

ANNUAL REPORT  
2020-2021



**WeCareJax**  
Connecting Patients to Compassionate Care

## Dear Friends,

During the 2020-2021 fiscal year, WeCareJax continued to deal with COVID-19 and the limitations it imposed on our entire healthcare community. But with a year under our belt of working remotely in this new environment, we were focused, responsive, and successful in securing over 5,000 advanced diagnostic and specialty care appointments for more than 1,600 of our uninsured neighbors facing a medical crisis.

Working with our incredible physician volunteers and treatment partners, we continued to help patients with non-COVID-related medical issues. Working around modified physician office hours, reduced access to surgical care, limited hospital beds for non-COVID conditions, and a slew of other logistical challenges, WeCareJax still managed to schedule almost 1,000 more appointments for patients in need of specialty care than the year before.

The pandemic, with obvious health consequences of its own, compromised the lives of thousands here in Duval County, many of whom could not escape the virus itself. An added consequence: many people delayed regular primary care, treatment for chronic conditions, and routine cancer screenings. Unfortunately, some of these delays created urgent situations requiring immediate attention when care couldn't be put off any longer. As you review our stats from this past year, you'll see that oncology saw the greatest percentage increase in appointments—21% of all the appointments secured for patients this year were for that specialty, up from 9% pre-pandemic.

This correlates to the overall value of donated care: 38% of physician and partner-donated care for the year went to the treatment of cancer. The American Cancer Society has shared that for each year of lost preventive screenings due to COVID-19, we can expect to see three additional years of cases diagnosed at more advanced stages, requiring more intense treatment and support to help patients on the road to becoming cancer survivors.

WeCareJax wouldn't exist without the support and involvement of the dedicated Jacksonville medical community and the donors who believe that people should be able to get the care they need when they need it, regardless of their insurance status or ability to pay. With a successful year just past, and the promise of increasing access to compassionate care in the year to come, with you we are focused on bridging the gaps to better health outcomes.

Thank you!



*Estrellita Redmon*

Estrellita Redmon, MD, MBA  
Board President



*Angela Strain*

Angela Strain  
Executive Director

## Spotlight on: ONCOLOGY

The impact of the pandemic will continue to be felt by many who could not access a diagnosis and/or treatment for a cancer-related condition. There is significant need for oncology assistance for those who are uninsured. WeCareJax oncology provides a lifeline for so many patients who would otherwise have nowhere to turn.

**\$7.7 M**  
Care Donated  
38% TOTAL

**1,041**  
Appointments  
Scheduled  
21% TOTAL

**53**  
Patients Served with  
ONCOLOGY APPOINTMENTS



## Impacting Lives

WeCareJax patient Mr. Wiley has been receiving specialty care physical therapy sessions through our network of volunteer providers at St. Vincent's. While he had been doing his regular physical therapy sessions, his condition wasn't showing any improvement. It wasn't until we learned that Mr. Wiley was without a home and sleeping on friends' couches, that we understood. His living situation had a direct correlation to his injuries and lack of improvement.

WeCareJax staff sprung into action. They worked with his primary care clinic, Sulzbacher Downtown, and reached out to the Liberty Center, which offers affordable housing. Within five days, he went from couch surfing to having a place to call his very own, with WeCareJax covering the deposit and rent until he was able. WeCareJax staff didn't stop there and collected donations of small appliances and housewares, purchased bedding and other home items, and helped Mr. Wiley move in. We are so grateful to the donors and staff who made this move possible!

WeCareJax believes in the value and equity of all races, genders, orientations, socioeconomic status, abilities, and citizen status. There is no "one size fits all" option when it comes to health equity, and WeCareJax strives to make sure our patients are getting the wrap-around comprehensive care they need. We are so excited to see Mr. Wiley's improvement from simply being able to sleep in a bed and having the stress of looking for a home off of his shoulders!





**Top Left:** Jessica Cummings, WeCareJax Board; Dr. Naicie Marrow, Dr. Kristen Stewart, Kyajuana Gilbert; **Top Right:** Family of Dr. Maymon Thint, Lifetime Achievement Honoree; **Bottom Left:** Dr. Michelle Aquino, Teresa Edwards RN, Dr. Tra'Chella Johnson-Foy, Baptist Health; **Bottom Right:** Jessica Cummings, Jennifer Ryan on behalf of Dr. David Miller; Dr. Ewa Wysokinska, Mayo St. Vincent Cancer Clinic; Dr. Antony Maniatis, Borland Groover; Kyajuana Gilbert (staff)

## Celebrating Healthcare Heroes!

After canceling the Caring Awards event in 2020 due to COVID, we simply could not let another year go by without recognizing those in our medical community who have stood out in their selflessness to care for patients during this unprecedented time.

The Caring Awards "COVID Edition" was held in November 2021 and was staged as a safe, casual event, outside on the patio at the DoubleTree overlooking the river. It was wonderful to celebrate—in person—those honored for caring for patients with serious life-threatening illnesses—in spite of the pandemic or their ability to pay.

In addition to honoring partners who pivoted during the pandemic to help in new ways, this year's Caring Awards included:

- **The Dr. George Trotter Founder's Award for Physician Service** went to Dr. Tra'Chella Johnson-Foy, longtime volunteer Medical Director for WeCareJax and a Baptist Health family physician
- **The Freddie Webster RN Award for Nursing Excellence**, honored Teresa Edwards, RN, BSN, a nurse navigator at Baptist MD Anderson
- **The Lifetime Achievement Award** was presented to the family of Dr. Maymon Thint in her memory, for her outstanding commitment to our neighbors through her work at Ascension Health and as a volunteer for the Legacy of Care Health Center and the Myanmar Association Clinic

- **The inaugural Sister DeSales Award for Outstanding Practice Administrator** went to Dr. Kyle Etzkorn of Borland Groover
- And the first ever **Patient's Choice Awards** for physicians who went above and beyond during the crisis –nominated by WeCareJax patients—went to Dr. Antony Maniatis of Borland Groover, Dr. David Miller of Ascension St. Vincent's & Volunteers in Medicine, and Dr. Ewa Wysokinska of Mayo Clinic Cancer Center at Ascension St. Vincent's Riverside.

Additional honorees for compassionate specialty care include Dr. Naicie Marrow of Full Circle Women's Care, who joined the volunteer roster during the pandemic, and Dr. Kristen Stewart of Total Dermatology Care.

Thank you to all who give of yourselves for the good of our neighbors. We admire you and are inspired by you every day.

## JaxCareConnect Launched

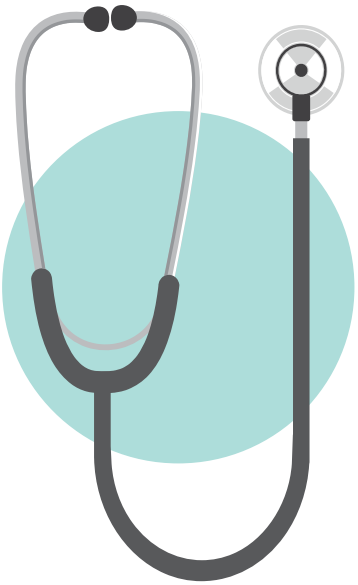
One of the most significant things that happened during the 2020-2021 fiscal year was the launch of JaxCareConnect. JaxCareConnect is a program of the Duval Safety Net Collaborative, a network of local nonprofit providers who have come together to help assure that everyone has access to the primary medical care they need, even if they don't have insurance. WeCareJax is serving as comprehensive fiscal agent on behalf of the Collaborative.

JaxCareConnect is a free service that links patients to a Primary Care medical home for ongoing care. Patient Health Advocates also help each client identify and address other challenges they may be facing and connect them to additional resources, as needed.



**Left to Right:** Jessica Cummings, WeCareJax Board; **COVID Adaptation Honorees:** Dr. Michelle Aquino, Baptist Health; Meredith Smith, CHO; Carina Saladino, Mission House; Jennifer Ryan, VIM; Dawn Gilman, Changing Homelessness; Mia Jones, AGAPE; Faisal Sayed, MASS; Janette Wagner, Center for Sustainable Agricultural Excellence and Conservation; Kyajuana Gilbert (staff)

## Patient Impact



**\$20.3 M**

Up from \$13,270,493 in FY20



**Value of Care Donated**  
by physicians & partners



For every dollar donated to WeCareJax

**\$26.58**

**Returned in Medical Care**  
to our neighbors in need

**Our Mission:** WeCareJax advances and coordinates community-wide compassionate specialty care for the uninsured.



**5,079**

**Appointments Scheduled**

Up from 4,122 in FY20



**88%**

**Appointments Scheduled**

within 60 days



**4,149**

**Specialty Care Requests**

from partners

## 2021-2022 Board of Directors

Estrellita Redmon, MD, MBA, *President* • Ted Conklin, MD, *Vice President*

Jerry Sugar, MD, *Secretary* • Tra'Chella Johnson-Foy, MD, *Medical Director*

Steven Nauman, MD, *Treasurer* • Jessica Cummings, MBA, ATC

Fidel Garcia, MD • Charles Greene, MD, PHD • Laura Fannin Jacqmein

Elizabeth Johnson, MD • Matthew Schwarz, CFP • Christopher Williams, MD



**1,649**  
**Patients Served**

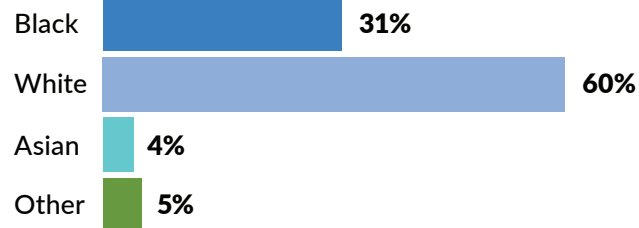


**35% Male**



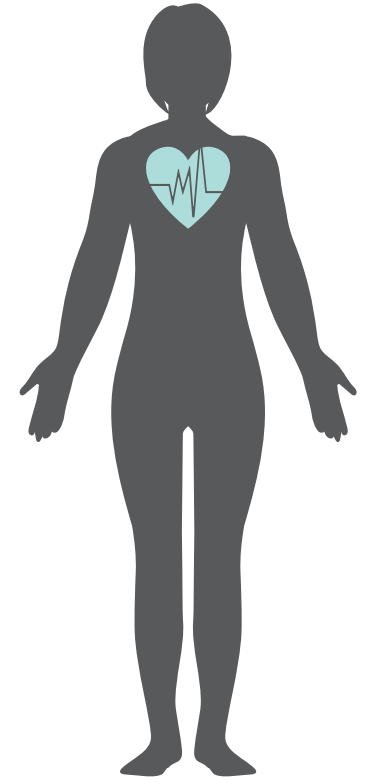
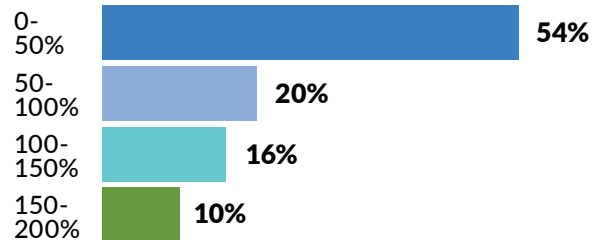
**65% Female**

### RACE



**26%** of patients reported Hispanic or Latino heritage

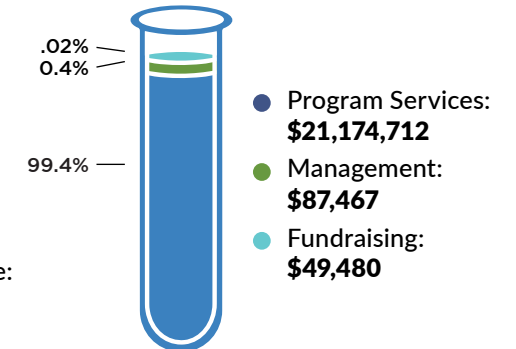
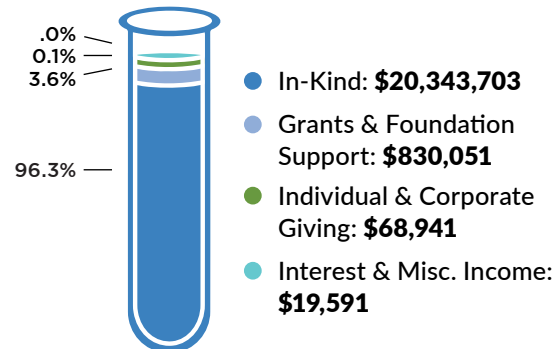
### FEDERAL POVERTY LEVEL



## Financial Snapshot

**TOTAL INCOME: \$21,262,288**

**TOTAL EXPENSES: \$21,311,659**



**END OF YEAR NET ASSETS: \$539,620**

\$482,432 without donor restrictions; \$57,188 with donor restrictions

# Hospital & Primary Care Partners



Ascension  
St. Vincent's



BROOKS<sup>®</sup>  
Rehabilitation



UFHealth  
UNIVERSITY OF FLORIDA HEALTH



LEGACY OF CARE HEALTH CENTER INC.  
*Building a healthy community is our legacy.*



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