

# 2020 Annual Report



**GRACE**  
MEDICAL HOME

# Table of Contents

2	Mission, Vision, Values
3	Letter from the CEO
4	2020: Celebrating 10 years of Gratitude and Growth
5	Grace Medical Home at a Glance
6	Your Impact
7	Grace's Impact
8	Dental Center's First Year of Service
9	Spiritual Care
9	Food is Medicine
10	The Effects of COVID-19
11	Finding Faith Through Grace: Domingo & Briseida's Story
12	Grace Events
14	Contributions
15	2020 Board of Directors

## 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,

2020 was a memorable year as we celebrated Grace Medical Home's 10th anniversary. We celebrated our first year in the new location, a wonderful facility that nourishes and thrives on collaboration and integrates services to enhance the patient experience. The Dental Center continued to grow serving more patients, recruiting additional volunteers, and adding new services.

Despite the pandemic, Grace welcomed 200 new volunteers who, along with our longtime volunteers, donated more than 24,000 service hours to deliver care to our patients.

The significance and value of Grace Medical Home's mission has never been more relevant than it is today - especially in the midst of a global pandemic. The need for Grace is overwhelming. In 2020, our already vulnerable patients were thrust into survival mode six months into the pandemic:

- 3/4 of our patients who were working at the start of the pandemic had their hours/pay reduced by a significant amount
- 53% of families with two incomes had BOTH people lose most or all of their income or work hours

Grace was there for them literally and virtually. Thanks to a partnership with Orange County, we met our patients in their homes via telemedicine. We wore masks to protect ourselves and others, took our temperature and practiced social distancing. We continued to show up, day in and day out, to serve our patients.

Another constant was our faith and trust in God. He provided the staff, volunteers, funding partners, opportunities, and the services - in big ways and small - to meet the needs of the uninsured. We call them "God sightings." We see them happen on a daily basis and they serve as reminders that God is propelling our journey forward, one step at a time.

Thank you for your steadfast support of Grace Medical Home's mission and vision. We look forward to continuing walking alongside you as we see to it that no one misses the grace of God.

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

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

# 2020: Celebrating 10 years of Gratitude and Growth



2010: Grace Medical Home was established by a group of distinguished community leaders with a shared vision to address a gap in our health care system. With the compassion of Christ in their hearts and support from countless community stakeholders, Grace mission became a reality and we began seeing patients.

**2011**

The Medication Storage Room was created to provide patients access to affordable medication.



**2014**

Spiritual Care was added to address the spiritual health of patients. Grace was accredited by the National Committee for Quality Assurance as a level 2 Patient-Centered Medical Home (re-accredited in 2017 as a level 3).



**2016**

Grace began tracking “Social Determinants of Health” and treating the non-medical factors that impact health in the same manner as a medical referral (i.e., food insecurity, transportation barriers and job training skills).



**2019**

Grace moved to a new, 19,000 square foot facility, increasing patient access, expanding services and adding new services to meet our community’s growing needs.



**2013**

The UCF College of Medicine partnered with Grace to establish the KNIGHTS Clinic. Held twice a month at Grace, the clinic is coordinated by medical students from the UCF College of Medicine and staffed by students, faculty and physician volunteers under the guided supervision of licensed practitioners.



**2015**

The first Worship Service was held to share patient testimonials and the impact of Grace.



**2017**

Through a clinical trial in partnership with Second Harvest Food Bank of Central Florida and Direct Relief, we provided healthy food boxes to our Diabetes Prevention Program participants.



**2020**

Amid a global pandemic, Grace celebrated our 10th Anniversary of gratitude and growth.



# Grace Medical Home at a Glance

Grace provides comprehensive medical and dental care, mental health counseling, wellness services and spiritual care. In 2020, we had 13,112 patient encounters and 1,296 spiritual care and mental health visits. On average, patients visited us 11 times for clinical and non-clinical visits.

## Specialty Care Referrals


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

- Audiology
- Cardiology
- Dermatology
- Dentistry
- Ear, Nose and Throat
- Endocrinology
- Gastroenterology
- Gynecology
- Infectious Disease
- Internal Medicine
- Medical Legal Partnership
- Mental Health Counseling
- Nephrology
- Ophthalmology
- Optometry
- Orthopedics
- Pediatric Cardiology
- Pediatric Neurology
- Pediatric Pulmonology
- Physical Therapy
- Podiatry
- Psychiatry
- Radiology
- Rheumatology
- Social Services
- Speech Therapy
- Surgery
- Urology


**OF THOSE SPECIALTIES, THE THREE OUR PATIENTS VISITED THE MOST WERE:**



### Grace Patients Are:




**37%  
MALE**



**63%  
FEMALE**

**30%  
CHILDREN**

**70%  
ADULTS**



### Where Our Patients Work:

- Construction
- Education
- Food Industry
- Hospitality (includes theme park, food service, housekeeping, etc.)
- Retail



# Your Impact



\$3,753,850  
MEDICATIONS DONATED  
& DISPENSED TO PATIENTS



26  
GAP YEAR INTERNS\*



\$417,262  
VALUE OF COMMUNITY  
SPECIALISTS' SERVICES



24,295  
VOLUNTEER HOURS



>130  
COMMUNITY PARTNERS  
PROVIDED SERVICES  
RANGING FROM IMAGING  
TO MAJOR SURGERY



312  
CLINICAL VOLUNTEERS

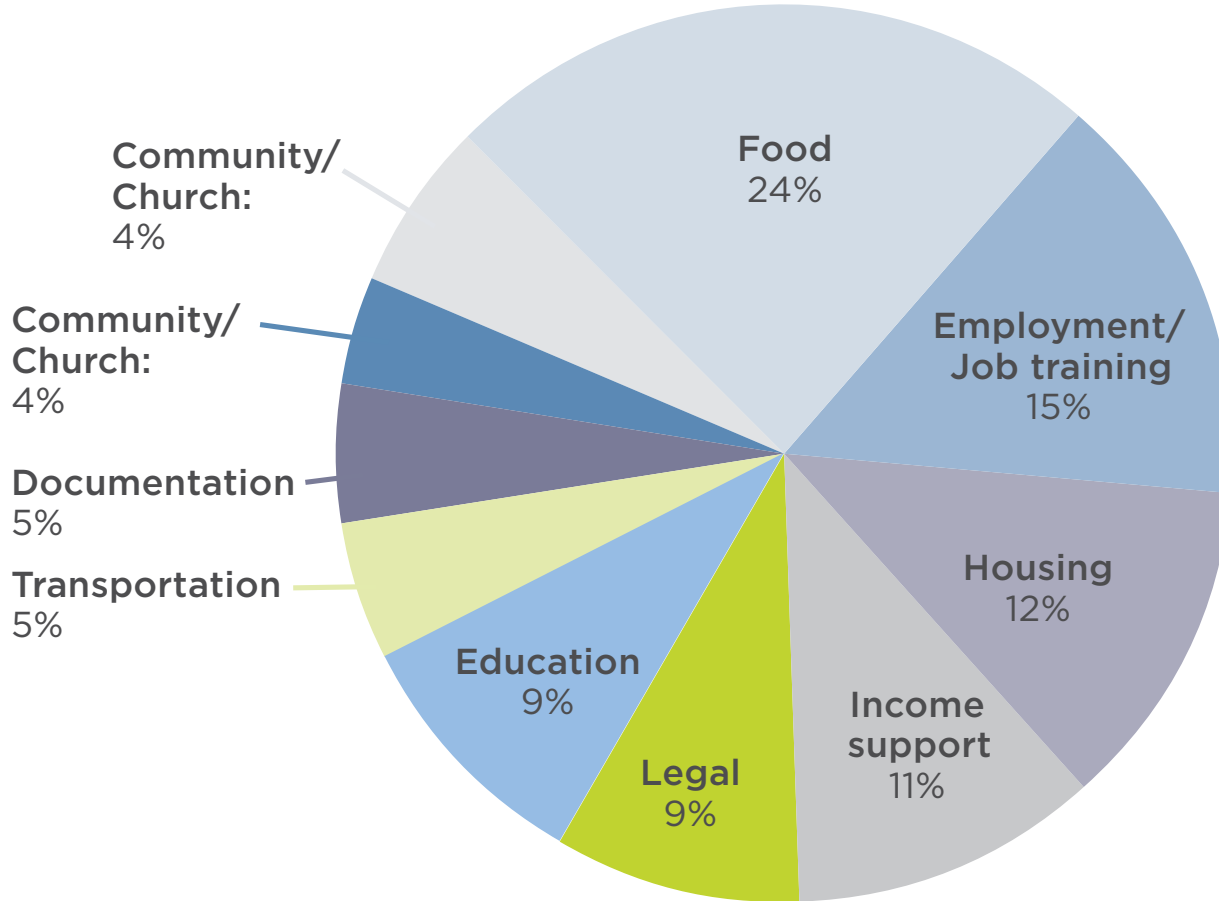


218  
NON-CLINICAL  
VOLUNTEERS



*\*Gap Year Interns spend a year at Grace between completing their undergraduate degree and pursuing a secondary medical or advanced degree. Interns have meaningful interactions with our patients, while receiving guidance and support on the next steps in their medical career.*

# Grace's Impact



659  
REFERRALS MADE TO SOCIAL SERVICES PARTNERS



\$6,817,539  
TOTAL VALUE OF CARE (INCLUDES MEDICATIONS DONATED & DISPENSED TO PATIENTS)



13,112  
PATIENT ENCOUNTERS



1,167  
UNIQUE PATIENTS

# Dental Center's First Year of Service

The Dental Center continued to grow by serving more patients, recruiting additional volunteers, and adding new services including exams, radiographs, hygiene visits, restorative fillings, root canals, crowns, and removable prosthetics.



## UCF Pre-Dental Association

We have an ongoing partnership with the University of Central Florida Pre-Dental Student Association. Students participate in all clinic duties, including helping to schedule patients, assist with procedures, and sterilize equipment. Pre-dental students gain valuable dental clinic experience. They are introduced to an underserved population with the hope that when they become providers, they will in turn give back to the community.

**744** PATIENT VISITS

**36** VOLUNTEER PROVIDERS AND STUDENTS

**\$581k+** VALUE OF DONATED SERVICES

## Dental Care Access Foundation

Grace partners with the Dental Care Access Foundation (DCAF) to help ease the emergency room visits of individuals with dental pain, infection and swelling. DCAF sees patients two Thursdays a month for scheduled clinics and also utilizes the clinic throughout the month to treat patients with emergencies.

**164** PATIENTS

**\$98k+** VALUE OF DONATED SERVICES





## Spiritual Care

We added a full-time Mission Integration Director, Pastor Omar Cardona, to our staff to ensure spiritual care is at the foundation of every aspect of Grace.

**368** SPIRITUAL CARE CONNECTIONS

**~90%** OF PATIENTS' OVERALL EXPERIENCE AT GRACE ENCOURAGES FAITH IN GOD

## Food is Medicine

Food insecurity soared in 2020. In partnership with Second Harvest Food Bank and funded by the Orlando Magic Youth Foundation, "Food is Medicine for Healthier Kids," provides pediatric patients with comprehensive coaching, lifestyle classes, and access to healthy food boxes twice a month.

**105** NEW PATIENTS ENROLLED

**280** NUTRITIONAL VISITS, PHONE CALLS OR TELEHEALTH

**1,208** HEALTHY FOOD BOXES DISTRIBUTED TO CHILDREN AND THEIR FAMILIES



# The Effects of COVID-19

Funded by a grant from Orange County Government, Grace launched telehealth services using Mend, a HIPAA-compliant platform for virtual appointments. This enabled Grace to overcome accessibility issues, provide continuity of both medical and mental health care and maintain our ongoing relationship and connection with our patients.


**863** UNIQUE PATIENTS SERVED THROUGH TELEHEALTH


**1,547** TELEHEALTH APPOINTMENTS SCHEDULED


**84%** OF PATIENTS REPORTED THEY WERE SATISFIED USING TELEHEALTH FOR THEIR APPOINTMENT


Our already vulnerable patients faced further social, economic and medical hardships. A comprehensive patient survey conducted in the fall illuminated the devastating impact the pandemic had on our patients:

For those who were working at the start of the pandemic:

 **3/4** had their hours/pay reduced by a significant amount

 **More than half** of patients had to cut back or couldn't afford at least one basic need (food, rent, etc.)

 **53%** of families with two incomes had BOTH people lose most/all of their income/work hours

 **2/3** of patients worried about being evicted or having their utilities cut off

 **One in six** patients were often worried about affording most or all of their basic needs



We screened every respondent for immediate and urgent social service needs and connected them with appropriate community resources.

## Finding Faith Through Grace: Domingo & Briseida's Story

As Central Florida slowly takes steps toward a semblance of normalcy, many families are still feeling the devastating impacts of the pandemic. For Domingo and his wife Briseida, the hard work continues to provide for their children.

“We both have lost our jobs due to COVID,” shares Domingo. “I was a driver and my wife worked as a housekeeper in a hotel. We have been unable to find jobs in our field since we came to the United States, but we are not giving up.”

Domingo and his family sought asylum in the United States several years ago, leaving behind professional careers as radio producers. They became patients at Grace when Briseida's brother told them about the clinic.

“It is not easy being an immigrant. There is a whole world of possibilities and instabilities,” says Briseida. “When we decided to leave, there was so much uncertainty and fear – it was overwhelming. But we found Grace despite it all. We found people that cared and helped us find a way.”

As patients at Grace, the couple not only receives medical care for their physical health but also their mental health through counseling and spiritual care. It wasn't until a wellness call from Pastor Omar, Grace's Director of Mission Integration, that the couple knew the service was offered.

“This counseling has saved our family in so many ways,” Domingo said. “Every aspect of Grace has given us trust and confidence and renewed our belief that others genuinely care. Grace is an important part of us. Grace is part of our family. Grace is the hands of God on Earth – there is no better way to express it.”

**“Every aspect of Grace has given us trust and confidence and renewed our belief that others genuinely care. Grace is an important part of us...”**



# Grace Events

## PATIENT CELEBRATION SERVICE

Though virtual on YouTube and Facebook Live, this inspiring event featured a worship celebration, patient testimonials and fellowship with our local community.

## LET'S SAY GRACE: HOME EDITION

We gathered in the comfort of our own homes to celebrate Grace's 10th anniversary, patients and mission through Let's Say Grace: Home Edition. This virtual celebration raised \$145,000 to ensure that no one misses the grace of God.

## SPA INVITATIONAL

Though the Spa Invitational was cancelled due to the pandemic, committed donors provided \$80,000 to continue serving those in need.

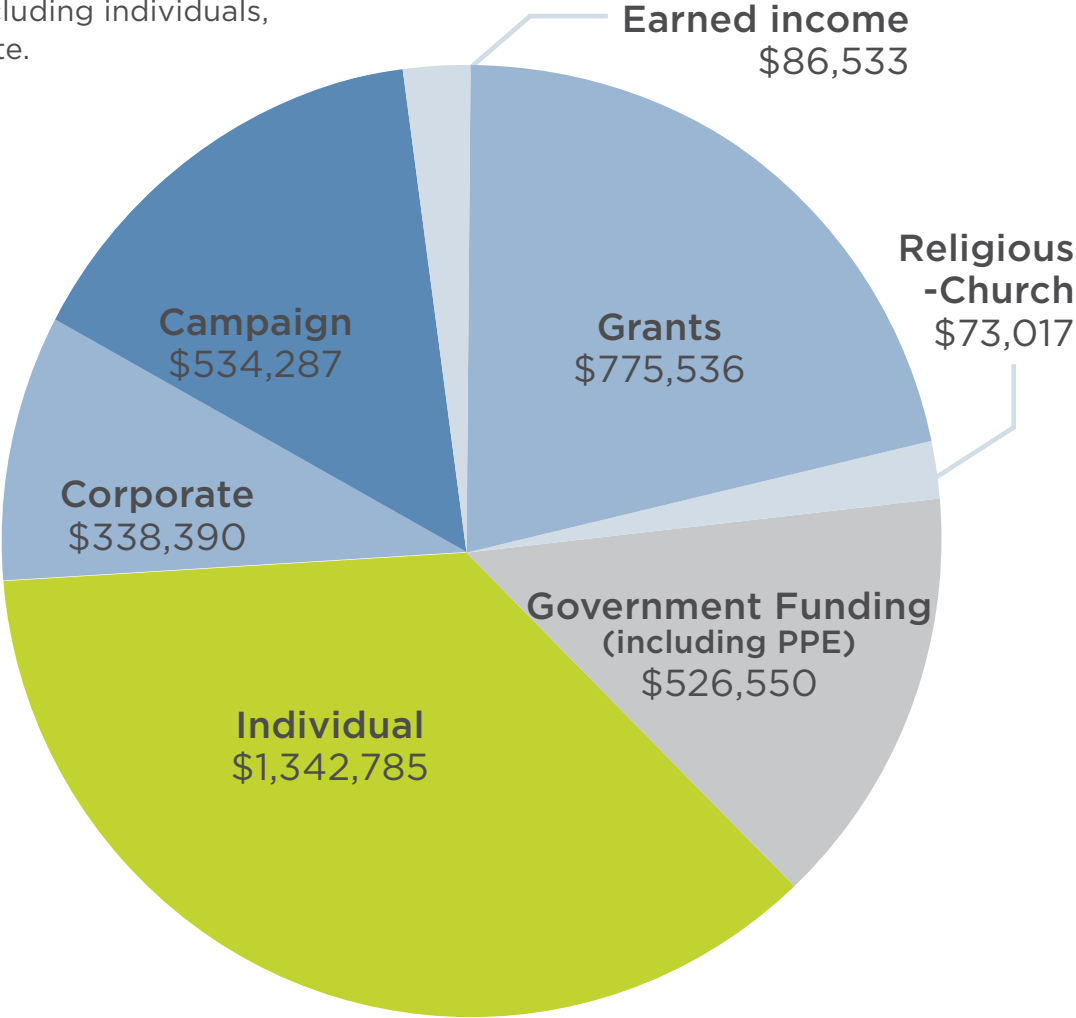




# Contributions

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

**Total: \$3,677,098**



# 2020 Board of Directors

## Executive Committee

### CHAIR

Doug Starcher  
Nelson Mullins

### VICE CHAIR

Christine Stewart  
AdventHealth

### IMMEDIATE PAST CHAIR

Lisa Schultz  
CNL

### RECORDING SECRETARY

Michael Aitcheson  
Christ United Fellowship

### TREASURER

Blake Hostetter  
CliftonLarsenAllen LLP

### MEMBER AT LARGE

Nick McKinney  
Foundry Commercial

## Board Directors

Ritsy Carpenter  
Community Volunteer

Bethany Goodman, APRN  
Community Volunteer

W. Bryce Hagedorn, PhD, LMHC, NCC,  
MAC, QCS (FL)  
University of Central Florida

W. Marvin Hardy IV, M.D.  
Grace Medical Home

Ashley Kelly, APRN  
Community Volunteer

Marilyn King  
Community Volunteer

Sheryl Moorhead  
AdventHealth

Dianna Morgan  
Community Volunteer

Michele Tynes Napier  
Orlando Health

Paul Scheck  
Shutts & Bowen LLP

Yvonne Sweeney  
Walt Disney World

Ricky Vescovacci  
Community Volunteer

## Trustees

Ritsy Carpenter

Kirsten Carter, M.D.

Rick Fletcher

W. Marvin Hardy IV, M.D.

Marilyn King

Michael Middleton, M.D.

Dianna Morgan



PRAY



VOLUNTEER



DONATE

1417 East Concord Street  
Orlando, FL 32803

407-936-2785 | 407-936-2792 FAX

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

