

Blooming Where We Are Planted

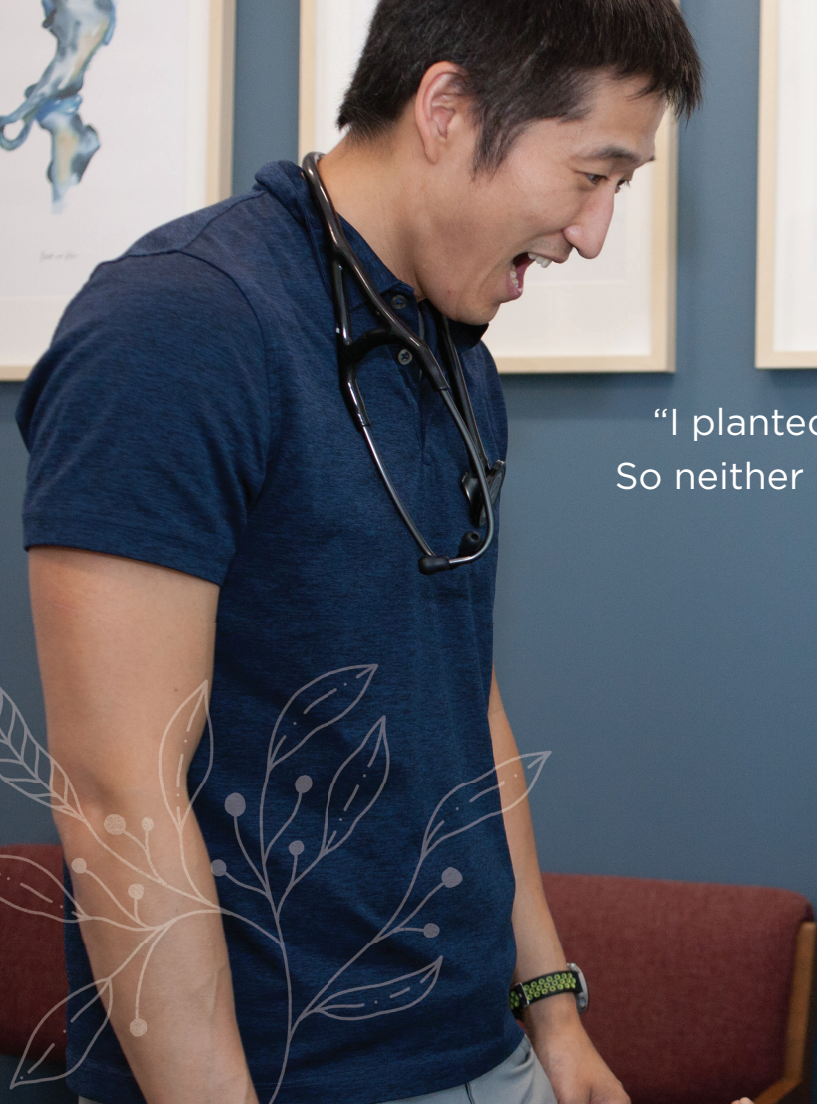


ethnē health
a community clinic

20
24

ANNUAL
REPORT

JULY 2023 - JUNE 2024



1 Corinthians 3:6-7

“I planted, Apollos watered, but God gave the growth. So neither he who plants nor he who waters is anything, but only God who gives the growth.”



LETTER FROM

Our CEO

IT is hard for me to imagine a more apt verse to summarize Ethnē's past year. In these verses we see Apollos and Paul doing the work of 'planting and watering,' but in the end it is the Lord who supplies the result. I believe this is a beautiful truth that speaks to the mystery of the Lord's sovereignty interacting with human effort and ability. It reminds me of the incredible privilege that we all have at Ethnē, to put to good use our talents and abilities in service to others, and then simply rely on the Lord for results. The verse fills me with the charge of responsibility, but also allows me the comfort of knowing that

whatever good we achieve here is ultimately in the hands of the Lord. And when we do get to be a part of success, we have Him to ultimately thank.

Over the last year, Ethnē bloomed in several ways:

INVESTING IN OUR PEOPLE

Our staff and dedicated volunteers continue to grow in numbers, skill and expertise. From extra educational sessions, training opportunities, and conferences, we are always learning new ways to better care for the needs of our community in a culturally-sensitive, holistic way.



SERVING MORE NEIGHBORS THAN EVER

As our patient volume has **increased by over 30%** within the past year, we have had the opportunity to welcome many new neighbors from across the globe.

A DENTAL DREAM COME TRUE

We were thrilled to be able to open Ethnē dental in October 2023 to care for the oral health needs in our community – allowing many to see a dentist for the first time in their lives!

EXPANDING OUR SPACE

In January 2024 we opened an expanded medical wing, adding an additional 7 exam rooms and nearly doubling our office size.



I could not be more thankful for your support in joining us in this effort.

Thank you for being a part of our planting and watering efforts, and for praying with us that the Lord uses us to provide the bloom.

ROBERT CONTINO, MD, MPH

*Give TODAY
to help us grow.*





This year marked new milestones: expansion of our medical clinic, the grand opening of our dental clinic, serving new families and people groups, and more.

In this annual report, we desire to highlight the growth in each department, various patient encounters filled with hope and healing, and showcase the miraculous ways God orchestrated opportunities to allow Ethnē to bloom.

Now, we invite you to step into the shoes of one of our patients, opening the glass doors of our medical clinic and enter into our bright, plant-filled lobby...

"Welcome!"

مرحبا (Arabic)

FRONT OFFICE

Our front desk members warmly welcome each person who enters the lobby in their respective languages. As our front desk team has grown in number and languages, the compassionate and warm personality of each team member is highlighted. Each member provides culturally-sensitive administrative work as they schedule appointments in-person and over the phone, verify insurance information, and check in every patient.

1,271

NEW PATIENTS
SCHEDULED

1,819

GRANT-FUNDED UBER RIDES SCHEDULED THAT
ENABLED PATIENTS WITHOUT TRANSPORTATION TO
MAKE IT TO THEIR SPECIALTY APPOINTMENTS

KAREN, BURMESE, ZOMI, NEPALI

LANGUAGES SPOKEN AMONG FRONT OFFICE STAFF



MAY WE HELP?

Our front desk staff are often our first point of contact for our patients. Over 100 patients may enter our clinic doors daily, which may catch the attention of passersby.

In fact, this happened to the “Khaj” family. This family’s resettlement caseworker never helped schedule the family’s appointments despite their various chronic conditions. Mr. Khaj heard about our clinic from neighbors and came through our doors seeking medical help.

He was eager to step out of those doors again, but this time with appointment dates and times for his entire family of six children, and with a beaming smile on his face.

“This next year, I am excited to watch the team continue to grow personally and professionally. Some of our team members have been working at both our medical and dental clinics and it has been exciting to see them grow in their respective interests while helping the organization grow!”



Rachel Beck
Front Desk Lead

PACING

“Maricella’s” first encounter with Ethnē was when she paced back and forth outside the clinic doors. A recent arrival from Venezuela, she had several medical conditions, but was afraid to seek care since she had not received any Medicaid benefits yet. She trembled with fear with the knowledge that she could possibly die from breast cancer, but did not want to leave her family with millions of dollars in medical debt. The trepidation stopped when a cheerful voice opened the door and asked, “How can I help?” Maricella confided her dilemma, and was delighted to find out about our sliding fee scale that was created to help patients like her without insurance. She is now receiving the care she needs from a breast surgeon.



"May I take
your height
and weight?"

မိုးယထိပ်ကွပ်နှုထိဒီးနယာ(ကံလိ)သုဇါ?

INTAKE AREA

At Ethnē, we strongly believe in asking our patients' permission for even the small things, when much of their journey thus far involved their possessions forcibly stripped away. Our back office consists of talented medical assistants and nurses, who desire to give our patients the dignity they deserve, from the moment their blood pressure is taken to their blood being drawn at the end. Each member empowers our patients to learn new skill sets, as our staff educates our patients how to appropriately use glucometers and blood pressure cuffs, and understand the medications they are taking.

694 LAB VISITS

679 NURSE VISITS

SPANISH, KAREN, ARABIC, SOMALI LANGUAGES SPOKEN AMONG MEDICAL STAFF

2 FULL-TIME NURSES

1 PART-TIME NURSE

4 FULL-TIME MEDICAL ASSISTANTS

THE CARE THAT IS NEEDED

“Mohamed” has been fighting against various chronic medical conditions such as high blood pressure and kidney failure. He has been banned from various dialysis centers, the only treatment that could keep him alive, since he could not understand or navigate the American medical system. Ethnē medical doctors and our Arabic-speaking medical assistant fought for Mohamed to receive a chair in the dialysis center, and now he receives these crucial treatments. Today, Mohamed brings his empty pill box each week for our nurses to rearrange his daily medications, so that he can take the necessary medications to keep his kidney functioning and his heart still beating.



JUST TO SAY HI

“Hi! I just want to let you know that I may find a cheaper housing situation. Wish me luck!” This was “Anna” over the phone, making her weekly call to our staff members. She’s one of our cherished patients, who we have been taking care of since the early beginning of Ethnē. Recently, after careful testing, we found out that Anna had developed renal failure as a complication of her other chronic medical

conditions, but this opened the doors for her to receive Medicare and now, dialysis treatment. Throughout this long journey, our medical staff stood by Anna’s side, offering a listening ear and checking in with the status of treatments. Ethnē became a safe home for Anna and in exchange, she and her sister call us at least once a week, sometimes even just to say “Hi”.

“This past year marked changes in clinical staff, with two of our medical assistants moving on, while another staff member suffered an injury. Despite these changes, we have flourished in living out Ethnē’s core values, notably innovation & flexibility, collaborative community, hospitality & servant leadership, all in the context of a significant increase in patient visits. I look forward to seeing the team grow as we continue to seek new ways of providing services to our patients & serving a larger part of the community.”



John Goodman
Lead Nurse

"How can I help?"

ဘယ်လိုကူညီရမလဲ? (Burmese)

MEDICAL PROVIDERS

Each patient encounter is never the same. We see patients of all ages, languages, and socioeconomic statuses, and various medical complaints ranging from chronic care management like diabetes and hypertension to acute issues like chest pain or dizziness. Additionally, we often encounter more than just medical issues, due to the challenges associated with trauma from forcibly fleeing their loved ones in their home country to now living in a foreign community.



11,927

TOTAL PATIENT VISITS
(30% INCREASE FROM LAST YEAR)

4,736

PEDIATRIC VISITS

63

LANGUAGES INTERPRETED, THE MOST COMMON BEING:

DARI, PASHTO, SWAHILI, ROHINGYA, SPANISH

4,000+

CALLS MADE WITH A LANGUAGE PHONE LINE SERVICE

CARING FOR A BABY

A two-week-old baby, born prematurely at 34 weeks with a weight of two kilograms, came to the clinic one day. The baby had also tested positive for cocaine, which she had received in utero. Two weeks after birth, when the baby first came to Ethnē, she still weighed the same! Our team quickly identified that the baby wasn't getting the proper formula mix, which was crucial for her growth. We took the time to educate the family about the correct formula preparation and demonstrated how to make it in front of them. When we handed the baby her first properly mixed bottle, she drank it with such eagerness, a sign of her growing hunger and need. Now, the baby is being cared for by her aunts, who provide affectionate care as the baby continues to gain weight.



June 9, 2024

WE CELEBRATED OUR GAP YEAR STUDENTS, FOUR OF WHOM ARE ATTENDING MEDICAL SCHOOL THIS FALL.

TRAUMA

“Bibi” recently arrived from Afghanistan with a plethora of concerns, and had no hope of alleviating them. She was stricken with frequent nightmares, easily frightened by police alarms, and afflicted with daily headaches and body aches. Yet, she comes each week to verbalize and process her trauma with Ethnē’s compassionate and empathetic team. With the help of a professional Dari interpreter, our medical team walks alongside Bibi in her journey to healing. Ethnē is a medical home where Bibi, and her family members, can find refuge.



Mar. 14-16, 2024

ETHNĒ ATTENDS THE ANNUAL CHRISTIAN COMMUNITY HEALTH FELLOWSHIP CONFERENCE WHERE THREE OF OUR MEDICAL PROVIDERS GAVE WORKSHOP PRESENTATIONS.

"Your next appointment is..."

قرار ملاقاتی بعدی شما (Dari)

BURMESE, SPANISH

LANGUAGES SPOKEN AMONG STAFF

RESOURCE

As many of our refugee patients do not speak English, it is extremely difficult for them to make appointments to specialty clinics. Imagine the frustration for even native English speakers! Our Resource team assists in making those appointments, communicating them in their respective languages and working with our volunteers to help those without a vehicle to attend their appointments. In fact, we think of our Resource team members as professional advocates and champions of our patients so that they receive needed care beyond the primary care that we offer. Furthermore, we also have in-house referrals to aid those who can only walk to their appointments. These specialty services include occupational therapy, physical therapy, and psychiatry.

5,042

REFERRALS SENT

2,500+

APPOINTMENTS SCHEDULED ON BEHALF OF PATIENTS

141

IN-HOUSE PSYCHIATRY VISITS

232

IN-HOUSE PHYSICAL THERAPY VISITS

150+

VOLUNTEERS ASSISTING WITH CLINIC SERVICE PROJECTS OR PATIENT NEEDS

WALKING AGAIN

“Wa” suffered from a stroke, and as a result, was paralyzed. Wa’s ability to walk was stripped away, leaving him confined in his room. Our Resource team responded quickly and assisted Wa to get all the medical equipment he needed, including a wheelchair. Our physical therapist and occupational therapists also visited Wa and his family, demonstrating exercises and skills he can do at home to regain mobility. It has been a slow journey, but today, he is able to sit up and move slightly on his own!

“It has been a blessing to join the talented and faithful staff here at Ethnē this year. Every day, I am inspired by the commitment of not only the resource team but also each and every member of staff. Within our team, I have been moved by each member’s devotion and their willingness to go above and beyond to serve patients. Despite our increasing number of patients, I feel confident in our team’s ability to meet new challenges head-on. In the coming year, we hope to continue serving the community and improving each patient’s experience.”

Ethan Shi
Patient Resources
Team Lead



ADVOCATING FOR CARE

It is never one simple call to see a specialist. 'Aleem' has been suffering from a neurodegenerative disease and recently became a patient at Ethnē. However, Aleem needed far more specialty care to help him regain his mobility and strength. Our team advocated for our patient and, through numerous phone calls and being placed on hold for hours, Aleem was able to get into various specialty services such as physical therapy and neurology. Aleem has a long journey of healing before him, but is only able to do so due to the dedication and persistence of our Resource team.



Mar. 19, 2024

ETHNĒ RECEIVES \$2 MILLION THROUGH THE YIELD GRANT TO CONTINUE AND AUGMENT OUR MEDICAL AND DENTAL SERVICES.



"Say 'Ahhhh!'"

Diga Ahhhh!

(Spanish)

KAREN, BURMESE

LANGUAGES SPOKEN AMONG STAFF

DENTAL

Our dental clinic opened its doors in Fall 2023. Affordable dental care is rare, let alone care that is comprehensive and culturally-sensitive. It has been incredible to witness the ways that our dental operations have increased in hours and services. We have a strong team of four dentists and three dental assistants, who have all flourished in their respective areas. Two of our dental staff speak the most common languages among our patient population.

427

PATIENT ENCOUNTERS

226

PATIENTS

123

ABCESSED, NON-RESTORABLE INFECTED TEETH EXTRACTED

193

TEETH RESTORED

200+

PERIODONTAL TREATMENTS OR DENTAL CLEANINGS

SMILE

“Sahaj” is a 14-year old Afghan girl who broke her front two teeth several years ago in an accident before relocating to the U.S. While attending her mother’s dental appointment, the young girl pointed at her two half-chipped central incisors and mouthed “help”. As a teenager, she was ashamed of her broken teeth and felt self-conscious in her interactions with friends who are already so different from her culturally. The dentist heard her cry and a few weeks later, her front teeth were restored. Now, she confidently beams her new teeth before her family and friends.



CHEESE

“Wah” is a lady in her thirties, with dental caries all across her teeth. She could not afford appropriate dental care, and as a result, was always ashamed to smile and would always cover her mouth with her hands each time she did. Wah entered our clinic seeking help. Though there were other teeth in more dire need, the dentist obliged her request and restored her discolored front teeth to their natural color.

After the procedure, Wah was so excited and thankful. Each time she comes back for her visits for restoration of other teeth, she delightfully wears a big smile and greets our dental team.



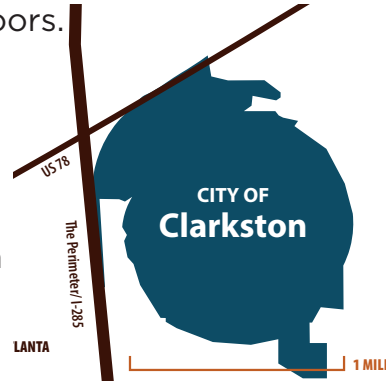
In this next year, we hope our team continues to grow in skills, expertise, compassion, patience, and grace as we continue to expand our scope of services & clinic hours and increase the number of those we serve. We hope that our team continues to learn to trust each other, get to know each other, work cohesively & effectively, and to spur each other on to be the best that we can be individually & collectively.

Eunice Chay
Dental Director

Our Story

Each department has truly bloomed over the last six years. We are thankful for the ways God has allowed the increase of our clinic operations and reminisce over how God sovereignly provided the right people and place for Ethnē to open its doors.

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 Nov. 2017 and opened its doors in Oct. 2018. Now almost six 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.

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.

Thank You to Our Supporters

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

Because of your generosity and prayers, Ethne Health is equipped to welcome patients from different parts of the world. Many of whom have never been to a formal medical or dental clinic. Your giving is making a physical and spiritual impact in the lives of our patients from these countries:



We are grateful to the following organizations who provided us with financial grants or operational support:

Atlanta Foundation

Korean Presbyterian Women's
Association

Sostento

Frances Hollis Brain Foundation

Mary Allen Lindsey Branan
Foundation

Theia Fund

Gaby Family Foundation

The MJH Charitable Foundation

Yield Giving

GHFA



...and others who have asked to remain anonymous.

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.

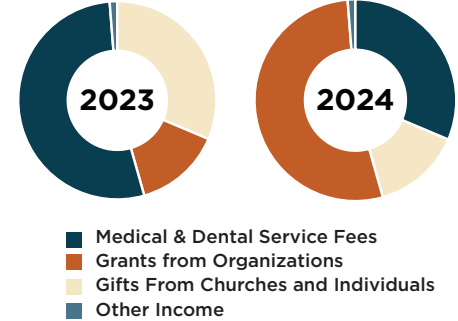
Financials

	FY 2023	FY 2024	FY 2025*
INCOME			
Gifts from Churches & Individuals	\$540,199	\$604,826	\$644,142
Grants from Organizations	\$245,500	\$2,272,352	\$967,836
Medical Service Fees	\$915,500	\$1,411,552	\$1,511,808
Dental Service Income	\$0	\$40,446	\$162,495
Other Income	\$21,291	\$62,588	\$173,901
Total Income	\$1,722,490	\$4,391,764	\$3,460,182
EXPENSES			
Contract Services	\$113,434	\$148,590	\$189,610
Laboratory Fees	\$21,512	\$32,524	\$28,960
Facility & Equipment Expense	\$96,452	\$210,854	\$360,257
Other Expenses	\$104,593	\$227,752	\$481,116
Medical Supplies	\$195,324	\$267,272	\$173,613
Insurance	\$78,332	\$69,525	\$76,582
Payroll	\$1,096,831	\$1,381,993	\$2,150,044
Total Expenses	\$1,706,478	\$2,338,510	\$3,460,182
NET INCOME	\$16,012	\$2,053,254	\$(-)

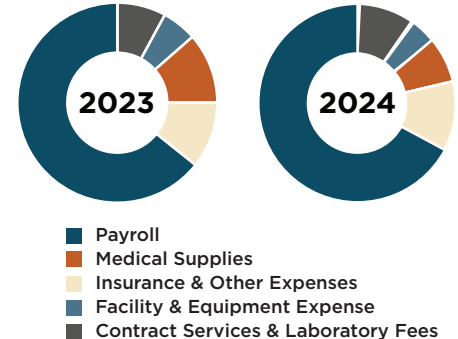
Donated medical income removed for clarity

*PROJECTED

Cash Income



Cash Expenses



Help Us Keep Blooming

As you “visited” each department of our medical and dental clinics, our hope is that you have had a small glimpse into the ways our staff, clinics and patient population have bloomed over the years. Yet, the work is far from finished. Our resettlement agencies are expecting **3,515** refugees to arrive in our community within the upcoming fiscal year, and we anticipate Ethnē to be a medical home for these newly arrived families. Our current patient population is still experiencing difficult social circumstances, which impairs their access to receiving appropriate health services. We hope to **enhance our mental health services** with the addition of **trauma-informed counseling services** and **substance use disorder therapy**. We have yet to **expand our dental services** to include **pediatric services** and other **major restorative treatment** (i.e. crown/bridge).

We need your support. We invite you to join us in the planting and watering efforts, and pray alongside us so that the Lord uses us to provide the growth of hope and healing blooms in our vibrant community!



WAYS TO SUPPORT ETHNE HEALTH:

Pray: for our staff and patients, and that we would manage our growth well! For specific requests each month, please subscribe to our newsletter!

Donate: Support us financially as we serve >1,000 patients, and growing, each month! Please use this QR code to make your gift.



Serve: Volunteer to help fill needs such as driving patients to appointments, helping with special events, etc.

As a 6-yr-old organization, we are very proud of what has been accomplished by our team and our deepening understanding of Ethnē Health's vision. My hope for the future is that we will grow in our staff development as people of love and be able to steward our resources to serve the community in deeper and wider ways.

Kimberly Stewart
Practice Manager





ethnehealth.org



[ethnehealth](https://www.facebook.com/ethnehealth)

HEALTH CLINIC

980 Rowland St, Suite 4190
Clarkston, GA 30021

(470) 799-0044
info@ethnehealth.org

MON	9:00 AM – 9:00 PM
TUE	9:00 AM – 5:00 PM
WED	9:00 AM – 5:00 PM
THU	9:00 AM – 5:00 PM
FRI	9:00 AM – 1:00 PM
SAT	Closed
SUN	Closed

DENTAL CLINIC

4122 E Ponce de Leon Ave
Clarkston, GA 30021

(470) 799-2919
dental@ethnehealth.org

MON	Closed
TUE	9:00 AM – 5:00 PM
WED	9:00 AM – 5:00 PM
THU	9:00 AM – 5:00 PM
FRI	9:00 AM – 1:00 PM
SAT	Closed
SUN	Closed