

2010 Annual Summary



Faith Family Medical Clinic Annual Summary 2010

2010 Highlights

4,667 working uninsured patient served
11,517 patient visits

Winter

Opened administrative office next door to clinic
Operations manager joined team

Spring

Began Diabetes Education Classes
Hosted Representative Jim Cooper at FFMC
Musicians Day sponsored by MusiCares
Hosted Open House at the Clinic
Launched Walking Program
Hosted participants of Christian Community Health Fellowship conference

Summer

Began collaboration with Vanderbilt Ophthalmology Center to provide diabetic eye screenings
Conducted patient satisfaction survey
Introduced Church Outreach Program

Fall

Hosted 2nd Annual Birthday Breakfast to celebrate FFMC's 9th year of operation
Launched Journey to Health wellness initiative
New FFMC video created
Began transition to Electronic Medical Records
Musicians Day sponsored by MusicCares
Continued partnership with NAMA volunteers

2010 Patient Survey Results

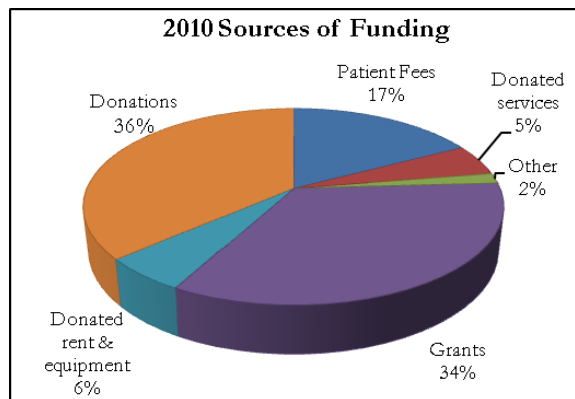
In 2010, Faith Family Medical Clinic conducted a patient satisfaction survey. Of our 226 respondents:

- 90%** made less than \$30,000 per year
- 66%** have been coming to Faith Family for at least 2 years
- 52%** have come to Faith family four or more times each year

Regarding the level of their satisfaction:

- 100%** top ratings (7-10) on all 19 indicators of success
- 97%** said that they would highly recommend Faith Family to others
- 96%** said that they are confident they are receiving the best possible care
- 92%** said they did not know what they would do if Faith Family were not available to them

2010 Sources of Funding



Patient Payments Versus Actual Clinic Costs

Average clinic cost per patient.....	\$112
Average patient payment.....	<u>23</u>
Difference	\$ 89