordered a mammogram. It was at that time Marineide heard the dreaded diagnosis of cancer. After she was referred to WeCareJax, Marineide received all the care that she needed – surgery to remove the mass, radiation, and chemotherapy through our partner, Mayo/St Vincent’s Cancer Center at Riverside. Marineide will tell you herself how grateful she is that she found WeCareJax and the wonderful doctors who treated her. She has every intention of living a long life for her children and three grandchildren!



ANTHONY'S STORY

Anthony has suffered with Crohn’s Disease for years. Flare ups and debilitating painful episodes made it impossible for him to keep a job. Without insurance and or ability to pay for treatment, he didn’t know where to turn. Sulzbacher referred him to the WeCareJax clinic at Borland Groover and Anthony was provided with the care he needed. They ultimately determined that surgery would bring Anthony much-needed relief. “I feel like a car with a new engine,” Anthony says. “None of this would have happened without WeCareJax.”



“The very least that we can do is give back to the community that has been so good to us.”

– DR. KYLE ETZKORN, *CEO of Borland Groover, Specialty Care Partner*

2019 OUTCOMES



3,560

Specialty Medical
Appointments & Services



1,702

Patients for
Specialty Care



500+

Volunteer
Specialty Providers

BEACHES HEALTH & WELLNESS:

92%

Enrolled in Primary Care
Medical Home

70%

Patients with Hypertension
Reached Normal

40%

Diabetic Patients A1C
Reached Normal

242

Beaches Health & Wellness
Patients Served



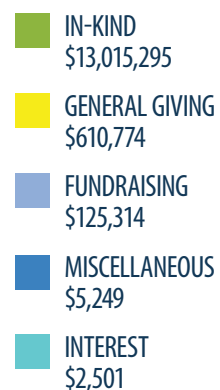
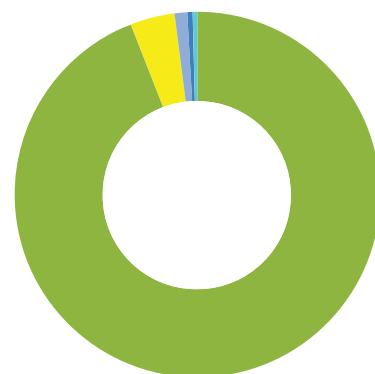
56%

Patients Seen in Primary Care
in 7 Days or Less

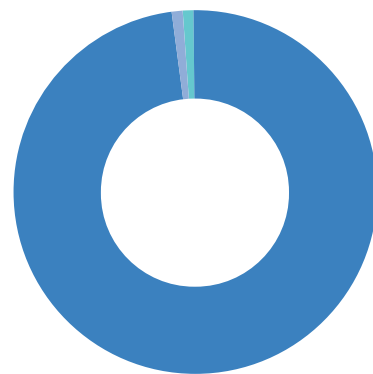
EVERY \$ DONATED YIELDED \$16.46

in Medical Care, Treatment & Support for our Uninsured Neighbors in Duval County

TOTAL INCOME: **\$13,759,133**



TOTAL EXPENSES: **\$13,770,315**



2019 CARING CELEBRATION

Three very deserving providers were recognized at the 2019 Caring Awards Celebration. The care and concern they show our patients are nothing short of heroic. The generosity and spirit each has given to our patients is equal only to their integrity and strength of character. Our appreciation for all they do lives on as we continue to honor their selfless support and the compassionate care they make possible.



ELIZABETH A. JOHNSON, M.D. – Dr. Johnson is an established and highly skilled physician with over 40 years of experience in medical oncology. She is known in the community for her compassion and the quality of her care. Dr. Johnson has been practicing at Mayo Clinic in Jacksonville, FL since 1996, with the past three years being spent at the Mayo Clinic Cancer Center at St. Vincent's/Riverside. Johnson specializes in the care of medical oncology patients including patients with lung and gastrointestinal cancers.

SCOTT WARREN, M.D. – After earning his medical degree from The University of Florida, Dr. Warren completed his residency in Dermatology at the Medical College of Georgia and a year-long fellowship training in Mohs surgery at the University of Tennessee under world-renowned Dr. Rex Amonette. Mohs is a precise surgical technique used to treat skin cancer. Dr. Warren went on to become Board Certified in Dermatology and a Fellowship trained Surgeon at First Coast Mohs – becoming recognized as one of the leading specialists in Mohs, Micrographic Skin Cancer Surgery, and cosmetic surgery.



HUGH GREENE, FACHE – A long-time champion and supporter of WeCareJax, Hugh Greene, retired CEO of Baptist Health, was honored with the first-ever WeCareJax Legacy Award at the 2019 Caring Celebration. Mr. Greene has been a staunch advocate of the entire Safety Net Healthcare Network and WeCareJax, in particular. Hugh's strong belief in the importance of access to care for all, makes us profoundly honored to be able to recognize his efforts in this small way. His contribution to the healthcare system in Jacksonville and Northeast Florida will live on for decades to come.

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HOSPITAL & PRIMARY CARE PARTNERS



AGAPE Family Health • City Rescue Mission • Community Health Outreach • Legacy of Care Health Center Inc. • Jacksonville Myanmar Association • Mission House • Muslim American Social Services • Philippine Nurses Association of Northeast Florida • St. Vincent's Mobile Clinic • Sulzbacher • Volunteers in Medicine



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