



# Bethesda

HEALTH CLINIC

2020 Annual Report



# Dear friends,

It's hard to believe how far Bethesda has come since opening our doors in 2003.



2020 has been a year no one will forget. We have experienced a great number of challenges as we faced a global pandemic while serving some of the most vulnerable in our community.

We are blessed to say that Bethesda's doors stayed and we introduced new measures to adapt to healthcare in the times of COVID. The health and safety of our patients and staff was our top priority and we were able to add services like telehealth and an online admissions process to make healthcare more accessible to those we serve.

We have added more providers and even celebrated the addition of a bilingual counselor through a partnership with Samaritan Counseling Center.

Our "Wings of Hope" online event took the place of the annual Birthday Bash, and thanks to the generous and faithful supporters, we had a huge response. "Stories of Hope" were shared from our

patients and volunteers, communicating success stories that truly represent WHY we exist. The rate of Texans without health insurance rose again this year, making us once again the highest uninsured state in the nation. We have seen this first-hand through the growth of new patient numbers and the continued need for primary medical and dental care. Throughout this report, you will see some of our other accomplishments that WE can celebrate, for it is only by the support of the community that Bethesda is able to help so many.

We look forward to the future. Thank you for joining us in this journey.

John English, M.D.  
Bethesda Health Clinic CEO

## Board of Directors

<b>David Krafve, President</b>	<b>Randall Childress</b>
<b>Shannon Dacus, VP</b>	<b>Ramsey Starks</b>
<b>Amber Owen, Secretary</b>	<b>Charles Stone, D.D.S.</b>
<b>Josh Roberts, Treasurer</b>	<b>Todd Tutt</b>
<b>Aaron Fleet</b>	<b>Shelly Welch</b>
<b>Steve Hillis</b>	<b>Becky Western</b>
<b>Laurie Lehnhof-Watts</b>	<b>Sandra Owens</b>
<b>Michelle Carr</b>	<b>Katy Kummerfeld</b>
<b>H. Don Smith</b>	<b>Shane Butler</b>
	<b>Michelle Brookshire</b>

## Advisory Council

<b>Ken Dance, Chair</b>	<b>John Minton</b>
<b>Maxey Abernathy, M.D.</b>	<b>Mac Moseley</b>
<b>Harold Beaird</b>	<b>David Nichols, D.D.S.</b>
<b>Jerry Caddy</b>	<b>Ron Pinkenburg, M.D.</b>
<b>Tracy Crawford</b>	<b>Bill Skillern</b>
<b>Sam Houston, M.D.</b>	<b>John Soules</b>
<b>Barry Jones</b>	<b>William Starling, M.D.</b>
<b>Rich Knarr</b>	<b>Patrick Thomas, M.D.</b>
<b>Thomas Lowery, M.D.</b>	<b>Rev. Pike Wisner</b>

# *Our* HISTORY

The idea for Bethesda was born in 1999 when Dr. Michael Massar, Pastor of the First Baptist Church in Tyler, Texas, received a call from a local physician who was interested in setting up a community clinic at the church.

Dr. Massar was inspired to help and soon reached out to other clergy in the area to see if they were interested in a more ambitious idea – a multi-congregation, shared health ministry. Years earlier, a parishioner named Porter Skidmore had donated an 11,000-square-foot building to First Baptist, and this could serve as the home of the ministry. A steering committee and board were formed, and they agreed to move forward as quickly as possible by renovating a 3,000-square-foot area in the Skidmore building. Donations of furniture, lab equipment, supplies and money poured in, and Bethesda opened its doors on September 6, 2003. Two doctors and four nurses were on duty. Thanks to the generosity of early contributors and a sizable gift from an anonymous donor, remodeling continued and the clinic expanded its capacity dramatically. By the end of 2004, the clinic had logged nearly 4,800 patient visits.



Large scale remodeling of the rest of the building was finished in January 2004, and the clinic began expanding its services beyond primary care services to include cardiology, gastroenterology, gynecology, podiatry, orthopedics, psychology, dentistry, physical therapy, ophthalmology, endocrinology, rheumatology, pulmonary, neurology, nephrology, physical medicine and rehabilitation, EKG, diabetes, radiology and lab work.

In 2015 the clinic once again underwent large scale remodeling. The David F. Nichols, DDS dental clinic came into being and expanded dentistry capacity greatly with the addition of two dental chairs and a hygienist chair for a total of 5 dental spaces. The Harold B. Cameron, MD medical clinic was formed and several additional exam room spaces were created to increase our capacity for primary care patients and some specialty visits, including a staff gynecologist available for Women's health services. More administrative office space was added as well by taking in the former front porch.

Increased accessibility to care for patients in need of mental health services was expanded in 2019 with the addition of an on-site counselor who sees patients each week. In 2020 Bethesda celebrated 17 years of successful operation. Since its inception, the clinic has served more than 11,000 patients and completed more than 125,000 patient visits.

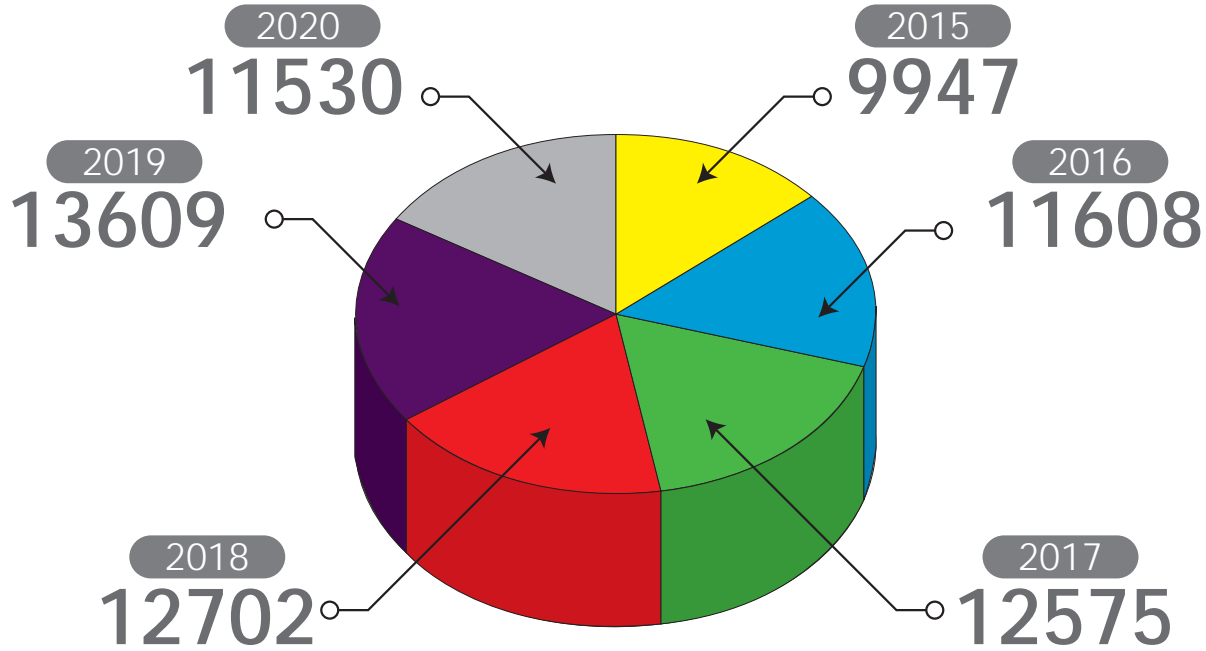
# 2020 ACCOMPLISHMENTS

- ★ **2020 Gold Rating from the National Association of Free and Charitable Clinics (NAFC) Quality Standards Program. By self-attesting that the organization has certain policies and procedures in place, it is able to highlight its commitment to providing quality care to patients.**
- ★ **Added an additional dental treatment room to serve more patients with emergency procedures and other dental needs.**
- ★ **Launched monthly giving circle, Pillars of Bethesda.**
- ★ **Added a new provider for medical and two new part-time dentists.**
- ★ **Created a telehealth platform for video/phone visits in order to provide services remotely due to COVID.**
- ★ **Moved admissions 100% online to limit the number of people in the building and provide more opportunities for people to apply for services.**
- ★ **Provided 300 free flu shots to patients.**
- ★ **Created a triage area at the front of the clinic to keep healthy/sick patients separate in the midst of COVID.**
- ★ **Helped facilitate a local grant request to screen and disperse \$500 payments to patients impacted by COVID through the loss of their job, but unable to receive unemployment. More than 300 Bethesda patients received this special one-time gift.**
- ★ **Raised more than \$3,500 for patients through the Patient Adoption Fund to provide assistance with copays and dental treatments.**
- ★ **Received the Guidestar 2020 Platinum Seal of Transparency.**

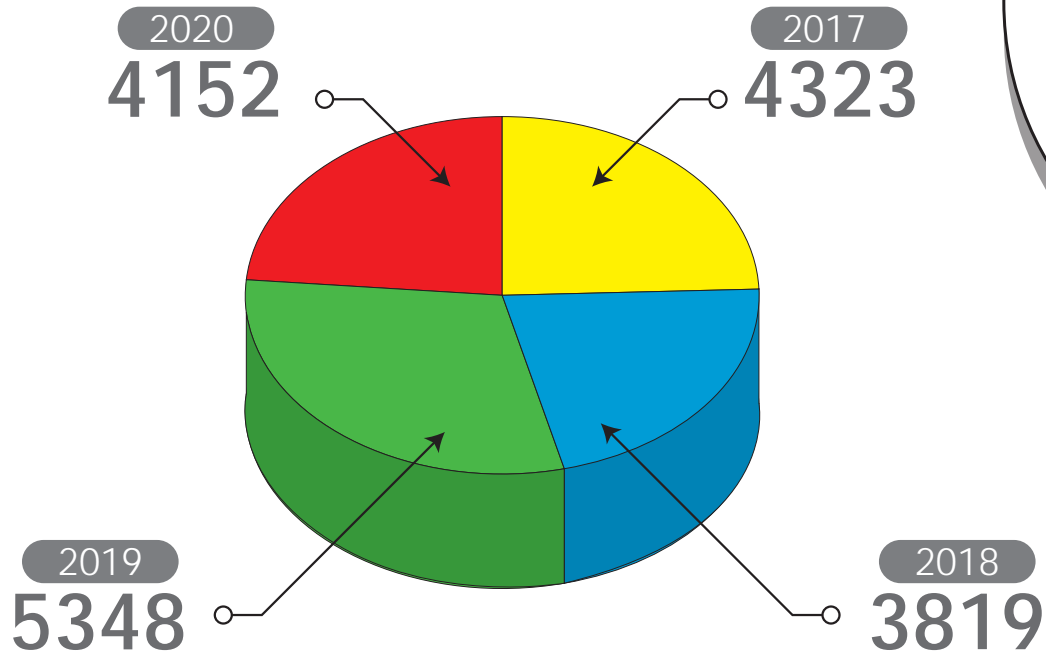
2020 was an extremely unique year due to the COVID-19 pandemic. Dental and medical numbers decreased due to quarantine and patients unable to keep their necessary appointments. Overall the year was very successful and Bethesda remained open with no closures. Televisits were added to help reduce the number of patients in the clinic and the admissions program moved to an online platform. We anticipate patient numbers to grow and exceed 2019 numbers in 2021 as more people are in need of affordable healthcare and routine appointments return to a regular schedule.

# 2020 STATISTICS

## MEDICAL PATIENT VISITS



## DENTAL PATIENT VISITS



More than \$11 million in medication assistance was given to patients in 2020.

The impact of COVID-19 significantly affected patient numbers, but visits expect to increase in 2021.

# GRAPHS AND DATA CONT.



*Average wait time: 13 minutes*  
*Average room time: 1 hour, 2 minutes*



*Counseling visits: 249*  
*XRay visits: 265*



*New patients admitted: 651*  
*Number of televisits: 194*  
*New patients: 776*

## DEMOGRAPHICS



*32% Male*



*68% Female*

## CITIES SERVED BY BETHESDA

ALBA, ALTO, ARP, ATHENS, BEN WHEELER, BIG SANDY, BROWNSBORO, BULLARD, CANTON, CARTHAGE, CENTER, CHANDLER, COFFEE CITY, COMO, COPPELL, CORSICANA, CROCKETT, CUSHING, DALLAS, DANGERFIELD, EDGEWOOD, ELKHART, EUREKA SPRINGS, EUSTACE, FAIRFIELD, FLINT, FORT WORTH, FRANKSTON, FRUITVALE, GARDEN VALLEY, GARY, GILMER, GLADEWATER, GRAND SALINE, GRAPELAND, GUN BARREL, HALLSVILLE, HAWKINS, HENDERSON, HIDEAWAY, HOLLY LAKE RANCH, HORSECITY, JACKSONVILLE, JOINERVILLE, KAUFMAN, KEMP, KERENS, KILGORE, LAKE CREEK,, LANEVILLE, LARUE, LEESBURG, LEWISVILLE, LINDALE, LINDEN, LOG CABIN, LONGVIEW, MABANK, MALAKOFF, MARSHALL, MESQUITE, MINEOLA, MT PLEASANT, MT VERNON, MT. ENTERPRISE, MURCHISON, NACOGDOCHES, NASH, NEW LONDON, NEW SUMMERFIELD, NORTH RICHLAND HILLS, ORE CITY, OVERTON, PALESTINE, PITTSBURG, POINT, QUITMAN, REKLAW, RUSK, SPRING, SULPHUR SPRINGS, TERRELL, TEXARKANA, TRINIDAD, TROUP, TYLER, VAN, WACO, WAKE VILLAGE, WASKOM, WHITE OAK, WHITEHOUSE, WICLCENBURG, WILLS POINT, WINFIELD, WINNSBORO, WINONA, YANTIS

# Specialty Services provided in 2020

*"High quality services  
for high quality people"*

Orthopedic

Neurology

Physical Therapy

Podiatry

Hematology

Gynecology

Respiratory

Chiropractor

Ear, Nose & Throat

Rheumatology

Radiology

Dermatology



# Our VOLUNTEERS

Volunteers are the backbone of Bethesda Clinic by providing crucial medical, dental and administrative services. Our volunteers include doctors, nurses, x-ray technicians, dentists, dental assistants, surgeons, receptionists, and many more. Volunteers at Bethesda are dedicated and compassionate, and they share in accomplishing our mission. Every volunteer provides a service that has real value to the clinic and to the patients we serve.

**“I love to volunteer. If I have a talent I want to put it out there and serve the community. I am very passionate about serving the Hispanic population and providing medical services in their language. It is an amazing place to provide your services, and there are so many in need. I didn’t know there was such a huge need until I started volunteering and now my question is – why aren’t there more volunteers? Volunteering makes me remember WHY this is my vocation.”**

**- Dr. Cris Berlingeri, Dermatologist**





2020 VOLUNTEER *totals*

TOTAL

**active**

**322**

VOLUNTEERS

**9362**

VOLUNTEERS

**hours**

*SERVED*

saved

**LABOR**

**\$342,528.14**

costs

Participating Clinics



**9**

TOTAL

**Saturday**

clinics

# Our Core Values

## Partnerships

We collaborate with others, including volunteers, members of the community, other nonprofits, churches, businesses, and donors, as needed to achieve our aims.

## Adaptability

We remain open and responsive to new possibilities, and readily change as needed to realize those possibilities.

## Volunteerism

We view volunteers, who bring meaningful experience and deep passion, as an integral and essential part of our team.

## Excellence

We continually strive to enhance our effectiveness, understanding that this effort is an ongoing journey.

## Stewardship

We are thrifty and accountable, and make wise use of our resources.

## Reverence for Christ

We look to Scripture to inform everything we do.

**Colossians 3:17** And whatever you do, whether in word or deed, do it all in the name of the Lord Jesus, giving thanks to God the Father through Him.

A THRIFT STORE ON A MISSION

# Hangers of HOPE

## BENEFITING BETHESDA HEALTH CLINIC

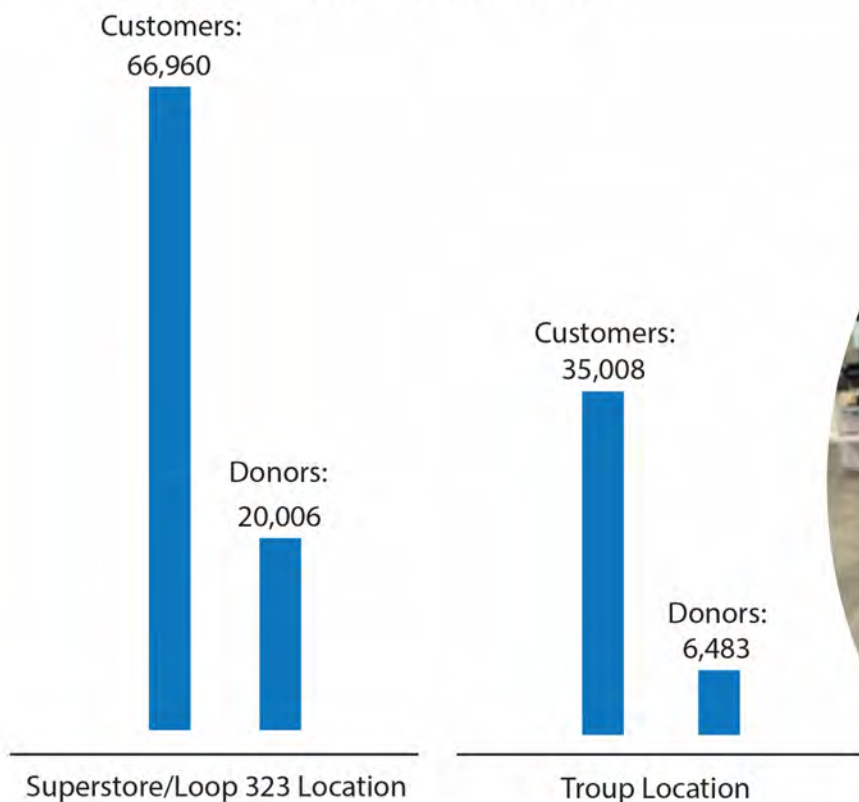
Hangers of Hope Thrift stores fund the mission of Bethesda Health Clinic by providing approximately 1/3 of the revenue.

Two stores operate, one on Loop 323 and one on Troup Highway by Chick-Fil-A.

In 2020 the stores suffered loss with the COVID-19 shutdown, but donations continued to soar and provide a substantial part of the Bethesda budget.

A third facility for production also opened in 2020 to help streamline donations for sorting and processing

### 2020 Numbers



# sources of funding

Bethesda raised over \$325,000 through 2020 special events!

## EAST TEXAS GIVING DAY

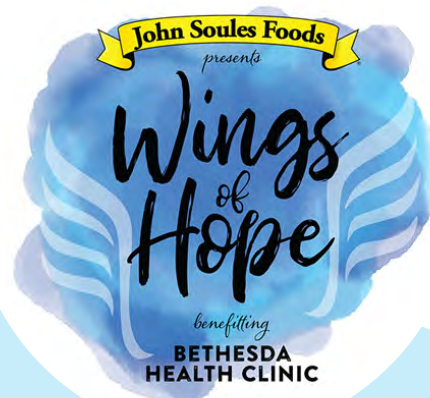


East Texas Giving Day is an 18-hour day of giving that provides critical funding for area nonprofits, including Bethesda. The purpose of an area-wide Giving Day is to bring the region together on one day and as one community, raising money and awareness for East Texas nonprofits. This initiative, organized by East Texas Communities Foundation (ETCF), provides citizens an easy platform to support the mission of local nonprofits that serve our many communities.

In 2020, Bethesda raised over \$70,000 in just 18 hours of giving by generous supporters in the community!

## Wings of Hope Virtual Event

2020 was a year of virtual events. The annual Bethesda Birthday Bash was cancelled and instead a virtual event was held to share stories of hope from patients and spotlight the mission of the clinic. The event was hosted by the Bethesda Alliance and the chair was Gina Butler.



On December 1, #GivingTuesday was held in conjunction with Tyler Gives, an event spearheaded by the United Way of Smith County to encourage the kickoff of the giving season. United Way generously offered a \$50,000 matching grant to local United Way agencies and Bethesda received \$13,000 in matched funds!



**The Doctor Luke Society** was created to honor doctors who have consistently provided quality care for those in need. The Society was named for Luke who was referred to as “the beloved physician” (Colossians 4:14). Members of the Society show that same loving, caring spirit as did Luke.

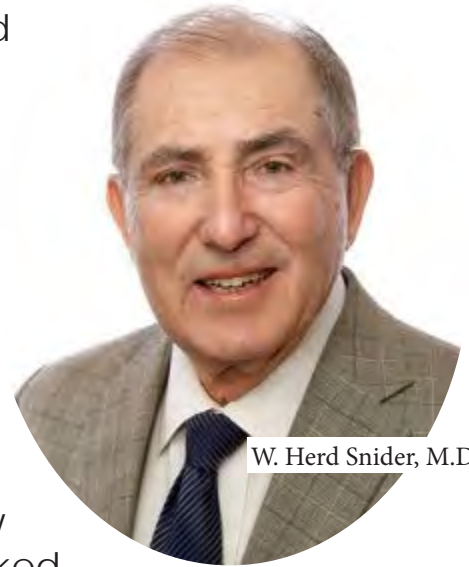
This is manifested in their desire and work to reach out to the medically underserved residents in our community.

On Feb. 22, 2020, Bethesda Health Clinic welcomed W. Herd Snider, M.D., and James Cotton, M.D. into the Doctor Luke Society. Dr. James Cotton is a nephrologist who helped found The Centers for Kidney Care in Tyler, where he has worked since 1978.

Dr. W. Herd Snider is a retired anesthesiologist who practiced in Tyler for over 30 years and currently serves as the Director of Cardio Pulmonary Rehab with UT Health East Texas.



James Cotton, M.D.



W. Herd Snider, M.D.



# PATIENT

# Testimonials

“Bethesda  
does a  
wonderful  
job!”

“Honestly I don’t know what I would do without Bethesda. My medication is very expensive and I could never afford it. Bethesda does a wonderful job!” - Sondra Daniels

“Our family is thankful for Bethesda Health Clinic, for helping get our daughter back on track with her health. You and your staff have been extremely kind, helpful and encouraging. Thank you!!!” - Carol Levy

“I’m thankful for y’all! If it wasn’t for you guys my health would be a serious problem. But because of you guys I am in tip top shape. Thank you.” - Lyndsay Richards

“...because of  
you guys I  
am in tip top  
shape.”

“I could  
never afford  
this without  
Bethesda,

“I could never afford this without Bethesda,” she says. “They are the most awesome people I have ever met. They are patient and caring and I am so excited!” – Angelia McGowan

“I grew up in a single parent household and, for us, a simple thing like a cold or a visit to a doctor was an economic disaster for my family...I think the work they provide to Smith County and our residents is wonderful.”

Shannon Dacus - Bethesda Board Member & Community Volunteer

“We are very blessed and thankful for you guys. We pray for the clinic every week and share the word about the clinic with others. It’s amazing that this service is here for people like us!” - Raquel Rivera

## **VOLUNTEER**

Help others and make a difference by volunteering your time and talents at Bethesda. We are always in need of medical staff, receptionists, admissions volunteers and translators.

## **DONATE**

Financial contributions are heavily depended on as Bethesda receives \$0 in federal or state funding. Your gift will support hope and healing in our community. Give once or join our monthly giving circle – Pillars of Bethesda – with a monthly financial contribution as low as \$10/month.

## **SHOP & DONATE ITEMS**

Hangers of Hope Thrift Stores fund the mission at Bethesda and make up 1/3 of our annual budget. Donate items and shop at two convenient locations – Loop 323 by Kawa's and on Troup Highway by Super 1 Foods.

## **PLANNED GIVING**

To continue our ministry for the years to come, we must lay the foundation now. You can help ensure that Bethesda's ministry continues in the future by making a legacy gift. There are many ways to give to the future - a bequest in your estate plans, naming Bethesda as a beneficiary of your IRA or insurance plan, etc. Your professional advisor will help you find the vehicle that is best for you, your family and for Bethesda.

## **ADVOCATE**

Join the Bethesda Alliance and become a member of a group dedicated to fundraising and raising awareness for the mission of the clinic. This group meets for monthly luncheons and also hosts our largest annual fundraiser, the Birthday Bash.

## **SPONSORSHIP/EVENTS**

Attend or sponsor one of our fundraising events like the Birthday Bash, Doctor Luke Awards or Dia de las Madres.

## **AWARENESS**

Help us spread the word! Share our posts on social media (Facebook and Instagram), or invite us to speak at your group or church. Be creative! Together we can do so much!



# **Be A Partner for Health**

Thank you to the Practicum of Graphic Design students from the Career & Technology Center for designing the pages of our 2020 Annual Report.



**CAREER & TECHNOLOGY  
CENTER**

**Shawn Dunn  
Esau Gandarilla  
Chris Harris, Jr.  
Lorenzo Hinojosa  
Ezekiel Godair**

**Ethan Byers  
Brett Bennett  
Cris Martinez  
Trinity Woodard  
Zavion Gossett**



**TYLER ISD**

**SUCCESSFUL STUDENT OUTCOMES**



