



2018-2019 ANNUAL REPORT



SILOAM HEALTH

Health Care Transformed By Love



**SILOAM HEALTH'S MISSION
IS TO SHARE THE LOVE
OF CHRIST BY SERVING
THOSE IN NEED THROUGH
HEALTH CARE.**

DEAR FRIENDS,

On behalf of the board and staff of Siloam Health, thank you. During the 2018-2019 fiscal year we have grown our ability to provide a remarkably comprehensive level of care for the uninsured, underserved, and culturally marginalized in Nashville. And so much of it was because of you!

You helped us care for more than 3,800 individual patients through the Siloam Health Primary Care Clinic, enabling us to care not only for their physical health, but their social, emotional, and spiritual health as well.

You allowed us to expand our Community Health efforts, helping us hire two new Community Health Workers while also equipping dozens of teams to serve more than 150 newly-arrived refugees through our Nashville Neighbors program.

You provided support for the training of more than 50 health professions students in the art of culturally sensitive whole-person care, helping us to “ruin them” (in a good way!) for medical careers as usual.

In short, your generosity allowed Siloam to go deeper: with transformative health care for the underserved, innovative outreach into particularly vulnerable immigrant communities, and highly impactful education for the next generation of health care providers.

So, as you read through this year’s annual report, we hope that you see yourself as an essential character in each of the stories shared. Because you have helped enable Siloam to perform its mission of sharing the love of Christ by serving those in need through health care. A whole, newly interconnected Nashville is flourishing because of it!

Blessings,



Dr. Morgan Wills
President & CEO



Dr. Raymond S. Martin, III
Chair, Board of Directors



WORTHY OF CARE: MARIAM'S STORY

Throughout the past year, Siloam's medical and community health teams have worked together to provide a deeper level of care for immigrant patients who are at a higher risk of illness. Through the combined efforts of our primary care providers and community health workers, these patients are being met where they are – and building a deeper level of sustainable health.

"When I first came to Siloam, Dr. Henderson told me I was pre-diabetic," says Mariam, an immigrant from Egypt. "I felt scared and knew that something needed to change, but I didn't know how to make time to take care of myself. I had just started a new job and I had four boys to take care of - five if you count my husband!"

At her next appointment, Dr. Henderson connected Mariam with Amany Shehata, who is a Community Health Worker in the Arabic-speaking community. Together, they identified two goals for Mariam: reduce her risk of diabetes and enable her to become an advocate for herself and her own self-care.

"For everything I wanted to do, Dr. Henderson and Amany worked together to help me," Mariam explains. "He advised me to exercise and change my diet, and she showed me how to walk on the treadmill and find healthy foods at the grocery store. He encouraged me to set aside time to care for myself, and she taught me how to plan my daily schedule so that I was able to rest and do things I enjoy."

After a few months of working together, Mariam came to Siloam for a follow-up appointment and received great news. She had lost 10 pounds, her blood sugar was normal, and she was no longer pre-diabetic! "I was so happy!" Mariam exclaims.

"Through Siloam, God showed me how much He loves me."

"The way that Dr. Henderson cared for me and the way that Amany empowered me - they taught me that I am worthy of health and independence. I am worthy of taking care of!"





2019 AT A GLANCE: STUDENT EDUCATION



of students reported increased understanding of how to provide behavioral health and spiritual care.



of students reported increased comfort in working within a poverty medicine framework and providing cross-cultural health care.



students were trained through Siloam's student education programs TOTAL.

20 Medical Students
14 Pharmacy Residents
11 Medical Residents
6 Nurse Practitioner Students

3 Physician Assistant Students
2 Public Health Students
1 Counseling Student
1 Social Work Student



DEEP CARE FOR DEEP NEEDS: PAIGE'S STORY

My time as a student at Siloam has undoubtedly made me a more considerate and effective practitioner. One particularly humbling encounter will continue to form my future practice.

I was performing an annual exam with a Spanish-speaking patient through an interpreter. She didn't have significant medical issues and other than some mild fatigue, she appeared happy and healthy. However, as I pressed a bit deeper, she paused for a moment and began to weep openly.

She explained that she had been trying to have children and had recently become pregnant, only to miscarry a few weeks later. Medical bills from trips to the ER had piled up, her rental unit was in jeopardy, and she wasn't sleeping because of fear, stress, and sadness.

When she came to Siloam, she had no intention of mentioning her suffering. But in a moment, the dam was broken, and it became clear that she had sat silently under this immense weight for far too long.

In that moment, I realized that there was no amount of medical advice or routine care that I could provide to heal the deep wounds she had suffered. My role in her physical treatment had come to an end, but because of Siloam's commitment to the whole person, her care didn't stop there.

A behavioral health consultant tended to her emotional needs. A social worker created a plan to help her pay-off her hospital bills. A pastor sat with her in her grief, praying to ease her heavily burdened spirit.

"Each person stepped deeper into her care, providing for so much more than her initial physical complaint might have warranted."

In this and other experiences at Siloam, I witnessed how deep, complex human needs can be beautifully and thoroughly met through a whole-person approach to care. I was truly blessed to be part of a team that sees not just patients' physical health but goes deeper to care for every part of who God has made them to be.



Paige Spurgeon participated in Siloam Health's preceptorship program during her final year of training to be a Physician Assistant. She graduated from Trevecca Nazarene University in August 2019.



KATARINA'S STORY

A WARM WELCOME: COMMUNITY HEALTH

After serving as a police officer in El Salvador for most of her life, Katarina was forced to flee her home due to threats from criminal gangs. Resettlement as a refugee in Nashville meant a new and unknown future, not just for her, but also for her brother, mother, and two sons – all of whom came with her.

“We faced many challenges in the beginning,” Katarina says. “We didn’t know anyone. We didn’t know the language, we didn’t know the culture. And when we first got here it was snowing, so we weren’t even prepared for the weather!”

After coming to Siloam Health for her refugee medical screening, Katarina was connected with a small group from Cross Point Church through Siloam Health’s Nashville Neighbors program. Over the next 6 months, the group met twice each month to review a customized health education curriculum to help Katarina’s family understand the basics of health care, nutrition, pedestrian safety, and first aid in their new home.

“We have learned so much from this group and from the things they have taught us.”

Katarina says, “They helped us understand what my sons would need to start school, and they helped me get my driver’s license so I can get to work. They did all of it without expecting anything in return.”

Even more than this practical knowledge, Katarina says she is thankful for the new and lasting friendships that will continue on as her family builds a new life in Nashville. This is truly the “secret sauce” of the Nashville Neighbors program.

“We never expected this kind of friendship – we never even hoped for it,” she says. “We celebrate birthdays together and eat together and support each other. We know that they truly care for us and we truly care for them. They are very special to us.”



TERRY'S STORY

AN INSTANT CONNECTION: COMMUNITY HEALTH

When Terry Vo and her small group from Cross Point Church decided to volunteer in the Nashville Neighbors program, they didn't know what to expect. They were nervous about the language barrier, the cultural differences, and what it would be like to teach about health topics without a background in medical care. But the first time they met Katarina and her family, all of those anxieties flew out the window.

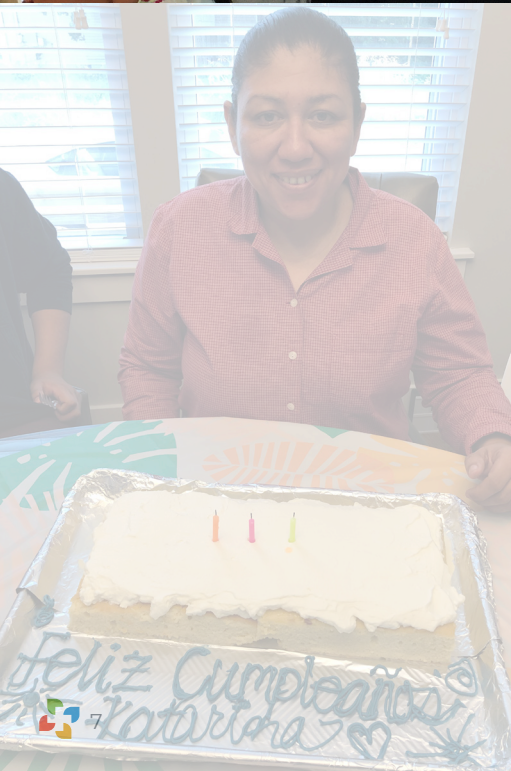
"Everyone in our group felt an instant connection," Terry says. "Katarina was so open to sharing her story, and it was clear that God was present from our very first meeting."

As Terry and her group spent time with Katarina and her family, the Nashville Neighbors curriculum gave them a starting point for their relationship while also

providing Katarina with practical information about how to adjust to life in the United States. And like Katarina, Terry says the most impactful part of the program has been the friendships formed.

"I will never forget the time when we went to visit, and there was pizza on the dinner table," Terry recalls. "I didn't think anything of it, but then our interpreter shared that they had remembered my birthday and bought pizza to celebrate! In my head, we came to help them, but their thoughtfulness and care overwhelmed me."

"Even when they had so little, they wanted to share what they could with us. Isn't that how we should all live our lives?"



404

clients were served through Siloam's Community Health Worker program.



31

newly-arrived refugee families were served through Nashville Neighbors.



168

individuals were served through Nashville Neighbors.



4

Community Health Workers serve the Arabic, Burmese, Nepali, and Spanish speaking communities.



2019 AT A GLANCE: VOLUNTEER IMPACT



Volunteers are a vital part of Siloam's mission. From interpreters in our clinic to Nashville Neighbors in the community, Siloam's dedicated team of volunteers give their time and expertise to bring health and hope to thousands of Nashville's underserved and culturally marginalized.



596

**VOLUNTEERS SERVED WITH SILOAM,
BOTH INSIDE AND OUTSIDE THE
PRIMARY CARE CLINIC.**



13,157

hours were donated by
Siloam volunteers.



\$416,665

in donated services was
given by Siloam volunteers.



SILOAM EVENTS

In 2018 and 2019, more than 1,000 Nashvillians joined us at three events in support of the work of Siloam Health, in celebration of our city's refugee neighbors, and for all-around great time!

2018 BREAKFAST + LUNCH

The 2018 Siloam Health Breakfast + Lunch brought together more than 520 attendees on November 2 to hear from Siloam's patients and staff and learn more about Siloam's impact in Nashville. As our main fundraising event, the event raised more than \$159,000, which included 42 new GLOCAL Partners who committed to give monthly to the work of Siloam.

2018 DODGEBALL TOURNAMENT

On September 29, 2018, the Siloam Health Dodgeball Tournament kicked off with 16 teams competing for the title of Champion. This 90s-themed dodgeball tournament was hosted by Siloam's Next Generation Board, attended by nearly 200 people, and raised more than \$5,300.

AMPLIFY NASHVILLE 2019

Siloam's third-annual Amplify Nashville was held on April 11, with more than 450 people in attendance and raising more than \$32,000. This celebration of the immigrants who help our city flourish honored Renata Soto and Mohamed-Shukri Hassan for their significant contributions to the city of Nashville, as well as Mayor Karl Dean for his work empowering and equipping the international community during his tenure as mayor.



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\$25,000+

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 Christ Community Church
 Christ Presbyterian Church
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 Church of the Redeemer
 Covenant Presbyterian Church
 Cross Point Church
 Downtown Presbyterian Church
 Ethos Church
 Fellowship Nashville
 First Presbyterian Church of
 Nashville
 Forest Hills Baptist Church
 Grace Center
 Grace Community Church
 Hillsboro Presbyterian Church
 Immanuel Baptist Church
 Joyful Noise Sunday School Class
 Nashville Korean United
 Methodist Church
 Oak Hill Assembly of God
 Otter Creek Church of Christ
 Second Presbyterian Church
 St. Bartholomew's Episcopal Church
 St. George's Episcopal Church
 Sulphur Well Church of Christ
 Trinity Church Nashville
 The Village Chapel
 West End Community Church
 West End United Methodist Church
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 Woodmont Christian Church

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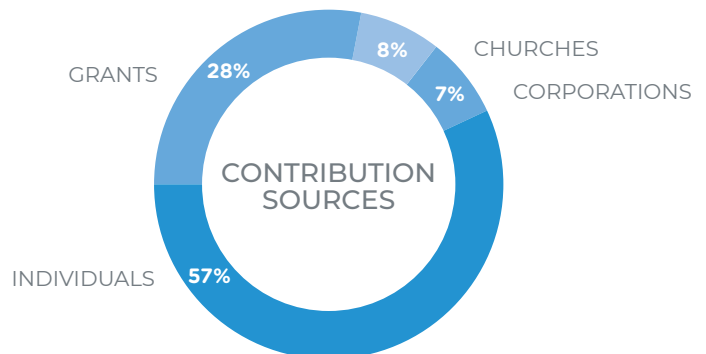
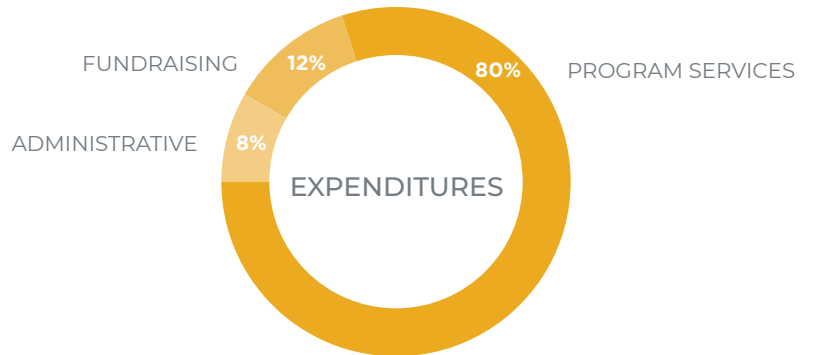
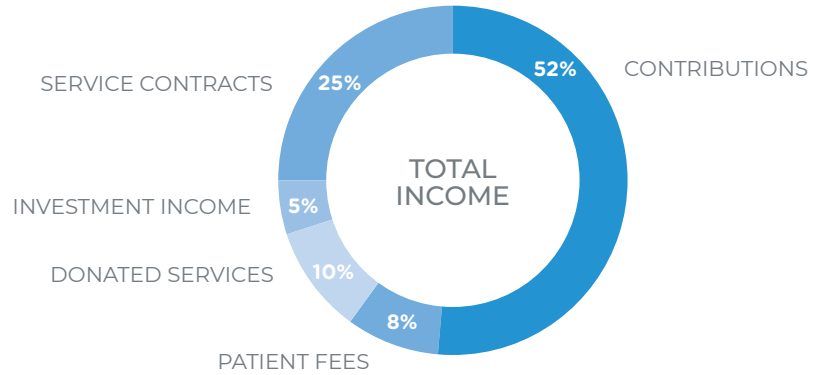
FINANCIAL HIGHLIGHTS



CASH	<div><div></div></div>	\$2,209,077
SECURITIES	<div><div></div></div>	\$2,047,680
PROPERTY + EQUIP	<div><div></div></div>	\$1,880,767
OTHER ASSETS	<div><div></div></div>	\$606,936
TOTAL ASSETS	<div><div></div></div>	\$6,744,460
CURRENT LIABILITIES	<div><div></div></div>	\$260,127
TOTAL EQUITY	<div><div></div></div>	\$6,484,333
TOTAL LIABILITIES & EQUITY	<div><div></div></div>	\$6,744,460
INCOME	<div><div></div></div>	\$4,217,516
EXPENSES	<div><div></div></div>	\$4,554,613



FINANCIAL HIGHLIGHTS





A GLIMPSE OF OUR FUTURE

As you have likely noticed, Siloam Health has come a long way since our beginnings in a tiny rented apartment nearly 30 years ago. Today, we offer comprehensive care for nearly 4,000 individuals annually, the majority of whom come from other countries. These patients have played a vital, but role in Nashville's recent economic boom, and they count on Siloam for a healthy start.

But behind Nashville's growing prosperity lurks a sobering reality. Rates of both poverty and uninsurance have been growing, especially among non-English speakers. We see these two barriers impacting Siloam in two specific ways.

The first is **space**. Our primary care clinic in Melrose has served us amazingly well for 15 years, but capacity has plateaued, and there are still many qualified patients seeking care. The second is **transportation**. As gentrification and lack of affordable housing push many of our patients farther from our location, many do not have the time or resources to make the trek to their appointments.

Just as Nashville has grown, Siloam needs to grow. But the challenge for us has been: how can we overcome these barriers while maintaining the excellence and vital ministry of presence that make Siloam so special?

MOVING OUT - AND INTO THE NEIGHBORHOOD

Our answer is that over the next few years, **Siloam will begin opening satellite clinics in immigrant communities where our unique model of whole-person care will be more accessible to more people.** These new clinics will expand our services, providing care for at least 2,000 new individuals, and making that care easier to access.

Stay tuned. You'll hear a lot more about Siloam Health's exciting vision for our future in the months to come. We hope you'll continue to partner with us as we expand the impact of our mission: *to share the love of Christ by serving those in need through health care.*





Health Care Transformed By Love

615-298-5406 | 820 GALE LANE, NASHVILLE, TN, 37204

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