AMM remained open, serving patients throughout the year, working to stand in the healthcare gap and be part of the solution to COVID-19 in Wake County. Our committed, dedicated staff members have been in-person, on the front-lines and continue to lead in the push to get our patients and community vaccinated. AMM worked to educate our patients and their families on the importance of receiving the COVID-19 vaccine, alleviating fears and misunderstandings.
Dear Friends,

The power of community has allowed Alliance Medical Ministry to be an integral part of Wake County’s recovery from the pandemic. Through our volunteers, collaborative partners, and funders, we have seen the very best of our community in the most trying times. Your philanthropic support directly impacts our ability to execute our mission and we want to thank you for your unwavering investment in that mission. It takes a village, they say, and we are proud to be part of this Wake County community.

The pandemic presented us with many challenges and opportunities this year and the AMM staff, volunteers, and donors rose to meet each one. Our pandemic response included distributing COVID-19 vaccines and COVID-19 testing, and our staff and volunteers have worked and continue to work hard in uncertain times to meet our community’s demand for these critical services. From vaccinators to interpreters and medical observers, our community volunteers gave of their time early in the year when there was great uncertainty and risk of infection was ever-present. Our AMM staff came to work every day, knowing that diabetes, hypertension, and chronic diseases would not stop during a pandemic. The team at AMM began to pivot deliberately and thoughtfully from seeing patients only via telehealth back to in-person appointments.

AMM continued to look to the future by expanding our patient capacity. At a time when medical staffing around the country was unstable, AMM was pleased to add Dr. Edwin Burkett as our Medical Director and Dr. Netra Thakur to our medical team. Together with our existing providers, these mission-focused doctors will allow us to expand our patient capacity by 25%. This capacity expansion is a true difference-maker for our community, which continues to have a high number of uninsured members.

We are fulfilling our promise to our community each day – that AMM will provide health and hope to Wake County’s most underserved residents. We are delivering these gifts by virtue of your continued philanthropic support and a staff who are wholeheartedly dedicated to our mission.

Thank you,

Pete Tannenbaum
Executive Director

Dr. Michael Spiritos
AMM Board Chair

“Of all the forms of inequality, 

injustice in health 
is the most shocking 
and the most inhuman…”

- Dr. Martin Luther King, Jr.
1966
The majority of AMM patients live with two or more chronic diseases:

- 53% weight-related diagnoses
  1,079 patients

- 48% diabetes or pre-diabetes
  978 patients

- 35% hypertension-related diagnoses
  698 patients

*This past Fiscal Year 2020-2021 (FY2020-2021) includes July 1, 2020 – June 30, 2021.
DURING THE PAST FISCAL YEAR:

68% of diabetic patients whose blood sugar levels were not in control (A1c > 7.0) improved their A1c measures.

24% of those same diabetic patients whose blood sugar levels were not in control brought their blood sugar levels to a healthy level (A1c < 7.0).

77% of hypertensive patients whose blood pressure was not in control (> 140/90) improved their blood pressure measures.

44% of those same hypertensive patients whose blood pressure was not in control brought their blood pressure levels to a healthy level (< 140/90).
IN FY2020-2021, AMM ACHIEVED THE FOLLOWING RESULTS:

14,392 HOLISTIC PATIENT ENCOUNTERS for all areas of the clinic
7% increase*

2,321 COUNSELING SESSIONS mental health, social worker, and spiritual sessions
34% increase

305 NEW PATIENTS SEEN 41% increase

2,984 ON-SITE LAB VISITS processed by UNC-REX Hospital
19% increase

$5.78 MILLION OF PRESCRIPTION MEDICATION DISPENSED through patient assistance programs at little or no cost to patients
33% increase

*Each increase noted is an increase over FY2019-2020.
SPECIALTY-CARE PARTNERS

430
REFERRAL APPOINTMENTS TO OFF-SITE
SPECIALTY-CARE PARTNERS
including Blue Ridge Dermatology, Raleigh Foot & Ankle Center,
Project Access of Wake County, UNC Health System,
and WakeMed Health & Hospital

117
MAMMOGRAMS PROVIDED AT AMM
through UNC Rex Hospital
Mobile Mammography bus
11% increase

101
PATIENT REFERRALS FOR DENTAL CARE
to Wake Smiles

Wake Smiles

495
ON-SITE SPECIALTY CARE APPOINTMENTS
BY VOLUNTEER PROVIDERS
cardiology, endocrinology, orthopedics,
psychiatry, physical therapy, and wound care
19% increase
FY2020-2021 FINANCIALS

AMM INCOME SOURCES

INCOME SOURCES $2,957,739

- Fundraising $2,003,287
- Foundations $406,607
- Individuals $279,091
- Corporate $201,919
- Congregations $78,830
- Health & Hope Now $925,708
- COVID-specific $111,132
- Government $467,693
- Contract Fees $375,000
- Patient Fees $77,811
- Other $33,948

AMM EXPENSES

EXPENSES 100%

- Clinic 84%
- Development 9%
- General & Administrative 7%

AMM FUNDING SOURCES

FUNDING SOURCES 100%

- Fundraising 68%
- Government 16%
- Contract 13%
- Patient Fees 2%
- Other 1%

Note: Total income sources do not align perfectly with the financial totals due to rounding and reporting methods.
AMM’s holistic approach to preventative care and chronic disease management has helped patients live healthier, fuller lives by treating the whole person and providing patients with the tools they need to manage and improve their health. Despite challenges posed by the pandemic, AMM has succeeded in helping high-risk patients improve their health in life-saving ways. These improvements help patients manage their chronic health conditions that create complications demanding emergency care. By decreasing visits to local Emergency Departments, AMM helps keep patients with their families, at their jobs, and living their lives while also lowering the cost of healthcare for our entire community.

An investment in AMM is an investment in our neighbors and in our community.
AMM continued to provide our patients with access to needed care via telehealth even when in-person visits were not possible. Telehealth has helped break down barriers to care for our patients facing various Social Determinants of Health, including lack of transportation, childcare, and flexible time off of work, that make it difficult to come into the AMM clinic for appointments.

DURING THIS PAST FISCAL YEAR, DESPITE THE CHALLENGES OF THE PANDEMIC, AMM PROVIDED 7,191 TELEHEALTH PROVIDER ENCOUNTERS, ALLOWING US TO ACHIEVE A:

36% increase* in appointments with our Social Worker.

<table>
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<tr>
<th>7% increase in the number of overall encounters.</th>
<th>10% decrease in effective “no show” rate by patients.</th>
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32% increase in appointments with our Director of Pastoral Care and Counseling via 100% telehealth appointments.

*Each increase noted is an increase over FY2019-2020.
ACCESS TO LIFE-SAVING MEDICATIONS

AMM has also continued to provide access to needed medication for our patients throughout the pandemic, qualifying patients with patient assistance programs through pharmaceutical manufacturers. During the peaks of COVID-19, AMM found creative ways to distribute medication to patients in a contact-free, safe way by creating a drive-thru pharmacy.

$481,667 per month in medication distributed in FY2020-2021.

Even in the face of the pandemic, AMM significantly increased the amount of free and low-cost medications we distributed to our patients. Comparing our monthly average before the pandemic (calendar year 2019) to our monthly average from the start of the pandemic (March 2020 - June 2021), AMM distributed:

$160,405 more per month in free or low-cost medications to patients.
AMM’s Health & Hope Now capacity-building campaign immediately brought health and hope to more of our neighbors-in-need through greater access to health care, which builds stronger, healthier, working families in our community.

Health & Hope Now is allowing AMM to expand patient capacity and create sustainable operations to eliminate our 500+ waitlist of community members qualifying for our services.

Thanks to strong community support, we were able to stretch beyond our original target, increasing the campaign goal to $1.5M this spring, bridging even more of the healthcare gap in Wake County.

“‐You can’t provide healthcare if you aren’t considering issues around social determinants of health. Everybody [at AMM] gets that... I feel that healthcare is a right, not a privilege. That’s why I’m attracted to being with a patient population that wouldn’t have resources otherwise.”

Dr. Netra Thakur

Dr. Netra Thakur first came to AMM as a volunteer family physician when COVID-19 broke out in March 2020. She was then hired onto the AMM team as a part-time physician in summer of 2020, thanks to Health & Hope Now. Dr. Thakur brings many years of experience in working with underserved populations, and she is a strong believer in AMM’s mission and holistic-care philosophy as well as AMM’s dedication to health-equity. Dr. Thakur’s compassion and experience have made her a great addition to the AMM team.
AMM’s Health & Hope Now campaign allowed us to expand our leadership team and our patient capacity with the addition of Dr. Edwin Burkett. After retiring from a 35-year career in the United States Air Force, Dr. Burkett joined the AMM team as a full-time physician and Medical Director in summer of 2021. Dr. Burkett’s experience provides a unique perspective of serving underserved communities. He is fluent in Spanish and is a natural community leader who will be a public health advocate for AMM and our patients in Wake County. Dr. Burkett’s Air Force experience instilled the values he lives by, which make him a great addition to our AMM leadership team: integrity first, service before self, and excellence in all he does.
VOLUNTEERS

VOLUNTEERS ARE CRITICAL TO THE WORK WE DO AT AMM. DURING THIS PAST FISCAL YEAR:

302 volunteers worked on various projects at AMM

8,600 volunteer hours were donated to AMM’s mission

“People are whole beings. They are not simply back pain or shoulder pain or neck pain ... it is nice to be in a place where we have got the resources to treat the whole person.”

Skip Roy Volunteer Physical Therapist
VOLUNTEERS SERVING AMM WITH 100 OR MORE HOURS THIS PAST FISCAL YEAR ARE:

Yennifer Aguirre  
*Interpreter*

Lucina Araiza  
*Social Work/Counseling Intern*

Tori Bergstein  
*Clinic Intern*

Shengjie Chen  
*CNA/EMT*

Ashton Dunn  
*Nursing Intern*

Mayra Duran  
*Interpreter*

Kordelia Eisenreich  
*Patient Services*

Allison Glenn  
*Licensed Counselor/Patient Services*

Tina Glover  
*Project Access*

Robert Horner  
*Patient Services*

Dr. Frederick T. Horton  
*Provider - Psychiatry*

Ryan Jones  
*Patient Services*

Olivia Joyner  
*Patient Services/Interpreter*

Dr. Abiose Lasaki  
*Provider - Family Medicine*

Catalina Ramos Gomez  
*Social Work/Counseling Intern*

Antonia Smith  
*Clinic Intern*

Charlotte Tannenbaum  
*Clinic Intern*

Skylar Tarver  
*Patient Services*

Ryan Taylor  
*CNA/EMT*

Trevor Thompson  
*Counselor*

Carson White  
*Patient Assistance Program/Pharmacy*

“I see mental health as a big part of health care, the holistic approach - not just coming in and checking up on your blood pressure but also checking in on your mental health. Mental health is a big part of your overall well-being and I like to be a part of that.”

Allison Glenn  *Volunteer Licensed Clinical Mental Health Counselor Associate*
Juana first came to AMM 10 years ago and has been able to obtain the medical and holistic care she needs. Juana has been an active participant in AMM’s wellness programs and credits that experience in changing both her and her daughter’s lives. The Million Step Challenge helped motivate Juana and her daughter to exercise together. The AMM-provided fitness tracker that she received for the Challenge also served as a constant reminder of lessons-learned from AMM how to eat well and to exercise. Juana finished as one of the top-three winners of the Challenge. She says her prize, though, was losing weight and changing her life as well as her daughter’s.

Juana’s story exemplifies the benefits of the holistic care AMM provides to our patients, including those who wish to control chronic health conditions. Ultimately, the ripple effect these programs have on our patients as well as their families and the community as a whole is immeasurable.

“I didn’t do it for the prize; I did it for my health. I wanted to motivate my daughter, too.”

Juana AMM Million Step Challenge Participant
1,667 pounds of AMM produce given to patients.

3 beehives added to the AMM Farm.

FARMING

378 total AMM Wellness class encounters: Seed-to-Supper, Zumba, yoga, Cooking Matters, Million Step Challenge, and diabetes education classes.

90 AMM patient participants in the Wellness Programs.

30 AMM patients participated in the 100-day Million Step Challenge. The top three patients walked 1.5M, 1.2M, & 1.1M steps.

WELLNESS PROGRAMS
AMM played a key role in the distribution of COVID-19 vaccines. AMM was proud to be approved in the early days, when resources were scarce, to dispense the Moderna COVID-19 vaccines here at the clinic, starting in February 2021 and running until June 2021. We were able to achieve the following, thanks to our unique position of trust with the most vulnerable in our community along with the hard work and creative thinking of AMM staff members and dedicated volunteers:

- **3,393** COVID-19 vaccine doses distributed, both first and second doses, to patients and members of the community
- **1,801** community members and patients received COVID-19 vaccine dose(s), 76% of whom are part of historically marginalized populations
The Healthy Start Breakfast was held virtually on September 24, 2020. Rhett Mabry, President of The Duke Endowment, was our Keynote Speaker and Donald Gintzig, President & CEO, WakeMed Health & Hospitals, was our Honorary Chair.
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