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The Pulse is the newsletter for donors, staff, & those interested in learning more about Shepherd's Clinic & Joy Wellness Center. Contact us at 410.467.7146, or director@shepherdsclinic.org.

Wish List

To help us continue to provide our vital services, we ask that you consider the following "Wish List" items...

- Pneumonia vaccinations: \$600 for 10 doses
- "Uptodate" subscription: \$500 per provider
- 10 Nebulizer machines/asthma treatment: \$350
- Test strips for medication monitoring: \$235
- 2 CD players/wellness treatment rooms: \$200
- 1 Office inkjet printer with ink: \$150
- Test strips/diabetes monitoring: \$15/box of 100
- 4x4 Gauze pads: \$10 per 200
- General office supplies: Cost varies. Envelopes, appointment cards, notepads, copy paper, etc. are always in need

Thank you for supporting
Shepherd's Clinic
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#6989



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the Pulse

In this issue: The Next Door, Volunteers Record, Transitions & Constants, New Pharmacist, Needs & Wish Lists, Joy Mosaic, Integrative Service, Dr. Chestnut, New Faces

The Next Door: Shan Mabrey



Shan Mabrey

Shan Mabrey enters the peaceful Wellness Center at Shepherd's Clinic with the poise and presence of a star. A self-described "country girl" from a little town in southern Virginia, she came to Baltimore in 1979 as a student at Morgan. She first approached Shepherd's Clinic in late 2011, waiting three months for an opening, and received acupuncture, in an effort to heal a bad knee. "Making the bed I heard a 'pop'," she confides. "So embarrassing!"

That small injury halted her four daily laps around Lake Montebello, hobbling her efforts to manage her weight, and undermining her morale. Her sister told her straight: she had gained too much weight. "I need a healing," Shan replied. "Well you better get it!" said her sister. In three Chinese acupuncture sessions at the Clinic, she found relief.

The knee was not the only thing that needed healing. The target of an infamous stalking incident, Shan had been praying for "healing wholeness" when she found Shepherd's Clinic. She added auricular acupuncture and therapeutic massage to relieve her stress. Shan's first massage with Shari (cont. page 3) was a spiritual catharsis, a "laying on of hands." "I cried with gratitude"—her eyes gleam—"because I waited fifty years for this."

Shan next tried yoga, using the time to pray. "You need that connection," she says, "whatever your beliefs." She recommends the Clinic to friends and family, bringing her 76-year-old mother in for yoga, finding an acupuncturist for her cousin. "Yoga taught me to breathe." Fear had ruled her life; now she can exhale.

Thus far Shan has dropped 27 pounds, and looks terrific, but she says this is just the start. She took a nutrition class where students cooked and tasted healthful foods. She joined a group for women 50+, and found that many knew as little as she did about menopause. "The doctors and providers here tell you what they are doing, and why. They are so patient. If you ask fifty questions, they will give you fifty answers." In the women's group, "we always get a little gift, some fresh flowers, or some groceries... It was worth the wait to be treated with loving kindness." Shan recently was laid off from her job of eight years. "When one door closes, there is always another door." She smiles. "The Center has enabled me to get to the next door." ■

Volunteers Give a Record 22,500+ Hours

More than 400 volunteers worked a remarkable 22,500+ hours – a 37% increase from the previous fiscal year. They were critical in delivering quality, integrative health care to our unmatched 77% rise in patient visits. Our volunteers are the engine of Shepherd's Clinic. One volunteer, Jan Bahner, filled four critical roles as: a wellness center administrator, a cooking/nutrition class assistant, a project manager for new practice management software implementation, and a "preloader" to upload paper charts into Electronic Health Records. She recently expressed, "No other organization has taken such advantage of all my skills as Shepherd's Clinic. Yes, it's a compliment."

Volunteer Needs List

Primary Care Physicians: We have the capacity to host 20 more volunteer doctors who would enjoy working in a patient-centered, integrative care setting with many resources and support.

Gynecologists: Two of our rocks, Drs Walter James and Anthony Courpas have recently retired after more than a decade of volunteer service to our uninsured patients. Our sole gynecologist, Bill Spencer-Strong, MD needs to replace these 2 fine doctors.

Nutritionists: We aim to schedule at least three nutritional visits for our referred patients and need 2 to 3 more nutritionists to help sustain our patients' long term nutrition education needs.

Acupuncturists: With the departure of two volunteer acupuncturists and a patient wait list, we have an acute need for more 3 acupuncturists. Patients often need weekly appointments for effective results.

Massage Therapists: We also have an acute need for 4 massage therapists to address our patients' chronic pain.

Psychiatrists: Join Dr. Thomas Lynch, Dr. Bill Breakey and Dr. Martha Haile in helping our patients with their mental health needs. We need 2 additional psychiatrists to support our patients' struggles with depression and anxiety.

Administrative Volunteers: Are you changing your career, a stay-at-home moms or dad, retired, interested in nonprofit organizations? We are searching for more administrative volunteers who can give at least 4 hours per week.

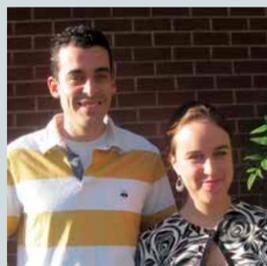
IT Specialists: Join a team of IT volunteers who are working to troubleshoot the clinic's needs.

Please contact George Olsen, Volunteer Coordinator by calling 410.467.7146 x227 or email volunteer@shepherdsclinic.org. Visit us at shepherdsclinic.org/volunteering for other needed volunteer positions. ■

Making a Difference ~ New Faces

It's easy to make a buck.
It's a lot tougher to make a difference. ~Tom Brokaw

We are very grateful for the work of Marlene Sorra, who served as volunteer coordinator for the last nine years and has recently moved on from Shepherd's Clinic. In addition to her strong work designing and managing the clinic's volunteer program, Marlene assumed many of the clinic's administrative duties over the years. Her warm spirit and hearty laugh will be missed.



George Olsen and Elizabeth Weber

We welcome George Olsen, as our new Volunteer Maryland Coordinator. He has completed his post-baccalaureate premedical program at Johns Hopkins University and plans to attend medical school next fall. George hails from Denver, with a background in both teaching and volunteer services and has adeptly assumed the duties of volunteer coordinator. We are grateful for his sharp eye and calm demeanor in his new role.

We also welcome Elizabeth Weber. Elizabeth has also been with the clinic since May when she joined us from our neighbors Youth Dreamers through the AmeriCorps Vista program. Elizabeth's background includes a commitment to service with prior international service work and housing reform research. Elizabeth will be serving in volunteer services and administration, assisting the clinic with many of the operational details during this period of transition. She has already proven very flexible and effective with her increased responsibilities. ■

Transitions and Constants



Melissa DeLong, MD

It has been a time of change at Shepherd's Clinic & Joy Wellness Center. After serving at the clinic as Assistant Medical Director for the past 5 years, I am honored to assume the role of Director. As an internist at the clinic, I have had countless rewarding experiences caring for patients and I am inspired daily by the mission of caring for the uninsured.

We at the clinic are grateful for the generous support of our funders. We especially want to recognize the outstanding commitment of our long time funders, such as the Abell Foundation, and the recent, yet vital commitment of the United Way. The support of these and many others are crucial to our ability to care for patients.

While some things at the clinic have changed, much has remained the same. The key pieces of our service continue each day, vibrant, and strong. The clinic continues its unwavering commitment to the needs of the uninsured, focusing on providing quality, comprehensive, and compassionate care. Shepherd's unique design, including the partnership with Medstar Union Memorial for hospital services, the development of an integrative health center, the commitment of our staff, volunteers, and funders have created a patient-centered medical home that truly meets the community's needs.

The recent passage of the Affordable Healthcare act provides us with hope that many of in our community will become eligible for medical assistance or government sponsored subsidies for private insurance starting in 2014. We have been planning for these changes for the past year and are continuing to focus on what these changes will mean for our patients. We are committed to serving patients until they become insured, providing care for patients without the added, often insurmountable, barrier of healthcare charges. As our patients become eligible, we will focus on providing services to help assist them through the complicated process of enrolling in a plan. We have already begun building services in this regard. Our long standing partnership with Medstar Union Memorial will continue to grow as we serve the needs of the community through the period of healthcare reform. We recognize that our role may shift as the needs in the population change and we plan to be at the forefront of these changes.

Shepherd's Clinic and Joy Wellness Center have a long history of serving the uninsured in Baltimore city. We have grown tremendously in the past few years to support these needs, increasing the number of patient visits from 5,000 to over 9,000 in the past fiscal year. While our model may shift some in the coming years, the need persists for quality comprehensive care in the community and your enduring support is crucial to achieve these goals. I hope you will continue your contributions to support us during this year as we focus on maintaining our current services and plan for the changes ahead.

I look forward to being part of the great constants here and to steering Shepherd's Clinic and Joy Wellness Center through our transitions.

Melissa DeLong, MD, Director

Meet Our New Pharmacist: Ashley Wensil



Ashley Wensil

Shepherd's Clinic enjoys a thriving relationship with Notre Dame of Maryland University's School of Pharmacy. Twenty-four pharmacy students serve clinic needs through their AdvoCaring program. Our newest gift from Notre Dame is Ashley Wensil, Assistant Professor at the School of Pharmacy.

How long have you been practicing?

I graduated from pharmacy school at Campbell University in 2011 and then completed a one year residency with Campbell University and Wilson Community Health Center in Wilson, NC. I have worked for CVS as a part-time pharmacist for the past year.

What is your position at the clinic/what does that entail?

As a clinical pharmacist at Shepherd's Clinic, I will be working with other healthcare providers to improve patient outcomes. This may be in the form of individual or group education, medication therapy management, provider support and, education and helping to manage the medication programs available through the clinic. I am also hoping to offer education on various topics through the wellness center.

What did you do before coming to Shepherd's Clinic?

I completed an ambulatory care pharmacy residency where I worked with a clinical pharmacist practitioner at a community health center to manage patients with chronic disease states such as diabetes, hypertension, hyperlipidemia, smoking cessation, and anticoagulation. I spent extensive time educating patients and adjusting their medications to reach their therapy goals.

Before coming to the clinic what experiences did you have as a practitioner to underserved populations?

In my residency I served primarily (85%) uninsured patients from various ethnic groups. Through this experience, I had the opportunity to spend a significant amount of time with migrant farmworkers in eastern North Carolina.

What made you choose NDMU/Shepherd's Clinic?

I chose NDMU/Shepherd's Clinic because both organizations embrace service above self. My personal and professional goals align well with both organizations, and I am thrilled to serve in places which strive to provide optimal healthcare to all.

What is your favorite part of working at the clinic so far?

My favorite part is the collaborative spirit of the staff and volunteers. I have never met an organization with such a spirit of servant-hood and teamwork.

What do you do with your free time?

I spend my free time with my family and friends. Moving to Baltimore meant moving home, so right now I love the fact that my entire family is within 30 minutes. My husband and I are involved in our church and enjoy being outside. When I have time, I love to zumba, sew, make crafts, and pretend to play tennis like a pro. ■

A Truly Integrative Service...

A few years ago we opened Joy Wellness Center (JWC)—making Shepherd's Clinic one of the first integrative medicine centers for the economically disadvantaged and uninsured. At Shepherd's Clinic, patients experience a holistic approach to disease prevention and health promotion because of the clinic's integration of wellness programming, mental health services, and clinic care. We foster a collaborative health atmosphere, whereby under one roof a patient's physician, therapist, and nutritionist convene to develop a unique health regimen. Best of all, our patients enjoy being actively involved in their own health care. Our firm belief is that patients are their best health advocates and should be fully involved in their own care. This is both empowering and effective. We have made significant progress in bringing our patients' health issues under control while teaching new strategies for self-care. Our patients understand the importance of exercising, the value of reading food labels, and the necessity of knowing how to test their blood sugar level. They get it.

Our Joy Wellness Center—which has tripled its patient visits over the past year—is now in its third full year of operation, with programs and therapies designed to create transformative, healthy, and life-affirming changes. JWC averages more than 120 patient visits a month. The center offers a range of healing arts modalities and programming, all provided by skilled and licensed volunteers.

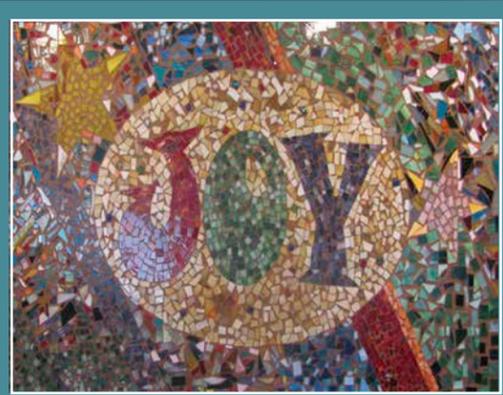
Programs include yoga, massage therapy, acupuncture, nutrition education, movement, stress reduction programs, and smoking

cessation. Our patients, many of whom have never had the economic resources for wellness services, have been amazed at the improvement in their health after just a few sessions.

Mrs. D, for example, smoked one pack of cigarettes a day for 25 years. A few days ago while at the clinic for a routine check-up, with a bright smile on her face, she told the front office staff that her one year smoke-free anniversary was coming up this month. She said, "Shepherd's Clinic is a wonderful place; without you guys I don't know where or how I would be. Since coming here, I feel so energized." Mrs. D spoke of how she had benefited from almost every program offered by the wellness center, from smoking cessation to nutrition classes. She joked that she "has done it all." Her most prized wellness activity was the women's support group. Mrs. D expressed her gratitude for the emotional and social support she

received from the program. When asked what the JWC meant to her, she said "You all make me feel like family."

There are hundreds of stories like Mrs. D, stories of patients taking an active role in their health care and becoming healthier. Health is much more than the absence of disease. Mrs. D's story and those of others attest to that. The overall health of a person is associated with factors such as self-perceived health, longevity, healthy behaviors, mental and physical illness, and social connectedness. Shepherd's Clinic's clinical and behavioral health services, complemented by the Joy Wellness Center's programming is the right formula for getting folks healthy. ■



Joy Mosaic

In honor of Emile and Marie Jose Schreiber who contributed generously to the Joy Wellness Center, which is named in memory of their niece, Joy Jalliet.



Joy Wellness Center Classes

Welcome Dr. Chestnut!



Dr. Megan Chestnut

Dr. Meegan Chestnut joined Shepherd's Clinic staff in November as Assistant Medical Director. Dr. Chestnut has been on faculty at the Department of General Internal Medicine at Medstar Union Memorial Hospital for the past two years. She holds a BS in Chemical Engineering from the University of South Carolina College of Engineering and Computing, Columbia and obtained her medical degree from Wayne State University School of Medicine, Detroit, MI. After completion of her residency, she was named as the Chief Resident from 2010—2011.

Since joining the faculty at MedStar Union Memorial, Dr.

Chestnut has been active in teaching, clinic responsibilities, and research. She serves as faculty attending for inpatient services and outpatient clinic, as well as volunteer clinical faculty for U of MD School of Medicine. Dr. Chestnut coordinates the *Business of Medicine* curriculum for the residency and is serving her third year on the Risk Management committee for MedStar Union Memorial. She is also the Associate Managing Editor for the *Journal of Community Hospital Internal Medicine Perspectives*.

Dr. Chestnut has a long-standing commitment to serving the needs of underserved populations. As an undergraduate, she contributed to the *People of Detroit: Living Project* which examined the accessibility of healthcare to the citizens of Detroit.

Dr. Chestnut is from Columbia, SC and lives in Laurel, MD with her husband, Evan A. Chestnut, Esq. and son Tahj. ■