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Our Mission

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Offices

Richmond Clinic
810 Cannon Ave
Richmond, VA 23224

Henrico Clinic
8600 Quioccasin Road
Richmond, VA 23229

Administrative Offices
8600 Quocassin Road, Suite 101 • Richmond, VA 23229 • 804-655-2794

www.crossoverministry.org

Our Volunteers by the Numbers

Administrative
Admin, RN, Medical Assistant 44

Clinical Assistants
FCC, FCCA, FCCM, MHA, MdM 275

Dental Program
Dentist, Hygienist 44

Mental Health
Psychiatric 
D.O.S., Counselor 28

Nursing
BY, BSN, LNA, OHA 62

Pharmacy
Pharmacist, PharmD 24

Primary Care, MD
F.P. Physician 73

Specialty Care, MD
Cardiologist, IV, Ultrasound, etc. 29

Student
Clinical Intern, College Student, Intern 60

Vision Program
Ophthalmologist, Optometrist 6

Cover Photo: Volunteer Dr. Giles Robertson (left) and volunteer interpreter Sallie Thalhimer (right) provide patient education to Paula (center) following her primary care visit.
Friends:

Because of the rapid changes occurring in our healthcare ministry, the theme for our annual report this year is the health, and more. Starting January 1, 2019, an estimated 2,000 current CrossOver patients will be eligible for Medicaid. Samir and Andrew are just two of the estimated 2,000 current CrossOver patients who will be eligible for Medicaid on January 1, 2019, as a result of Medicaid expansion.

During this past year Medicaid expansion passed the Virginia General Assembly, federal tax reform was signed into law, and the heightened tension related to immigration has continued. All of these issues will impact our fundraising, our operations and our patients. While Medicaid remains a top priority, two other workgroups were formed to address other high priority areas this year. Program & Services and Fundraising, our operations and our patients.

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A message from leadership
Where our Funds Come From*
How We Spend Them

At CrossOver, we provided services to 6,508 people in FY 2018, including primary care, dental, vision, mental health, and more. Starting January 1, 2019, an estimated 2,000 CrossOver patients will be eligible for Medicaid. CrossOver has elected to provide care to Medicaid patients, in addition to continuing to serve the uninsured, because we believe that our patients should have the option to continue receiving compassionate and comprehensive care that they know and trust.

The decision to serve Medicaid patients stems from our mission to provide high quality healthcare to people in need and our belief that the newly Medicaid eligible will have difficulty finding a new medical home, as there is a shortage of Medicaid providers in Virginia. We believe that providing continuity of care for all of our patients, including those who will soon enroll in Medicaid, is firmly in line with our mission to provide high quality healthcare to people in need.

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During the past year, the number of patients served in our two health clinics increased 8%. While we are grateful that more of God’s people have been able to access health care, it unfortunately has not been enough to meet patient demand. We continue to have a lottery for patients of both clinics, and sadly must turn away many new patients each week due to lack of capacity.

This past year, we have focused on strengthening our operations in anticipation of the changes to come and in a continued effort to meet the needs of our patients. In May of 2018, CrossOver convened a Medicaid Steering Committee that was tasked with developing a strategy to guide our response to Medicaid expansion. This committee, led by community volunteer Chris Carney, is comprised of board members, staff and community leaders. Under the guidance of this committee, we will begin providing care to patients enrolled in Medicaid on January 1, 2019, while continuing to serve the uninsured.

While Medicaid remains a top priority, two other workgroups were formed to address other high priority areas this year. One workgroup developed strategies to better educate our patients with very low health literacy, enabling them to partner with their healthcare team to improve their health. In addition, the Behavioral Health Workgroup has developed a plan to quantify and better meet the behavioral health needs of our patients.

In the clinical arena, Zara Morgan, RN, joined our staff in December as our Director of Nursing and Operations. Zara brings more than 25 years of nursing experience in a variety of settings, and she will partner with our Medical Director, Dr. Mike Murchie, to implement the many operational changes required to participate with Virginia Medicaid. In May of 2018, CrossOver convened a Medicaid Steering Committee that was tasked with developing a strategy to guide our response to Medicaid expansion. This committee, led by community volunteer Chris Carney, is comprised of board members, staff and community leaders. Under the guidance of this committee, we will begin providing care to patients enrolled in Medicaid on January 1, 2019, while continuing to serve the uninsured.

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Because of the rapid changes occurring in our healthcare ministry, the theme for our annual report this year is the Road Ahead. During this past year Medicaid expansion passed the Virginia General Assembly, federal tax reform was signed into law, and the heightened tension related to immigration has continued. All of these issues will impact our fundraising, our operations and our patients.

Meanwhile, the need for our healthcare services continues to rise. With increased funding and volunteer support this year, the number of patients served in our two health clinics increased 8%. While we are grateful that more of God’s people have been able to access health care, it unfortunately has not been enough to meet patient demand. We continue to have a lottery for new patients of both clinics with 15% of the appointments filled each week due to lack of capacity.

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On the fundraising side, we worked with a local fundraising consultant to assess the strengths of the philanthropy programs. We have developed a plan to guide these efforts over the next few years with Megan Hodges Mann leading the implementation of this plan. Megan joined CrossOver in August as Director of Resource Development and Communications and has a strong history of guiding other non-profits in their fundraising efforts.

We know that the Road Ahead is paved with opportunity but will also have some curves and potholes. We believe that the foundational work that has been done over this past year will prove invaluable as we move into 2019. Thank you to all of our donors, volunteers and community partners who have made this work possible. Your compassion and generosity has paved the Road Ahead so that CrossOver can continue to provide high quality, compassionate healthcare to our patients.

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With a lack of Medicaid providers in Virginia, it is vital that CrossOver have a medical home to turn to for continued management of his diabetes, so that he can focus on staying healthy for his three children.

Samir’s Story

Samir, a 29-year-old mother of three, was forced by war to flee her home in South Sudan several years ago. While in a refugee camp and pregnant with her third child, she developed gestational diabetes. After arriving in the United States she again tried to manage her diabetes without her eligibility expired she was unable to afford the medications that she needed to manage her diabetes.

By the time she found CrossOver, Samir’s blood sugar levels were literally off the charts. As a result of her diabetes, Samir is at high risk of complications were she to become pregnant again. CrossOver’s Women’s Health Team was able to provide education and medication management to bring her diabetes under control in time for the Medicaid effective January 1, 2019.

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Our Board of Directors

Chair: Don Seitz, MD
Vice Chair: Frank Gorse
Secretary: Helen Nunley, MSN
Treasurer: Duncan Owen, Jr.
Immediate Past Chair: Betsy D. Beamer

Our Volunteers by the Numbers

Administrative Volunteers: 275
Clinical Assistants: 44
Dental Program: 28
Mental Health: 7
Nursing: 62
Pharmacy: 24
Primary Care: 73
Specialty Care: 29
Student: 60
Vision Program: 6