



# Seeing the Invisible and Excluded in Healthcare: Providing Healthcare Equity The Volunteers in Medicine Story Hilton Head Island, SC

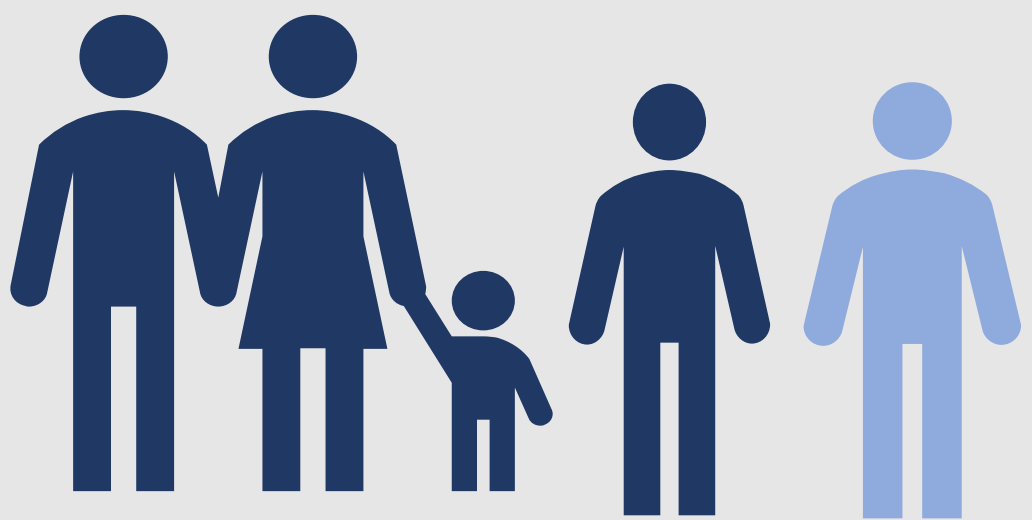
Lynne M. Hutchison, DNP, FNP-BC  
Raymond Cox, MD, Medical Director

## Our Mission

To understand and serve the health and wellness needs of the medically underserved population and their households, living or working on Hilton Head and Daufuskie Islands, SC

## Population Served

In 2017 provided **26,867** patient visits to **3,660** unduplicated patients. These are the working poor. >70% work or have a family member who does. Family incomes <200% of federal poverty guidelines.



**1 in 5**  
RESIDENTS OF BEAUFORT COUNTY, SC  
IS UNINSURED

## Meeting Triple Aim Measures:

### Improving Patient Experience & Quality

- Increasing access to care through 87 ViM clinics in 26 states
- Providing quality care with 100 providers covering 23 medical specialties and 5 chronic disease management programs

### Improving health of populations

- Measuring quality measures in a variety of programs including BP management, diabetes control, weight control, lipid screening & colorectal screening
- Mammogram screening program shows that 80% of eligible persons were screened

### Reducing per capita cost of health care

- \$2.5 million savings of uncompensated emergency room care by providing uninsured patients a place to obtain routine and episodic care
- \$7500 of donated pharmaceuticals through Dispensary of Hope results in a \$500,000 savings in prescription costs



## How is this accomplished?

*Volunteers: over 50,000 hours of service annually*

- >100 physicians
- 7 PA-C and NPs
- > 1 Nurses
- 21 Dentists
- 39 Specialized Personnel (Lab, PT, pharmacy, counselors, social worker, radiology, translators)

### Community Partnerships:

- Healthcare Community Donations including surgical, operatory and specialty services.
- Access Health Partnership = FIT Testing
- Mammogram discount program
- Donated pharmaceuticals
- Donated maintenance, construction, landscape, technology services

### Community Financial Donations

- Generous donations from businesses, individuals, and grants support the almost \$2.3 million annual budget
- Patients donate time, talent, and money
- Clinic receives no federal funding for services, patients are not charged for services



For more information click links below:  
[NBC Nightly News ViM Hilton Head Story](#)

[Volunteers in Medicine Hilton Head](#)