



*Health Care Transformed By Love*



Going Deeper **With Care**

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## Thoughts From Our Chief Medical Officer, Dr. Jim Henderson

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In Psalm 139, King David gives eloquent praise to a God who knows him better than he knows himself. A God who creates us, but also remains active in the lives of His children. A God who, because of His great love, brings light and hope to our hardest struggles and most secret of places.

At Siloam Health, we praise this same God! Even as we study the medical and personal histories of our patients, we also acknowledge that we'll never know them better than the One through Whom each person is "fearfully and wonderfully made." He is always with us, inviting us to join Him at work in the lives of those He loves, asking that we be willing to follow His call to go deeper.

While the President's 2017 Executive Orders dramatically reduced the number of new refugees coming to the United States (and Siloam), they also created unexpected new opportunities to creatively engage uninsured Nashvillians of all backgrounds on a greater level. These new initiatives—introduced in the following pages—are designed to go deeper with those we serve, addressing not only their physical health, but their spiritual and emotional health as well.

In the Siloam Health Primary Care Clinic, for instance, patients are receiving a deeper level of care through formalized Care Teams and Care Coordination Plans. Outside our four walls, volunteer teams in our newly formed Nashville Neighbors



program are walking alongside refugee families as they transition to new lives in the United States.

In both cases, the goal is not simply to improve coordination of care and services (although that's certainly happening!), but to link arms and fully embrace those whom God has entrusted to our care. So we celebrate better health outcomes like lower A1c levels for our diabetic patients! But we also rejoice in less tangible victories—like when a patient first names the fear that has crippled her for years, or when a newly-arrived refugee family finds hope for their future through unexpected, new friendships.

**Thank you so much for your continued investment in the lives of the uninsured through Siloam Health. ■**

-Dr. Jim Henderson

A handwritten signature in blue ink that reads "Jim Henderson, MD".

# Better Teams Bettering Lives

Judith Garcia and her family relocated to the United States from Uruguay over 10 years ago for the promise of a better life.

As a diabetic for more than 25 years, Judith discovered how much better her life could actually be after becoming a patient at Siloam Health, where she has been cared for consistently by Dr. Kristin Martel, Pastor Doug Mann, and Behavioral Health Consultant Rebecca Swift.

In the beginning, Judith's diabetes was poorly controlled as she struggled to adjust to life in a new country. Now, through the partnership between Judith and her "team within a team" at Siloam, her sugars are routinely in the normal range. Beyond that, Judith has found a "second family" at Siloam. "It's the love from my doctor and everyone at Siloam that has changed my life," Judith says. "I don't feel alone. No matter what happens, I know that Siloam is here for me."

This model of consistent care from the same team of providers has made an astounding difference

***"It's the love from my doctor and everyone at Siloam that has changed my life," Judith says. "I don't feel alone. No matter what happens, I know that Siloam is here for me."***

Whole person care like this is nothing new at Siloam, but over the past year we've gone even deeper with

in Judith's health. Not only were her caregivers able to coordinate her treatment more efficiently, but Judith was able to build personal and lasting relationships, which have played a major role in transforming her health.



Dr. Kristin Martel and Judith Garcia

it. Formalized Care Teams with dedicated Care Coordination Plans now exist for many of our most at-risk patients. By specifying a plan with more structured roles for our interdisciplinary team of nurses, clinicians, community health workers, pastors, social workers, and others, we are better able to move the needle on seemingly intractable problems.

Patients become more involved in setting achievable goals for themselves, and Siloam staff can streamline their communication and collaboration. At the center of it all, though, are trusting relationships between patients and caregivers.

"It's exciting to be growing the Care Team approach to patient care here," says Siloam's Nurse Manager, Claire Reagan. "We are finding that patients are happier, care is more effective, and our joy as caregivers is greater as well!"

Through intentional Care Teams, we hope that more patients with complex problems like Judith's will meet a second family at Siloam—and find the elusive "better life" that they've been looking for! ■





# Unleashing The Love And Hospitality Of Christ

While the future of refugee resettlement remains uncertain, Siloam is still striving to provide newly arrived refugees with a healthy transition into our country. We may be seeing fewer refugees in the clinic, but that doesn't mean we can't support the families who are arriving in other, vital ways.

Enter Siloam's newest volunteer program: Nashville Neighbors. For the past year, we have partnered with local churches to teach basic health education to refugee families, while also cultivating relationships between refugees, church volunteers, and other members of the Nashville community. At a time when these families—already overwhelmed by personal hardship and culture shock—are facing increased suspicion and hostility, they need a welcoming community that can offer them hope for the journey ahead.

## ***How Nashville Neighbors Works***

Nashville Neighbors partners a team of volunteers with a newly arrived refugee family and a paid interpreter for six months. Every volunteer must complete a training at Siloam to review the health education curriculum and learn about cultural sensitivity. Volunteer teams are then welcomed into the homes of their refugee families for health lessons, relationship building, and general support.

Our curriculum includes several health and safety topics for navigating life in the U.S. Lessons range from emergency care and first aid to hygiene and nutrition. In addition to teaching refugee families these basic but fundamental subjects, volunteer teams also serve as a first line of support. Siloam acts as the bridge between the church and refugee communities, and by nurturing these connections, we can provide refugee families with resources to help them flourish in their new city.



## ***Measuring Success***

In the past year, Nashville Neighbors has:

- **Enrolled 19 refugee families from 11 countries.**
- **Served a total of 106 refugee adults and children.**
- **Partnered with 173 volunteers from 16 church communities.**
- **Fostered 148 visits between refugees and volunteers (over 840 hours)!**



But the success of Nashville Neighbors goes far beyond the numbers. Randy Hill, a volunteer from Christ Presbyterian Church, was eager to talk about his service. "The joy has been getting to know the family, learning their personalities, and seeing how we have grown much more comfortable with one another," he says. "I am now more appreciative of the little things in my life that I take for granted."

"It has been a true eye opener," says Susan McKinney, a volunteer from Fellowship Bible Church. "Our sweet family lived in a refugee camp for over 20 years—most of their lives. We have seen what it's like to move to a new country where no one speaks your language. They are trying so hard."

When their caseworker from a local resettlement agency unexpectedly quit, this refugee family started to fall through the cracks. The Nashville Neighbors

volunteer team was there to step into the gap. "We signed them up for health care, got the mom, who is pregnant, to the doctor, and enrolled their daughter in school. They have really needed us."

Refugee families have also expressed their appreciation for Nashville Neighbors. "When we were new, we didn't know what to do, where to go," one refugee stated. "But after this class, we know many things about first aid and health related information." Another refugee summed up our program quite simply: "I learned a lot of information, but the first thing I learned is 'LOVE.'"

Why is Nashville Neighbors so important to Siloam's mission? Randy Hill said it best: "This is a way to show the love and hospitality of Christ to the world—right here in Nashville." ■



# 4 Ways You Can Get Involved



## 1. Pray

Pray that the Lord will continue to equip Siloam to go deeper with the uninsured and underserved in Nashville. Pray that his wisdom will lead us and his love for his children will be evident through our work.



## 2. Become a Nashville Neighbor

Do you have a group of friends who would like to walk alongside a newly-arrived refugee family? Contact Wes Harrell at [wes.harrell@siloamhealth.org](mailto:wes.harrell@siloamhealth.org) if you would like to learn more about Nashville Neighbors.



## 3. Join Us on November 2

Join Siloam Health on November 2 for our annual fundraiser in Nashville! Invite others from your community and come learn about the work of Siloam and how you can step into the story of health care transformed by love. RSVP to Amanda McFall at (e) [amanda.mcfall@siloamhealth.org](mailto:amanda.mcfall@siloamhealth.org) or (p) 615.921.6143.



## 4. Become a GLOCAL Partner

Make an impact in Nashville's increasingly global community through local action by giving monthly to the work of Siloam and joining our community of GLOCAL Partners. Become a GLOCAL Partner by visiting [siloamhealth.org/glocal](https://siloamhealth.org/glocal).



Siloam Health's mission is to share the love of Christ by serving those in need through health care.

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