



“There are two ways to live:
you can live as if nothing is a miracle;
you can live as if everything is a miracle.

- Albert Einstein



In This Issue

Patient Profile	Page 2
On-site Laboratory	Page 4
Volunteer Recognition	Page 6
Rx: Create!	Page 7



NCH Online – Logged In

Check us out online –
www.northcoasthealth.org

Our new web site was launched in
September is up and running!

.....

We would love to include you on our
email list too – so don't hesitate to
sign up on our web site or by e-mail
to info@northcoasthealth.org.

.....

Friend us on Facebook –
www.facebook.com/ncoasthealth

.....

Tweet with us on Twitter –
[@ncoasthealth](https://twitter.com/ncoasthealth)

Board of Directors

John Griffiths, Chair
Keith Vanderburg, Esq., Vice-Chair
Lawrence E. Yunaska, CPA, Treasurer
Jay Carson, Esq., Secretary
Bill Backus
The Rev. Dr. James C. Butler
Tom Fraser
Thomas Gable
Mark Getsay
Bryan Gillette
Wendy Kieding
John Meyerhoffer
Michael Mitchell
C.J. Nock, MD
George W. Quil
Dan Scalabrino
Julius Skerlan
Michael C. Smith MD
Neil P. Smith, DO
Carol Sterba
Linda Stokes, PhD

Executive Staff

Lee E. Elmore
Executive Director
Philip E. Tomsik, MD
Medical Director
Milijana Sucevic, BSN, RN
Clinical Director
Ellen C. Ospelt, RN, BS, CDE
Development Director



letter

from the executive director

Dear Friends:

“Start by doing what is necessary, then what is possible, and suddenly you are doing the impossible” – St. Francis of Assisi

As we wind up the year, it is with much excitement that we look back at all the changes for 2014. Change – for North Coast Health has been a celebration of opportunity.

Our name change to North Coast Health (NCH) is complete. Signage was updated and materials have been revamped with the change. Our mission and vision are strong and intact along with our core values of faith, excellence, stewardship, compassion and teamwork. Our healing ministry of serving the most economically vulnerable in our community is stronger than ever. It is our belief that health care is a basic human need – and the inability to pay should never be a barrier for anyone.

Health care continues as an ever-changing environment and North Coast Health has moved forward with courage and continues to “stand in the gap.” It is imperative that we continue to provide quality care and improve access for those in need in our community. It is a privilege to witness the miracles that happen every day.

We thank you for helping us do what is necessary; making our services possible-- together we have accomplished the impossible.

With Warmest Regards,

A handwritten signature in black ink that reads "Lee E. Elmore".

Lee E. Elmore
Executive Director

In Memoriam

North Coast Health would like to take a moment and remember our friend, mentor and supporter Brian M. King. Brian was committed to North Coast Health by serving as a member of the Board of Directors for 22 years, 10 of those years as Board Chair. Brian died on July 8, 2014. In memoriam of his life and his dedication to North Coast Health, First Federal Lakewood has given a generous grant to honor Brian. These monies along with other donations in his honor will be used for scholarships to the Beck Center for the Arts, to start a Creative Arts therapy program for NCH patients. Brian is greatly missed, and his work and his generosity of time and talent was an inspiration to us all.



Patient Profile: Kim Miller



Past Struggles; Now Serving Others in Need

It is 6:30, on a Tuesday night at North Coast Health, and Kim Miller is here volunteering as a nurse in our evening clinic.

Kim has had times of struggle, and actually at one time was a patient at NCH. In 2009, he was working full time and had been laid off. A cascading amount of life changing events followed, with marital strife, the death of his sister, divorce from his wife of 18 years, and the death of his father. He had challenges, and states, “they always say God can never give you more than you can handle...I was not so sure...it was a dark time in my life.”

When he lost his job in 2009, he called his physician at the time, and was told that he could “self-pay for his visit, at a cost of \$135 a visit.” Out of work, back in school, and struggling to make ends meet, he turned to North Coast Health for support.

Kim shared that “North Coast Health means an organization of people coming

together to give back to society, to share with others, providing hope, medical care and understanding.” With tears in his eyes, he says, “Dr. Tomsik and the staff are amazing. I told my struggles, and they were non-judgmental...I never felt like a number...they took the time with me...they really cared.”

North Coast Health was there to support Kim, through counseling and getting his life back on track.

Today, he is engaged, planning on getting married in August of 2015, working fulltime, completed his childhood dream of being a nurse and is looking forward to finding a career in nursing. He is volunteering at North Coast Health to be there to help others who are in the same challenges, to share with them, “stick in there...I am proof positive that things can turn around!”

“

“I told my struggles,
and they were
non-judgmental...
I never felt like a
number...they took
the time with me...
they really cared.”

In compliance with the Health Insurance Portability and Accountability Act of 1996, information about specific patients is shared with their expressed written consent.

Our Annual Campaign 2014

Join us in providing care to those in need by contributing to NCH's 2014 Annual Campaign!

Despite the many changes transforming our nation's health care system, the need for our services continues. There are still families having to make the choice between paying their utilities and purchasing the medications they need. There are still people who cannot afford the deductible or copay that their insurance plans require before they can see a doctor when they are sick.

Your gift helps ensure that we will be here with our doors open to keep helping people in our community. All donations are tax-deductible. Return the enclosed gift envelope or make a donation at www.northcoasthealth.org



How your contribution helps

- \$10:** Purchases a pharmacy gift card to assist a patient unable to afford their Rx drug co-pay
- \$40:** Provides two months' supply of insulin syringes for one patient
- \$85:** Provides monthly diabetic test strips for 10 patients
- \$150:** Provides a nurse visit for seven patients
- \$250:** Provides an A1C Test cartridge for 35 patients
- \$400:** Provides a primary care medical practitioner visit for 5 patients

Holiday Toiletry Drive to benefit North Coast Health Patients



For the third consecutive year, First Federal Lakewood is partnering with North Coast Health to collect toiletries for our patients. NCH is committed to providing not only top quality health care to the medically underserved, but also to providing comforts like toiletries and personal care items.

Needed items include new toothbrushes, toothpaste, soap, deodorant, feminine hygiene products, shampoo, lotion, pocket size facial tissues, etc. Trial- and travel-size products as well as full-size items are both welcome.

Donations may be dropped off November 28 through December 31 during regular banking hours at the following First Federal Lakewood branches:

Lakewood | 14806 Detroit Avenue

Avon | 36839 Detroit Road

Garfield Heights | 12648 Rockside Road

North Olmsted | 26624 Lorain Road

Olmsted Township | 26908 Cook Road

Westlake | 2035 Crocker Road

Donations can also be delivered to North Coast Health, 16110 Detroit Avenue, weekdays between 9:00 a.m. and 4:00 p.m.

No contribution is too small and every little bit helps!

Happy Local Holidays

Inspired twenty-nine years ago by Peet's Coffee & Tea employees, the Holiday Donation Program is a way to give back to its community. Each store selects a local, non-profit organization to receive the donations made by customers the week leading up to Christmas. Peet's will match the amount that each store collects – up to \$750 per store.

North Coast Health is honored to have been selected by the Lakewood store employees as their select charity this year.



Beginning December 17, you can visit Peet's Lakewood at 15105 Detroit Avenue and make a donation. As a way to celebrate community with its customers, Peet's will also serve free drip coffee and tea all day on December 24. Come warm up with Peet's over the holidays!

Thank you to the baristas at Lakewood's Peet's for nominating NCH!

Because of YOU...

Meet the new Piccolo Xpress Point-of-Care Testing Machine!

Saving time, making care more accessible, with point of care testing at NCH!

At the recent Celebration of Caring, the Fund-a-Need paddle raiser program raised monies to purchase a point of care chemistry analyzer. What does that mean? It means we will have the ability to do point of care laboratory testing at each visit. As we know, access can be a barrier to getting needed tests completed. Having our own testing equipment will allow us to test, review and treat on site.

Thank you all for supporting the Fund-a-Need campaign!



The Meal that Heals

Players on Madison served another delicious meal to benefit NCH. A full house was present, with over 175 people in attendance. All enjoyed the food, festivities and cheer to recognize the importance of serving those most in need in our community.

Thank you to Players for continuing their commitment to NCH! We so appreciate their support – and, of course, their cooking too!

25% of the food sales from the night were donated to North Coast to continue providing hope and support to our patients.

Save the date: Meal that Heals 2015 is Monday July 6th!



Celebration of Caring

Another Year of Providing Hope to those We Serve

What a night! More than 300 people turned out to celebrate at North Coast Health's annual Celebration of Caring gala held at LaCentre in Westlake on August 28, 2014. Over \$147,000 was raised through the event! The monies from the evening will be used to support the healthcare needs of those we serve, and represent more than 10% of our operating budget. In addition, funding was secured to purchase laboratory equipment for on-site access to laboratory testing and to complete exterior renovation of our clinic.

Thank you to Chris and Sandy Haas, Honorary Chairs for the event. And to Wendy Kieding, Kathe Serbin, and Carol Sterba who served as Event Co-Chairs. We are grateful for the support of all our donors, guests, volunteers and staff.

At Celebration of Caring, the following awards were presented:

Community Champion:

Theodore E. Wymyslo, MD, FAAFP

Partner Award: The Eva L. and Joseph M. Bruening Foundation

Hahn/Hoeffler/Sanders Award for Outstanding Medical Volunteer:

Victor P. Strimbu, MD



Angel Award: Mary Warren

Please see our web site for a full list of Celebration raffle and auction donors. Thank you so much for your generosity and continued support.

Congratulations to Michelle Grisik, the winner of the Vacation Raffle!

Save the date for next year's Celebration of Caring – scheduled for September 3, 2015!

Thank You to Our Sponsors

Presenting Sponsor



Supporting Sponsors



Cleveland Clinic



Lee and Larry Elmore, Louise A. Fletcher, The Charles J. Nock Family, Saint Peter's Episcopal Church, and Wegman, Hessler & Vanderburg

Helping Sponsors

Delphine Barrett, The Bergendahl Institute, Lakewood Presbyterian Church, The MetroHealth System, Premier Physicians, George W. Quil/FM Global, Carol Ann Rini, Dan and Kathe Serbin, Walter | Haverfield LLP, Mary Warren, Richard Watts, MD

Caring Sponsors

Curt Brosky, Milan "Mike" Busta, Connie and Hal Cooper, Fred and Nora DeGrandis, Sara and Jim Doan, Frantz Ward LLP, K.V. and Alayne Gopalakrishna, Ray and Mary Ann Griffiths, Hinkley Lighting, HW&Co., Wendy Kieding, John and Nancy Lupo, McManamon & Co, LLC, CPA's, St. John Medical Center

Volunteer Recognition: Our NCH CAC Team

What is a CAC? Certified Application Counselor

Our volunteer NCH CAC team, trained and certified through the Centers for Medicare and Medicaid (CMS), educate and help patients obtain health care coverage; through either the Health Insurance Marketplace or Medicaid.

CAC's help facilitate the enrollment of eligible individuals in QHPs (Qualified Health Plans) and insurance affordability programs, like Medicaid. This includes

assisting the patient with submitting the eligibility application, helping clarify distinctions among QHPs, sharing information, educating and supporting individualized needs.

The CAC's primary role is to **act** in the best interest of the patient.

If you would like to learn more about the CAC program or to schedule an appointment with our Counselors, please call 216-228-7878.



Our NCH CAC Team

Back row: John Sullivan, Carolyn McGreal, Luba Hrubyj

Front row: Steve Bozsa, Chitra Walker, Ben Bassett, Amanda Palmer, Mary Ludwig

Not pictured: Molly Hanley, Ellen Ospelt

A big thank you goes out to each of you – for your time, commitment and support you provide to others. We are most grateful!

Volunteers Needed

Compassionate, caring individuals needed for the following volunteer roles:

Registered Nurses, LPNs & Medical Assistants – Willing to assist with phone messaging/callbacks on a consistent basis (one or two days a week, preferably Mondays, Wednesdays or Friday mornings.) If interested, please contact Mary Ludwig 216-228-7878 ext. 122.

Physicians and Nurse Practitioners – Needed for day, evening and weekend hours. If interested, please contact Mary Ludwig 216-228-7878 ext. 122.

Associate Board Volunteers – Individuals who would like to help plan and execute fundraising and 'friend-raising' events. If interested, please contact Elizabeth O'Brien, 216-228-7878 ext. 114.



Beat those winter blues and support North Coast Health by joining us for a one-of-a-kind art auction. There will be heavy finger food, soda, coffee and cash bar in the exclusive funky Warehouse Room.

Proceeds from Rx: Create! make possible the life-saving health care North Coast Health is able to provide to our neighbors in need.

Friday, January 30, 2015

6:00 to 9:00 p.m.

Warehouse Room at Around the Corner

18616-20 Detroit Avenue, Lakewood

Advance purchase: \$22

Day-of-event (if available): \$25

northcoasthealth.org/events/RxCreate

events@northcoasthealth.org

216-228-7878 x114



Creators Wanted

Tap into your creative side and help us make this a successful event! As an artist, you already know the health benefits of creating art – be it visual, tactile, movement or audio. Creating is therapeutic. It reduces stress and anxiety, centers one's spirit and releases endorphins.

Please consider being a part of the event by donating your creative work – artwork, painting, drawing, photography, pottery, textile, jewelry, handiwork, woodworking, musical recording, wearable art, or other unique creation.

If you have any questions about the event or would like someone to pick up your donation, please contact Elizabeth O'Brien at eobrien@northcoasthealth.org or 216-228-7878 ext. 114. Your contribution will make a difference in the lives of NCH's patients.

Thank you to...

... our recent grant funders:

The Eva L. and Joseph M. Bruening Foundation

The CareSource Foundation

The Cleveland Foundation

Community West Foundation

The George Gund Foundation

Lakewood Community Development Block Grant

The Nord Family Foundation

Ohio Association of Free Clinics

The Presbytery of the Western Reserve

Saint Luke's Foundation

Thatcher Family Fund

Westlake Women's Club

... clinic supplies and toiletries from organizations

Deloitte

Fairview Surgery Center

St. Mark Catholic Church PSR Service Club

... churches who continue to support our work

Bay United Methodist Church

Church of the Redeemer

John Knox Presbyterian Church

Lakewood Christian Church

Lakewood Ministerial Association

Old Stone Church



... companies who match their employees charitable giving

JP Morgan Chase

The Progressive Insurance Foundation

... Jeff Reidel of Lakewood Christian Church for producing a short video highlighting our services

... organizations, businesses, and groups who have made recent financial contributions

Barnes, Wendling, CPAs, Inc.

First Federal Lakewood

Laskey Costello Certified Public Accountants

Rae-Ann Skilled Nursing and Rehabilitation Centers

Sea-Land Chemical Company

Westwood Women's Golf Association



NCH + Patient Centered Medical Home = Quality Care

Who are our NCH patients?

- Average annual patient income is less than \$12,000
- Thirty-seven percent from Lakewood; thirty-three percent residents of Cleveland, and remaining thirty percent consists of residents of other Cuyahoga and Lorain County suburbs
- Seventy-five percent of NCH's patients have chronic disease

What services do we provide?

- Primary Care Program: Offered five days per week and on evenings and weekends
- Chronic Illness Management Program: Individualized care plans directed at chronic illnesses and preventing and minimizing complications related to chronic illness
- Women's Health Program: Preventive breast health and gynecological screenings and care
- Prescription Assistance Program: Free or low-cost medications; also enables the provision of age-appropriate immunizations and home health supplies to patients – In 2013, NCH dispensed 4.6 million of free medications.
- During our early years, we provided primarily episodic care; we are now as recognized by National Committee on Quality Assurance (NCQA) Patient-Centered Medical Home, level 3 that provides preventive care and disease management for chronic conditions; as well as acute care for minor illness and injuries.

And, our patients are happy with our services! On our most recent patient survey (October 2014), we received the following results:

- Ninety-eight percent of our patients reported that their health has improved or stabilized since they became our patient
- Twenty-three percent reported that they use the hospital ER less frequently
- Fifty-seven percent reported that their quality of life has improved
- Twenty-four percent reported that they were referred to other needed community services/resources
- Thirteen percent reported that they have gone to the hospital ER less frequently
- Seventy-six percent reported that they have been able to get the Rx medications they need
- Ninety-eight percent would recommend NCH to friends and family for medical care, if they qualified



#GIVINGTUESDAY™

Black Friday, Cyber Monday, and #GIVING TUESDAY! Add it to your calendars – December 2, 2014. #GivingTuesday is a national program dedicated to taking time to remember philanthropy during the busy holiday season. We invite you to participate through sending in a donation to support NCH.

In addition, we would like for you to TELL A FRIEND about North Coast Health, and the work that we do to serve our community. Share our link, encourage others to follow-us on Facebook – and spread the word to those who may be able to benefit from our services.

www.northcoasthealth.org

www.facebook.com/ncoasthealth

Twitter @ # @ncoasthealth

SAVE THE DATES

Rx: Create! Friday, January 30, 2015

The Meal that Heals: Monday, July 6, 2015

Celebration of Caring: Thursday, September 3, 2015



North Coast Health

A faith-based charitable clinic

16110 Detroit Ave.
Lakewood, OH 44107

NON-PROFIT ORG.
U.S. POSTAGE

PAID

CLEVELAND, OH
PERMIT NO. 4524