



# 2021 ANNUAL REPORT



# SILOAM HEALTH

*Health Care Transformed By Love*

## DEAR SILOAM PARTNER,

On behalf of the board and staff of Siloam Health, we want to extend our warmest gratitude. Throughout the many challenges of the 2020-21 fiscal year, your unwavering prayers, support, and generosity enabled Siloam to show up for our new neighbors from all nations in amazing ways.

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.”

We began the fiscal year by welcoming new patients to Siloam’s first satellite clinic in Antioch, then the epicenter of Nashville’s COVID-19 pandemic. Thanks to generous supporters like you, this expansion not only

increased Siloam’s overall capacity to more than 5,000 individual patients, but Siloam Antioch also served as a base for our invaluable COVID response efforts. These included unprecedented low-cost, walk-in care for COVID-suspect patients, innovative community health outreaches designed to foster safety, education, and vaccine readiness in particularly vulnerable immigrant communities, and direct vaccination clinics in the early months of the rollout for those who felt uncomfortable going anywhere else for their shots. In just a few month’s time we administered nearly 2,000 vaccines!

As you read through this annual report, we hope you recognize how vital your support has been to over 5,000 fellow Nashvillians who previously had nowhere else to go. Your support is both encouraging and empowering to us as we seek to live out our mission of sharing the love of Christ by serving those in need through health care.

Yours in service,



**Dr. Morgan Wills**  
President & CEO

A handwritten signature in blue ink that reads "Morgan Wills". The signature is fluid and cursive.



**Sammie Woods**  
Chair, Board of Directors

A handwritten signature in blue ink that reads "Sammie S. Woods". The signature is fluid and cursive.

# SILOAM HEALTH'S COVID-19 VACCINE CLINIC TIMELINE

## FEBRUARY 2

Siloam Health Melrose administered its first COVID-19 vaccination via the newly established vaccination clinic.



## FEBRUARY 17

Siloam Health President & CEO Dr. Morgan Wills named among Nashville's leading "Officials and Community Leaders Working Toward Equitable Vaccine Distribution."



## FEBRUARY 10 - MARCH 1

Siloam Health's COVID-19 response (including partnerships with Metro Public Health Dept., TIRRC, Conexión Américas, and others) is highlighted in USA Today, Yahoo News, Nashville's Channel 2, and Nashville's Channel 4.



## MARCH 16

Siloam Health launches its official COVID-19 education website - [www.siloamhealth.org/COVID19](http://www.siloamhealth.org/COVID19) - to serve as an online educational hub for patients.

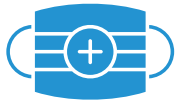
## MARCH 17

Siloam Health passes milestone of over 500 COVID-19 vaccines administered



## APRIL 6

Siloam Health passes milestone of 1,000 COVID-19 vaccines administered.



## EMAD'S VACCINE STORY

For 17 years, Medical Assistant Emad Khalil has been an inspiration inside Siloam Health's walls and to the community-at-large as a respected and sought-after voice in medicine - especially in Nashville's Coptic Egyptian community.

"Even people who don't know I work for Siloam ask me about medications or where to seek help if they don't have health insurance," he said smiling.

When the COVID-19 vaccine rollout began, those inquiries significantly increased as many of his community friends expressed doubt about the vaccine's safety.

"Many of us in the immigrant community are dealing with twice the sickness and death due to COVID-19: our loved ones here in America and those in our home countries," he reflected. "We've been praying for a vaccine, but some are afraid to take it because they have so many unanswered questions."

From rumors about side effects to worry about its efficacy, Emad believes most of the questions he's received about vaccination fall under one category: misinformation.

"Anything can look scary when you don't have enough information," he said. "Our role at Siloam isn't just to administer vaccines, but also to answer questions and ease people's minds."

For Emad, the time Siloam took to provide that additional vaccine education went a long way. "I was confident about taking the vaccine because Siloam's doctors and nurses prepared me with details about its effectiveness," he said. "After taking it, I felt proud knowing I'd done my part to help protect myself, my family, and my community."

That pride also comes from being an important part of Siloam's efforts to ensure immigrant communities are not excluded from pivotal conversations about the vaccine due to language barriers or other obstacles.

"The first step to reducing vaccination hesitancy is erasing fear," he said. "Siloam's work with immigrant communities using materials in their languages proves it's willing to confront those fears directly."

Emad says efforts like these are the crucial bridge between underserved communities and the health care they need.





## 2021 AT A GLANCE: MEDICAL CARE



5,115

**TOTAL # OF  
INDIVIDUAL  
PATIENTS**



86

**TOTAL # OF  
HOMELANDS  
REPRESENTED  
THROUGH  
OUR PATIENT  
POPULATIONS**



59

**TOTAL # OF  
LANGUAGES  
SPOKEN BY  
PATIENTS**





## ABDUAL'S STORY



Abdual Sattar Alsabeh's friends told him about Siloam Health after he lost everything and moved his family from Iraq to Nashville. As a new-american without access to health insurance getting what he needed to stay healthy and manage his diabetes became almost impossible. He needed to find a new primary care doctor, but soon found out he couldn't afford to do so or even fill his diabetic medication prescriptions. After his first visit to Siloam, he was surprised by the level of care he received from each member of the staff.

"This is not real; it feels like we are not in a medical center but that we are just family," he said. "This is the best medical care I've ever had."

A native Arabic speaker, Abdual shared not even a language barrier interfered with the genuine attention Dr. Kristin Martel provided as she took the time to be friendly and fully understand his needs during his last check-up.

"I know Dr. Martel cares about my physical health, but she cares about more than that," he relayed. "It's not about just the medical things; she also called cares about the spiritual and emotional side of me, which helps put me at ease."

For Abdual, receiving whole-person care started as simply trying to manage his diabetes but quickly moved beyond that to address all the facets of his well-being. Dr. Martel helped him connect with fellow Arabic speakers from Iraq to address his feelings of isolation in America, which also relieved some anxiety and stress. Siloam Health's Patient Relations staff helped educate him on COVID-19 and even scheduled his vaccination so that he could safely connect with his community again. Together, Siloam's team made a positive difference in his health and happiness - a difference Abdual isn't shy about sharing with others. "I take every opportunity to tell my friends to go to Siloam to find the friendliest medical care," he said with a smile. "They care about every part of you."





## 2021 AT A GLANCE: ANTIOCH IMPACT



2,474

**TOTAL # OF  
INDIVIDUAL  
PATIENTS**



**TOP 3  
HOMELANDS  
REPRESENTED  
BY PATIENTS:  
EGYPT,  
MEXICO, AND  
HONDURAS**



25

**TOTAL # OF  
LANGUAGES  
SPOKEN BY  
PATIENTS**



## SILOAM HEALTH ANTIOCH CELEBRATES 1ST BIRTHDAY

On June 23, 2021, Siloam Health Antioch celebrated its first birthday! Thanks to your generous support, Siloam Health's first satellite clinic provided whole-person care to over 2,100 patients from more than 50 homelands and administered 1,000+ COVID-19 vaccines since first opening its doors.

Because many of our patients live within miles of our Antioch clinic located at 2717 Murfreesboro Pike, Antioch, TN 37013, Siloam Health Antioch provides better access to the health care they need.

We are grateful to provide our underserved neighbors from all nations affordable and convenient access to the care they need from Siloam - right where and when the pandemic hit our community in Antioch the hardest.





# 2021 AT A GLANCE: COMMUNITY HEALTH



229

**TOTAL # OF  
COMPREHENSIVE  
CARE PATIENTS  
SERVED THROUGH  
THE COMMUNITY  
HEALTH PROGRAM**



549

**TOTAL # OF  
RAPID RESPONSE  
PATIENTS SERVED**



62%

**TOTAL % OF  
PATIENTS WITH  
IMPROVED  
CHRONIC HEALTH  
METRICS AFTER  
ENROLLMENT**





## BERENICE'S STORY



When Metro Public Health Department (MPHD) Community Health Worker Berenice Oliva first called Lidia, she wasn't sure where to start. She knew Lidia's husband was in the hospital fighting COVID-19 and that Lidia was now quarantining with her two children, unable to work and without support. And from her own experience as an immigrant, Berenice knew that Lidia might be hesitant to talk to a stranger.

"I decided to begin by sharing my own story," Berenice says. "I told her I understood what she was going through because my family has a similar background. Once she saw that I understood her experience, there was a new level of trust built with me."

When COVID cases first began to rise in Nashville, MPHD called on Siloam Health's already-established and proven community health worker program to help care for immigrants and refugees during the pandemic.

"The COVID-19 pandemic disproportionately impacted our minority and immigrant neighbors in Nashville," says Dr. Alex Jahangir, Chair of the Metro Board of Health. "As the city developed and implemented plans to ensure that these residents received the care, services, and information needed to successfully address this crisis, the partnership with and leadership of Siloam Health proved invaluable."

Berenice was one of the community health workers (CHWs) hired through our partnership with MPHD to serve those who speak Spanish, Arabic, and other languages spoken by immigrant community members.

"CHWs help immigrants impacted by COVID-19 navigate the social, economic, and health challenges they're experiencing," says Amy Richardson, Chief Community Health Officer at Siloam Health. "Because these CHWs are already trusted members of their communities, they can more effectively bridge the gap between the resources that are available and the people who need them."

Community health workers work with COVID-positive clients by helping their households quarantine safely, connect with health resources, and combat financial strain. CHWs know what their clients are going through because they have walked through many of the same challenges themselves.

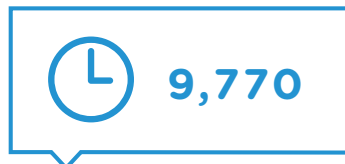
"This is a program we see having ripple effects as trust is built between immigrant communities and the public health systems that exist to care for them," says Amy.



## 20-2021 AT A GLANCE: VOLUNTEER IMPACT



# OF VOLUNTEERS



# OF VOLUNTEER HOURS



# OF DOLLARS IN DONATED SERVICE GIVEN BY SILOAM VOLUNTEERS



## DENNIS' STORY

If you've visited Siloam Health any time over the past decade, there's a good chance you've met Dennis Caffrey. A volunteer Spanish interpreter since 2011, in October 2020 he hit a milestone no other Siloam volunteer has ever achieved: contributing 5,000 hours of individual volunteer service to Siloam Health!

Three times a week, Dennis drives from his Murfreesboro home to serve at Siloam, where he interprets for patient visits, trains new volunteer interpreters, and regales staff members with stories from his time in the United States Air Force. In fact, he says there's an adage from the military that speaks directly to Siloam's dedication to "making a way" for those we serve.

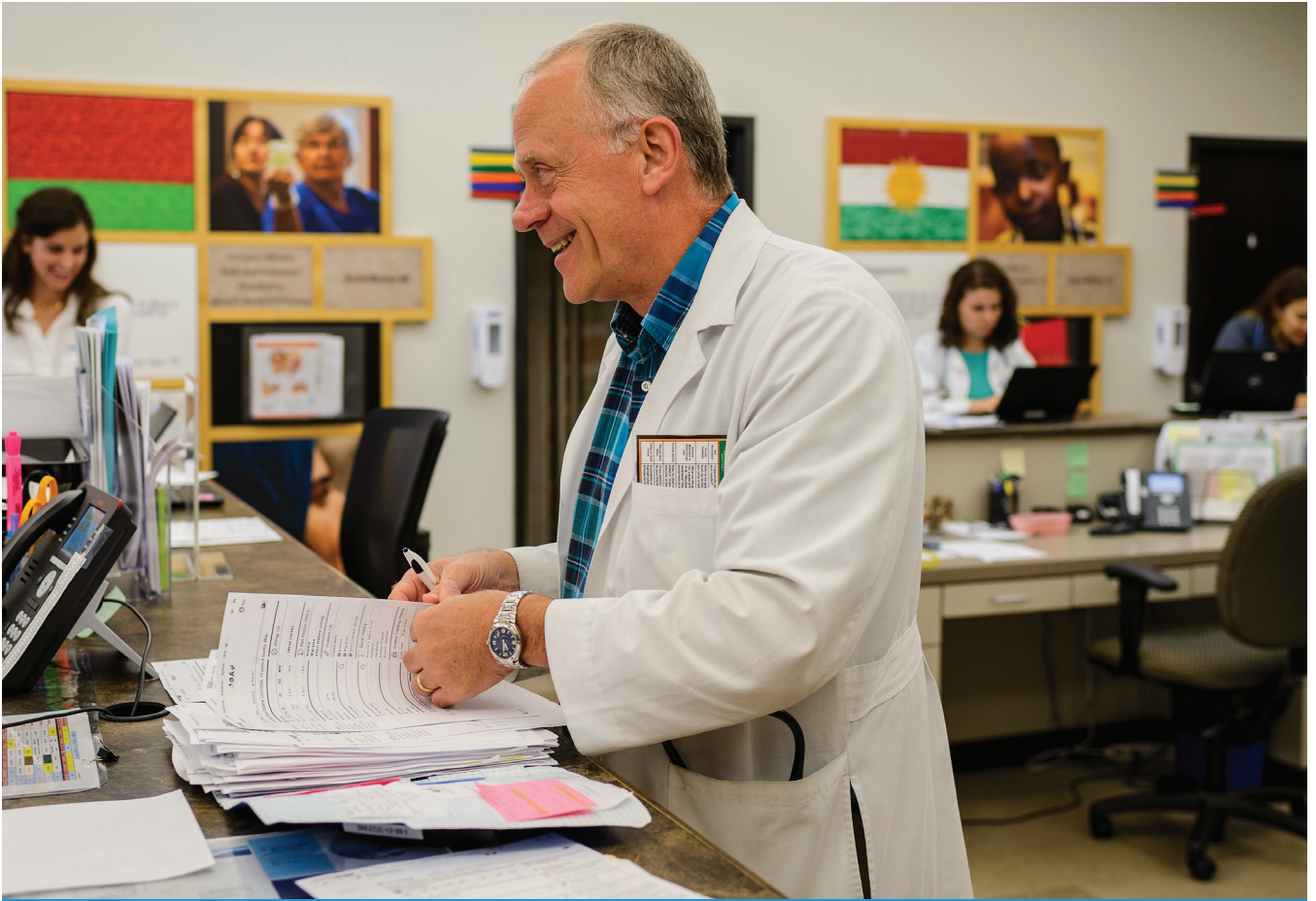
"If you find something blocked, make a way. Create an opening," he shared.

It's a sentiment Dennis carried over to his service at Siloam. Every day, he makes a way for patients, not just so they can communicate with their doctors, but so they can be truly seen, heard, and understood.

"Interpreting is much more than just being able to hear something in one language and then render the equivalent in another," Dennis says. "You have to have empathy for patients; you have to understand the cultural context on both sides. It's like when you were a kid, and you created a telephone out of tin cans and string — interpreters are the string between the two cans."

As he bridges language and cultural gaps, patients more fully benefit from the "noticeably different degree of care" he says Siloam provides.

"There's a personal connection made at Siloam, a level of attention that isn't the case in many other medical settings. There's a big belief that no matter what a patient's situation is, we can always make a way."



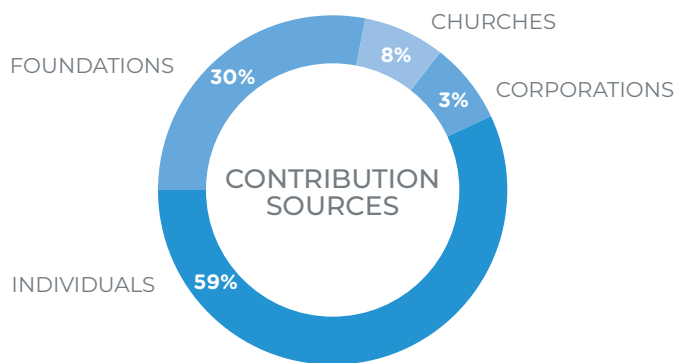
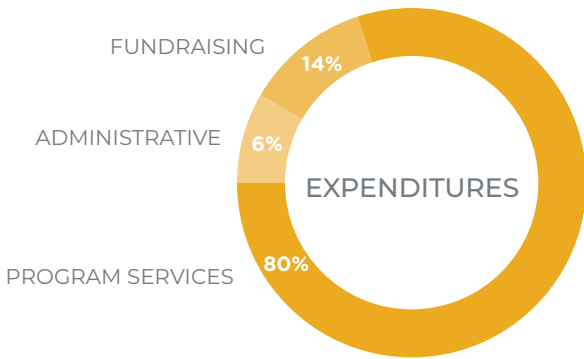
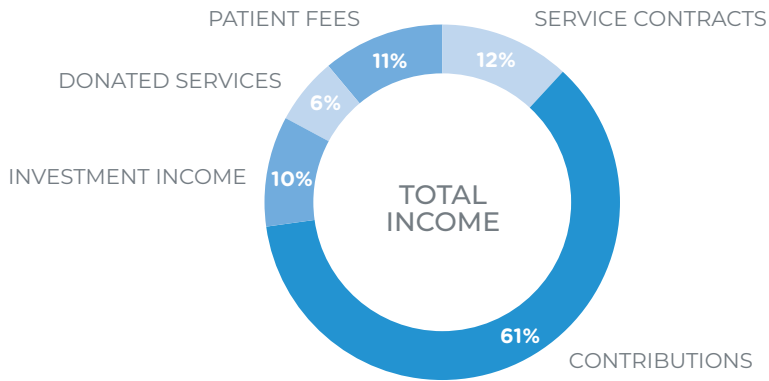
## FINANCIAL HIGHLIGHTS



TOTAL ASSETS	\$11,253,822
CASH	\$5,175,284
SECURITIES	\$2,277,781
PROPERTY + EQUIPMENT	\$2,146,232
OTHER ASSETS	\$1,654,525
LIABILITIES & EQUITY	\$11,253,822
CURRENT LIABILITIES	\$282,163
TOTAL EQUITY	\$10,971,659
INCOME	\$6,245,421
EXPENSES	\$5,073,275



# FINANCIAL HIGHLIGHTS



# SILOAM HEALTH DONOR SOCIETY

## \$25,000+

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 Lauri Pearson  
 James and Lynn Perry  
 John Peterson  
 Josh and Neeraja Peterson  
 Wright Pinson  
 Eugene C. Platt\*  
 Paul and Valery Anne Prill\*  
 Randy and Tracy Purcell  
 George and Tina Randell  
 Vincent Raucoules\*  
 Andrew and Susan Reese\*  
 Amy Richardson\*  
 Susie Ries\*  
 Julia Roberson  
 Seth Roberts\*  
 Henry and Mary Ann Ruley\*  
 Seifein Salib  
 Paul and Therese Sanderson  
 Upamanyu and Ashley Sanyal\*  
 Karen Saunders\*  
 Matt and Erika Schappell\*  
 Mike and Maureen Schlacter\*  
 Jay Schmitt  
 Robert and Patty Schwartzman  
 Scott and Jessica Schwiager  
 Roger and Mary A Severino\*  
 Thomas and Dana Sherrard  
 Chao-yun and Ding-Shing Shih  
 Kenneth and Janice Simpson\*  
 Rhonda Sims  
 Brent and Melinda Snade\*  
 David and Gina Stansell  
 Sam Stephens  
 Erik and Anna Stiller  
 Lois and Larry Stone  
 John and Mary Stone  
 Ruth D. Stringfield\*  
 Hank and Tracie Stuart\*  
 Philip Swaney  
 Bennett and Vicky Tarleton\*  
 Binu Thomas\*  
 Elizabeth Thomas\*  
 Glenn and Julianne Thomas  
 Destin and Kristen Tompkins  
 Bor-Yi Tsay\*  
 Sheila Turk  
 Danielle Ullrich\*  
 Ann Vander Woude\*  
 Joseph and Lucinda P Waldrup

Carrie Walker  
 Hudson Walker  
 John and Peggy Warner  
 Kenneth and Velma Watkins\*  
 Geoff Watson\*  
 Dudley White  
 Raymond White  
 Dee and Barbara White\*  
 Kathleen Wolff and Jim Price  
 Suzie Woolwine\*  
 Stephen and Hannah Wright  
 Edward Wright-Rios  
 Anne and Will Wrye  
 Philip Yau and Cynthia Kop  
 Alexander Assouad and Nancy Youssef

## Churches

Belmont Church  
 Brentwood Baptist Church  
 Brentwood United Methodist Church  
 Brentwood United Methodist Women  
 Christ Church Nashville  
 Christ Community Church  
 Christ Presbyterian Church  
 Church of the City  
 Church of the Holy Spirit  
 Church of the Redeemer  
 Covenant Presbyterian Church  
 Cross Point Church  
 Downtown Presbyterian Church  
 Fellowship Nashville  
 First Presbyterian Church of Nashville  
 Forest Hills Baptist Church  
 Good Shepherd Nashville  
 Grace Center  
 Grace Community Church  
 Hillsboro Presbyterian Church  
 Immanuel Baptist Church  
 Long Hollow Baptist Church  
 Mt Carmel Baptist Church  
 Oak Hill Assembly of God  
 Otter Creek Church of Christ  
 Southminster Presbyterian  
 St. Bartholomew's Episcopal Church  
 St. George's Episcopal Church  
 The Village Chapel  
 Trinity Church Nashville  
 West End Community Church  
 West End United Methodist Church  
 Woodmont Baptist Church  
 Woodmont Christian Church

## Corporations

8-nines Consulting, LLC  
 Ascend Federal Credit Union  
 Bethel University  
 BlueCross BlueShield of Tennessee  
 Community Trust  
 Bristol-Myers Squibb Foundation  
 Cairn Financial Group\*  
 Cumberland Capital Partners, LLC  
 CVS Health Foundation  
 Donut Den  
 Fifth Third Bank  
 Gobiquity, Inc.  
 Griffin Family Partners  
 HarperCollins Christian Publishing  
 HCA Healthcare/TriStar Healthcare  
 Healthcare Realty Trust Inc.  
 J. Graham Inc.  
 Jarrard Phillips Cate & Hancock, Inc.  
 Lee Company  
 Lee, Danner and Bass  
 Major League Soccer  
 Medistaff, Inc.  
 Norfolk Southern Corporation  
 Premise Health  
 Quality Mortgage Services, LLC  
 Saint Thomas Midtown Hospital  
 StaffCo of Eastern Tennessee, Inc.  
 Truxton Trust  
 Vanderbilt University Medical Center

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



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