

Remaining

# Resilient Growth

in a Season of



ethnē health  
a community clinic

20  
22

ANNUAL  
REPORT  
JULY 2021 - JUNE 2022

# Who We Are

## Our Mission

Ethnē Health delivers comprehensive, high-value healthcare through a culturally sensitive, neighbor-centered medical home that advances Jesus' love and justice in our vibrant community.

## Our Name

The name of the clinic is derived from a Greek word used in the New Testament, "ethnē", which means a group of people who are united by kinship, culture, and common traditions. As a faith-based clinic, we seek to holistically care for patients from all backgrounds out of a desire to see people from every ethnē healed and compelled by the gospel of Jesus.

## Our Core Values



WORSHIP AMONG EVERY ETHNĒ



COURAGEOUS FAITH



COLLABORATIVE COMMUNITY



HOSPITALITY



INNOVATION & FLEXIBILITY



REPENTANCE & FORGIVENESS



PROPHETIC VOICE



SERVANT LEADERSHIP

## Our Vision

A movement of people from every ethnē, healed and compelled by the gospel of Jesus.

## Ethnē's Story

Ethnē Health began as the shared vision of four students who met during their training in Memphis, Tennessee in 2014. Brought together by their mutual Christian faith, these doctors worked, lived, and learned in underserved communities in Memphis and, in time, began to seek the right place to start their own clinic.

After visiting the community and listening to local leaders, they were drawn to Clarkston, where they were joined by two Atlanta-based physicians.

With help from many generous supporters, Ethnē was incorporated in November 2017 and opened its doors in October 2018.

Now almost four years into operating, Ethnē's team, patient base, and collaboration with community partners have all grown dramatically, as we have become a medical home to thousands in Clarkston and the greater Atlanta area.



## Year in Review: Resilience and Growth in

# Our Community

After the Afghanistan crisis in 2021, Clarkston became one of the top three places in America where Afghan refugees resettled. Ethnē Health is privileged to serve the primary health care needs of this growing community, who have added to our already diverse patient population. We welcomed 7,661 patient visits this year, a substantial increase from the 4,618\* visits we saw in the previous year.



Over the year, we also welcomed newborns with congenital conditions, walked with countless families who desired to conceive and start afresh in a new country, and listened to patients' stories of trauma and loss. Yet, we were also privileged to witness milestones and miracles: children receiving proper vaccines, nutrition, and healthcare for the first time, couples gazing at ultrasounds of babies soon to be born, and new Americans learning to thrive in their new home.

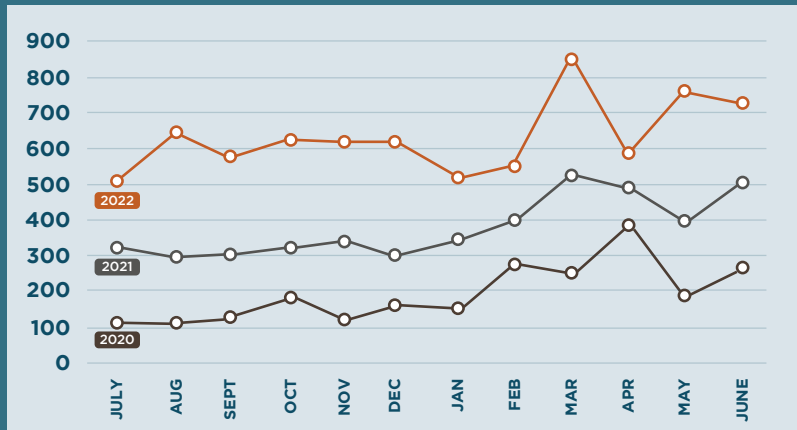


Despite its small size (just 1.8 square miles) Clarkston is home to immigrants and refugees from all over the world who make up more than half of the city's population.

## Patient Volume by fiscal year and month

### KEY

■ 2020 ■ 2021 ■ 2022



OPENING DAY — OCT 2018

THE GROWING TEAM — MAY 2022



CCHF CONFERENCE — APR 2022



## Year in Review: Resilience and Growth in

# Our Staff

As we walked alongside patients' journeys of trauma and loss, our staff also experienced our own trials and challenges. We grieved over the deaths of family members and close friends. We prayed over many personal crucial surgeries/procedures. We restructured our clinic operations various times, when many of our staff members battled against COVID-19.

Yet, our staff continues to remain resilient in this season of growth. We welcomed **13 new staff members** this year to join our expanding operations. We celebrated the births of three babies within our staff, with a fourth soon to come. Despite delays in receiving city and county approval to move into our beautiful bigger clinic facility, we continued to pray and creatively use our current space until we were cleared to move in October 2022.

Furthermore, we participated in numerous health fairs and community events. Twenty-one of our staff and volunteers traveled to the Christian Community Health Fellowship's annual conference, to learn from and share with other CCHF clinics. Above all, our team starts every morning with prayer and encouragement before we see our patients.

## By the Numbers

7,661

TOTAL VISITS  
THIS YEAR7,622  
PATIENT  
VISITS39  
PSYCH  
VISITS

 LANGUAGES  
TRANSLATED
 **33**

 TOTAL STAFF  
MEMBERS

9,011

VACCINES SINCE  
JANUARY '21388 FREE MEDICATIONS  
DISPENSED

## Stories from

## Our Community

## Grace and Baby Eli's Story

At Ethnē Health, we are privileged to offer a medical home that walks alongside the medical journey of the entire family. "Grace", a refugee from central Africa, came to our clinic bringing her newborn infant "Eli" for a weight check. Although baby Eli was growing well, Grace was having difficulty keeping Eli well fed with her milk supply. Having escaped from violence in her home country many years ago and, more recently, from a domestic violence situation, she poured out her heart to our staff, sharing everything from her struggles to overcome her victimhood to her feelings of inadequacy as a mother.

To serve Grace and Eli, every part of the Ethnē team contributed. The provider assessed and addressed the medical needs of baby Eli. The medical assistant and nurse taught Grace how to prepare powdered formula for the first time. Staff provided formula from donors to ensure Eli was well provided for until Grace could receive supplies from Georgia's "Women, Infants, and Children" (WIC) program. Our referrals team helped Grace navigate through WIC applications. Some staff members gave clothing for baby Eli, when Grace mentioned her financial difficulties. Others prayed with her for Eli's health and strength. Grace expressed her gratitude at each visit, saying how thankful she is to have a family here at Ethnē when her own family can't be with her. We continue to see baby Eli for his well and sick visits, and look forward to doing the same for Grace.



## Haj's Story

The theme of resilience is prominent among many of our Afghan patients. "Haj" is a father of four children, working full-time to support his wife and children. As the only member of his family who speaks English, he translates and advocates for each of his family members at their appointments. He often shares with us about the challenges and opportunities of adapting to their new life in America, while at the same time longing to reunite with those family members and friends they left behind in Afghanistan. At his family's visits, the Ethnē team approaches Haj with empathetic listening as the team works to address his family's concerns, whether they are physical or psychological.

Even despite all of the obstacles that Haj and his family have had to navigate through the healthcare system, such as overseeing his daughter's appointments for seizure management, Haj never fails to greet us with a smile on his face. At his son's most recent visit, Haj excitedly shared how their family and friends drove to a local lake for a picnic and swimming, just as they used to do with their community in Afghanistan. Despite the challenges Haj and his family face, they are embracing life in their new home, and Ethnē is blessed with the opportunity to welcome them, and many like them, with open arms.

Stories from

# Our Staff

## This year marked our first Gap Year Intern Class!

These students participated in daily clinic operations, working as medical scribes, front desk staff, and medical assistants, as well as meeting with various Clarkston community leaders, and studying together the Bible's call to use their gifts to serve others.



## After the year of learning and seeing the intersection of faith and medicine in action, the interns shared some of their reflections:

"One of the most encouraging things for me has been seeing how my work at the clinic has opened up opportunities for me to care for some of the Afghan families that have recently arrived in the Clarkston area. I have been praying for Afghanistan for years, and when I moved to Clarkston, I have been blown away by the number of opportunities that the Lord has given me to do this!"

— Anna

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"If I had to narrow it down to the most important takeaway I have from Ethnē, it would be seeing my goals for the future and how that includes showing Christ's love through medicine. Working with all the wonderful physicians, nurses, MA's, and staff showed me what it looks like to give compassionate comprehensive care."

— Julia

"One of the biggest themes I have been meditating on from our readings has been that as Christian medical professionals, we have been given the perfect example of how to missionally serve in medicine: Jesus."

— Rachel

To learn more about our internship programs, please read our newsletter.



# Financials

	FY 2021	FY 2022	FY 2023*
<b>INCOME</b>			
Gifts from Churches & Individuals	\$235,966	\$359,454	\$425,619
Grants from Organizations	\$196,108	\$226,500	\$296,333
Medical Service Income	\$1,226,273	\$1,563,621	\$1,716,389
Other Income	\$19,907	\$1,237	\$8,976
<b>Total Income</b>	<b>\$1,678,254</b>	<b>\$2,150,812</b>	<b>\$2,447,318</b>
<b>EXPENSES</b>			
Medical Service Contributions (Free Care)	\$675,517	\$689,446	\$776,383
Contract Services	\$4,726	\$20,483	\$32,861
Non-personnel Expenses	\$32,695	\$30,473	\$36,847
Facility & Equipment Expense	\$66,287	\$90,301	\$92,649
Other Expenses	\$18,915	\$49,795	\$95,904
Medical Supplies	\$76,014	\$147,753	\$173,297
Insurance	\$42,039	\$57,087	\$71,351
Payroll	\$541,758	\$809,318	\$1,178,026
<b>Total Expenses</b>	<b>\$1,457,951</b>	<b>\$1,894,656</b>	<b>\$2,447,318</b>
<b>NET INCOME</b>	<b>\$220,303</b>	<b>\$256,156</b>	<b>\$(0)</b>

\* PROJECTED



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# Thank You to Our Supporters

From the beginning, Ethnē has been a team effort, with hundreds of individuals volunteering their time, money, and expertise to realize a vision of an affordable, accessible medical home in Clarkston that reflects Jesus' love.

**We could not be where we are or do what we do without our supporters.**

We are grateful for the many volunteers who have graciously offered their time, clinical expertise, language skills, and compassionate care to our patients, augmenting the clinic's operations either inside the clinic building or outside in the parking lot with our vaccine drive. We are also grateful for the many donors, who supply us with the financial means to provide comprehensive, high-value health care. Lastly, we extend our thanks to all those who have prayed alongside us, during the highs and the lows of the year.

Additionally, we want to thank the churches, schools, and other organizations that have provided us with the opportunity to share the use of their facilities and other forms of support.

**Several organizations have also provided us with financial grants or operational support, including:**



& others who have asked to remain anonymous.

# Next Challenges Ahead

**As Ethnē continues to grow in our medical care, we continue to strive in expanding our services to provide comprehensive care to our vibrant and growing community. In particular, we have identified and desire to meet these three needs:**

## Interpretation and Social Services



**Suraiya Sultani**, an interpreter for our Afghan patients, conveys that many of our newly arrived Afghan patients cannot communicate in English, but are “delighted when they can speak to us face-to-face in their native language.” Our team continues to help our Afghan patients communicate during appointments, fill out paperwork, and understand medical information. We would love to expand the services to many other languages.



## Referral Services

**Rainer Pacheco**, our Billing and Referrals Assistant, recounts the increasing need for patients to see healthcare specialists. Currently, the Referrals Team is working with volunteers and community partners to help bring our patients to these appointments and fill out necessary paperwork, which are both challenges our patients have faced. With the continual increase in referral cases, we desire to “continue partnership with volunteers so that patients may eventually be self-sufficient” to schedule, travel to, and arrive at these appointments.

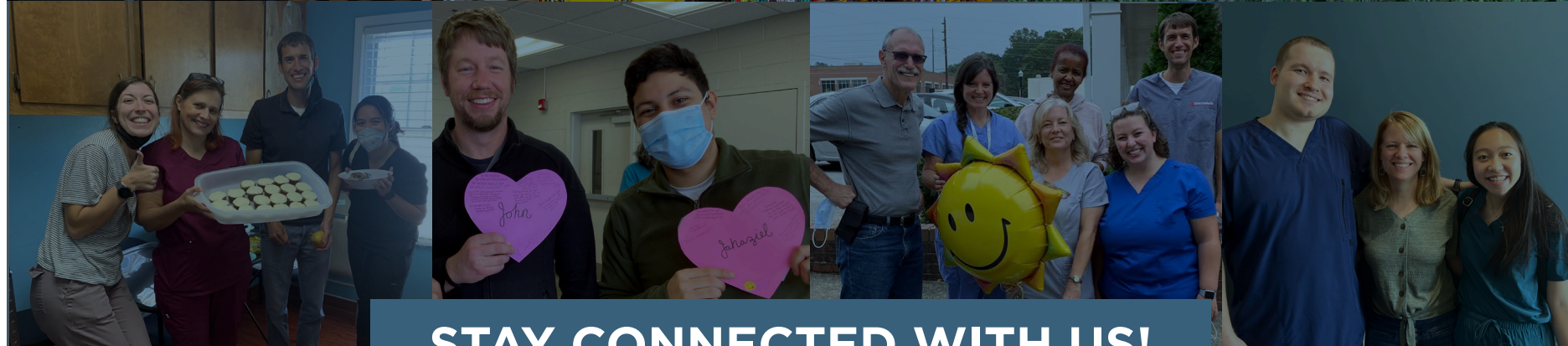


## Dental Services

**Eunice Chay**, our dental director, shares her vision to “provide comprehensive and culturally sensitive dental care, to integrate oral health in the community.” Our goal is to open a dental clinic in 2023 that will provide adult dental services (e.g. emergency exams, x-rays and basic periodontal services, like deep cleanings), to eventually provide pediatric services and major restorative treatment (e.g. crowns, bridges, dentures).



Help us reach our goal of raising **250K** to support Ethnē Health's ongoing and future operations!



**STAY CONNECTED WITH US!**



[ethnehealth.org](https://ethnehealth.org)



@ethnehealth