



InterFaith
Health Center

**ANNUAL
REPORT**

2022-2023

*Comprehensive
Affordable Care*

EXECUTIVE DIRECTOR'S LETTER



Another year has come and gone. It is hard to believe. So much has happened. So much still to be accomplished.

Thirty-two years ago, when we opened our doors, we could not offer all the services we offer today. But it has always been our commitment to continue to grow and continue to improve. That growth is actually what led us to make a big decision this past year...to change our name. This was not an easy decision for me or for our board of directors. But in reality, the word “clinic” no longer describes who we are nor the services our patients have come to expect. So, we stayed true to our roots by keeping “InterFaith Health” but we dropped “Clinic” and replaced it with “Center.” And yes, I still occasionally use the old name because it is hard to break habits. But I am very excited that our name reflects who we are.

The theme of our report this year is **Comprehensive Affordable Care**. That sounds great but what does it really mean for our patients?

Comprehensive – Our medical patients have access to labs, x-rays, biopsies, EKG’s and so much more on-site. Our dental patients receive crowns, partials, dentures as well as cleanings and fillings. Our mental health patients not only have access to counseling but also to psychiatric services. We offer prescription assistance to our patients for everything from acute medication like antibiotics, to health maintenance medications for chronic diseases. We also offer limited specialty services on-site like dermatology and physical therapy to name just two. Then when you consider our network of off-site services, which includes specialists and our healthcare systems, we truly offer our patients access to comprehensive care.

Affordable – We believe that everyone should have access to affordable healthcare. Financial strain should not dictate whether or not an individual seeks medical care. We encourage our patients to have a vested interest in their health. By allowing our patients to pay according to their means, they are contributing to their well-being.

Care – We want each and every person who walks through our doors to know we care. We care about our patients’ physical health, but we also care about their emotional and spiritual well-being. We want our patients to feel valued and leave with a sense of hope and encouragement.

As I close, I want to share one more thing. The growth over the last 32 years would not have been possible if you had not been involved. Do not ever doubt the impact of your financial gifts, your investment of time and/or expertise, and your prayers. We could not minister to the underserved in our community without your support. So, thank you. And as you read this Annual Report, please know that you played a very important part in each person touched.

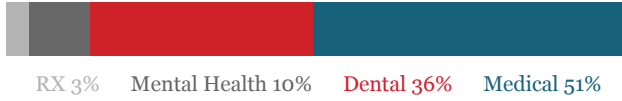
A handwritten signature in black ink that reads "Melissa H. Knight".

MELISSA H. KNIGHT
Executive Director

PATIENT DEMOGRAPHICS

Number of Patients
1782

Total Patient Encounters: **8,307**

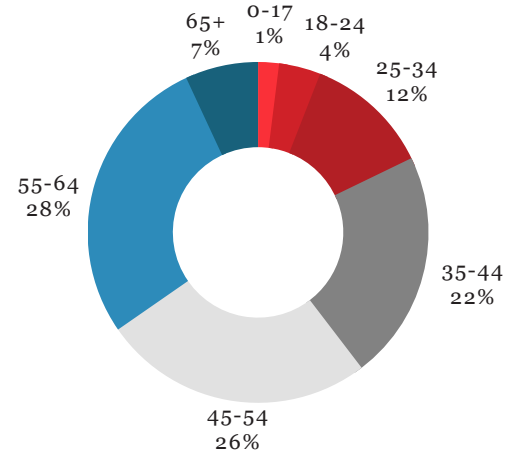


“Everyone is so polite and caring. It couldn't get any better.”

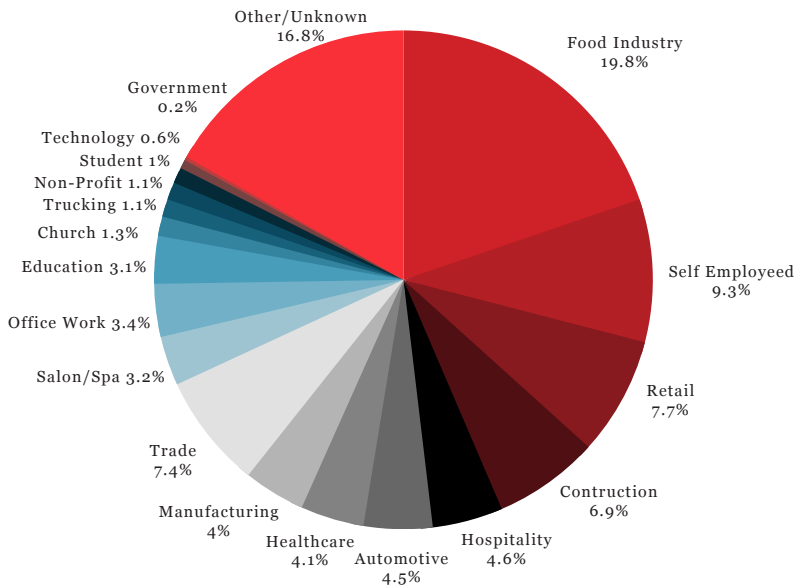
Breakdown by Race



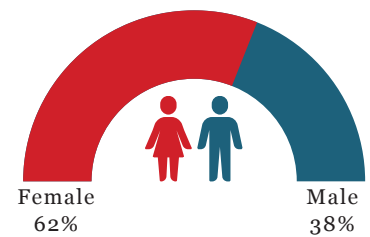
Breakdown by Age



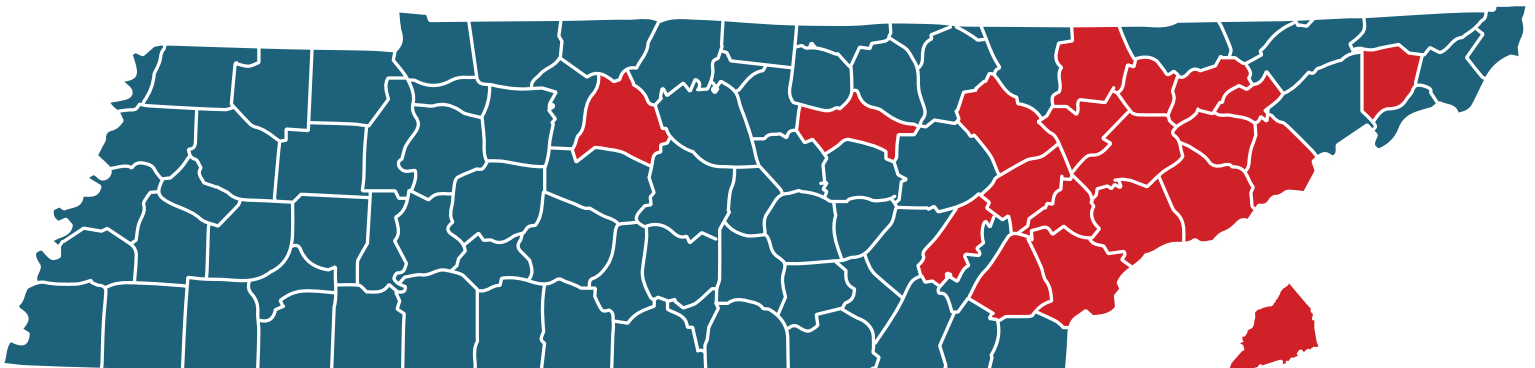
Breakdown by Occupation



Breakdown by Gender



Number of Counties Served: **20**



PATIENT STORIES



SUSAN'S STORY

Comprehensive

Susan has been a patient of InterFaith Health Center since 2007. Susan was going through a divorce which left her with no health insurance. She owns her own salon, and since she was self-employed and had a pre-existing condition, it was virtually impossible to find affordable insurance. One of her clients recommended that she contact InterFaith. Since Susan became a patient, she has used virtually all the services available at different times in her life.

Susan doesn't know what she would have done if not for InterFaith Health Center. She probably wouldn't have sought medical care because of the cost, and she didn't know how she would pay the bills. InterFaith has greatly improved her life because she is healthier due to the medical care she receives. "I never thought that I'd be able to see a dentist, dermatologist, optician or be able to afford medication." She said all the doctors and staff treat her with respect and give patients exceptional care. "You know, sometimes people are judged because they are in need, but I have never felt judged at InterFaith." Susan respects what the doctors and staff tell her and does what they suggest. "They have my best interest in mind. I can ask any questions and they never make me feel like I can't ask them anything." She said that the staff is dedicated to helping people and she can feel and see the dedication. The care is excellent in every way and if a referral is needed, those providers are wonderful as well. "I really like going there and I don't really want to change, even though it is a fair distance for me to travel."

“Everyone needs help at one time or another and they’ve been there for me.”

If anyone she knows mentions needing health or dental care, she is sure to mention InterFaith Health Center. "It is a wonderful option if you don't have insurance. The care is top notch, pricing is reasonable, and all patients are treated well." She said, "I tell everyone who talks about a friend, family member who is troubled with addiction, depression, anxiety, or other mental trauma to look into services at InterFaith. People just don't know that there is help available. Everyone needs some help at one time or another and they have been there for me."



MICHAEL'S STORY

Affordable

Michael is retired with limited income and no dental insurance. He tried finding help for his dental needs, but there were not many programs available, and dental care was financially out of his reach. Michael found that InterFaith Health Center had programs to help with his medical and dental needs.

Michael came to InterFaith's dental office with no upper teeth, and significant decay with his lower teeth.

His chief concern was "getting back his smile." With the SMILE ON 65+ Program, his lower teeth were cleaned, and decay was removed. Michael's teeth were fixed with white composite restorations and crowns. An upper denture was fabricated, which restored both his smile and the ability to eat. Michael is now seeing the dental staff to keep his bottom teeth healthy.

“I am so happy to have my smile back!”

PATIENT STORIES

Michael said not having teeth affected him in so many ways, not just the ability to eat. “I am so happy I have my smile back and can eat virtually anything I want. InterFaith may have helped save my life because I was in pain and couldn’t eat much.”

When asked about his experience with InterFaith, Michael said everything was easy. Services were affordable and appointments were convenient. “It was a terrific experience – everyone treated me with respect and kindness and the care was excellent. I can’t say enough how much I appreciate everything done for me.”

JAMES’S STORY



Care

James went to the emergency room because of severe burn wounds on his feet. He was treated at the ER, and because he did not have insurance, was referred to InterFaith Health Center. Dr. Bielak cared for James’s wounds and during his exam, noticed that he had a terrible cough.

“*You and your nurses were the best he’d had.*”

Dr. Bielak had James x-rayed at the Center, and the scan showed several spots on his lungs. Dr. Bielak referred James to the University of Tennessee for evaluation of his lungs where he was diagnosed with advanced lung cancer that had metastasized to other areas of his body. He returned to see Dr. Bielak to determine what could be done to help him. Because James’s cancer was so advanced, treatment would not have been successful. Oxygen, breathing supplies, and medication were sent home with him at no cost. James lived with his elderly mother 45 minutes away from the Center. Because of their limited transportation, InterFaith staff delivered medical supplies that James needed to his home. The staff at InterFaith provided care to make the end of life as comfortable and pain-free as possible before he passed away.

James’s mother wrote a letter to InterFaith saying, “I thank you so much for the help you gave my son, James. He had a hard time with his life, and he wanted you to know, you and your nurses were the best he’d had. It was just too late when he found you. I will always remember all of you, and I highly recommend you. God Bless and thank you.”

“*Staff is amazing. Our community is lucky to have InterFaith take care of us.*”



SERVICES

MEDICAL

On-site services IHC provides:

- Dermatology
- Injections
- Bracing
- Biopsies
- Wound care
- Breathing treatments
- Physical therapy
- Laboratory testing
- X-rays
- Diagnosis and treatment for both acute and chronic conditions

Number of
COVID tests

277

Number of
COVID Vaccines

99

Total Specialty
Referrals

6,839

Total Specialists IHC Referred

Nearly 700

In FY23, InterFaith's Community Health Workers attended over **65** community events and had face-to-face interactions with more than **750** individuals. In total, they touched **2,000** individuals providing health information, including COVID-19 education and resources. In addition, InterFaith's Community Health Workers have coordinated transportation, practiced case management, improved communication between healthcare providers, and assisted with patient education. InterFaith's Community Health Workers have played an integral role in helping patients at risk for health disparities navigate the health care system.

Each new medical patient receives a complete physical at their first appointment, including:

- Labs
- EKGs
- Healthy lifestyle counseling (diet, smoking cessation, exercise, stress management, etc)

Hospitals IHC works with: 16

- Big South Fork Medical Center
- Blount Memorial Hospital
- Claiborne Medical Center
- Children's Hospital
- Fort Loudon Medical Center
- Fort Sanders Hospital
- Jefferson Memorial Hospital
- Lafollette Medical Center
- LeConte Medical Center
- Methodist Medical Center
- Morristown-Hamblen Hospital
- Parkwest Medical Center
- Roane Medical Center
- Tennova North Knoxville Medical Center
- Tennova Turkey Creek Medical Center
- University of Tennessee Medical Center

Specialties of On-Site Volunteers

- Podiatry
- Rheumatology
- Dermatology
- Gynecology
- Immunology
- Orthopedics
- Physical Therapy
- Cardiology
- Endocrinology
- Dietician
- Physician Assistant
- Family Practice
- Endodontics
- Family Dentistry

“Best experience I've had at a doctor's office.”

SERVICES

DENTAL

Breakdown of Dental Services



Value of Dental Services: **\$1,519,356**

30% Increase from FY22

SMILE ON 65+'s mission is to improve the overall well-being of older adults in Tennessee by removing barriers to oral health care through awareness, affordability, and accessibility. SMILE ON 65+'s vision is that Tennessee's older adults have the opportunity to unlock a vibrant life through a healthy smile.

Number of SMILE ON 65+ patients served in FY23: **281**

MENTAL HEALTH

Different Mental Health Diagnoses:

- Depression
- Anxiety
- PTSD
- OCD
- Adjustment disorder
- Bipolar
- Borderline personality disorder
- Panic disorder

Value of Mental Health Services:
Approximately **\$110,000**

Number of Substance Use Screenings: **1,184**

Number of Patient Encounters: **235**

Added a Spanish speaking therapist to staff.

“I am very grateful for all of the assistance InterFaith has provided me!!!”

PRESCRIPTION ASSISTANCE

Value of Dispensed Medication: **\$2,533,621**

41% Increase from FY22

Number of Patients Served: **271**

InterFaith partnered with **33** pharmaceutical companies.

Patients receive a three-month supply of medicine for a **\$15 handling fee**.

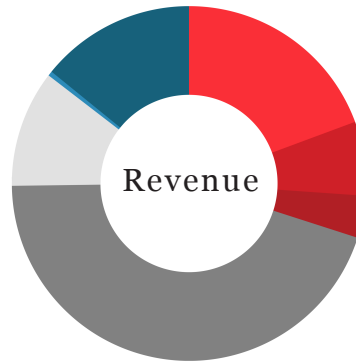
Types of Medications Dispensed:

- Diabetes – **383** orders
- Breathing – **175** orders
- Mental Health – **21** orders
- Anticoagulation – **20** orders
- Bladder control – **16** orders
- Arthritis, Narcolepsy, Hepatitis C, Anti-seizure, etc. - **87** orders

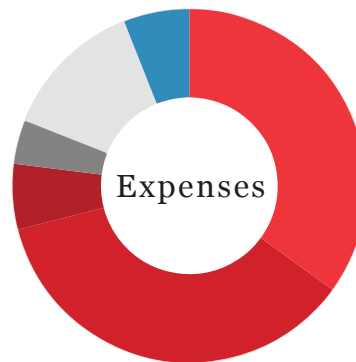
FINANCIAL

INITIATIVES THROUGH GRANTS

- Continued to help senior adults obtain dentures and partials
- 300 new healthcare homes to individuals in our community who did not have one
- Implementation of Community Health Workers, who expand healthcare access and COVID-19 community education and resources
- No-appointment, drive-up COVID testing (open to the public)
- Mental health counseling available in Spanish
- Affordable laboratory testing to underserved patients



- Contributions- 19.35%
- United Way- 6.76%
- Hospital- 3.84%
- Grants- 44.84%
- Special Events- 10.64%
- Other- 0.43%
- Patient Fees- 14.14%

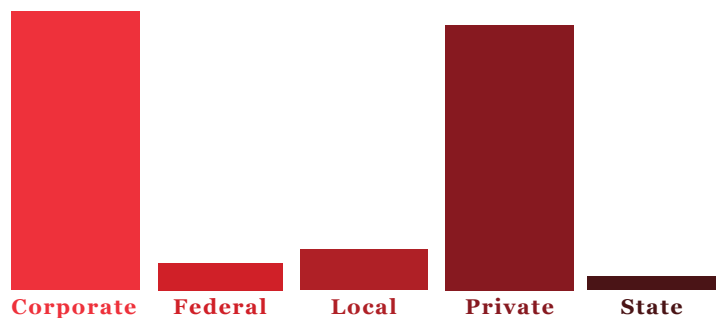


- Medical- 35%
- Dental- 36%
- Mental Health- 6%
- Prescription Assistance- 4%
- Development- 13%
- Administration- 6%

BREAKDOWN OF GRANT SOURCES

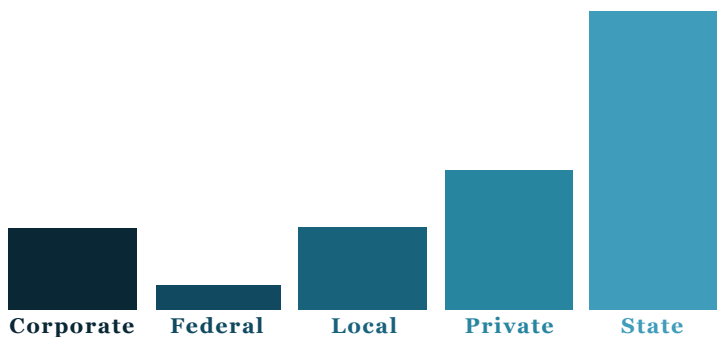
Total Grants Received:

- Corporate Grants- 21
- Federal Grants- 2
- Local Government Grants- 3
- Private Foundations- 20
- State Government Grants- 1



Broken down by dollar amount:

- Corporate Grants
\$158,240
- Federal Grants
\$48,500
- Local Government Grants
\$162,317.58
- Private Foundation Grants
\$269,900
- State Government Grants
\$578,375.38



Total amount of grants awarded:

\$1,217,333

EVENTS

Income from special events

\$309,219

Total number of event
volunteers and their hours

132 volunteers 395 hours



SWEETS TO THE SWEET

Sweets to the Sweet, presented by Knoxville TVA Employees Credit Union, entered its 14th year of spreading love by delivering 736 bundtlets across Knox County. Partnering with Nothing Bundt Cakes, these Valentine treats not only brought smiles to faces, but also allowed the Center to continue providing life changing healthcare. A special delivery was also made to a local assisted living facility, giving each resident a sweet treat.



DOCTORS VS. LAWYERS

Summit Medical Group joined us as presenting sponsor of Doctors vs. Lawyers Trivia Night at The Mill and Mine. Hosted by Dino Cartwright, competition between doctors and lawyers was fierce, as teams battled in an effort to take home the golden brain. Attendees were also invited to donate and pull a special bottle of wine at our Wine Wall.



HALLOWINGO

Presented by Tennova Healthcare and hosted by Lori Tucker, InterFaith's 10th-annual, Halloween themed event included a silent auction, costume contests, and dinner. More than 180 guests enjoyed a lively Singo competition at The Standard in Downtown Knoxville.



CASINO ROYALE

Axle Logistics returned as the presenting sponsor of this year's Casino Royale. This elegant evening at Cherokee Country Club was hosted by Russell Biven and Beth Haynes, with special guest and former InterFaith Health Center patient, Yassin Terou. This black-tie event featured an auction of specialty bourbons and jewelry, a great dinner, and lively fun at casino style gaming tables.



EMPLOYEE CELEBRATION

The annual Employee Celebration honored InterFaith Health Center's staff and recognized the longevity of Donna Barker (5 years), Kizzie Wallace (15 years), and Marci Wood (15 years). This day of appreciation was made possible by the generosity of board members, who treated the staff to an afternoon of great food, gifts, and entertainment.

since
1991



OUR MISSION

The mission of the InterFaith Health Center is to provide accessible, affordable, and quality healthcare to working uninsured or underserved individuals, primarily through the support of individuals, religious, health care, and business communities.

COMMUNITY PARTNERS



SERVED ORGANIZATIONS



RECOGNITIONS



OUR TEAM

CORPORATE BOARD OF DIRECTORS FY 2022-2023

Nina Bowling-Milner	Drew Grey	Cindy Pearman, MD
Mark Browne, MD	Ranee Guard	Ward Phillips
Greg Broyles	Andy Hampson, President Elect	Lori Ramsey, LCSW
Melanie Burgess	Donald Henson, DDS, President	Tracy Richter
Joe Connell, Member at Large	Rev. Ben Lewis	Mintha Roach
Wesley Dean, MD, Member at Large	Andrew McCreary	Brad White, DDS, Treasurer
Jim Decker	Megan McGill	Russ Wilson, Member at Large
David Gerkin, MD	Julia Mullaney, Secretary	

CORPORATE BOARD OF DIRECTORS EMERITUS

Rev. George Doebler	Dava Shoffner	Linda Vaughn
Thomas M. Fisher	Karen Stripling	

FOUNDATION BOARD OF DIRECTORS FY 2022-2023

Brandon Allen	Janie Cormack	Tonia Mostella
Russell Biven	Allie French	Lynda Newton
Jess Boyd	Chase Laine	Chris Parrott
Kathi Browne	Laura Lambert	Tom Rogers
Jenny Bushkell	Mindy Landry	Suzanne Vaughn Laine, Vice President
Emily Bynum	Lindsey McCreary	Megan Venable
Mike Cohen	Thom Noggle, President	

FOUNDATION BOARD OF DIRECTORS EMERITUS

Ellen "Sis" Mitchell

EXECUTIVE STAFF



Melissa Knight
Executive Director



Ken Bielak, MD
Medical Director



Danielle Barnes, DDS
Director of Dental Services



Brandon Swaim, LMFT
Director of Mental Health Services



Beth Farrow, MPA
Director of Development
and Public Relations



Kelly Mainor
Asst. Director of Development
and Public Relations



Chasidy Teffeteller
Practice Manager



Ann Pierce
Events and Stewardship
Manager



InterFaith
Health Center

CONNECT WITH US

MEDICAL & MENTAL HEALTH SERVICES

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Knoxville, TN 37917

DENTAL SERVICES

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Knoxville, TN 37919

865-546-7330

www.InterFaithHealthCenter.org
info@InterFaithHealthCenter.org

To continue supporting the mission of InterFaith Health Center financially, please visit our website or scan the QR code.



Dwight Kessel 1927-2023

InterFaith Health Center's 2023 Annual Report is dedicated to Mr. Dwight Kessel. Mr. Kessel was a founding member of InterFaith's Foundation Board where he served faithfully for nearly 20 years. Dwight was a highly regarded civic leader and businessman in our community with a passion to improve the lives of others. Countless organizations have been positively impacted in their ability to meet the needs of our community because of Dwight.

Mr. Kessel was a man of faith, and that faith dictated a life of service to his community and family. Gloria, the light of his life, and his children, Karen and Eddie, said that though Dwight was busy improving our community, they never felt like they were anything other than the most important people in the world to him. The staff and board at InterFaith are exceptionally grateful for the thousands and thousands of lives that have been eternally changed because of Dwight's dedication, passion, and commitment to serving others.