

2019 Annual Report



GRACE
MEDICAL HOME

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Mission

To be a medical home reflecting the heart of Christ by offering the highest level of health care to those in our community who need it most.

Vision

By God's grace, we extend hope, healing and wholeness through meaningful relationships.

Values

- Christ-centered and led
- Commitment to excellence
- Ongoing relationships
- Compassionate care

“See to it that
no one misses the
grace of God.”

– Hebrews 12:15



Letter from the CEO

Dear Grace family, friends and community partners,

Reflecting on this past year, I am overwhelmed by the incredible milestones Grace Medical Home had in 2019.

A two-year journey of finding a larger space came to fruition as we moved into a 19,000 square-foot facility. We launched our largest program expansion to date with acute and comprehensive dental services. In fact, dental services nearly tripled compared to the year prior.

In our beautiful, new space, we offer more than 25 on-site specialty clinics and are expanding mental health and spiritual care in dedicated counseling rooms. We can offer cooking demonstrations for our patients who want to make a lifestyle change, but lack the tools or knowledge to do so. We have the physical space to onboard more administrative or clinical volunteers who want to serve. And we are welcoming more student interns who want to learn our model of health care, which has a profound impact on how they will practice medicine in the future.

But these blessings pale in comparison to our greatest impact: being of service to our patients.

In our efforts to care for the whole patient, resources given to our patients for social services increased by 77 percent. While issues such as food insecurity, transportation barriers and job training skills are not directly related to medicine, they have everything to do with the overall health and well-being of our patients and our community. Our partnerships with churches, social service agencies and nonprofits will continue to grow and strengthen to address these issues.

None of this would be possible without God's continuous favor on Grace and your involvement.

Thank you for allowing us to do much more than we ever dreamed possible.

A handwritten signature in black ink that reads "Stephanie N. Garris". The signature is written in a cursive, flowing style.

Stephanie N. Garris, J.D.
Chief Executive Officer

Grace Medical Home at a Glance



12,913

PATIENT ENCOUNTERS



1,064

SPIRITUAL CARE &
MENTAL HEALTH VISITS



11/Year

AVERAGE NUMBER OF
TIMES A PATIENT VISITS

Specialty Care Referrals

We offer more than 25 in-house specialty clinics to our patients:

- Allergy
- Cardiology
- Dentistry
- Dermatology
- Ear, Nose, and Throat
- Endocrinology
- Gastrointestinal
- Gynecology
- Hematology
- Internal Medicine
- Mental Health Counseling
- Nephrology
- Neurology
- Nutrition Counseling
- Oncology
- Ophthalmology
- Optometry
- Orthopedics
- Pediatric Cardiology
- Physical Therapy
- Podiatry
- Psychiatry
- Pulmonology
- Radiology
- Rheumatology
- Spiritual Care
- Surgery
- Urology

TOP SPECIALTY CARE REFERRALS



MENTAL
HEALTH



ORTHOPEDICS



OPHTHALMOLOGY

Grace Patients Are:



39%
MEN



61%
WOMEN

25%
CHILDREN

75%
ADULTS



Where Our Patients Work:

- Construction
- Service Industry
- Retail
- Healthcare
- Restaurant Industry



Grace Medical Home at a Glance



\$1.1 million+
AVOIDED COSTS
TO LOCAL ER



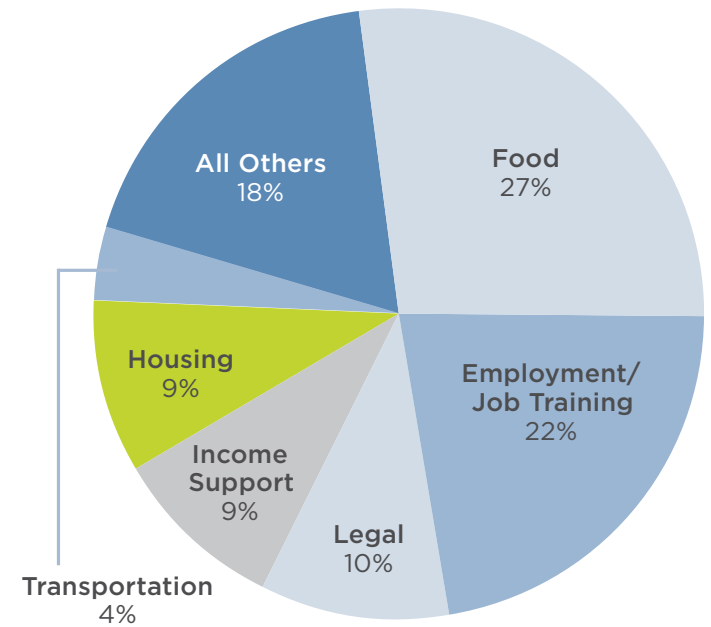
\$1,706,832
TOTAL VALUE OF CARE



1,655
REFERRALS MADE TO SOCIAL
SERVICES PARTNERS



TYPES OF REFERRALS



Grace's New Building

At the end of 2019, we transitioned from a 7,000 square-foot facility to a 19,000 square-foot facility. Features of the new building include:

- 18 exam rooms, including dedicated spaces for ophthalmology, orthopedics, X-ray/imaging, and in-house procedures
- A dental center with four operatories
- Separate adult and pediatric nurse stations and labs
- Expanded medication storage room
- Five counseling rooms
- A dedicated prayer room
- Resource Room
- Refrigerated storage for healthy food
- Teaching Kitchen
- Large conference space





New Dental Center

On Oct. 16, 2019, we celebrated the largest program expansion in our history with the grand opening of a dental center. Patients receive acute and preventative care at the state-of-the-art center.

\$80k VALUE OF CARE

229 DENTAL VISITS

14 NUMBER OF VOLUNTEERS

Camila's Big Smile

Camila was born with Treacher Collins, a rare genetic syndrome that stunts the development of facial bones. When she enrolled as a patient at Grace, her treatment plan included both pediatric and dental services.

After the initial consultation – in addition to providing a medical diagnosis – the Grace team had an important goal: helping Camila overcome her fear of dentists.

“While we thrive in our respective areas, we always come together for our patients,” shares Michelle Lawton, director of dental operations. “This is the way medicine is supposed to be.”

With a bit of trust-building, Camila's fear soon turned to appreciation and calm. She was able to undergo a panoramic X-ray, three extractions and fillings.

Her family shares that Grace has immensely changed their lives.

In the words of her mom, “Grace means a lot to me and my family. When we come into the office, we have a sense of peace and hope. From the medical treatment to even our interactions with the staff, everyone is willing to help, and everyone wants to help.”





GRACE
Mauri Hall, DDS

GRACE
Michelle Hall, DMD

cherless

Your Impact



\$3,181,682

MEDICATIONS DONATED
& DISPENSED TO PATIENTS



200+

PARTNERS IN THE
COMMUNITY WHO PROVIDE
SERVICES RANGING FROM
MAJOR SURGERY TO
IMAGING



23,231

VOLUNTEER HOURS



17

GAP YEAR INTERNS*



631

CLINICAL VOLUNTEERS



318

NON-CLINICAL
VOLUNTEERS



**Gap year interns spend a year at Grace between completing their undergraduate degree and pursuing a secondary medical or advanced degree.*

Programs

FOOD IS MEDICINE

In partnership with Second Harvest Food Bank and funded by the Orlando Magic Youth Foundation, this program serves children through comprehensive education, coaching, lifestyle classes, and access to healthy food.

- 108 children served
- 454 food boxes distributed to children and their families
- 90% of program participants attended at least one nutritional counseling visit



KNIGHTS CLINIC

Held twice a month at Grace Medical Home, the evening clinic is coordinated by medical students from the UCF College of Medicine and staffed by students, faculty and physician volunteers.

- 182 medical students volunteered
- 2,461 volunteer hours through 19 clinics
- 128 patient encounters
- 66% of students reported they improved their skills by volunteering at KNIGHTS



COMMUNITY LEGAL SERVICES OF MID-FLORIDA

Through our medical-legal partnership, Grace patients have access to onsite legal counsel who can help address the various legal and social factors that can impact health. More than 150 cases were referred to the medical-legal partnership last year.



Events

SPA INVITATIONAL

Nearly 150 women joined us to raise funds and participate in “18 holes” of pampering services at the Spa at Hyatt Regency Orlando, including facials, massages, make-up applications, nail polishes and more.

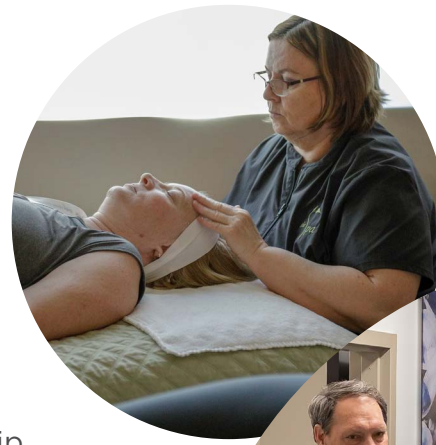
WORSHIP SERVICE

Thank you to the more than 150 staff, patients, volunteers and donors who joined us for our annual worship service. This event features an evening of worship, patient testimonials and fellowship with the local community.

LET’S SAY GRACE

Each November, Grace hosts our signature Let’s Say Grace event. In 2019, however, the vision for a new building was realized when we transitioned from a 7,000 square-foot space to a 19,000 square-foot building. With a slight name change to bring attention to our blessing, our “Let’s See Grace” event welcomed more than 400 guests as we celebrated the people who made the new facility possible.

Thank you to the individuals and sustaining partners who contributed to our new facility!

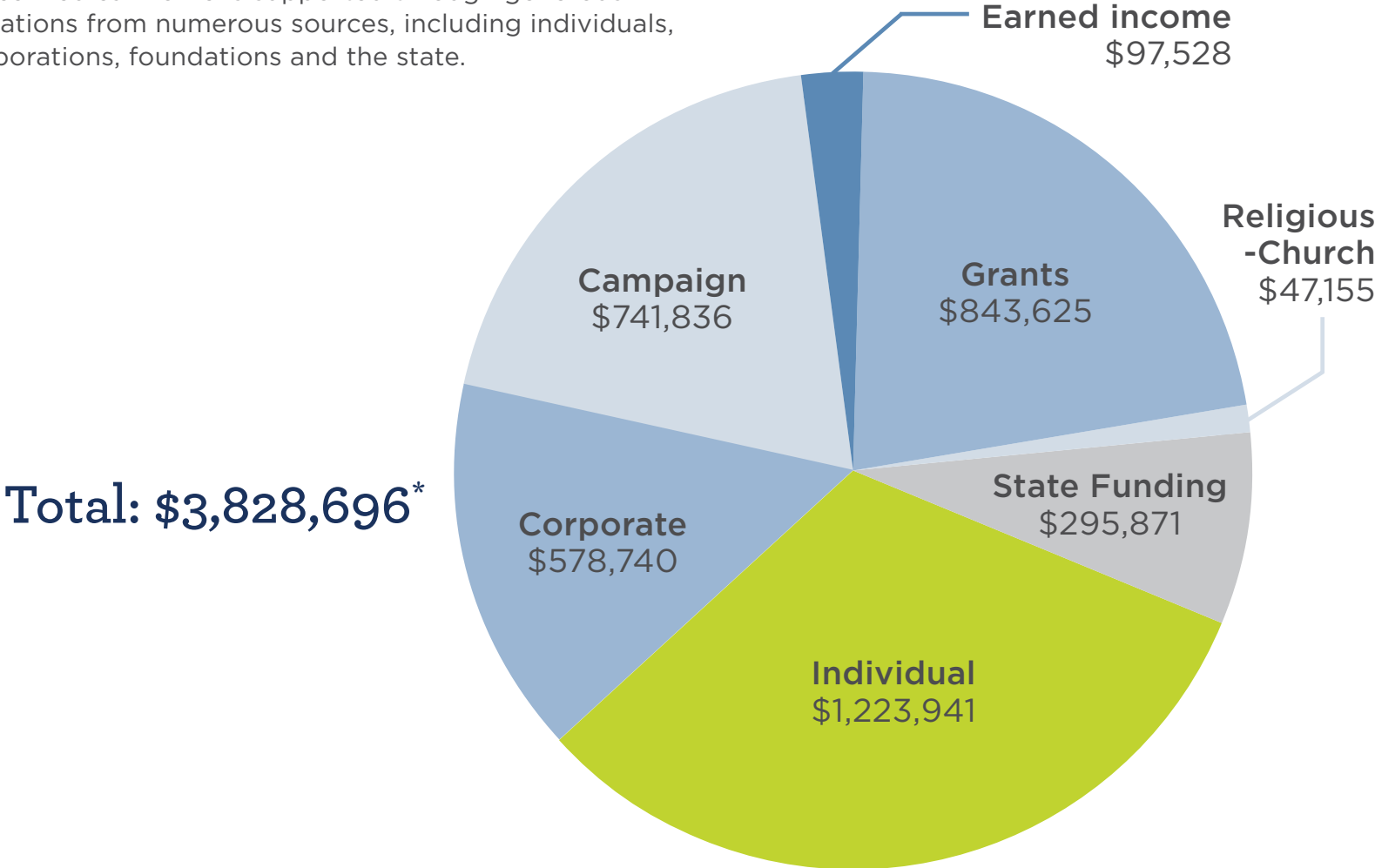




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Contributions

Grace Medical Home is supported through generous donations from numerous sources, including individuals, corporations, foundations and the state.



*Donations are from January 1 - December 31, 2019

2019 Board of Directors

Executive Committee

IMMEDIATE PAST CHAIR

Cynthia Wood
Community Volunteer

CHAIR

Lisa Schultz
CNL Financial Services

VICE CHAIR

Doug Starcher
Nelson Mullins

TREASURER

Blake Hostetter
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Christine Stewart
AdventHealth

Board of Directors

Michael Aitcheson
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W. Marvin Hardy IV, M.D.
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Community Volunteer

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W. Marvin Hardy IV, M.D.

Marilyn King

Michael Middleton, M.D.

Dianna Morgan



PRAY



VOLUNTEER



DONATE

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[GraceMedicalHome.org](https://www.GraceMedicalHome.org)

