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
compassionate

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
timely

*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-effective

*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

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

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

FY2014 Sources of Cash Support and Revenue

7,200 Unique Individuals Reached by CrossOver by Healthcare Program

*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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Ofelia Seredni
Estrella Serrano
Meshach Service
Jane Settle, NP
Liz Settle, RN
Vilma Seymour
Amy Shadron
Doris Shalenko, RN
Jermelle 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 Shurds
Trish Sigler
Courtney Silverman
Marcia Simmonds
Graham Sinclair
Sunil Sinha, MD
Rupali Sinha
Shrawan Sinha
Colleen Smith
Reonna Smith
Tessa Smith
Robin C. Smith, NP
Lindley Smith, MD
Tyi 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
Carollyn 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
Alisha Talley
Ramsay Tapp
InnaTarasova, 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 Usdan
Ashley Valencia
Evelyn Valencia
Eveenez Valenzuela
Santa Valenzuela
Mark Vaughan, RPh
Mallory Vauter
Angela Verdery
Meena Verma, RN
Gabriela Villalobos
Sonia Villaia
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
 Volunteers by the numbers

<table>
<thead>
<tr>
<th>Volunteer Type</th>
<th>#Volunteers</th>
<th>#Volunteer Hours</th>
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<tbody>
<tr>
<td>Non-Medical</td>
<td>479</td>
<td>18,228</td>
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<tr>
<td>Nursing</td>
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<tr>
<td>Specialty Care Provider</td>
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<td>Primary Care Provider</td>
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<td>Dental</td>
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<td>Mental Health</td>
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<td>Pharmacy</td>
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<tr>
<td>Clinical Students</td>
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<td>1,606</td>
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<tr>
<td>Vision</td>
<td>6</td>
<td>595</td>
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<td><strong>Total</strong></td>
<td><strong>823</strong></td>
<td><strong>37,970</strong></td>
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</tbody>
</table>

Statistics cover the period of July 1, 2013 to June 30, 2014
CrossOver Healthcare Ministry
Board of Directors

Officers

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
Brigette A. Booth
Virginia Brooks, Chair
Renee Brosnan
Brett Butler

Brett Corkran
Alexa Durnwirth
Kira Hale
Kathleen Hornik

Sam Jordan
Ashley Kelly
Lauren E. Maenza
Alexandra Povlishock
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
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 Quiocassin 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 Quiocassin Rd.
Suite 105
Richmond, VA 23229
804-622-0803

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