

3,600
Total Service Encounters

919
Total Patient Care Visits

728
Unduplicated Services
NAFCC Value

329
Unduplicated Medical Patients

103
In-house Dental Visits

11
Dental Vouchers
Including 4 denture vouchers.

35
Pairs of Eyeglasses

8
Eye Vouchers

774
Lab Tests
\$12,000 from Pathologist's Regional Laboratory

266
Point of Care Tests

138
Phlebotomy Draws

363
Pharmacy Patients

5,288
Pharmacy Medication Fills
More 90 days fills for individuals with transportation issues.

26
Flu Shots

\$286,187
CASH OPERATING EXPENSE

\$1.5 million
VALUE OF SERVICES

86
VOLUNTEERS

814
VOLUNTEER HOURS

561 PROVIDER HOURS



IN-KIND DONATIONS

\$55,954 Tri-State Memorial Hospital Medications

\$169,773 Americares Medications and Supplies

\$12,000 Pathologist's Regional Laboratory

\$156,755 Direct Relief Medications & Medical Supplies

\$329,474 Community Medications & Medical Supplies



DONATED & REDIRECTED SUPPLIES TO:

Hands for Hope in Nampa, ID
Deary Food Bank
Clarkston Senior Center
Skilled Nursing Facilities
Disability Action Center
LCSC Nursing Skills Lab

Community Action Food Bank
WSU Veterinary School
Asotin School District
Lions Club
Pure-Tone
Life Choices



VOLUNTEER TRAINING PROVIDED:

1 Integrated Behavioral Health Certification	3 Integrated Oral Health
2 Mental Health First Aid Scribe Training	13 Suicide Prevention

POSITIVE IMPACT STUDY RESULTS

FULFILLING A SIGNIFICANT HEALTHCARE GAP IN OUR REGION

Snake River Community Clinic (SRCC) recently completed an impact study to determine the kind, and quality, our intended impacts were having in the community and what aspects of our program were effecting change.

One-on-one interviews and surveys were conducted with our patients. Findings showed that the services provided by the Snake River Community Clinic have had a much greater impact than we had envisioned! Integrated healthcare brought about better health outcomes and improved the quality of life and health of patients. Patients told us they had improved health, sense of community, belonging, and felt supported.

Our interdisciplinary approach (offering medical, dental, and behavioral health) contributes to patients feeling healthier and seeing improved health when following treatment plans from SRCC providers. They were also significantly less stressed knowing they received free, quality healthcare. The commitment of time offered by

our providers made patients feel they were committed to improving their health and the health of the community.

UNDERSERVED POPULATIONS DEVELOP A HEALTHCARE SUPPORT NETWORK. Patients feel that SRCC fills a significant healthcare gap in our community allowing them to meet most all their preventive and primary care needs in one central and convenient location. Access to a wide variety of services through SRCC, including labs, imaging, vision, foot care, medical care, medications, behavioral health, restorative dental, and some specialty care (by community donation) has contributed to patients referring others in the community to SRCC.

“My connection to the free clinic made me take more of an active role [in my health] and not because I have to, but because I want to.”
-SRCC Patient

PATIENTS IN RURAL COMMUNITIES HAVE RENEWED FAITH IN HEALTHCARE SYSTEMS. Patients reported feeling acknowledged and affirmed by SRCC providers and staff. When their needs are met with attention, empathy, and respect it translated into improved relationships with

FREE QUALITY HEALTHCARE SERVICES

Bridging the gap in healthcare for the uninsured, low-income and underinsured residents in the Lewis-Clark Valley and surrounding region.

215 10th Street
Lewiston, Idaho

(208) 743-5899
www.srccfreeclinic.org



HEIDI BURFORD-BELL
Executive Director

LETTER FROM THE DIRECTOR

In 1996, I took on the challenging "I Made the Grade" annual bicycle ride, covering 18 miles and conquering over 2,000 feet of elevation gain. While my cousins and family sped ahead, my father remained by my side throughout the entire journey. A formidable cyclist with a competitive spirit, my dad supported me even as I climbed at a snail's pace up the hill. At the summit, he gave me a powerful push to finish strong and potentially overtake the rider ahead. In an unexpected turn, he toppled over while propelling me forward, only denting his pride. Grateful for his unwavering presence, I learned that how we show up for others truly matters.

This story resonates with the ethos of the Snake River Community Clinic, a collective gift to the community by the community. In a challenging year like 2023, individuals globally faced hardships, yet your continued contributions of time, resources, and money to causes like the Snake River Community Clinic are commendable. Thank you for demonstrating solidarity and aiding us in completing this demanding year.

However, it is crucial to highlight that our commitment to others should not compromise our own health and well-being. There are instances when relying on others becomes necessary. In 2023, I witnessed the premature departure of patients, friends, and family, but the inspiring response of people stepping forward to care for each other underscored the importance of a supportive community during difficult times.

This year, we delved into assessing the clinic's impact with support from the PacificSource Foundation and the research consulting group, Dialogues in Action. We are excited to share the results with you, acknowledging both the achievements and recognizing the work that lies ahead. Until everyone has the opportunity to attain their best health, SRCC remains steadfast until the finish.

VOLUNTEER SPOTLIGHT

SERVING THE COMMUNITY By Carol Ellis, NP-C

I have been volunteering at Snake River Community Clinic since I became a Nurse Practitioner in 2007. Sometimes it was hard to come in after working all day, but I was always glad that I did. I kept volunteering because I believe that everyone should be able to access healthcare without it being a financial hardship. People shouldn't have to choose between medicine or food. At Snake River Community Clinic I can ask people to come in as often as is helpful to make changes to medication or other follow up, without worrying about the cost. It is wonderful to be able to practice healthcare and not worry about billing and coding, just providing the best care possible.

Healthcare in America is very expensive and many working families are not offered health care with their jobs and cannot afford to purchase it independently. Snake River Community Clinic is here to help meet that need. The care we can offer has improved and expanded over the years and I am privileged to be able to serve at Snake River Community Clinic.



CAROL ELLIS, NP-C
SRCC Volunteer

"I learned that you have to treat the whole person, not just the [affected] limb...That is how you truly take care of people."
-SRCC Patient & Volunteer

CONTINUED: FULFILLING A SIGNIFICANT HEALTHCARE GAP IN OUR REGION



"If it wasn't for you guys, I don't even know if I'd still be here."
-SRCC Patient

providers as well as positive health outcomes. This led to patients recommending SRCC to others who felt hopeless or at-risk about their health. SRCC has seen significant improvement in the last few years. However, there are still unmet needs. Some barriers to treatment that were identified:

- Access to, and cost of, specialized testing, imaging, and referrals.
- The need to address social determinants of health with a designated case manager.
- Healthcare insurance remains unaffordable until universal healthcare, or some other option, is available.

We hope to implement other small changes such as welcome packets, resource accessibilities, service standards policy and training, peer support, specialty recruitment, translation services, and spiritual care. More outreach is needed to recruit specialty care providers.

In the meantime, we are truly thankful that patients find hope and support at the clinic. If you would like to help further our impact among the underserved in our region, you can help bridge the gap by contributing supplies and money. And, most importantly, if you're a medical professional, your time. If you are interested in volunteering fill out our form and learn more online at www.srccfreeclinic.org.

SUPPORT OUR MISSION

We are a free 501(c)3 nonprofit clinic. Your donations are deductible as charitable contributions and help to serve others. Monetary, medical equipment, and medical supplies are needed and accepted at the clinic.

MAIL/DELIVER YOUR DONATION
Snake River Community Clinic
215 10th Street
PO Box 6
Lewiston, ID 83501

DONATE ONLINE
www.srccfreeclinic.org



87%
LEARNED THEY CAN RECEIVE MULTIPLE HEALTHCARE SERVICES TO MEET THEIR NEEDS

81%
FELT THEY WERE IN SUBSTANTIALLY BETTER CONTROL OF THEIR HEALTH

94%
FELT MORE CONFIDENT IN THEIR HEALTHCARE PROVIDERS

87%
OF ADVOCATE MORE FOR THEIR HEALTH BECAUSE OF COMING TO SRCC

IMPACTFUL PATIENT RESULTS

- + Patients are taking ownership of their health.
- + Patients felt welcome and safe and were able to develop trusting relationships with their healthcare provider. Prior to coming to SRCC, they felt unimportant and that quality healthcare was unavailable to them.
- + Many patients said they improved their diets, began exercising, and increased their water intake.
- + Patients' mental, physical, and/or oral health improved because of integrated health services.

