

# 2019-2020 ANNUAL REPORT



# SILOAM HEALTH Health Care Transformed By Love

## DEAR FRIEND OF SILOAM,

On behalf of the board and staff of Siloam Health, we want to offer a heartfelt "thank you"! The 2019-20 fiscal year already seems long ago. It started with exciting plans for Siloam's biggest expansion in 15 years and ended abruptly with a global pandemic. Throughout it all, your prayers, donations, and assistance made a huge impact.

COVID-19 has affected us all in profound ways, but none quite like the uninsured, underserved, and culturally marginalized who seek care at Siloam. As the saying goes, "we may all be in the same storm, but we're not all in the same boat."

Together, we've helped our patients weather that storm in amazing ways. We created specialized clinics to care for COVID-suspect patients, launched telehealth services, partnered with the Metro Public Health Department to train Community Health Workers, and provided COVID-19 education for leaders in international faith communities.

Most significantly, we broadened our clinical capacity by opening our first ever satellite clinic in Antioch – the epicenter of Nashville's COVID-19 outbreak at the time. Your financial support helped us care well for our existing 4,000 unique patients during a traumatic season, and your continued support will help us do the same for the additional 1,000+ patients who have now found care at Siloam Antioch after previously having nowhere else to go.

As you read through this year's annual report, please know your influence is at work in all of it. Thanks again for investing in our mission. You've empowered Siloam to do what it does best: share the love of Christ by serving those in need through health care.

#### Yours in partnership,



**Dr. Morgan Wills** President & CEO



Sammye Woods Chair, Board of Directors

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

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#### MARCH 16

Siloam opens a COVID clinic to care for COVID-suspect patients. We also create a role for volunteers to screen patients entering the building.



Siloam launches telehealth services, providing physical, mental, and emotional health care for patients.



#### **APRIL 1**

Siloam provides COVID-19 education for leaders in the international faith community. Our staff creates language-specific resources to help immigrants understand the virus and how to protect themselves and their communities.

#### APRIL 28

Siloam partners with MPHD to train and oversee Community Health Workers as trusted frontline workers in their own immigrant communities.

## JUNE 23

Siloam Health Antioch opens, providing wholeperson health care in a second location closer to the populations we serve. This new location is right in the middle of one of the areas hit hardest by COVID-19.

#### **TODAY AND BEYOND**

Siloam Health remains committed to serving the needs of our community in these rapidly changing times.





## (+) LIDIA'S STORY 19-2020 AT A GLANCE: COVID-19

When Lidia came to Siloam Health for a COVID-19 test, she feared the worst. Her husband had already tested positive and the thought of them both being COVID-19 positive felt overwhelming. She tried every at-home medication and homeopathic remedy she could think of, and still he seemed to be getting worse.

"I was scared for my husband, for my kids, and for myself," Lidia says. "If I got really sick like him, who would take care of my kids? I don't have family here and my son has a heart condition. It all just felt so overwhelming."

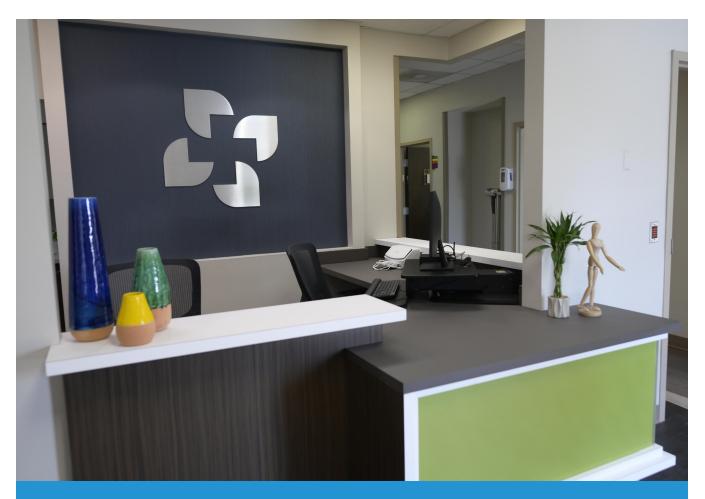
Siloam Health Nurse Practitioner Lauren Smith told Lidia to bring Raul to the clinic. When he arrived it was immediately clear he had dangerously low oxygen levels. He would go on to spend two weeks in the hospital and nearly three days on a ventilator before fully recovering.

"I think God put Lauren in my path when she told me to bring Raul to Siloam," Lidia explains. "I don't think anyone else would have told me to do that, knowing that they would be exposed to COVID. She treated me with so much respect and love, and I knew I could trust her to help my family."

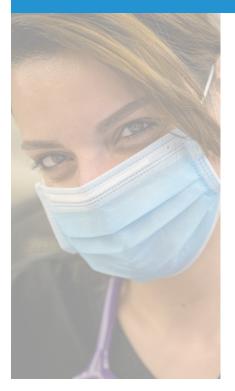
Over the next few weeks, Lidia received whole-person care from Siloam in a variety of ways. Lauren called to check on her physical health, and Siloam's Behavioral Health Consultant, Rebecca Swift, provided mental and emotional support. She was also contacted by Berenice Oliva, a Community Health Worker. Berenice shared resources with Lidia to find financial support and spent hours on the phone talking with her about her fears and easing the burden of social isolation.

"Berenice was such a good support for me when I was in quarantine," Lidia says with tears in her eyes. "I felt so stressed and desperate, but she made me feel less alone. I knew someone in my own community was on my side and walking through this with me."





## 19-20 AT A GLANCE: OPENING OF SILOAM HEALTH ANTIOCH



Siloam Health Antioch—Siloam's first satellite clinic—opened on June 23, 2020, to broaden our capacity to provide whole-person care to Nashville's most vulnerable populations.

Located at 2717 Murfreesboro Pike, Siloam Health Antioch was strategically placed and designed to overcome barriers to access by moving closer to where many of our patients live and work. Offering walk-in and same-day appointments, Siloam Health Antioch expands our effort to improve access to quality care for our existing patients and make convenient, affordable care available to many new patients in Southeast Davidson County.

Siloam Health Antioch also serves as the base of operations for our Community Health Worker (CHW) program, a move made even more timely and relevant considering our partnership with the Metro Public Health Department to combat the spread of COVID-19 with culturallysensitive outreach among particularly hard-hit communities.

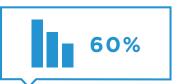




## INDIVIDUAL PATIENTS (BOTH CLINICS)



HOMELANDS ARE REPRESENTED THROUGH OUR PATIENT POPULATIONS



## OF OUR PATIENTS ARE BELOW FEDERAL POVERTY LEVEL



LANGUAGES ARE SPOKEN BY PATIENTS



OLGA'S STORY 19-2020 AT A GLANCE: MEDICAL CARE

As someone with liver and thyroid issues, Olga – a Siloam Health patient since 2015 – has increasingly needed to also see specialists from other health care facilities. But, Olga still says the care she receives at Siloam is different. The patient relations team knows her by name, her nurse always greets her with a smile, and her provider always takes time to talk about other things that may be impacting her life and overall well-being.

"When I come here, I will almost always see the same doctor and she takes the time to listen to how I am doing — emotionally and spiritually," Olga explains. "I find peace in the consistency of my care here."

It was that consistency that brought Olga to Siloam when she was suffering from complications related to COVID-19. She had a fever, chills, and could barely walk without losing her breath due to dangerously low oxygen levels. When she arrived at Siloam, Olga was put on oxygen, but it was only a few minutes before her provider called an ambulance to take her to the Vanderbilt emergency department. "I was afraid. There were so many doctors and nurses around me," Olga recalls. "I know one doctor sat back with my granddaughter and told her not to be scared. She prayed for us, and I felt peace." Olga says that prayer gave her the strength to fight COVID.

"The ride to the hospital and even while there, I just kept praying, 'God, I know you'll make a way to heal me.' Because of His grace, He did."

Olga recovered from COVID-19 and related complications after six days in the hospital. She returned to Siloam and was met with celebration for her recovery and a practical path forward towards lasting health. Today, she feels stronger, healthier, and more hopeful than ever before.

"The love Siloam provides for people stands out in the attention they give every patient. Through Siloam, I know God is with me and He is making a way for me to feel cared for and loved."







CLIENTS SERVED THROUGH THE COMMUNITY HEALTH WORKERS



HOMELANDS REPRESENTED BY CLIENTS



## LANGUAGES SPOKEN





# PARTNERSHIP WITH METRO STORY 19-2020 AT A GLANCE: COMMUNITY HEALTH

To combat the rise of COVID-19 in Nashville's diverse refugee and immigrant communities, Metro Public Health Department (MPHD) announced a partnership with Siloam Health and the Tennessee Immigrant & Refugee Rights Coalition (TIRRC) designed to hire and train Community Health Workers (CHWs) to provide vital COVID-19 education and resources to populations hit hardest by the pandemic.

Announced in May 2020, the concentrated effort, through the development of printed materials in multiple languages and links to other critical aspects of care during the height of the pandemic, calls for CHWs to perform services that include guidance on COVID-19 symptoms and how to get tested, regular phone checkins with immigrants and refugees who test positive for COVID-19, providing personal protective equipment (PPE) supplies, and other necessary education about the pandemic. Ultimately, CHWs help build the bridge between health care providers and the underserved communities who need them. Because COVID-19 amplified disparities that already existed in our country's health care system for some racial and ethnic groups, Community Health Workers have become a pivotal part of this partnership's commitment to address unique needs brought on by COVID-19 because of the trust they offer the city's underserved communities.

"Early in this pandemic, the two zip codes in Antioch literally made up over 40% of the cases here in Nashville," said Dr. Alex Jahangir, Chair of the Metro Nashville Coronavirus Task Force. "We have seen a 50% drop in cases in these areas and that is because of the efforts of our CHWs from Siloam Health and other partners that have been able to make strides in the neighborhoods that are most vulnerable."

Siloam Health is proud to partner with MPHD and take this necessary step toward creating long-lasting bonds between immigrants and refugees and the city's health care agencies.



## 19-2020 AT A GLANCE: VOLUNTEER IMPACT





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



hours were donated by Siloam volunteers.



dollars in donated service given by Siloam volunteers.



FUNMI'S STORY 19-2020 AT A GLANCE: VOLUNTEER IMPACT

Whether in-person or virtually, Funmi Odidi makes time each week to pray for Siloam. "When I pray for Siloam, I pray for the health and lives of the patients as well as the work and continued progress of Siloam," Funmi says. "I pray the patients will be touched by the witness and love of Christ that is shown to them by Siloam's staff members and volunteers."

When Funmi first arrived in Nashville, she was looking for a way to minister to locals in need. She and her husband had come to Tennessee from their native Nigeria to pursue graduate studies. She earned a Master of Arts in Theology, and her husband earned a Doctor of Ministry degree, which led him to an Associate Priest position at St. George's Episcopal Church in Nashville. As an immigrant with a background in spiritual care, Funmi found that Siloam was a perfect volunteer outlet in her newly adopted city.

"I quickly noticed the dedication of the staff and volunteers at Siloam to pray for their patients," Funmi

says about her first interactions with Siloam. "I knew that Siloam was a health center, but I didn't know they were also committed to their patients' spiritual care." Unsung volunteers like Funmi are a vital part of Siloam's mission. Every year, pastoral care volunteers and prayer intercessors like Funmi donate more than 600 hours of dedicated service at the Siloam Health Primary Care Clinic – not to mention the dozens of individuals who regularly add us to their personal prayer lists.

"I have seen patients at Siloam who do not identify as followers of Christ appreciate the kindness, smiles, and gentle witness of Siloam's staff and volunteers," Funmi says. "I have even seen people so touched by that care that they accept Christ for the first time!"

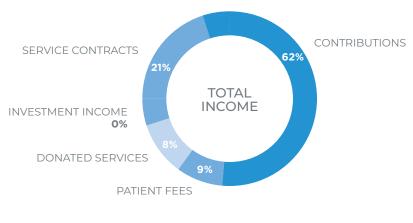


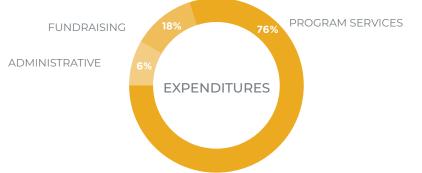
## FINANCIAL HIGHLIGHTS

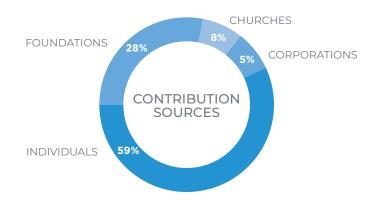
TOTAL ASSETS	
CASH	\$3,958,011
SECURITIES	\$1,895,235
PROPERTY + EQUIPMENT	\$2,245,800
OTHER ASSETS	\$2,497,678
LIABILITIES & EQUITY	
CURRENT LIABILITIES	\$797,211
TOTAL EQUITY	\$9,799,513
INCOME	\$8,065,164
EXPENSES	\$4,749,984











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### \$25,000+

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Health Care Transformed By Love

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





