



[ourladyofhopeclinic.org](http://ourladyofhopeclinic.org)

# Our Lady of Hope Clinic Annual Report

## April 2012-May 2013

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# Our Lady of Hope Clinic 2012-2013 Annual Report

## Executive Director's Message



On behalf of all of us at Our Lady of Hope Clinic, including our staff, board of directors, and volunteers, I am pleased to update you on the growth of the Clinic over the past four years. I would like to begin by sincerely thanking our benefactor patients, especially those who have been with us since the Clinic was first established, for your ongoing faith in our mission. I would also like to thank the many generous donors who have chosen to support our ministry. Because of you, we have been able to continue to provide authentically Catholic medical care to all of our patients, and free primary medical care to the men, women and children in our community who do not currently have medical insurance.

As we celebrate our fourth anniversary of providing free care to the uninsured, we look back on the many changes the Clinic has undergone since 2009. Firstly, my former partner and our co-founder, Dr. Anne Volk Johnson left OLHC at the end of 2011 to focus on her family responsibilities. Dr. Anne is doing well, and continues to support the Clinic. I remain eternally grateful to Dr. Anne for her help and expertise in establishing our Clinic.

With Dr. Anne's resignation, and an increased demand for our free services, the Clinic's board of directors recognized the need for more consistent clinic hours, and voted to make me a full-time provider at the beginning of 2012. This has led to easier appointment scheduling for all of my patients, particularly my uninsured recipient patients as they have walk-in appointments available to them four days each week. My benefactor patients can continue to contact me at any time due to the concierge nature of our relationship.

My full-time status has also increased my availability for our Natural Family Planning patients. Our consultations in Na-Pro TECHNOLOGY reflect Catholic medicine at its best as we help women and couples to conceive through safe, natural and, medically ethical means—the perfect marriage of cutting-edge science and women's health care that respects and preserves the Culture of Life.

I continually thank God for His guidance and His blessing of Our Lady of Hope Clinic. And I thank our supporters for making 100% Pro-Life medicine available in Dane County.

In Christ,

A handwritten signature in black ink that reads 'Michael Kloess'.

Michael Kloess, MD  
Executive Director  
Our Lady of Hope Clinic, Inc.



## Our Lady of Hope Clinic 2012-2013 Annual Report

### An Innovative Response to Health Care Challenges Facing the Nation

Our mission is to serve the community of Madison by establishing a self-sustaining non-profit organization for the delivery of free outpatient healthcare for uninsured persons ineligible for county, state or federal welfare programs, consistent with the Catholic healthcare tradition.



### Our Lady of Hope Clinic and the Patient Protection and Affordable Care Act

At Our Lady of Hope Clinic, we are often asked how the Patient Protection and Affordable Care Act, or “ObamaCare” will affect our Clinic. The truth is, we just don’t know yet. At the time of this report’s publishing (June 2013), we are still waiting for the bill to be implemented to know exactly what effect, if any, it will have on our uninsured patients. What we do know is that the majority of our uninsured recipients are the “working poor.” This means most of them are employed, however they are often also underemployed, working too few hours at any one job to receive employer sponsored health insurance. But their income disqualifies them for government sponsored health care programs, so they slip through the cracks and find themselves without access to a physician. While many would like to think that our free services will no longer be needed once ObamaCare is implemented this fall, the reality is that the government cannot legislate away poverty. There will always be a need for free medical care for the poor and uninsured, and it is entirely possible that the demand for our services will increase as more people slip through the cracks of government-funded and legislated healthcare programs.

Additionally, as a Catholic Clinic dedicated to Building a Culture of Life, Dr. Kloess remains committed to practicing medicine that is consistent with the Catholic healthcare tradition. Because Our Lady of Hope Clinic does not bill any medical insurance including government sponsored health insurance, and because we seek out support from partners who agree with our mission to provide free 100% pro-life health care to the uninsured, our Clinic is free to provide medical care that is consistent with the teachings of the Church.



## Our Lady of Hope Clinic 2012-2013 Annual Report



### Hope for the Uninsured

In just four years, Our Lady of Hope Clinic has given away nearly 3,000 free clinic visits to the uninsured. Even as we anticipate that the number of uninsured we serve will increase, we are pleased that we have been able to continually improve our service to the uninsured. When the Clinic first opened, we were treating an average of two uninsured recipients each day. Currently, we are treating an average of seven recipients daily. Our goal is to never have to turn a patient in need away. Unfortunately, we do occasionally have to ask a recipient to return to the Clinic on another day, due to schedule overload. However, even when this is the case, our uninsured patients never have to wait more than a day or two to be seen. This is significantly better than the—in some cases—weeks to months long waiting lists of other free and reduced fee clinics in the area. One of the secondary benefits OLHC offers the uninsured is a referral to other services in the Madison area. The clinic has contributed to recipients' overall wellness by connecting patients to a wide variety of resources, including behavioral health counseling, smoking cessation programs, natural family planning classes, specialty care, rehabilitation services and prescription drug assistance.

Additionally, we have been able to add new services to OLHC's offerings. Perhaps most noteworthy for our recipients, has been the introduction of free laboratory services in the summer of 2012. At that time, our Clinic was given an in-kind donation from St. Mary's Hospital in which St. Mary's offers free laboratory testing for our uninsured recipients. The Clinic now has the capability to perform onsite blood draws, with the lab samples going to the Hospital's lab for analysis. This relationship has eliminated our need to refer our recipients to offsite labs for blood work and other basic lab tests, which were too expensive and kept our recipient patients from getting the care they needed. Currently, we are researching similar avenues for imaging services.



### Our Volunteers, A True Blessing



Volunteers Tara Levin, Diane Painter, Doris Kantos & Joanna Swinarska.



A student volunteer taking vital signs.



## Our Lady of Hope Clinic 2012-2013 Annual Report

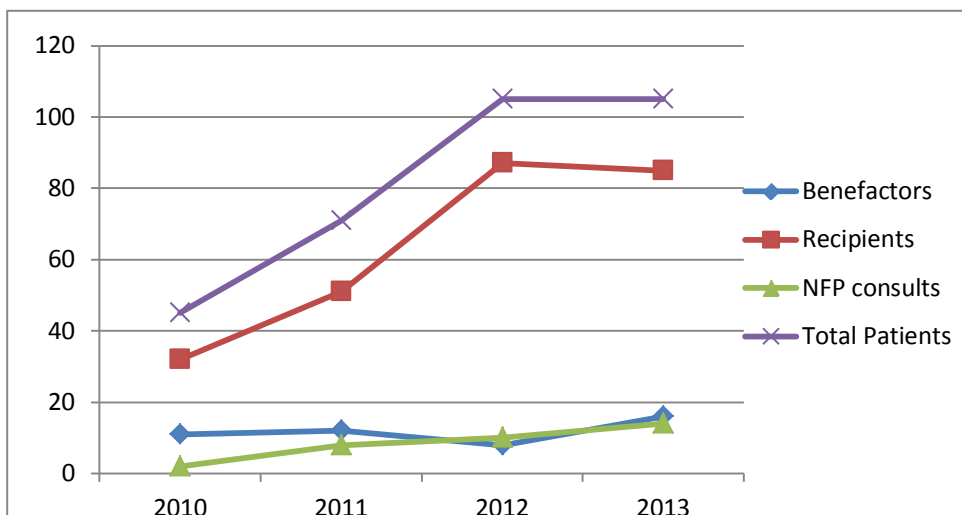
Our innovative approach to health care reduces overhead, keeping expenses low so our medical providers can devote their time and resources to providing personalized care to both benefactors and recipients. We retain one physician, a development director and a part-time bookkeeper as staff members. By not billing insurance companies, we do not spend time and resources processing bills and insurance claims. Instead, our time and resources are used to provide one-on-one attention and extended appointment times for our patients. The elimination of insurance considerations also allows Dr. Kloess to give patients—not insurance companies—the ability to make health care decisions.

Since the establishment of our Clinic, we have relied on volunteers to keep the Clinic running smoothly and our operating costs relatively low. Although there are some major costs that go along with running a medical clinic, such as malpractice insurance, and rent, our volunteers allow us to keep payroll expenses to a minimum. We currently have nearly forty volunteers assisting Dr. Kloess and his patients. These include Diane Painter and Michelle Whitfield, both RNs in St. Mary's Intensive Care Unit. Diane and Michelle have been with the Clinic since the beginning, and coordinate and train all of our volunteers, as well as volunteering their medical expertise. Other exceptional volunteers include Mary Tejada, our on-call (Spanish) medical interpreter, and Doris Kantos, who devotes her time to finding free or reduced-priced prescription medications for our uninsured patients. Without the dedication of all of our outstanding volunteers, we could not continue to offer free primary care to the uninsured.

### Patient Visits at Our Lady of Hope Clinic

Our Lady of Hope Clinic recipients continue to have a wide variety of backgrounds. We treat children, young adults, senior citizens, overseas missionaries, parolees and chronically ill patients. Among those who have gained the most from OLHC services are those suffering from long-term conditions such as diabetes and hypertension. The clinic has provided these patients a continuity of care that is not otherwise accessible to those without health insurance. Upon opening, OLHC required that at least 55% of our patient visits be allocated to the uninsured. That goal has been exceeded as more than 75% of clinic visits have gone toward the uninsured.

#### Patient Visits (Total Number in January of Each Year)



# Our Lady of Hope Clinic 2012-2013 Annual Report

## Benefactors Holding Steady

When OLHC was first established, our goal was to have 300 benefactors per provider to become and remain self-sustaining. Although this remains our goal, we have not yet reached 300 benefactors. Following Dr. Anne's resignation, we saw a slight decline in benefactors, which was offset, financially, by an increase in overall funding sources. By the first quarter of 2013, our benefactor base has increased significantly since its lowest point, and our funding base continues to grow with financial support coming from benefactor patients, individual donors, recipient patients, corporations and private foundations. In the four years since we opened we have never operated in the red. Our Lady of Hope Clinic is financially stable and remains selective about our funding sources as it is important to our leadership, including Dr. Kloess and our board of directors, to only accept support from sources that respect and reflect our Pro-Life mission. Furthermore, by increasing our funding base, Dr. Kloess is able to remain available to his benefactor patients at all times, and also have the availability in his schedule to see more uninsured patients than the clinic had originally projected. A win-win for all of our patients.

## Personal Stories

Dr. Kloess likes to point out that his goal for serving the uninsured is to keep easily managed conditions, such as diabetes, from spiraling out of control because of lack of access to a doctor. Once a recipient has been seen at OLHC, Dr. Kloess becomes that person's personal physician, and provides all of the medical treatment and follow-up care he or she may need. This is very unique to free clinics. Dr. Kloess has numerous uninsured patients with chronic conditions who depend on him to keep them healthy and out of our local emergency rooms. As a primary care physician, Dr. Kloess is not often treating patients with life-threatening medical conditions, however, as he is often the first doctor his uninsured patients have seen in a long time—years in many cases—he will occasionally see a patient who needs specialty care.

Last summer a woman came into the Clinic with a large mole on her back. She did not have insurance, and had not been to a doctor in over ten years. Dr. Kloess was immediately concerned and referred her to a free specialty clinic. As Dr. Kloess feared, his patient had melanoma. Because of his recognition of this aggressive form of skin cancer, the Dermatologist at the specialty clinic was able to treat this patient, and save her life. Everyone involved with Our Lady of Hope Clinic feels blessed to be able to serve our neighbors in such a meaningful way.

Dr. Kloess' benefactor patients have similarly moving stories. Last year, Dr. Kloess was able to help one of his benefactor patients conceive after several miscarriages. While this young woman was able to become pregnant, she had difficulty carrying a child to term. Since benefactors receive unlimited NFP consultations, Dr. Kloess was able to diagnosis her medical condition, and advise her on the best course to a healthy pregnancy. After her first trimester, Dr. Kloess stayed in close contact with his patient. The happy family welcomed their second son last December, much to the joy of the entire OLHC family. As the "miracle baby's" father explained, "One of the things that makes Our Lady of Hope Clinic so special is that Dr. Kloess spends so much time with each of his patients. He was there to answer every question we had, day and night, which helped to keep us calm. We also knew that he was praying for us. We are so grateful to Dr. Kloess for his knowledge of NaPro Technology. Our baby is living proof that Natural Family Planning works."





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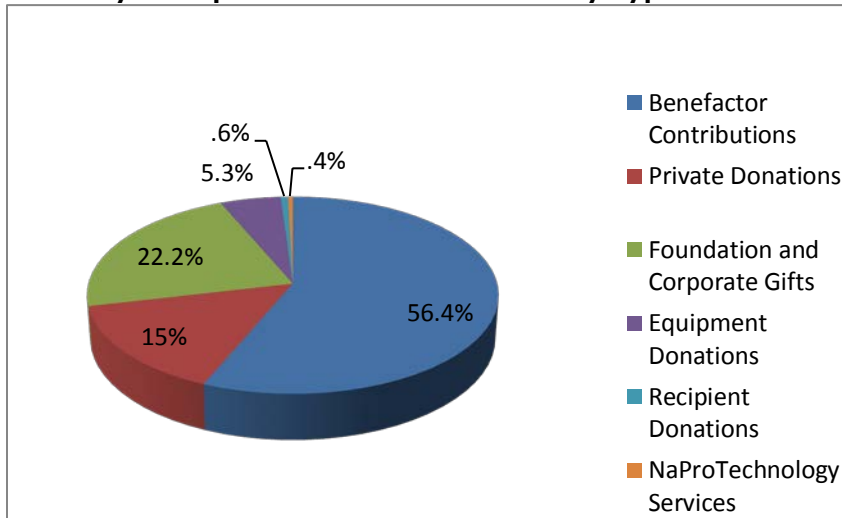
Dr. Kloess and his “miracle baby”.



## Benefactors and Major Donors

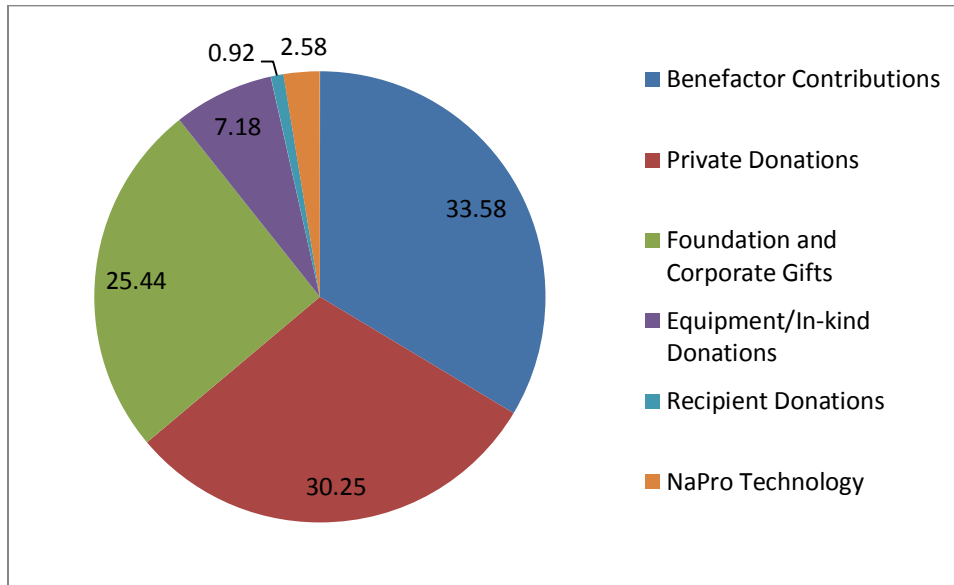
As a nonprofit charitable organization, Our Lady of Hope Clinic has federal and state tax-exempt status. The clinic does not accept government funding and is run entirely on donations from the private sector.

### Our Lady of Hope Clinic Revenue Sources by Type in 2010



# Our Lady of Hope Clinic 2012-2013 Annual Report

## Our Lady of Hope Clinic Revenue Sources by Type in 2012



### Benefactors

As of May 1, 2013, Our Lady of Hope Clinic has 100 benefactor patients who are eligible to receive all of their primary care from the clinic. Benefactor contributions constitute Our Lady of Hope Clinic's primary source of revenue and provide the necessary funds for serving the uninsured.

### Foundation and Corporate Donors

A substantial portion of Our Lady of Hope Clinic's work with the uninsured is done with the help of major gifts from foundations and corporations. The clinic thanks the following foundations and corporate donors for their support:

- Anonymous
- Epic Systems Corporation
- St. Mary's Hospital
- The Madison Diocesan Council of Catholic Women
- Pro-Life Wisconsin
- The Madison West Kiwanis Club
- Dental Health Associates
- Madison Downtown Rotary
- The Madison Diocesan Capital Campaign for Human Development
- St. Thomas More Parish
- Knights of Columbus Wisconsin State Council





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### A Look Toward the Future

As we look toward the future, we trust that God will continue to guide us. It is our hope that as our benefactor and donor base continues to expand; we will be able to add another part-time provider. We will also continue to make medical equipment purchasing a budgetary priority—and have added an EKG machine in the last two years—to provide our patients with the most state-of-the-art care possible, while always being mindful that fiscal responsibility is paramount to our growth.

In just four years of operation, Our Lady of Hope Clinic has undergone some major changes, while maintaining the Clinic's mission of providing free care for the uninsured, and 100% Pro-Life care for all. The Clinic opened at the height of the Great Recession, yet has managed to not only grow but to thrive. We have managed to become a much sought-after community resource with a reputation for providing compassionate care to everyone who walks through our doors.

