

CROSSOVER

Healthcare Ministry

COMPASSIONATE HEALTHCARE FOR PEOPLE IN NEED

Quality Care for more than 30 years

Annual Report 2013 - 2014



Dear Friends,

Thank you so much for supporting CrossOver this year with your gifts of time, talent and treasure! It has been an amazing year at CrossOver, with many new innovative initiatives.

Currently in its second year of implementation, our Strategic Plan is a dynamic roadmap that moves us forward with clinical best practices, improved technology and a stronger governance structure. This journey will increase our capacity to provide compassionate, quality care to our patients and their families.

This past year, we implemented an electronic health records system, eClinicalWorks, in May. Since then, we have trained more than 450 volunteers and 50 staff on this system. This huge technology effort has enhanced patient care. In addition, an Interdisciplinary Quality Improvement Committee developed a comprehensive, in-depth quality plan that focused on patient safety, improving internal communications and updated protocols.

A major theme for CrossOver is partnerships and collaboration. As we consider the health needs of our patients, we realize that it will take strong partnerships and teamwork to elevate the health of our community. At CrossOver, we coordinate care with all three area hospital systems and many community partners, such as RX Partnership and AccessNow. We work closely with local health departments, mental health agencies and other social service groups, connecting our patients with the resources they need to live healthy, successful lives.

For 30 years, the guiding scripture for CrossOver has been the Story of the Good Samaritan.

But a Samaritan, as he traveled, came where the man was; and when he saw him, he took pity on him. He went to him and bandaged his wounds, pouring on oil and wine. Then he put the man on his own donkey, brought him to an inn and took care of him.

Luke 10: 33-34

CrossOver continues the path set by the Good Samaritan by working with our neighbors in need. Our patient base is made up of people from more than 120 countries who speak a variety of languages, from all walks of life. They are our neighbors.

Thank you to each of you for your gracious and prayerful support of CrossOver as we are called to play the "Good Samaritan" to those on life's roadside who are in need!!

Blessings,



Judith B. Collins, NP
President
CrossOver Board of Directors



Key Elements of Quality Care at CrossOver

Compassionate

Respectful

Best Practices

Cost Effective

Timely

"Quality care has always been a top priority at CrossOver. The evolution of the Quality Improvement Committee has given us even more tools to ensure the best patient experience possible. I am very excited to work with this fine team. In just the first year we are already seeing the fruits of our labor."

-Cullen Rivers, MD
Board Member



com·pas·sion·ate

adjective

Treating patients, staff and volunteers with dignity and cultural sensitivity in a spirit-led environment.

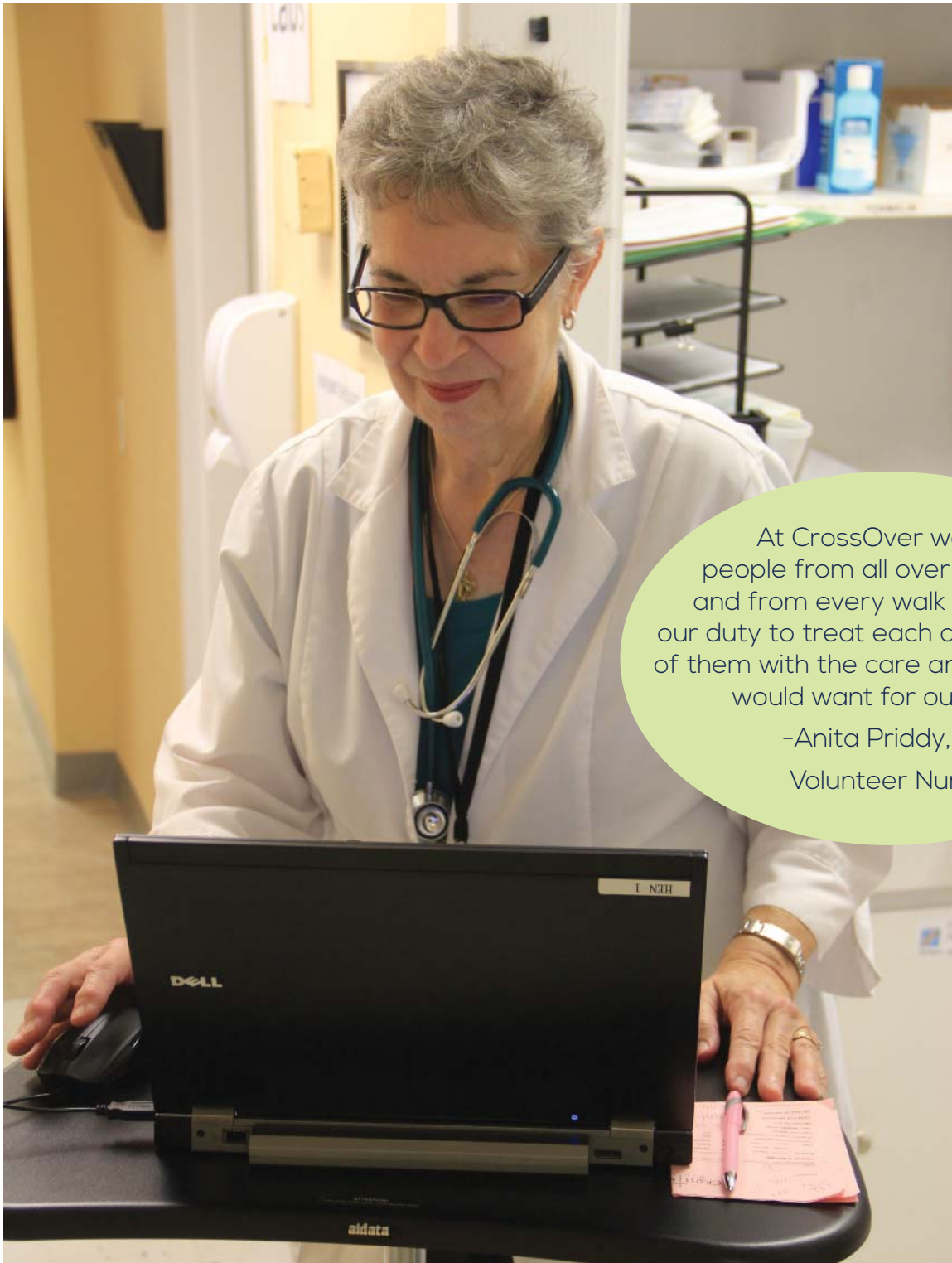


At CrossOver our patients, volunteers and staff come from all different backgrounds, religions and socio-economic groups. Together we work to uphold CrossOver's vision of creating a healthy, vibrant community where every person is restored by the compassionate, healing love of God.

re·spect·ful

adjective

Providing competent, patient centered care that addresses the full spectrum of our patients holistic needs: mind, body and spirit.



At CrossOver we see people from all over the world and from every walk of life. It is our duty to treat each and every one of them with the care and respect we would want for ourselves.

-Anita Priddy, RN
Volunteer Nurse

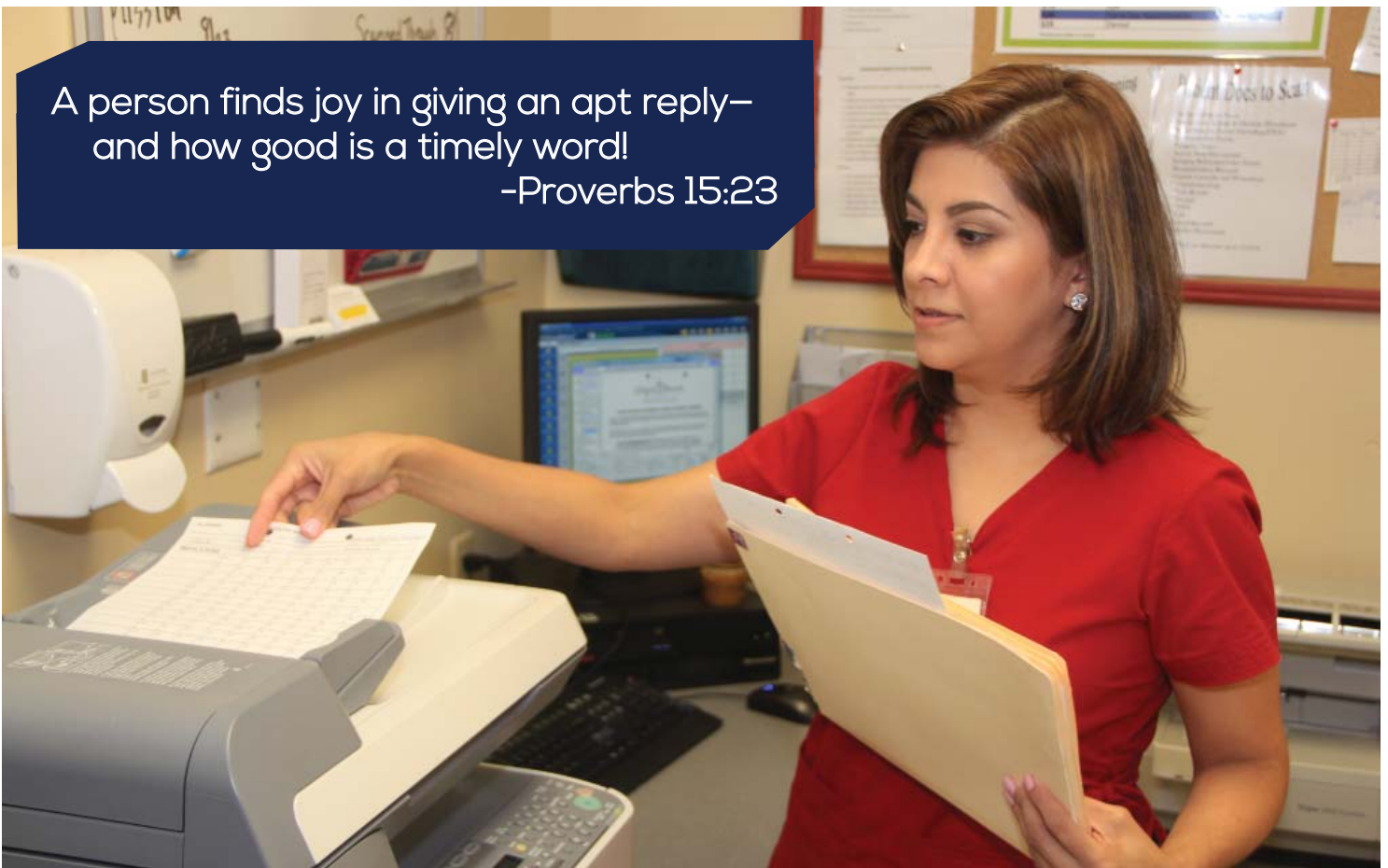
time·ly

adverb

Reducing wait times and sometimes harmful delays for both those who receive and those who give care.



A person finds joy in giving an apt reply—
and how good is a timely word!
-Proverbs 15:23



best-practices

noun

Caring for our patients using clinical practices that are evidence based, having consistently shown superior outcomes for patients.



May 19th of this year CrossOver 'went live' with our new Electronic Health Record (EHR) system, eClinicalWorks.

Making the switch from paper records has had its challenges, but those are far outweighed by the rewards. This new, more efficient system allows us to provide efficient, higher quality care to our patients.

-Mike Murchie, MD, Medical Director

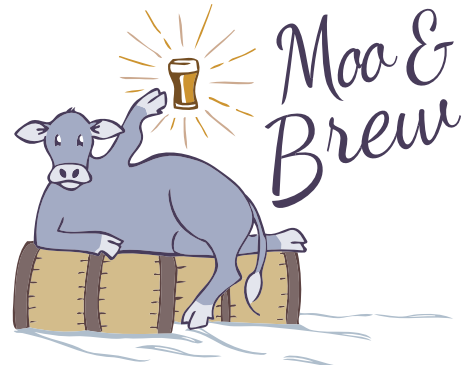
cost-ef·fec·tive

adjective

Avoiding waste, in particular waste of equipment, supplies, ideas, talent and energy.



More than 60% of everything we do at CrossOver is done by volunteers, and each year we receive millions of dollars worth of in-kind supplies and services.



CrossOver Events

This year CrossOver held three major events. In addition to the Compassionate Care Awards and the CrossOver Challenge, we held our inaugural Moo & Brew, hosted by our Young Professionals Council.



Compassionate Care Awards

Honorees (from left to right) Dr. Charlie Cooke, Dr. Stephen Todd and the Maestrello Family

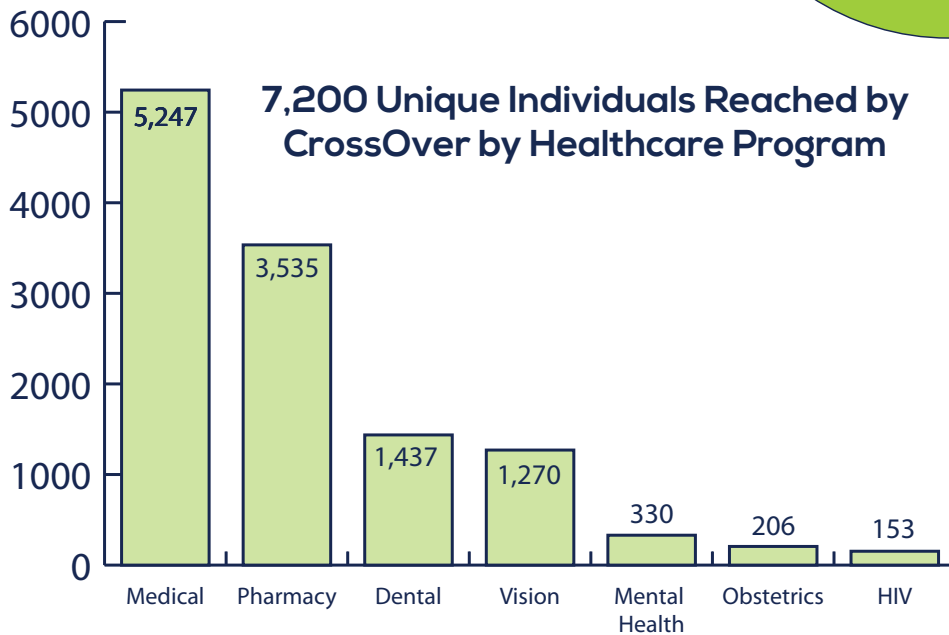
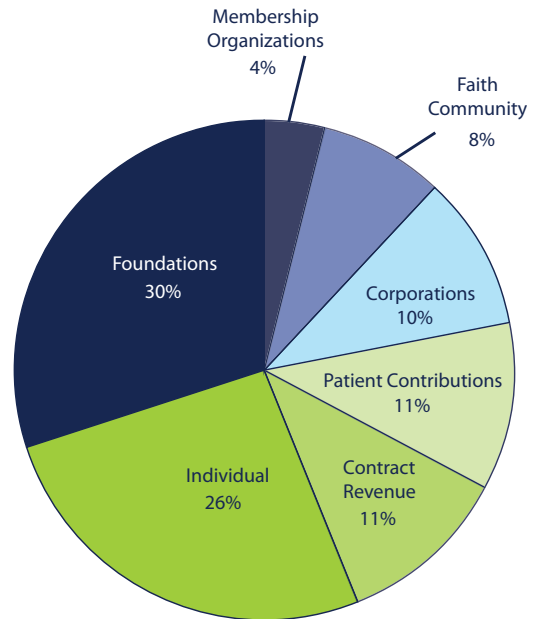
Statement of Activities

For the Year Ended June 30, 2014

Cash Support and Revenue	\$2,476,154
In-Kind Contributions*	\$7,740,951
Total Support and Revenue	\$10,217,105
Program/Client Service Expenses	\$9,831,025
Management and General Expenses	\$192,038
Fundraising Expenses	\$281,545
Total Expenses	\$10,304,608
Support Service Expenses as a % of Total Expenses	4.6%
Net Assets at Beginning of Year	\$1,843,036
Net Assets at End of Year	\$1,755,533
Change in Net Assets	-\$87,503

*In-Kind contributions include donated labor, medications, supplies and medical services

FY2014 Sources of Cash Support and Revenue



*Individuals may have utilized more than one CrossOver program.

At CrossOver, we work hard to be good stewards of our supporters' donations. These efforts were recognized this year by two national organizations. For the third year in a row, CrossOver was named a four star charity by Charity Navigator, and we were awarded the Better Business Bureau's Charity Seal for accredited organizations.



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July 1, 2013 to June 30, 2014

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Michelle Hoekstra
Henry Holland, MD
Amanda Holland, RN
Chris Hong
Kate Honsberger
Kathleen Hornik
Brittany Howlett, CPhT
Patricia Hoy
Jack Huddle
Sheila Huddle
Sarah Huffman
Laura Hunter, MD
Ghouse Hyder, MD
Iffie Ikem
Kristen Irving
Christian Ivory
Maya Iyengar
Drew Jackson
Amudha Jacob, RN
Lauren Jacoby, RN
Nancy Jallo, NP
Miranda James
Angelli Jansen
Berkley Jenkins
Christina Jennings, RN
Wendy Jenvey, RN
Neelam Jhurani
Avula John

Mary John
Jessica Johnson, NP
Douglas Johnson, RN
Lynn Johnston
Manavi Johri
Stanley Jones, DDS
Catherine Jones
Cheryl Jones
Taylor Jones
Ronald Jones
Jessica Jordan, NP
Samuel Jordan
Oscar Jovel
Katherine Joye
Maren Judge, RN
Sabih Kaba
Jared Kachurak
Calhoun Kaila
Doris Ann Kane
Christopher Karaffa
Mallikharjuna Karamsetty, RPh
Deborah Karp
Victoria Kasza, RN
James Kelly, DDS
Ashley Kelly
Krystal Kelly
Jackie Kemper
Dan Kennedy
Joyce Kennedy
Peter Kennedy
Pamela Kennedy, RN
Marwah Khalid
Asfand Khan
Elisa Kim
Jonathan Kim
Nancy Kindervater
Kelly Kindle
Karen Kinebrew
Nicole Kirkwood
Jere Kitchen, NP
John Klipp
Ann Klipp, RN
Sai Koka, RPh
Thomas Konvicka
Naveen Chandra Kotha
Sudhinder Koushik
Leslie Kreisler, MD
Michael Krone, DDS
Suzanne Kunsitis
Jan Labello
Kirtida Laloo, RPh
Patrick Lam

Francis (Shaun) Lamm
Milan Lassiter, DC
Leia Lautzenheiser
Deb Lawrence
Sue Lawrence
Lisa Lee, NP
Ginny Lee
Sion Lee
Deborah Lee, RN
Maria LeGrand
Ben Lehman
Kathy Lehman
Barbara Lester, MD
Ronald Lester
Sarah Leszczyszyn, LCSW
Claire Lewis
Augustine Lewis, MD
Neil Lewis, MD
Amy Li
Martha Lico, NP
J. Stephen Lindsey
Miriam Lindsey
Carmen Loera
Andrew Lombardozi, DC
Savannah Louie
Ellen Lucado, RN
Shelly Lucas
Douglas Ludeman, MD
Rafy Luqa
Andrew Lyell
Nancy Lynch
David MacMillan, MD
Ralph MacMillan, MD
Jael Mader
Lauren Maenza
Steven Maestrello, MD
Avery Maestrello
Christopher Maestrello
Ethan Maestrello
Laura Maestrello
Eva Maguina
Mankanchan Majhail, NP
Linda Majikes
Tina Mallory
Shekinah Malone
Faye Manson, RN
Laura Marcantonio, NP
Bethany Marcelle
Stephanie Marqueen
Sarah Marsh
Billy Martin
Suzanne Martin
Lina V Mata
Elizabeth Matthews, PA
Michael Matthews

Sallie Mayer, PharmD
Jennifer McAdoo, RN
Mona McCollum
Samia McEachin
Kaylyn McElroy
Sharon McGowan, RN
Dawn McGrain, RN
Carter McKay
Gary McKinley
Michael McMunn, DDS
Katie McSweeney
Charles Meacham
Lindsay Meador
Nick Medellin
Cristina Meehan
Thomas Meeks, MD
Christina Menendez
Mark Merritt, MD
Rita Mertig, RN
Carole Messenger, RN
Lise Mikkelson, RN
Anatoly Mikutin, PT
Johanna Christine Milefsky
Virginia Miley
Benita Miller, DDS
Michael Miller, DDS
Thomas Miller
Betty Mills, LPN
Deborah Mills, RN
Choul Min Min
Kristina Mitchell
Sally Mitchell, RN
Cheryl Modesto
Max Modesto
Wilson Modesto
William Moore, CPhT
Nicholas Moore
Colleen Moreno
Andi Morgan
Shelley Moser, RN
Virginia Motley
Amy Mott
Mackenzie Mumeey
Rod Murchie, DDS
Jann Murchie
Melissa Murchie
Erin Murphy
Cheryl Murphy, MD
Karen Murphy, RN
Mary Lynn Murphy, RN
Patrick Murphy
Linda Murray, CPhT
Veronica Naranjo
Debbie Nash
Harvey Neale

Sallie Neblett
Tammy Nelson, LPN
David Nelson, MD
Charles Nelson, MD
Liselle Neva
Klaren Ng
Angela Nixon, RN
Tammie Noey
Christopher Nolan
Robert Noriega
Catherine Norton
Brad Nott
Bi Ntumngia, RPh
Helen Nunley, RN
Jill Nwajiaku, RPh
Cheryl Nystrom, DDS
Barbara Oates
Nan O'Connell, MD
Holly O'Donnell, RN
Ellen Oh
John O'Keefe, MD
Olufunmilayo Oladipupo
Chelsea Olson
Susan Olyha
Abeer Omari
John Onufer, MD
Nicholas Orefici
Tim O'Shea
Christy Ottaviano
Patricia Owens, RN
Scott Owens, RN
Gordon Pace
Sarah Paciulli, NP
Helena Page
Ramona Pandher, DDS
Sunny Parekh
Amy Parnell
Fay Parpart, NP
Neil Partridge, RPh
Bansari Patadia
Akanksha Patel
Jarna Patel
Nikita Patel, PharmD
John Patrizio, MD
Benjamin Paul
Susan Pauls
Ashley Peck
Anthony Pelonero, MD
Kesha Pence
Nancy Pendergast, RN
Lynn Pendleton
Jim Perkins
Eugene Petras, DDS
Chantal Pettis
John Pierce, MD

DeShawn Piercy
Gloria Piercy
Isaiah Piercy
Hema Pingali
Donna Pinnell, NP
Carol Pollock, NP
Caleb Porter
Elizabeth Porter
Sheila Pour, PA
Stephen Powelson, MD
Lissa Power-Defur, CCC-SLP
Emily Pratt
Susan Price
Mary Priddy, RN
Ariana Prinzbach
Gordon Prior, DDS
Tracy Provost, PT
Lisa Pumpelly
Elinor Pyles, RN
Alexander Rae
Honey Rae, RN
Helen Ragazzi, MD
Joseph Rakestraw
Diana Ramos
Michael Ramos
Bethany Randall
Ana Rauda
Gene Reedy
Carter Reid
Caitlin Reilly
Charles Reiter
Janice Renick, NP
Jordan Rennie
Christian Rennie
Martin Richard
Richard Rinehardt, MD
Judy Ritterskamp
Cullen Rivers, MD
Rebekah Robb
Judy Roberts
Tom Roberts
Amanda Roberts, RN
Jean Rodini
Bella Rodriguez
Newnie Rogers
Cristal Roldan
Pat Rollison
Catherine Romberger
Shannon Rose, LPN
Leo Ross, RPh
Carole Ann Ross
Brittany Russell, RN
Mark Ryan, MD
Ashley Ryan
Barbara Saber

Our Volunteers - continued

Melanie Sadler
Karabi Saha
Thomas Sakach, RN
Ali Saleh
Juan Santacoloma
Martha Santacoloma
Myla Sappa
Samay Sappal
Moonmoon Sarder
Amelia Saucedo
Tedda Saunders, RN
Mirna Sayd
Amy Schad
Casey Schiedel
Debbie Schmitt
Robert Schneider
Mary Sue Schneider, RN
Stacia Schoeffler, RN
David Schreiber
Marilyn Schreiber
James Schroeder, DDS
Alison Schuppert
Mae Scott
Daniel Scruggs
Debra Seegers, NP
Donald Seitz, MD
Pat Seitz
Elizabeth Sellers
Ofelia Seredni
Estrella Serrano
Meshach Service
Jane Settle, NP
Liz Settle, RN
Vilma Seymour
Amy Shadron
Doris Shalenko, RN
Jernelle Shaw, CPhT
Brittany Shaw
Jaylen Shaw
Allison Shellenberger, CNA
Joseph Shelton, RN
Laurie Sheperd, RN
Landis Shepherd, RN
Hillary Sherbert
Shreya Shetty
Kenneth Shirley, LPC
Mary Shurlds
Trish Sigler
Courtney Silberman
Marcia Simmonds
Graham Sinclair
Sunil Sinha, MD

Rupali Sinha
Shrawan Sinha
Colleen Smith
Reonna Smith
Tessa Smith
Robin C. Smith, NP
Lindley Smith, MD
Tiyi Smith, CPhT
Rodney Smith, MD
Craig Smith
Nathaniel Smith
Stacey Smith
Cynthia Smith, RN
Kay Smith, RN
Charles Smith, MD
Melanie Snellings
Asha Solanky, NP
Farshid Soltanian, DDS
Deborah Southall
Maggie Southwick
Charles Speerman
Parker Spencer
Elizabeth Spencer, RN
Myron Spooner, MD
Alison Spriggs
Patricia Spurzem, RN
Peter Squire
Paul Stairs, MD
Sandra Starkey
James Starkie
Peter Stefanik, MD
Henry Stewart, DDS
Carolyn Stiff
Sarah Stinnett
Jayne Storey
Kathryn Strickler, RN
Megan Sullivan
Alexander Sun
Sihong Suy, MD
Sue Sydow
Dan Syrett, PT
Farshad Taghizadeh
Sandy Taito-Ipock
Sonia Talegaonkar
Shantaram Talegaonkar, MD
Alishia Talley
Ramsay Tapp
Inna Tarasova, NP
Chip Tarkenton
Arnela Tatic, NP
Roger Taylor
Carol Taylor, RN

Daryl Taylor
Elvira Tedesco
Ellie Teefey
Grace Teefey
Joe Teefey
Ani Tetrault, RPh
Sallie Thalhimer
Kuriakose Thekkethala, MD
Ryan Thomas
Schliqua Thompson
Alma Thompson
Betty Thompson, RN
Pamela Thornton
Carol Tibbals, NP
Kristina Tocarchick
Stephen Todd, DDS
Sheena Tooman, RN
Maite Tovar
Elizabeth Towne, RN
Quyen Tran, RPh
John Treherne
Annhorner Truitt
Erica Trujillo
Cathy Tuck, RN
Adam Uslan
Ashley Valencia
Evelyn Valencia
Evezezer Valenzuela
Santa Valenzuela
Mark Vaughan, RPh
Mallory Vauter
Angela Verdery
Meena Verma, RN
Gabriela Villalobos
Sonia Villalta
Seymour Vilma
David Vu
Andy Wade, DDS
Rupal Wadhawan
Nancy Walker
Susan Walker
Virginia Walker
Richard Walker, RN
Melissa Wallace, RN
Deborah Waller
Meredith Walsh
Sharon Wampler, RN
Hudnall Ware, MD
Anna Warmolts, LPN
Mark Warner, MD
Lindsay Warren
Quantrilla Watson
William Way, DDS
Ken Wayland
Joanne Wellford, RN

Erica West, RN
 Donald Wheless, DDS
 Allison White, RPh
 John White, MD
 Patricia White
 David Whitehead, MD
 Fred Whitten, RPh
 Kathy Whitten, RPh
 Ebone'- Tiyasia Williams
 Blaise Williams, PT
 Gordon Williams
 James Williams
 Talisha Williams

Mary Scott Willoughby, RPh
 Marianna Wills
 Amy Wilson, RN
 Gary Witthoefft
 Adam Wolcott
 Robert Woltz
 Nathan Wong
 Nathan Wong
 Christina Woodson
 Sarah Woody
 Samuel Workman
 Denise Wright, RN
 Harriet Wright, RN

Lin Xie
 Tracy Yager-Jackson, RN
 Jennifer Yau
 Ashley York Venable
 Kit Young
 Mitch Young
 Jennifer Young, RN
 Hao Yu
 Susan Zamecnik, RN
 Sarah Zimmerman, LPN
 Alex Zizzi
 Fadi Zrik
 Nibal Zrik

Volunteers by the numbers

Volunteer Type	#Volunteers	#Volunteer Hours
Non-Medical	479	18,228
Nursing	123	6,992
Specialty Care Provider	43	2,525
Primary Care Provider	62	3,450
Dental	43	1,847
Mental Health	10	1,300
Pharmacy	33	1,427
Clinical Students	24	1,606
Vision	6	595
Total	823	37,970

Statistics cover the period of July 1, 2013 to June 30, 2014

CrossOver Healthcare Ministry

Board of Directors

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Judith B. Collins, NP, President
Gary N. Witthoefft, Vice-President
Henry L. Chambers Jr., Secretary
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Daniel M. Jannuzzi, MD
Michael S. Murchie, MD

2014 Young Professionals Council

Andrew Bennett	Brett Corkran	Sam Jordan
Brigette A. Booth	Alexa Durnwirth	Ashley Kelly
Virginia Brooks, Chair	Kira Hale	Lauren E. Maenza
Renee Brosnan	Kathleen Hornik	Alexandra Povlishock
Brett Butler		Lauren Steckler

CrossOver Healthcare Ministry Staff

Leadership

Julie Bilodeau – Executive Director

Daniel M. Jannuzzi, MD – Medical Director, Downtown Clinic

Mike Murchie, MD – Medical Director, Western Henrico Clinic

Clinical Staff

Elizabeth Brown – OB Coordinator

Jeanice Brown – Training Coordinator

Vivian Bruzzese, MD – Director of HIV Programs

Andrea Chavez – Bilingual Licensed Practical Nurse

Alexandra Chamberlain, MSW – Bilingual Social Worker

Carlos Concepcion – Bilingual Patient Advocate

Arali Giron – Eye Technician

Dania Gonzalez – Bilingual Dental Assistant

Teresa Gonzalez – Clinical Coordinator

Nicole Gore – Eye Program Coordinator

Andrea Hague – Western Henrico Clinic Manager

Renee Hammel, NP – Staff Nurse Practitioner

Lyn Harding – Downtown Clinic Manager/Chaplain

Brittany Howlett – Pharmacy Technician

Rafy Luqa – Bilingual Patient Advocate

Guadalupe Molina, RN – Cowardin Nurse Manager

Terence Manning – Bilingual TIPS Case Manager

Kerri Reed – Dental Coordinator

Millie Rocha – Bilingual Patient Advocate

Tom Sakach, RN – HIV/TIPS Registered Nurse

Eleanor Sanchez – Bilingual Patient Advocate

Erika Sanzentenea – Pharmacy Aide

Shawnda Stovall – Dental Hygienist

Michelle Taylor – Pharmacy Coordinator

Schliqua Thompson, MSCC, – Counseling

Coordinator & Bilingual Resident in Counseling

Leo Ulashkin – Medications Associate

Gay White, MD – Staff Physician

Patrick Wiggins – Outcomes Coordinator

Health Education

Karen Bunn – Hispanic Health Education Coordinator

Marilyn Metzler, RN – Director of Health Education

Administration

Eric Brinkert – Grants Manager

Amy Capistran – Development Coordinator

Jacqueline Griggs – Volunteer Coordinator

Robin Mathews – Accounting Manager

Rachel Payne – Development Coordinator

Lynn Williams – Development Manager

CROSSOVER

Healthcare Ministry

COMPASSIONATE HEALTHCARE FOR PEOPLE IN NEED

Our Mission

We are called to provide healthcare, promote wellness and connect community talents and resources with people in need in the name of Jesus Christ.

Our Vision

A healthy, vibrant community where every person is restored by the compassionate, healing love of God.

Our Values

Compassion

Reaching out in love with kindness and respect, we listen, assess need, and provide hope and guidance.

Integrity

Being honest and trustworthy, we create a safe environment where we are all good stewards of Ministry resources.

Servant Leadership

Creating unity with humility through teamwork, we help, encourage, and affirm one another.

CrossOver Administrative Offices

8600 Quioccasin Rd.
Suite 102
Richmond, VA 23229
804-422-2600

CrossOver Downtown

108 Cowardin Ave.
Richmond, VA 23224
804-233-5016

CrossOver Western Henrico

Across from Regency Mall
8600 Quioccasin Rd.
Suite 105
Richmond, VA 23229
804-622-0803

CrossOver Healthcare Ministry – providing compassionate healthcare for people in need.