

the Pulse

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Mr. Z Names Shepherd's #1

Prior to 2011, when Mr. Z had a cold, he would make an appointment with his primary care provider. He would arrive 15 minutes before his appointment and kindly tap on the sliding glass door to hand the receptionist his insurance card. Then his world turned upside-down. He was laid off from his job as a medical technician. When Mr. Z called his insurance company to refill his \$4,585 three month supply of hormone injections to treat his prostate cancer, he was told he owed the full amount. No longer employed, Mr. Z was without insurance for the first time in his life.

When asked to describe his care options prior to Shepherd's Clinic, Mr. Z says "At the time I was so shocked. I didn't know what to do." Battling prostate cancer and diabetes, he felt helpless. Fortunately, one of the clerks at MedStar Union Memorial recommended he call Shepherd's Clinic. Mr. Z goes on to explain, "If there hadn't been Shepherd's Clinic, who knows where I would have ended up. I guess I would have turned to social services but who knows if I would have been able to get an appointment." Mr. Z expressed gratitude for how quickly he was able to transition to Shepherd's, and in particular as he puts it, "lucky" that he did not run out of medications before establishing care here.

Today, we are happy to report that Mr. Z has overcome his cancer and his diabetes is much improved. Earlier this year, he also re-entered the workforce and has obtained insurance through his new employer. Although he has transitioned away from Shepherd's Clinic, he is still very grateful for the care he received in his time of need. In fact, he calls Dr. Horn "his pride and joy," noting that she really helped get him back on track. Through our Prescription Assistance Program (PAP), Mr. Z was able to receive his necessary medications, including his hormone injections. When asked to describe the level of care he received, Mr. Z says, "Honestly if there was a rating I would say you all were #1. I tell my friends who are in a situation where they find themselves without insurance - Shepherd's Clinic will help you through. They may not have every service right there but they will find it and send you there."

Mr. Z especially enjoyed the Joy Wellness Center's diabetes education and meditation classes. Hearing that we may begin accepting insurance in 2014, he tells us, "I really like it up there and I hope that you do start to accept insurance." ■

New Diabetes Education Class

In April 2013, the Joy Wellness Center launched its four-week diabetes education series to meet the needs of Shepherd's Clinic patients and Joy Wellness participants. Classes were taught by Shepherd's Clinic Pharmacist Ashley Wensil and her fourth-year pharmacy students from Notre Dame of Maryland University School of Pharmacy. The course is designed to create a collaborative atmosphere that provides participants with the ability to interact with others in the community who are also working to manage their diabetes.



The first session answers common questions such as *What is diabetes?*, *What is the difference between type 1 diabetes and type 2 diabetes?*, and *Can I cure diabetes?*" The session also offers the opportunity for participants to discuss common myths and facts about diabetes, discuss their feelings

about the disease, and learn about how stress affects diabetes and ways to reduce or eliminate common stressors. The second session covers the function of the organs, and the problems that occur within the body which cause diabetes as well as how the medications work to treat diabetes. The session ends with a discussion on what can cause high and low blood sugars, what symptoms may occur and how to treat these situations. Participants look forward to weeks three and four when the course focuses on nutrition. Week three kicks off with a discussion on the food groups that contain carbohydrates and raise the blood sugar levels then goes into further discussion of meal planning, specifically appropriate portions of each food group. Participants enjoy using food models to practice planning healthy meals. During the final week of the course, label reading is discussed with a particular focus on serving sizes, carbohydrate content, sodium and fat intake. The course is wrapped up with a brief discussion on the prevention of long-term complications of diabetes such as damage to the eyes, kidneys, nerves and heart. Throughout the course, participants are asked to set goals for each week, and time is provided for group sharing of successes and opportunities for improvement.

Since April, the course has been offered three times. Group participants have provided positive feedback regarding the course and encouraged their friends and family to attend in the future. Participants reported seeing improvement in their blood glucose control and a positive impact on their quality of life. ■

A Message From Dr. DeLong

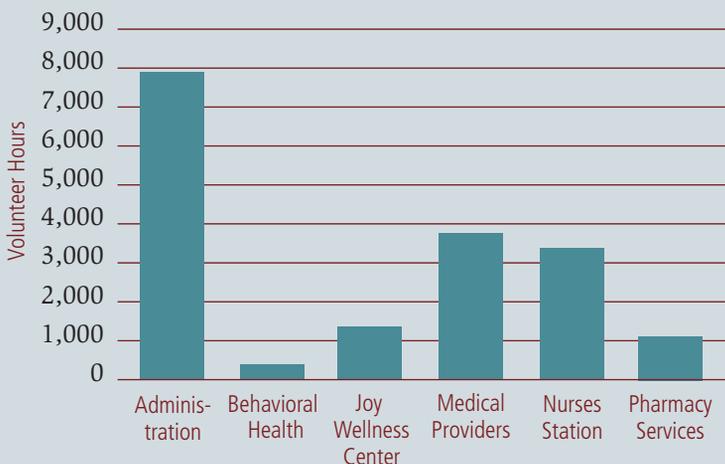


It has been an exciting spring and summer at Shepherd's Clinic. We were thrilled to be able to start accepting new patients again this past March. Thanks to our volunteers and donors, during fiscal year 2013 we completed over 7,000 patient visits, of which 1,162 visits were to our behavioral health and 1,776 to the Joy Wellness Center. Patients requiring specific specialty care, diagnostic tests and surgeries were seen at MedStar Union Memorial, our

partner hospital, and received well over one million dollars' worth of charity care. Using an integrative approach, we helped bring our patients' health issues under control while teaching them new self-care strategies. Our wellness center infused energy into our preventative care classes including our diabetes education class (see front page for details) and our upcoming heart healthy series to start in October. These types of comprehensive services have provided a safety net of care for patients without other options, helping them return to their healthy and productive selves. See our article about Mr. Z, a former patient of ours who was under our care for 2 years before he was able to return to work and his employer based insurance. The graph below captures the total hours volunteered this past fiscal year and shows how our volunteers touched every aspect of care across the spectrum. Our dependence upon their service, as well as the generosity and commitment of our donors, will be constant and unchanged going forward. We have some new faces at the clinic including Trish Magyari, Joy Wellness Center Program Director and the arrival of our new Shepherd's Clinic and Joy Wellness Center Director, Glenda Skuletich. As the clinic evolves to adapt to the changes brought about by the Affordable Care Act (see page 3 for more details), I will be returning to a more clinically focused role at the clinic. It has been an exciting, challenging, and energizing year and I am delighted to have them both join our Shepherd's Clinic family.

Melissa DeLong, MD, Medical Director

Breakdown of 17,995 hours donated during FY13



Meet Trish Magyari, JWC Program Director



Trish Magyari joined our staff on February 1st as the Program Director of the Joy Wellness Center. She brings over 30 years of experience, much of it with underserved populations, in the areas of patient care, wellness, teaching and research.

How long have you been practicing?

Although I first pursued a career in genetic counseling, completing my B.S. in Biology from Albion College in 1979 and MS in Human Genetics from Sarah Lawrence College, wellness practices have always been a part of my life. I started practicing yoga as a freshman in college and have benefited from both studying and participating in a wide array of modalities including meditation, yoga, acupuncture, massage and nutrition. I've studied and taught Mindfulness-based Stress Reduction (MBSR) at the Omega Institute for Holistic Studies, am certified as a yoga teacher, and recently completed a second Masters in clinical community counseling from Johns Hopkins in 2009.

What does your position at the clinic entail?

I develop and oversee services and operations of the Joy Wellness Center as well as teach MBSR and LifeForce Yoga to patients. I also recruit and coordinate the practitioner volunteers and work with MedStar Union Memorial to provide community education as part of their community outreach program. And occasionally I even get to water the vegetable garden!

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

Immediately beforehand, I had a private practice at Ruscombe Mansion Community Health Center in mindfulness-based psychotherapy, MBSR/MBCT and LifeForce Yoga. I also taught courses in grief counseling and adaptation to disability in the Genetic Counseling Masters Program at the Johns Hopkins School of Public Health.

What made you choose Joy Wellness/Shepherd's Clinic?

The chance to serve patients and integrate wellness services in a continuum care model drew me here. Being a bit of a science-geek, I am also grateful to build on my experiences in evidenced-based research and continue my relationship with graduate students, now in the form of volunteers.

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

Seeing patients arrive with heavy burdens and leave with smiles, a sense of ease and renewed hope that they might be an agent of change in their own lives. Also, working with such amazing staff and dedicated volunteers.

What do you do with your free time?

I spend time with my husband, John, stepdaughter, Isobel, family and friends. I'm a member of Homewood Friends Meeting (Quakers) and teach with the Insight Meditation Community of Washington. For fun I like to sing, contradance, hula-hoop, garden, invent gluten-free vegetarian recipes, and read funny Brit novels. ■

Affordable Care Act is on the Horizon

The Affordable Care Act (ACA) will provide new insurance opportunities for our Shepherd's Clinic patients, and we are thrilled at the prospect of having fewer uninsured in our community. We have been anticipating and preparing for these changes over the past year and starting in October will be ready to help our patients select the most appropriate healthcare plan.

Initial reviews of our patient population demographics indicate that most of our patients will be eligible for new free programs under Medicaid expansion. That said some of our patients will qualify to purchase insurance products through MD's Healthcare exchange (www.marylandhealthconnection.com). All of our patients purchasing products on the Healthcare exchange will be eligible for government subsidies to defray the cost of these individual plans.

As our patients transition over the next six to twelve months into insurance coverage, we recognize we will need to modify our health care model in order to best meet the evolving needs of our community. We see four primary roles of Shepherd's Clinic in the next year and beyond.

The first is enrollment assistance. The time to enroll is rapidly approaching! Shepherd's Clinic has long been known as a place in the community where people can get help when they lack health care. We plan to continue to serve our current patient base as well as uninsured community members by providing assistance with Maryland's enrollment process.

Beginning in October, Shepherd's Clinic will be holding education seminars for patients to inform and engage them in this enrollment process. Having partnered with Healthcare Access Maryland, we will provide trained navigation and volunteer support for enrollment, significantly expanding our social and case management services. With our rooms already equipped with computers, we are eager to begin working with them through the application process.

Our second role will be to remain a safety net provider. We recognize there will still be many uninsured Baltimore City residents after ACA is fully enacted, and we will continue to be a resource for those patients. In addition to offering enrollment assistance, we will also help manage patients' chronic conditions, such as uncontrolled high blood pressure or diabetes, as they navigate the potentially daunting path to insurance. These services will continue to be volunteer-driven, whereby a patient could first receive counseling about enrollment and then move down the hall to visit with a primary care physician. These services will be designed as assistance for people in a gap, who may need to save up for an insurance premium, who recently lost or gained employment changing their status, or who face other such situations. These services will be available for a set amount of time, providing patients an option for care as they navigate the proper channels. However we will not be providing an open-ended alternative to insurance for those who are eligible for affordable coverage. We are committed to ensuring patients obtain health insurance.

Third, we will continue to serve our newly insured patients. The clinic is working closely with our partner of more than 20 years, MedStar Union Memorial Hospital (MUMH), to develop a plan to allow those newly insured patients to continue to receive care at our Kirk Avenue building. This will include a number of sessions per week during which insured patients may receive care from MedStar-employed providers on our campus. Provid-

ing this continuity will allow our patients who chose to receive care onsite to maintain their medical home, continuity of care with the specialists they may have seen at MUMH through our charity care program and access to the ancillary services provided at the clinic.

Our fourth role will be to maintain ancillary services including our behavioral health services and the integrative care services provided by Joy Wellness Center. Committed to improving our patients overall well-being, Shepherd's Clinic will continue to offer these volunteer driven services after ACA's full enactment in 2014. Programs such as our nutrition seminars and appointments, exercise programs, yoga, acupuncture, meditation and massage therapy have provided health benefit and empowerment to our patients. We feel strongly that this is a key piece of improving health in our underserved communities. Additionally, we are concerned that behavioral health will continue to be an area with access and coverage issues post-ACA, and thus we will continue to provide these vital services in the community. ■

Meet our new Director Glenda Skuletich



Glenda Skuletich

This fall we welcome a new director. We are thrilled to have Glenda Skuletich join the team, bringing with her significant expertise in healthcare systems and care delivery. Her strong work ethic and dedication to patient care have been very evident in her prior roles and will be a perfect addition to our staff at Shepherd's Clinic & Joy Wellness Center.

Glenda has a strong background in healthcare systems with a longstanding interest in patient advocacy and the patient experience. She joins the clinic from her recent position with MedStar Union Memorial where she worked to design a unified, robust and comprehensive patient advocacy program throughout the hospital. Her prior roles include operations manager of corporate risk management, provider relations specialist, as well as a number of years as a practice manager of a multispecialty clinic. Glenda's initial training was as a speech pathologist and she is eagerly anticipating a return to a closer tie with patients and clinical care. Glenda's background and skills make her very well suited to guide Shepherd's Clinic over the next years.

Glenda has demonstrated warmth, enthusiasm and a drive to continue pursuing the best possible care for Baltimore's underserved. She will work closely with Dr. DeLong this fall, who will be transitioning back into a primarily clinical role starting in January. Glenda will spearhead the new insurance enrollment program and anticipated changes due to the Affordable Care Act.

Glenda tells us, "Throughout my healthcare career I have been fortunate enough to be at bedside as well as in administrative roles, and I so appreciate all I have learned in the corporate world. But I have always found that if I get too far from the bedside, from patient care, my soul begins to wither. I am so grateful to be back with patients and the wonderful people who make this clinic run. Thank you for allowing me to be a part of this work."

Staff

Glenda Skuletich, *Administrative Director*
Melissa DeLong, MD, MPH, *Medical Director*
Meegan Chestnut, MD, *Associate Med Director*
Kema Goodwin, RN, *Clinical Coordinator*
Sara Cawrse, NP, *Clinical Nurse Practitioner*
Michele McComas, RN, *Clinical Nurse*
Karen Carter, *Office Manager*
Nick Arbon, LGSW, *Behavioral Health Coordinator*
Trish Magyari, MS, LGPC, *Wellness Program Director*
Erin Gahan, JWC, *Program Assistant*
Kelly King, *Development Specialist*
Brenna Brown, *Patient Intake Specialist*

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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...

- Garden shed (to replace vandalized one) \$750
- 4 Reclining folding chairs for acupuncture \$450
- Electric tiller \$300
- Laminator \$250
- Patient education materials \$200
- 2 CD player \$100
- Test Strips for medication monitoring (6 month supply) \$85
- General office supplies: envelopes, copy paper, appointment cards, note pads, etc. Cost varies

Thank you for supporting
Shepherd's Clinic
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Maryland Charity
Campaign #9132



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United Way #6989



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Joy Wellness Garden Abundance!

Our Joy Wellness Center (JWC) organic garden is once again providing our patients with regular harvests of fresh organic fruits & vegetables. Four things helped us get off to a fabulous start:

- A truckload of organic compost from Vinnie @ <http://www.chesapeakecompost.com>
- Invaluable technical assistance from Jeff @ www.charmcityfarms.com
- Organic seedlings & greens from www.sidebysidefarm.com
- Help from George, Erin, Jeff, Trish & patient volunteers on a rainy planting day in April



Since then we've been rewarded with blackberries, raspberries & blueberries, as well as kale, Swiss chard, spinach, bok choy, cherry tomatoes, slicing tomatoes, sweet & hot peppers, string beans, cucumbers, yellow squash, radishes, carrots, and fresh herbs - all of which were transformed into luscious cooking demos and lunches for our patients or immediately distributed to patients onsite, with priority to those in our diabetes education course. ■

ABUNDANCE, INDEED!