

Stones of Remembrance



ethnē health
a community clinic

20
23

ANNUAL
REPORT

JULY 2022 - JUNE 2023

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 "people group." 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

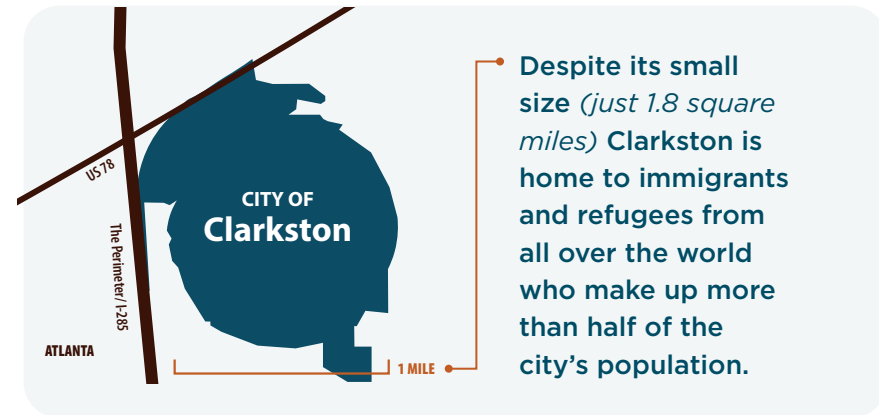
Our Vision

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 a national search for 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 five years into operation, 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.



“When your children ask in time to come, ‘What do those stones mean to you?’, then you shall tell them that the waters of the Jordan were cut off before the ark of the covenant of the LORD.

When it passed over the Jordan, the waters of the Jordan were cut off.

So these stones shall be to the people of Israel a memorial forever.”



Stones of Remembrance

This year's theme is based on the verses above.

Just as the twelve stones prompted the people of Israel to remember how God led them through the Jordan River, we also want to remember the countless ways God has guided Ethnē through these last five years.



LETTER FROM OUR CEO

Over Ethnē's five-year history, the Lord has been our faithful guide. Through the ups and downs, He has been our Rock, our Provider and our Sustainer. When I consider the specific ways we have seen Him at work, the following come to mind:



Our staff: One of the most miraculous works at Ethnē is the amazing staff the Lord has brought to serve our patients. Rich in diversity yet united in focus, our staff is the heartbeat of our clinic.



Our patients: We have seen the Lord at work through the 8000+ patient visits this year. He has brought physical, mental and spiritual healing to the lives of so many.



Our partners: Ethnē has been blessed with strong, mission-focused partner churches, foundations, community organizations and like-hearted friends, without whom the work would be unsustainable.



Our growth: To better meet our patients' needs, Ethnē has moved twice, and we are still expecting to expand into additional clinic space by the end of this year. Additionally, we are thrilled to be planning for the opening of Ethnē Dental, to care for the oral health needs of our neighbors.

Each of these areas represent many, even daily, stories of God's faithfulness." By recalling these "stones of remembrance" we recognize that the work of Ethnē ultimately belongs to the Lord. "For unless the Lord builds the house, those who build it labor in vain." (Psalm 127:1).

-ROBERT CONTINO, MD



Letters from

Our Staff Leads

We asked the leads of each department to recount God's faithfulness over the last few years. These are their responses.

Over this year, it has been exciting to see our Ethne staff grow in order to serve our increased patient load. I have seen their endurance and gifted work that has deepened roots within our community so that we might create impact that will outlast us.

As I stop to consider my time at Ethne and the ways the Lord has been faithful, the first thing that comes to mind is my colleagues, and the way He has provided for and through them. I am humbled on a daily basis to think of the godly people that I am surrounded by that so faithfully serve and love others so well. Even as some staff members have gone through devastating personal trials, it has been an encouragement to me to see them remain faithful in their walk with Christ and in their tireless servanthood.

Kimberly Stewart
Practice Manager



John Goodman
Lead Nurse



I have seen us grow exponentially in the last three years I have been working at Ethnē. When I first started in December 2020, referrals were all done by one volunteer. Today, the Referral team consists of three full-time staff members. They are all like-minded individuals, who desire to advocate for and empower our patients. One example of God's faithfulness is that despite the increasing influx of patients, God provided the manpower and finances so that we can better serve our patient population, as well as helpful tools such as in-house interpretation and transportation to health care specialists.

Emmanuel Matu
Lead Referral Specialist

I have seen God's faithfulness in His provision with staff members who are so uniquely gifted and qualified to care for our patients in many specific ways.

I am encouraged by the staff members who interpret for our patients as well as the staff members who go above and beyond to serve and minister to our patients.

I am blessed to be a part of this team, and as a lead, I have been encouraged and uplifted by every one of my staff!

Rachel Jennings
Front Desk Lead

Remembering

the Stones of Each Year

1

Year 1 (2018-2019)

Ethnē Health first opened its doors in October 2018, initially operating only three half days a week. The six medical doctors sought to provide comprehensive care to the community, as well as engage in community outreach events.



2

Year 2 (2019-2020)

In Fall 2019, Ethnē moved to its second location on East Ponce de Leon Ave. By 2020, the clinic increased its operation to five full days in a week. Shortly after, the world suddenly shut down due to the pandemic, but Ethnē flexibly adapted to lead Clarkston in its response against COVID-19.

NOVEMBER 2014

The Lord called a group of Memphis doctors to form a team during a prayer meeting at a medical missions conference in Louisville, KY.



3

Year 3 (2020-2021)

With COVID-19 still rampantly rising in Clarkston, Ethnē became a beacon of hope to the community by providing resources for testing, weekly teleconferences to update the community on current pandemic conditions, and eventually COVID-19 vaccine drives.



That year, Ethnē administered 6000+ vaccines!



4

Year 4 (2021-2022)

Thirteen new staff hires were added to the team this year, including additional services such as physical therapy, occupational therapy, more robust interpretation services, and community engagement/liaison. Ethnē also moved to its current location in Fall 2022, in order to match the increased volume of patient needs.

The team members from Memphis joined our Atlanta-area founders

SUMMER 2017



Stones Set

Year 5

5

This Year
(2022-2023)

As we recollect God's faithfulness in the past years, we continue to stand in awe of the many blessings given this fiscal year.

Our Medical Home

Our Team



Six new staff members were added to our numbers, including two new full-time providers.



We graduated our third class of gap year students.

Two continued as staff members, and one went on to medical school.



We moved into a new space in October 2022 and were able to quickly jump into full operation, adding rooms and equipment to better serve our community. Current services include adult, pediatric and psychiatry services, and physical and occupational therapy.



We welcomed almost 800 patient encounters, which is an +11% increase from last year.

OCTOBER 2017

Drs Andrew and Esther Kim were invited to a gathering at a local Karen* church on October 1st, 2017. Four of the women Dr. Esther sat with would later come to work at Ethnē.

**(a language spoken in Thailand and parts of Burma)*



Our Community



Ethnē team members engaged in many health education activities, such as partnering with Georgia State University for patient advocacy of interpretation services in healthcare and with Refugee Women’s Network for oral hygiene education and women’s health education



We sent a medical provider to launch medical mission work overseas.

39 STAFF MEMBERS

8,496 VISITS

8,424 MEDICAL VISITS + **72** PSYCHIATRY VISITS

42 LANGUAGES TRANSLATED

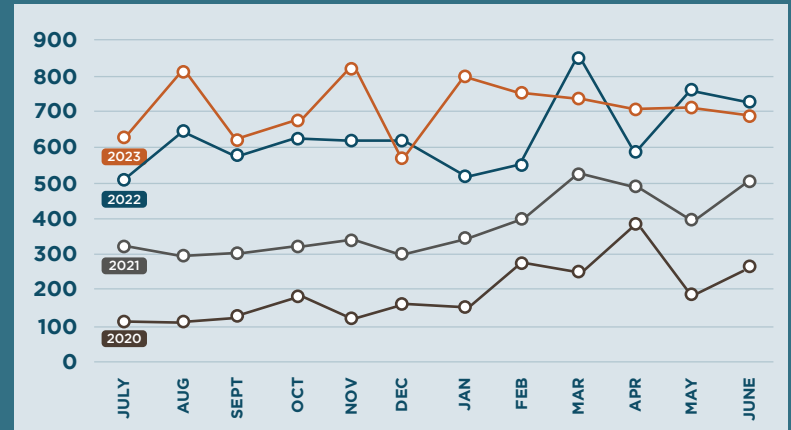
21 TRANSLATED BY STAFF

MOST COMMON
DARI, PASHTO, SWAHILI, ROHINGYYA

Patient Volume by fiscal year and month

KEY

■ 2020 ■ 2021 ■ 2022 ■ 2023



NOVEMBER 2017

“Ethnē Health, Inc” was officially incorporated as a Georgia non-profit. Fundraising and local vision casting began through “house gatherings” and speaking at local churches.



Patient Encounters

Shah's Story

“Shah”, who recently escaped from danger in Afghanistan with his wife and seven children, came to Ethnē this year as a new patient. On the first visit, Shah sat confidently in the exam room, watching over his children as they played in the exam room. “I have no past medical conditions and no complaints today. I am very healthy. I am just here so my whole family can have a primary care provider,” Shah stated. Other than ensuring that his family was well taken care of medically, Shah’s only concern was an intermittent, non-specific clearing of the throat, for which he was prescribed an anti-reflux medication.



NOVEMBER 2017

Ethnē providers met with Send Relief for an ongoing partnership and discussion about a location for the emerging clinic.

Six years later, Ethnē officially moved into Send Relief’s Atlanta Ministry Center, located in the heart of Clarkston.





Within the next six months, Shah came to Ethnē five additional times for non-specific symptoms again, such as headaches and throat clearing. Throughout these visits, Shah gradually revealed his thoughts of hopelessness and anxiety, and shared how he felt that he was failing his family as a breadwinner in this new country. He also admitted that he has been a smoker for the last twelve years. “I felt ashamed in front of my family members, when you asked if I smoked on that first visit,” Shah confessed.

Over many monthly follow-up visits, Shah started on an antidepressant medication and found other hobbies to help him cope with his stressors. He also determined to quit smoking, and so far has not touched a cigarette in almost three months! His throat symptoms have improved, his tension headaches have now resolved, and he recently started a new job.

Today, Ethnē continues to serve Shah and his family through comprehensive high-quality healthcare and culturally sensitive services via in-person interpretation.

SUMMER 2019
Ethnē congratulated seven local high school students, who completed the first Summer Learning Internships at Ethnē.



Kaw's Story

Poor transition of care has always been one of the leading causes of poor health outcomes.



This was the case for one of our patients named Kaw. After giving birth to her most recent son, Kaw never followed up with a primary care provider after her visits with the OBGYN. Even though her children have been patients at Ethnē for many years, Kaw just recently became our patient herself.

Strongly motivated to manage her health, Kaw took all the medications that were prescribed by her OBGYN.

However, due to language barriers, she was taking twice the prescribed amount of her antihypertensive medications, unknowingly causing the low hypotensive episodes she complained about on her first visit.

Furthermore, due to the poor transition of care, Kaw had several underlying undiagnosed health conditions, such as diabetes and sleep apnea.

Through many follow-up visits, her blood pressure is now well controlled, and Kaw has been actively working on diet and lifestyle changes. Kaw still continues to be seen at Ethnē routinely

MARCH 2020

The first series of Zoom teleconference calls launched, inviting hundreds of community members to hear weekly COVID-19 updates.



to ensure better management of her chronic conditions. However, Kaw is now empowered with the understanding of the purpose and dosage of each medication and the status of her health.

Kaw's visits at Ethnē showcase the powerful dynamic of Ethnē's teamwork. Kaw always mentions the gratitude she has towards the staff, from being greeted with her language at the front desk while checking in, to having in-person Karen interpretation during the medical visit. She compliments the medical staff for exhibiting expertise, gentleness, and professional care each time her blood pressures are taken or when blood draws have been performed. As with our other patients, the referral team advocates for Kaw, as they make appointments for her with various specialists and aid her to apply for financial assistance.

Kaw's case is one of the many encounters that showcase the comprehensive care at Ethnē, which results from the strong teamwork and patient-care communication among staff members.



Our first full-time provider came on staff at Ethnē Health.

FALL 2020



SPOTLIGHT

Dental Clinic

Eunice Chay, our dental director, says it best, “Comprehensive healthcare includes *oral* healthcare.” In August 2018, Dr. Chay met with Dr. Esther Kim, one of Ethnē’s founding providers. Since then, they have been praying, planning and dreaming towards the concept of “Ethnē Dental.”

From the start, God was already preparing for the opening of Ethnē Dental. He brought together the necessary people, location, and resources, all in His perfect timing.



As our mission statement states, “Ethnē Health delivers comprehensive, high-value healthcare”, but “healthcare” doesn’t only encompass medical care.



LATE 2020

To store the new COVID-19 vaccines, it required an unforeseen \$10,000 ULT freezer. Thanks to supporters, Ethnē was one of the first in the county to offer the vaccine.

EUNICE CHAY, OUR DENTAL DIRECTOR, SHARES



There are so many examples of God's faithfulness, goodness, and confirmation in regards to starting the dental clinic. A few examples include:

- **Physical space:** Ethnē medical clinic's former space was a dental clinic. It has the infrastructure and backbone already set up for dental. We explored other options for the dental clinic startup, but we kept coming back to this space. While we have had to do renovation, it's been mostly upgrades and NOT major structural changes, because the infrastructure was already set up for dental operations.
- **Generous people:** God has provided so many amazing people who have generously given their time, energy, talents, and expertise. It truly has been an expression of the beauty of the body of Christ. We met talented people, who envisioned and implemented the aesthetic renovation of the clinic.
- **Generous donors:** Countless people have donated supplies and money. During our \$50k in 50 days fundraising campaign, an anonymous donor offered a \$25k matching grant.
- **Strong dental team:** In a time when there's a workforce shortage, we are thankful to have three dentists and three auxiliary staff members on our team. We each bring complementary skill sets, perspectives, and areas of expertise.

STARTING IN SEPTEMBER 2021

We received funding from Uber to provide 2000+* rides to our patients. This was timely with the influx of Afghan patients, many of whom were without transportation.

**over \$32,000 worth of rides!*



Thank You to Our Supporters

From the beginning, Ethnē has been a team effort, with hundreds of individuals giving their time, money, and expertise to realize a vision of an affordable and accessible medical home in Clarkston that reflects Jesus' love. Our supporters' contributions are a glimpse of God's faithfulness to our Ethnē team.

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. 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 in Ethnē's journey over the last five years.

Additionally, we want to thank the churches, schools, and organizations that have allowed us to share the use of their facilities and/or have provided other forms of in-kind support.



SUMMER 2022

We hired our first full time interpreter, to provide more robust interpretation for our Afghan patient population.

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



The James M. Cox Foundation



The Mary Allen Lindsey Branan Foundation

The Thomas Pitts Foundation

The Harland Foundation

& others who have asked to remain anonymous.

Many current staff members were once patients at Ethnē, or found us through a mutual connection. God has strategically placed everyone into our team exactly at the right time!

PRESENT TIME



Future Stones to Place

Ethnē is continuing to grow. We are dreaming of the numerous ways that God can continue to use Ethnē to serve the vibrant community of Clarkston.

Ethnē Medical

An expansion to our current medical space is already underway, which will add seven medical exam rooms, nearly doubling our current number. This expansion will help us continue to provide care for our current patients as well as serve many neighbors who do not currently have a primary care provider. We are grateful to **Send Relief** for generously leasing the space and making this expansion possible.

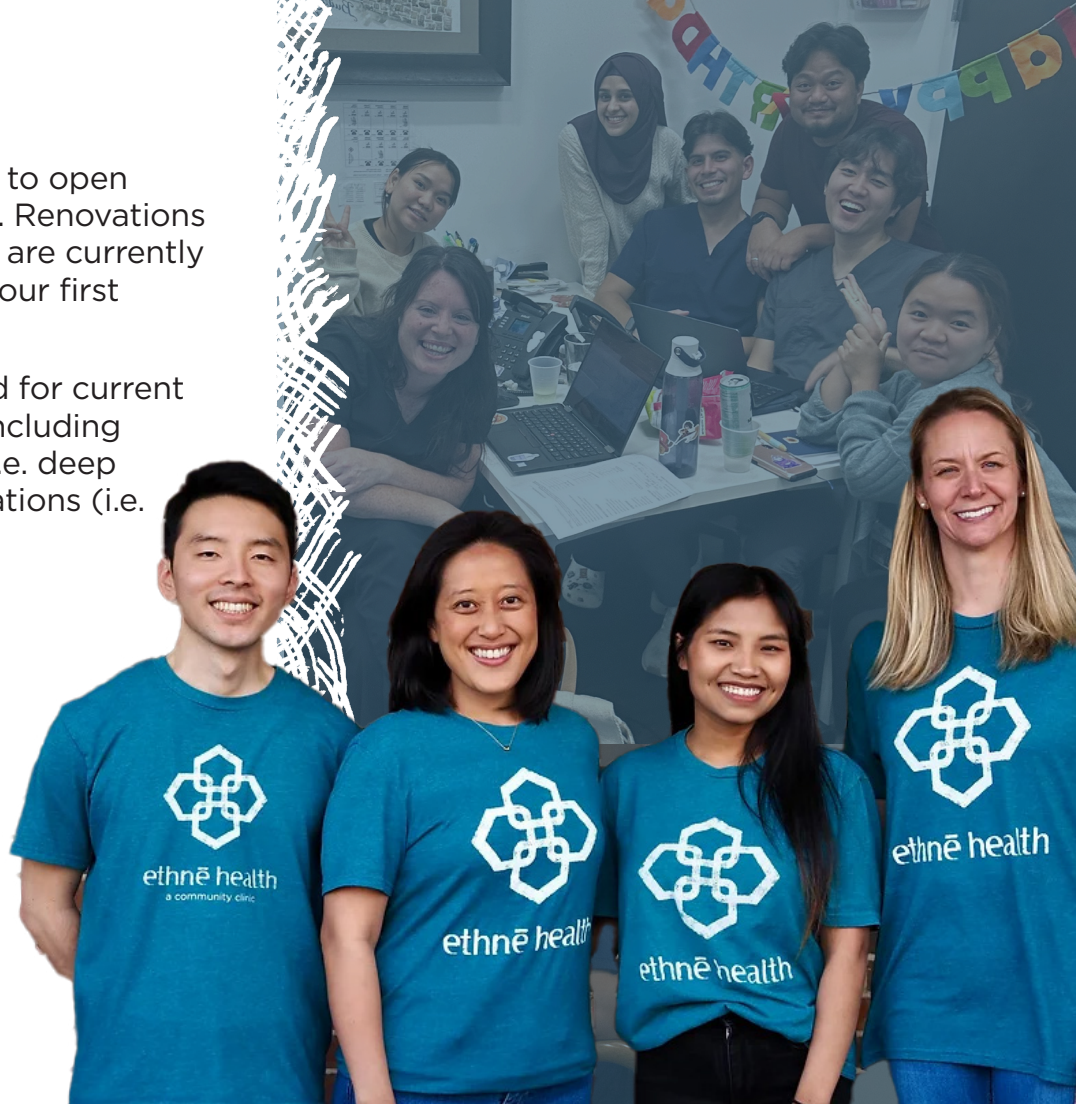


Ethnē Dental

Our dental team is diligently preparing to open Ethnē Dental's doors in the near future. Renovations and necessary infrastructure approvals are currently taking place, with the hopes of having our first patients soon.

Dental services will initially be provided for current adult patients at Ethnē, with services including cleanings, basic periodontal services (i.e. deep cleaning), extractions and basic restorations (i.e. fillings). Eventually, the vision is to provide comprehensive dental care for all patients, including pediatric services, and other major restorative treatment (i.e. crown/bridge).

We are thankful to **Passion City Church, Lindsay Tarquinio, Haley Kilpatrick Dozier, and American Signature Furniture** for the donated time, interior design ideas, and equipment donations to make current renovations possible.



Today

As Ethnē turns five years old, we are aiming to raise \$500K in incremental funding by the end of this year.

While we recently moved into our new medical clinic in Fall 2022, we have already outgrown the space. Both the expansion within the medical clinic and the dental clinic will improve and expand Ethnē's current and future operations, but new spaces require the staff to utilize them, as well as equipment, furniture, services and supplies. We anticipate that the first year of Dental operations alone will add nearly \$250,000 more in additional costs to last year's expenses. For Ethnē's continued growth to be possible, we cannot do it alone. **We need your support.**

We hope that this report has been an encouragement to you as you read the story of God's provision over the years, to establish Ethnē Health as the medical home that it has become for thousands of people in and around Clarkston. As we offer this glimpse of Ethnē's growth from inception to today, **we invite you to join us** in Ethnē's continuous journey to fulfill our mission to advance Jesus's love and justice in our vibrant community.



Help Us
RAISE
\$500k!



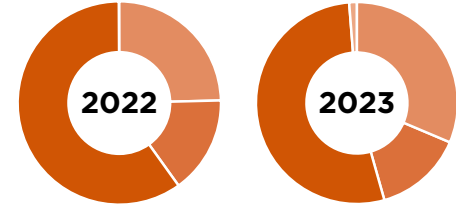
Financials

	FY 2022	FY 2023	FY 2024*
INCOME			
Gifts from Churches & Individuals	\$359,454	\$540,199	\$687,419
Grants from Organizations	\$226,500	\$245,500	\$323,964
Medical Service Fees	\$874,175	\$915,500	\$1,372,264
Donated Medical Care	\$689,446	\$625,004	\$933,021
Dental Service Income	\$0	\$0	\$136,200
Other Income	\$1,237	\$21,291	\$55,876
Total Income	\$2,150,812	\$2,347,494	\$3,508,843
EXPENSES			
Donated Medical Services (free care)	\$689,446	\$625,004	\$933,021
Contract Services	\$20,483	\$113,434	\$165,646
Laboratory Fees	\$30,473	\$21,512	\$30,857
Facility & Equipment Expense	\$90,301	\$96,452	\$150,352
Other Expenses	\$49,795	\$104,593	\$277,300
Medical Supplies	\$147,753	\$195,324	\$169,295
Insurance	\$57,087	\$78,332	\$77,917
Payroll	\$809,318	\$1,096,831	\$1,704,455
Total Expenses	\$1,894,656	\$2,331,482	\$3,508,843
NET INCOME	\$256,156	\$16,012	\$(-)

*PROJECTED

Cash Income

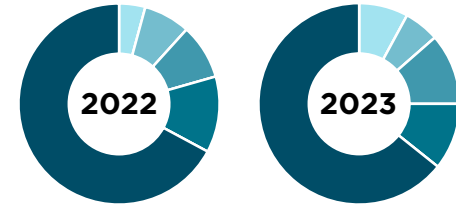
excluding donated care



- Medical Service Fees
- Grants from Organizations
- Gifts From Churches and Individuals
- Other Income

Cash Expenses

excluding donated medical services



- Payroll
- Medical Supplies
- Insurance & Other Expenses
- Facility & Equipment Expense
- Contract Services & Laboratory Fees



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