



VOLUNTEER HEALTH SERVICES PROGRAM 2006-2007 ANNUAL REPORT

As required by the provisions of Section 766.115, Florida Statutes

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EXECUTIVE SUMMARY

The mission of the Florida Department of Health Volunteer Health Services Program is to promote access to quality health care for the medically underserved and uninsured residents of Florida through the commitment of volunteers.

From July 1, 2006, through June 30, 2007, the value of goods and services donated to the citizens of Florida through the Volunteer Health Services Program totaled \$147.5 million. Since the inception of the Volunteer Health Services Program in 1992, the Department of Health (DOH) has documented more than \$1.1 billion in donated goods and services in the two volunteer programs the department administers. The majority of these contributions were directly related to medical and dental care provided to DOH clients.

This annual report consists of two sections that describe the contributions of many individuals and organizations that participate in the two volunteer programs under the auspices of the Florida Department of Health. The Chapter 110, Part IV, *Florida Statutes* – Volunteers (Appendix A), and the Volunteer Health Care Provider Program (VHCPP) facilitate the use of volunteers in DOH facilities, and extends sovereign immunity protection to healthcare professionals who donate their services to eligible clients referred by the department. DOH's Volunteer Health Services Program promotes and provides technical support to these programs through a staff of 12 people operating in 11 regions of the state with an annual budget of \$639,633. (See Appendix C for a listing of staff and regions.)

Florida has encouraged the use of volunteers within all state agencies through Chapter 110, *Florida Statutes*. The Department of Health, realizing its limited resources and fiscal constraints, as well as the value of volunteers, advocates the use of volunteers to augment its public health functions. DOH volunteers hold many positions that directly benefit Floridians.

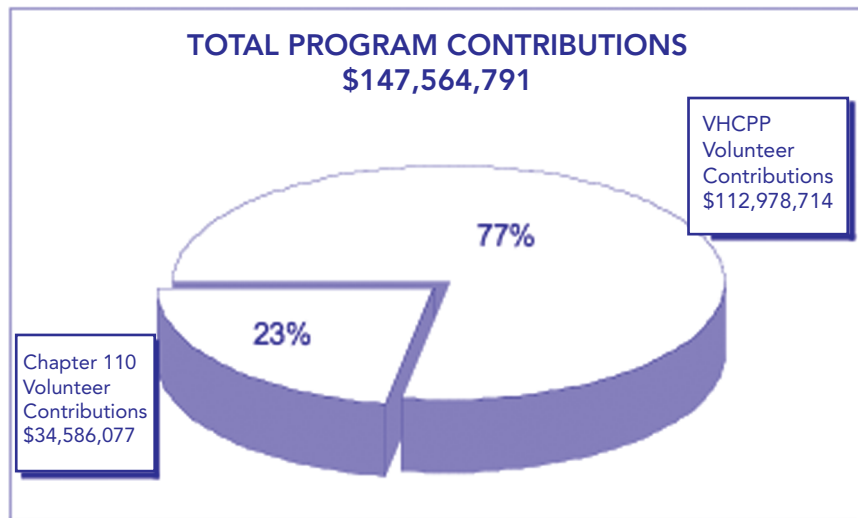
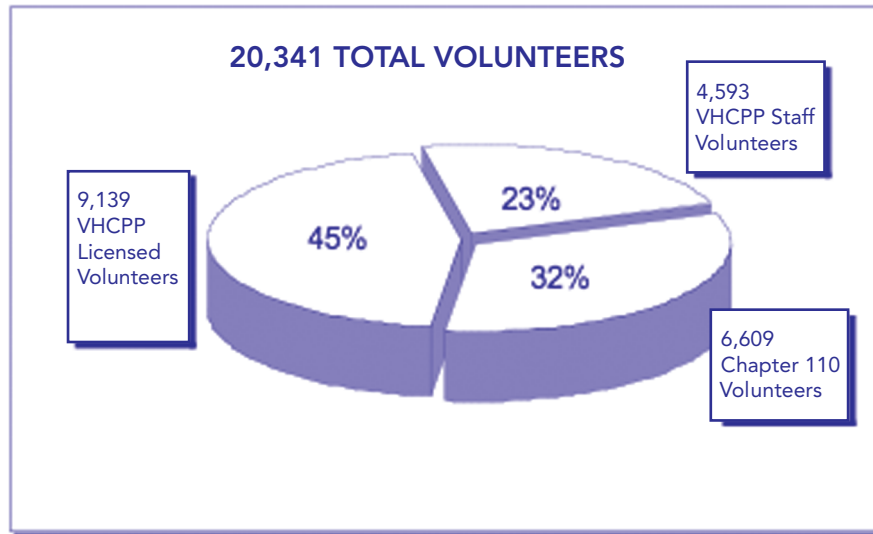
The VHCPP, a result of the "Access to Health Care Act" (section 766.1115, *Florida Statutes*, found in Appendix B) which was signed into law in 1992, provides licensed healthcare professionals sovereign immunity protection for uncompensated services rendered to eligible clients referred by the DOH. Many program participants are associated with community or faith-based organizations and are not volunteers at the Department of Health. These volunteers are agents of the state, in that they provide services for clients referred from DOH and agree to certain contractual stipulations. This contract provides them with the same liability protection as state employees when they provide healthcare services. This program, with its limited resources and restrictive eligibility, is a small but vital component in the department's effort to increase access to health care for those in need throughout the state.

As specified in section 766.1115(7), *Florida Statutes*, the Division of Risk Management compiles an annual report of claims under this program. This report, in the form of a letter, is contained in Appendix D.

The key to the continued success of these volunteer initiatives is the sustained support of various professional associations, public/private partnerships, and individuals who commit to strengthen and develop collaborative relationships in their local communities.

TOTAL VALUE OF CONTRIBUTIONS SINCE PROGRAM INCEPTION

\$1,109,174,992



SUMMARY OF CHAPTER 110 VOLUNTEER ACTIVITIES WITHIN DEPARTMENT OF HEALTH FACILITIES

The DOH recognizes volunteers and public/private partnerships will continue to be an integral part of its effort to increase access to quality health care for Florida residents. This section of the report summarizes the contributions and donations made to DOH by a variety of volunteers as defined in Chapter 110, *Florida Statutes*, and organizations. The majority of goods and services were donated at county health departments (CHD) and Children's Medical Services (CMS) sites. During this reporting period, the DOH documented the participation of 6,609 volunteers, contributing 463,151 hours of their time, for a total of \$34.5 million in donated goods and services.

The DOH, understanding its fiscal constraints, uses a broad range of volunteers and collaborations to augment existing local resources. They include, but are not limited to, licensed healthcare professionals providing direct patient care, technical personnel assisting in IT departments and environmental health-related areas, HIV/AIDS counselors/educators, interpreters, and administrative staff providing clerical support. The DOH has made available the use of many of its facilities to non-governmental organizations to provide healthcare education and services for residents of local communities.

The Department of Health offers a wide range of valuable educational opportunities. Several colleges and universities have contracted with the DOH to permit students to complete their internships and/or clinical requirements in DOH facilities. In addition, many educational institutions have partnered with the DOH in support of health fairs, disaster preparedness and natural disaster events, immunization clinics, back-to-school physicals, and other events to improve the health of the community. Another recent innovative program involving volunteer nurses in public schools has been extremely successful in increasing the number of nurses available to address basic healthcare needs and health education of students in the state's school systems. These collaborations not only benefit the students and the educational institutions, but also - and most importantly - benefit the clients.

The following documentation shows that the contributions of numerous individuals and public/private partnerships to the DOH were extremely valuable to the department's mission and services to its customers. Many community, faith-based, and secular organizations including, but not limited to, the Medical Reserve Corps, Salvation Army, YMCA, Florida Baptist Convention, and Wal-Mart Corporation, were essential partners in the DOH's efforts to increase access to public health services for Floridians.

**SUMMARY OF CHAPTER 110 VOLUNTEER CONTRIBUTIONS
IN DEPARTMENT OF HEALTH FACILITIES**

Facility	Number of Volunteers	Number of Hours	Donations	Total Contributions
A.G. Holly Hospital				NR
Alachua CHD	103	7,778		\$301,457
Baker CHD	6	600	\$22,508	\$45,016
Bay CHD	33	1,301		\$61,313
Bradford CHD	3	130		\$2,440
Brevard CHD	147	5,664	\$111,287	\$321,754
Broward CHD	46	4,991	\$150,185	\$253,563
Calhoun CHD				NR
Charlotte CHD	34	1,115	\$304,190	\$339,491
Citrus CHD	46	867		\$26,553
Clay CHD	44	362	\$8,395	\$123,159
Collier CHD	555	25,398		\$1,681,921
Columbia CHD				NR
Daytona CMS	3	219		\$5,091
DeSoto CHD	23	2,502		\$46,958
Dixie CHD				NR
Duval CHD	614	123,694	\$29,356	\$3,996,054
Escambia CHD	460	10,822	\$90	\$249,423
Escambia CMS	1	26		\$291
Flagler CHD	29	905		\$37,368
Franklin CHD	1	55	\$200	\$13,850
Gadsden CHD				NR
Gilchrist CHD				NR
Glades CHD				NR
Gulf CHD	14	745	\$163,229	\$177,212
Hamilton CHD				NR
Hardee CHD				NR
Hendry CHD				NR
Hernando CHD	10	1,831		\$65,873
Highlands CHD				NR
Hillsborough CHD	80	4,540		\$105,180
Holmes CHD	4	340	\$333,887	\$340,259
Indian River CHD	86	1,501		\$227,693
Jackson CHD	60	1,456	\$96,480	\$133,655
Jefferson CHD	26	2,306	\$130,298	\$288,786
Lafayette CHD	1	520		\$9,760
Leon CHD	516	12,473	\$538,139	\$1,162,132

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SUMMARY OF CHAPTER 110 VOLUNTEER CONTRIBUTIONS *continued from previous page*

Facility	Number of Volunteers	Number of Hours	Donations	Total Contributions
Levy CHD	7	421	\$255,185	\$305,454
Liberty CHD				NR
Madison CHD	102	1,840	\$231,322	\$273,303
Manatee CHD	61	6,364	\$44,752	\$226,301
Marion CHD	53	12,936	\$935,902	\$1,360,086
Marion CMS-Ocala	2	526		\$9,883
Martin CHD	25	2,998	\$49,900	\$81,669
Miami CMS				NR
Miami, Division of Disability Determinations	1	143		\$35,625
Miami-Dade CHD	410	28,703	\$3,534,056	\$4,234,831
Monroe CHD	1	149		\$2,797
Nassau CHD	52	1,216	\$1,941	\$97,274
Okaloosa CHD	33	779	\$285	\$14,403
Okeechobee CHD				NR
Orange CHD	1,002	24,984	\$29,067	\$566,682
Osceola CHD	167	4,453	\$79,162	\$173,022
Palm Beach CHD	564	57,123	\$3,365,776	\$8,532,342
Palm Beach CMS	32	416	\$5,500	\$246,099
Pasco CHD	20	750		\$23,776
Pinellas CHD	92	6,720	\$109,176	\$513,306
Polk CHD	78	10,457		\$229,568
Putnam CHD				NR
Santa Rosa CHD	104	33,959		\$627,366
Sarasota CHD	240	37,522	\$2,811,279	\$6,191,505
Seminole CHD	121	5,130		\$100,676
St. Johns CHD	265	2,713	\$475	\$64,520
St. Lucie CHD	54	2,988	\$42,092	\$246,814
Sumter CHD				NR
Suwannee CHD	2	1,040		\$19,521
Tallahassee CMS				NR
Tallahassee Hqts	1	19		\$2,234
Taylor CHD	2	4		\$200
Union CHD	2	280	\$50	\$8,552
Volusia CHD	34	1,456	\$4,670	\$33,024
Wakulla CHD	1	160	\$40,220	\$43,228
Walton CHD	9	84		\$3,825
Washington CHD	15	152	\$100	\$5,984
Total	6,609	463,151	\$13,645,33	\$34,586,077

Donations – goods or monies received from external sources.
 Total Contributions – summation of donations and value of service.
 NR – Nothing reported.

SUMMARY OF THE CHAPTER 766 VOLUNTEER HEALTH CARE PROVIDER PROGRAM ACTIVITIES

This section of the report documents the contributions made by participants in the Volunteer Health Care Provider Program (VHCPP) by county. These activities are carried out under the terms and conditions specified under section 766.1115, Florida Statutes. These values are a compilation of data reported by providers for services rendered to eligible clients referred by the DOH throughout the state. In fiscal year (FY) 2006-2007, 9,139 licensed healthcare professionals and 4,593 staff volunteers provided healthcare services for 290,026 patient visits with a total value of \$112.9 million. This value includes in excess of \$38.9 million in donations from grants and gifts from various entities to a variety of community and faith-based organizations.

Healthcare access for the underserved and uninsured residents of Florida, via this program, is completely dependent on volunteer providers donating their services. The DOH is extremely thankful for the healthcare providers' commitment to this endeavor and acknowledges their positive impact on their local communities. Vital to the continued success of this program are the support and sponsorship of the licensed healthcare professionals, community and faith-based organizations, public/private partnerships, the Florida Medical Association, the Florida Osteopathic Medical Association, and the Florida Dental Association. In numerous areas, providers and organizations have joined forces to develop extensive collaborations to support a complete, uncompensated, healthcare network for a limited number of clients in their community.

