



VOLUNTEER HEALTH SERVICES PROGRAM 2005-2006 ANNUAL REPORT

As required by the provisions of Section 766.1115, Florida Statutes

January, 2007

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EXECUTIVE SUMMARY

The mission of the 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, 2005, through June 30, 2006, the value of goods and services donated to the citizens of Florida through the Volunteer Health Services Program totaled \$134 million. Since the inception of the Volunteer Health Services Program in 1992, the Department of Health (DOH) has documented more than \$961 million 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.

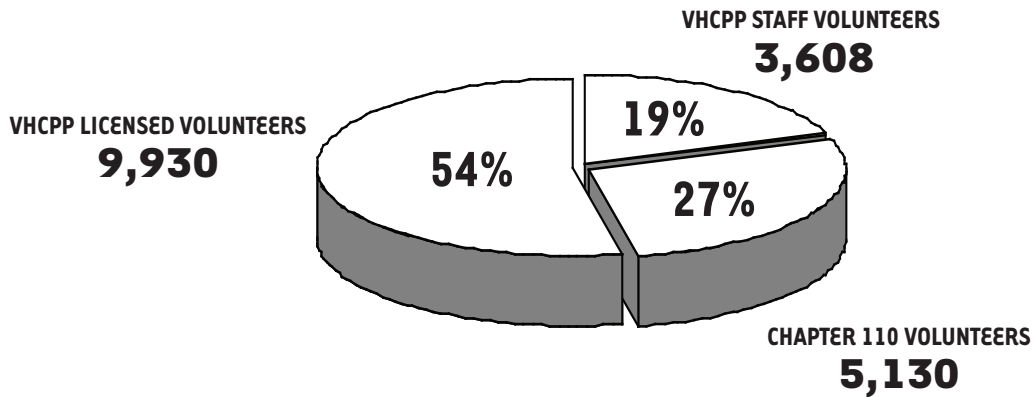
The VHCPP, a result of the “Access to Health Care Act” (section 766.1115, Florida Statutes, found in Appendix B) which was signed into law in 1992, provides licensed healthcare professionals sovereign immunity protection for uncompensated services rendered to eligible clients referred by the DOH. Many 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.

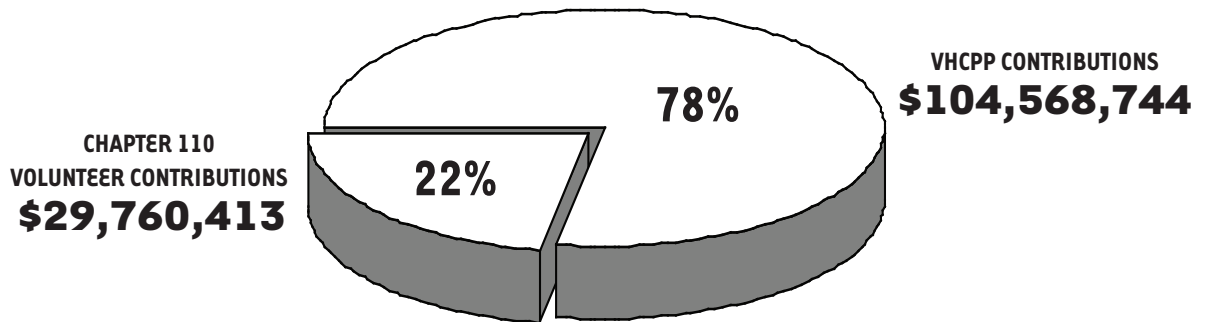
The key to the continued success of these volunteer initiatives is the sustained support of various professional associations, public/private partnerships, and individuals who commit to strengthen and develop collaborative relationships in their local communities.

**TOTAL VALUE OF CONTRIBUTIONS
SINCE PROGRAM INCEPTION
\$961,610,201**

**TOTAL PROGRAM VOLUNTEER PARTICIPANTS
18,668 Individuals**



**TOTAL PROGRAM CONTRIBUTIONS
\$134,329,157**



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 5,130 volunteers, contributing 409,740 hours of their time, for a total of \$29.8 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	44	4,586		\$83,969
Baker CHD	2	600	\$22,500	\$95,412
Bay CHD	33	2,107	\$26,215	\$88,871
Bradford CHD				NR
Brevard CHD	76	356	\$4,229	\$27,197
Broward CHD	23	824	\$146,467	\$235,059
Calhoun CHD	1	12		\$1,080
Charlotte CHD	14	833	\$267,000	\$361,952
Citrus CHD	11	90	\$902,980	\$908,524
Clay CHD	40	507	\$46,000	\$51,827
Collier CHD	338	26,977		\$1,965,983
Columbia CHD	5	102		\$1,790
Daytona CMS	2	1,070	\$18	\$26,282
DeSoto CHD	10	526		\$9,223
Dixie CHD				NR
Duval CHD	544	76,054	\$30,676	\$1,799,504
Escambia CHD	609	13,690		\$334,931
Flagler CHD	14	1,438		\$25,941
Franklin CHD	2	106	\$91,929	\$113,392
Gadsden CHD				NR
Gainesville CMS				NR
Gilchrist CHD				NR
Glades CHD	2	313	\$50	\$78,200
Gulf CHD	1	123		\$2,210
Hamilton CHD				NR
Hardee CHD	1	408		\$7,356
Hendry CHD	2	754		\$12,540
Hernando CHD	11	1,648		\$210,010
Highlands CHD	1	125		\$4,375
Hillsborough CHD	52	4,981		\$90,326
Holmes CHD	5	175	\$350,916	\$354,948
Indian River CHD	70	1,621		\$267,730
Jackson CHD	15	1,080	\$94,380	\$131,470
Jacksonville CMS				NR
Jefferson CHD	26	1,682	\$2,450	\$72,089

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Facility	Number of Volunteers	Number of Hours	Donations	Total Contributions
Lafayette CHD				NR
Lake CHD	96	3,210	\$7,843	\$99,575
Lee CHD	106	7,299	\$7,631	\$720,471
Leon CHD	250	19,965		\$500,744
Levy CHD	5	405	\$326,782	\$356,337
Liberty CHD	1	8		\$720
Madison CHD	20	2,656		\$47,738
Manatee CHD	63	5,322	\$95,264	\$255,968
Marion CHD	65	12,175	\$1,561,196	\$2,216,649
Marion CMS				NR
Martin CHD	20	3,134		\$66,761
Miami-Dade CHD	290	36,983	\$4,505,966	\$5,340,452
Miami CMS				NR
Miami, Division of Disability Determinations	2	176		\$44,001
Monroe CHD	1	1,128		\$20,351
Nassau CHD	54	1,506	\$11,004	\$95,697
Okaloosa CHD	30	1,214	\$3,854	\$28,379
Okeechobee CHD	1	96		\$1,736
Orange CHD	619	19,687	\$34,600	\$538,696
Orlando CMS	2	5	\$1,000	\$1,175
Osceola CHD	20	726		\$12,775
Palm Beach CHD	394	25,471	\$3,916,827	\$5,919,253
Pasco CHD	18	955	\$2,093	\$54,254
Pinellas CHD	58	4,401	\$13,441	\$363,508
Polk CHD	76	10,368		\$198,407
Putnam CHD	29	2,532	\$21,403	\$74,693
Santa Rosa CHD	27	3,168		\$65,742
Sarasota CHD	423	46,776	\$1,500,000	\$4,676,280
Seminole CHD	162	7,142	\$6,274	\$131,848
St. Johns CHD	49	267		\$4,816
St. Lucie CHD	119	40,849	\$83,023	\$159,810
St. Petersburg CMS	3	109		\$1,967
Sumter CHD				NR
Suwannee CHD	2	2,080		\$37,523
Tallahassee CMS				NR

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SUMMARY OF CHAPTER 110 VOLUNTEER CONTRIBUTIONS IN DEPARTMENT OF HEALTH FACILITIES

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Facility	Number of Volunteers	Number of Hours	Donations	Total Contributions
Taylor CHD	2	8		\$400
Union CHD				NR
Volusia CHD	18	3,719	\$61,720	\$241,680
Wakulla CHD	1	50	\$33,971	\$34,873
Walton CHD	55	1,633	\$28,567	\$33,175
Washington CHD	53	285	\$100	\$10,564
West Palm Beach CMS	42	1,447	\$15,100	\$41,204
Total	5,130	409,740	\$14,223,469	\$29,760,413

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) 2005-2006, 9,930 licensed healthcare professionals and 3,608 staff volunteers provided healthcare services for 254,422 patient visits with a total value of \$104.5 million. This value includes in excess of \$32 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.

SUMMARY OF CONTRIBUTIONS BY CHAPTER 766 VHCPP PROVIDERS

ALACHUA COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Acorn Clinic	96	106	13,272	\$1,311,774	\$3,462,860
Helping Hands Clinic	16	31	907	\$35,000	\$154,864
We Care Network	870	870		\$5,000	\$3,938,355
Florida Baptist Dental Van - Santa Fe	19	49	69	\$642	\$21,692
TOTALS	1,001	1,056	14,248	\$1,352,416	\$7,577,771

BAY COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Bay Cares	124	124		\$61,273	\$5,884,018
Florida Baptist Dental Van - NWest Coast	5	15	45	\$1,000	\$8,580
St. Andrew Community Medical Center	67	152	1,631	\$543,229	\$897,595
TOTALS	196	291	1,676	\$605,502	\$6,790,193

BREVARD COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Brevard Health Alliance (BHA)	766	769		\$2,400,000	\$3,164,829
Parrish Community Medical Clinic	72	82	1,605	\$159,118	\$329,553
Florida Baptist Dental Van - Brevard	18	25	78		\$21,964
TOTALS	856	876	1,683	\$2,559,118	\$3,516,346

BROWARD COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Light of the World Clinic	20	155		\$392,893	\$671,217
Living Water Care Centers	18	30	2,231	\$67,548	\$427,798
MediVan	22	29	1,110	\$164,000	\$434,096
Florida Baptist Dental Van - Gulf Stream	18	25	70		\$13,963
TOTALS	78	239	3,411	\$624,441	\$1,547,074

CHARLOTTE COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Charlotte County Physicians for Volunteer Services, Inc.	73	73	188		\$167,759
Christian Health Ministries	10	13	418	\$16,000	\$78,283
Charlotte County Project: Dentists Care	32	32	204		\$34,365
St. Vincent de Paul Community Pharmacy of Charlotte County, Inc.	27	202	575	\$198,650	\$419,875
TOTALS	142	320	1,385	\$214,650	\$700,282

CITRUS COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care of Citrus County	40	40	182		\$90,139
Hunger & Homeless Coalition of Citrus County, Inc.	18	27	77	\$977	\$12,712
TOTALS	58	67	259	\$977	\$102,851

CLAY COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Clay County Volunteer Medical Clinic	76	86	263		\$18,648
Orange Park Medical Center	1	1	4		\$66,759
Clay County We Care	62		124	\$1,125	\$115,944
Give Kids a Smile	2	4	13		\$7,275
The Way Free Medical Clinic	38	73	104	\$5,500	\$18,806
The Homeless Stand-down	4	6	19		\$5,998
TOTALS	183	170	527	\$6,625	\$233,430

COLLIER COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Neighborhood Health Clinic, Inc.	301	424	1,569	\$1,468,584	\$2,995,401
Collier We Care, Inc., dba PLAN	93	96	627	\$206,842	\$1,108,621
TOTALS	394	520	2,196	\$1,675,426	\$4,104,022

COLUMBIA COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Florida Baptist Dental Van - Beulah	16	40	61	\$10,864	\$19,368
TOTALS	16	40	61	\$10,864	\$19,368

DUVAL COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care Jacksonville	210	217	1,702	\$861,691	\$1,188,454
Mission House	106	108	1,708	\$100,075	\$208,098
I.M. Sulzbacher Clinic	112	112	5,968	\$212,469	\$473,443
Trinity Rescue Mission	4	6	347	\$10,616	\$32,036
PNA/PMS	74	74	3	\$100	\$2,405
City Rescue Mission Dental Clinic	6	9	586	\$245	\$41,505
City Rescue Mission Medical Clinic	20	30	1,378	\$83,756	\$212,791
Helping Hands Dental Clinic	8	8	112		\$12,051
The Help Center	5	8	141		\$12,826
Oasis Medical Ministry	2	3	171		\$12,139
Christ the King	24	37	307	\$17,161	\$57,353
TOTALS	571	612	12,423	\$1,286,113	\$2,253,101

ESCAMBIA COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Escambia We Care	247	247	4,395		\$5,598,931
St. Joseph Medical Screening Clinic	33	47	2,030	\$50,000	\$456,920
Health and Hope Clinic	37	78	2,118	\$516,560	\$847,844
Florida Baptist Dental Van - Pensacola	8	29	77	\$1,000	\$12,351
TOTALS	325	401	8,620	\$567,560	\$6,916,046

FLAGLER COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Flagler Volunteer Medical Clinic	17	25	511	\$100,000	\$137,725
TOTALS	17	25	511	\$100,000	\$137,725

HERNANDO COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Access Hernando, Inc.	44	49	333	\$135,654	\$565,424
TOTALS	44	49	333	\$135,654	\$565,424

HIGHLANDS COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Highlands Stay Well Clinic, Inc.	12	16	250		\$54,000
TOTALS	12	16	250	\$0	\$54,000

HILLSBOROUGH COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Center for Family Health	14	17	3,056		\$314,692
Catholic Mobile Medical Service	28	31	1,063	\$36,200	\$112,122
Hillsborough County Mobile Dental Van/ Dr. Nguyen	1	3	425	\$5,000	\$17,938
Give Kids A Smile Project	35	35	37		\$17,000
Florida Baptist Dental Van - Tampa Bay	12	64	140	\$100	\$17,460
TOTALS	90	150	4,721	\$41,300	\$479,212

INDIAN RIVER COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Indian River We Care	175	223	10,249	\$458,106	\$971,382
TOTALS	175	223	10,249	\$458,106	\$971,382

JACKSON COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Florida Baptist Dental Van - Chipola	7	13	67	\$1,000	\$9,910
TOTALS	7	13	67	\$1,000	\$9,910

LAKE COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Florida Hospital Waterman, Inc. Community Primary Health Clinic	78	105	2,313	\$1,457,316	\$1,620,485
Community Medical Care Center of Leesburg, Inc.	63	96	6,144	\$624,753	\$1,241,521
South Lake Hospital, Inc.	47	48	1,621	\$66,366	\$146,964
We Care of Lake County, Inc.	60	62	112	\$187,077	\$234,080
TOTALS	248	311	10,190	\$2,335,512	\$3,243,050

LEE COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Lee We Care	132	135	741	\$709,879	\$891,710
TOTALS	132	135	741	\$709,879	\$891,710

LEON COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care Network	329	333	1,893		\$3,018,766
Neighborhood Health Service	21	35	7,314	\$2,532,123	\$2,847,780
Florida Baptist Dental Van - Florida	7	21	67	\$1,000	\$13,871
TOTALS	357	389	9,274	\$2,533,123	\$5,880,417

LEVY COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Florida Baptist Dental Van – Harmony	2	12	27		\$4,286
TOTALS	2	12	27	\$0	\$4,286

MANATEE COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care Manatee, Inc.	75	81	572	\$64,486	\$432,941
TOTALS	75	81	572	\$64,486	\$432,941

MARION COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Interfaith Emergency Services, Inc.	5	6	621	\$29,300	\$37,230
Dr. Gabriel Umana, La Guadalupana Mission	7	10	166	\$744	\$14,998
Project: Dentists Care, Inc.	17	24	55		\$27,317
We Care of Marion County, Inc.	278	281	872	\$3,724,564	\$3,909,372
Florida Baptist Dental Van – Moss Bluff	7	16	63	\$500	\$9,143
TOTALS	314	337	1,777	\$3,755,108	\$3,998,061

MARTIN COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Martin County Volunteers in Medicine Clinic	50	26	10,308	\$2,131,588	\$2,908,561
TOTALS	50	26	10,308	\$2,131,588	\$2,908,561

MIAMI-DADE COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Dade County Dental Research Clinic	109	116	1,959	\$305,000	\$1,343,847
Rosario de la Cueva Services Center	10	25	1,238	\$32,000	\$205,195
Center for Haitian Studies	4	17	719		\$143,734
Good News Care Center	83	84	22,277	\$469,500	\$9,966,400
Baptist Health South Florida					\$4,987,752
Mercy Mission Services Reach Out Physician Referrals	149	151	636		\$158,250
Camillus Health Concern	19	27	445		\$72,525
St. John Bosco Clinic	12	50	5,015		\$570,275
North Miami Beach Medical Mobile Center	6	17	1,986	\$55,456	\$456,113
Open Door Health Center	145	151	8,961		\$2,327,219
Baptist Health South Florida					\$2,058,400
Robert Morgan Dental Clinic	65	66	1,832	\$125,000	\$1,059,620
South Miami Children's Clinic	8	10			NR
Urban Mercy Clinic	12	25	1,145	\$60,000	\$314,343
University of Miami	65	442	308		\$77,112
Touching Miami with Love	2	4			NR

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MIAMI-DADE COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Florida Baptist Dental Van - Miami	12	50	71		\$14,640
Victim Service Center	1	9			NR
TOTALS	702	1,244	46,592	\$1,046,956	\$23,755,425

MONROE COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Good Health Clinic	25	44	299	\$75,582	\$155,741
Mariners Hospital					\$518,352
TOTALS	25	44	299	\$75,582	\$674,093

NASSAU COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Nassau County We Care	11	11		\$1,600	\$48,975
Florida Baptist Dental Van - NE Florida	6	16	69		\$11,289
The Samaritan Clinic	36	66	356	\$29,445	\$78,340
TOTALS	53	93	425	\$31,045	\$138,604

OKALOOSA COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Anglican Medical Ministry	4	9	25		\$15,718
Crossroads Medical Center	1	12		\$16,000	\$26,497
Florida Baptist Dental Van - Choctaw	10	20	84	\$1,500	\$18,799
TOTALS	15	41	109	\$17,500	\$61,014

ORANGE COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Health Care Center for the Homeless	38	70	1,851	\$141,341	\$442,342
SpecialCare of Central Florida, Inc.	209	209	2,865	\$144,504	\$1,457,296
Shepherd's Hope, Inc.	524	1,194	11,193	\$1,476,343	\$2,455,203
Give Kids A Smile Project	38	90	206	\$1,145	\$23,141
Dental Care Access Foundation	84	159	731	\$4,500	\$261,174
West Orange Health Alliance	2	8	9	\$300	\$2,841
Mark Dogoli Wellness Center	21	32	672	\$32,000	\$102,320
Healing the Children Florida	6	24	45	\$23,000	\$42,219
TOTALS	922	1,786	17,572	\$1,823,133	\$4,786,536

OSCEOLA COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Osceola Christian Ministry Center	7	7	486	\$58,091	\$111,083
Osceola County Council on Aging	43	44	2,086	\$155,154	\$226,300
Florida Baptist Dental Van - Greater Orlando	6	8	49	\$13,100	\$18,322
Florida Baptist Dental Van - Kissimmee	7	12	44		\$12,231
TOTALS	63	71	2,665	\$226,345	\$367,936

PALM BEACH COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Palm Beach Care Network	290	290	356		\$521,150
Caridad Health Center	545	650	12,947	\$127,992	\$1,459,612
Project: Dentists Care/Caridad	425	530	3,974		\$454,762
Project: Dentists Care/Café Joshua	15	32	441	\$17,800	\$53,695
Project Access	169	172	459	\$19,570	\$164,112
Immunization Coalition	7	128	5,522		\$23,119
Samaritan Gardens	70	77	5,377	\$98,000	\$1,615,769
Mission Medical Clinic	17	27	3,864	\$500	\$491,316
Komen Fd. Mammography Project	1	3	3,299		\$962,326
Carelink of Jupiter	71	91	2,430	\$99,000	\$268,604
Jamaicans of the Palm Beaches	32	54	600	\$2,000	\$47,164
Give Kids A Smile Project	32	39	50		\$21,726
Florida Baptist Dental Van - Palm Lake	17	21	70		\$13,050
TOTALS	1,691	2,114	39,389	\$364,862	\$6,096,405

PASCO COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
CARES Senior Health Clinic	8	20	1,760	\$905,400	\$1,774,598
La Casa de Esperanza y Salud at Farmworkers Self-Help, Inc.	3	8	531		\$70,869
TOTALS	11	28	2,291	\$905,400	\$1,845,467

PINELLAS COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Clearwater Free Clinic, Inc.	45	75	11,987	\$814,525	\$1,520,395
Homeless Emergency Project Free Dental Clinic	50	51	1,506		\$186,274
Willa Carson Community Health Resource Center, Inc.	10	14	6,266	\$243,952	\$525,155
Give Kids A Smile Pinellas Project	136	136	210		\$67,000
Give Kids A Smile Upper Pinellas Project	27	27	47		\$16,591
Florida Baptist Dental Van - Suncoast	22	24	58		\$11,505
TOTALS	290	327	20,074	\$1,058,477	\$2,326,920

POLK COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care of Polk County, Inc.	156	156	494		\$781,088
Good Samaritan Free Clinic, Talbot House Ministries	35	54	3,795	\$1,198,958	\$1,332,840
Lakeland Volunteers in Medicine, Inc.	146	393	18,197	\$744,982	\$3,114,427
Haines City Volunteer Clinic	1	1	6		\$450
A Woman's Choice, Inc., a Medical Program for Women	2	5	151	\$7,300	\$55,340
Haley Center FBC	20	23	297	\$30,275	\$88,308
Florida Baptist Dental Van - Orange Blossom	12	12	52		\$8,301
TOTALS	372	644	22,992	\$1,981,515	\$5,380,754

SANTA ROSA COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Santa Rosa We Care	185	185	1,615	\$2,253,821	\$2,896,384
Interfaith Ministries- Good Samaritan Clinic	45	99	1,728	\$555,177	\$857,501
Florida Baptist Dental Van - Santa Rosa	22	26	117	\$2,000	\$19,286
TOTALS	252	310	3,460	\$2,810,998	\$3,773,171

SARASOTA COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
South County Community Clinic	41	41	829		\$264,925
Epilepsy Foundation of Southwest FL	2	2	312	\$343,000	\$402,041
Genesis Health Services, Inc.	14	68	787	\$97,416	\$489,366
TOTALS	57	111	1,928	\$440,416	\$1,156,332

SEMINOLE COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Pathway to Care	2	62	67	\$352,523	\$454,928
Teen Challenge	2	4			NR
TOTALS	4	66	67	\$352,523	\$454,928

SAINT JOHNS COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Good Samaritan Health Center	47	63	487	\$43,760	\$113,830
TOTALS	47	63	487	\$43,760	\$113,830

SAINT LUCIE COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Treasure Coast Dental Association	10	10		\$3,000	\$61,272
Florida Baptist Dental Van – Indian River	13	31	40		\$9,384
TOTALS	23	41	40	\$3,000	\$70,656

VOLUSIA COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Florida Baptist Dental Van - Halifax	14	123	97		\$25,649
The Jesus Clinic	38	100	355	\$86,171	\$194,639
TOTALS	52	223	452	\$86,171	\$220,288

WALTON COUNTY

Program/Setting	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Florida Baptist Dental Van - Walton	8	10	72	\$500	\$9,222
TOTALS	8	10	72	\$500	\$9,222

State Grand Total

	Number of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
VHCPP Total	9,930	13,538	254,422	\$32,436,654	\$104,568,744

Donations – goods or monies received from external sources.

Total Contributions – summation of donations and value of service.

NR – nothing reported.

Appendix A

Chapter 110, Part IV, Volunteers

110.501 Definitions.— As used in this act:

- (1) "Volunteer" means any person who, of his or her own free will, provides goods or services, or conveys an interest in or otherwise consents to the use of real property pursuant to ss. 260.011–260.018, to any state department or agency, or nonprofit organization, with no monetary or material compensation. A person registered and serving in Older American Volunteer Programs authorized by the Domestic Volunteer Service Act of 1973, as amended (Pub. L. No. 93–113), shall also be defined as a volunteer and shall incur no civil liability as provided by s. 768.1355. A volunteer shall be eligible for payment of volunteer benefits as specified in Pub. L. No. 93–113, this section, and s. 430.204.
- (2) "Regular-service volunteer" means any person engaged in specific voluntary service activities on an ongoing or continuous basis.
- (3) "Occasional-service volunteer" means any person who offers to provide a one-time or occasional voluntary service.
- (4) "Material donor" means any person who provides funds, materials, employment, or opportunities for clients of state departments or agencies, without monetary or material compensation.

110.502 Scope of act; status of volunteers.—

- (1) Every state department or state agency, through the head of the department or agency, secretary of the department, or executive director of the department, is authorized to recruit, train, and accept, without regard to requirements of the State Career Service System as set forth in part II of this chapter, the services of volunteers, including regular-service volunteers, occasional-service volunteers, or material donors, to assist in programs administered by the department or agency.
- (2) Volunteers recruited, trained, or accepted by any state department or agency shall not be subject to any provisions of law relating to state employment, to any collective bargaining agreement between the state and any employees' association or union, or to any laws relating to hours of work, rates of compensation, leave time, and employee benefits, except those consistent with s. 110.504. However, all volunteers shall comply with applicable department or agency rules.
- (3) Every department or agency utilizing the services of volunteers is hereby authorized to provide such incidental reimbursement or benefit consistent with the provisions of s. 110.504, including transportation costs, lodging, and subsistence, recognition, and other accommodations as the department or agency deems necessary to assist, recognize, reward, or encourage volunteers in performing their functions. No department or agency shall expend or authorize an expenditure therefore in excess of the amount provided for to the department or agency by appropriation in any fiscal year.
- (4) Persons working with state agencies pursuant to this part shall be considered as unpaid independent volunteers and shall not be entitled to unemployment compensation.

110.503 Responsibilities of departments and agencies.— Each department or agency utilizing the services of volunteers shall:

- (1) Take such actions as are necessary and appropriate to develop meaningful opportunities for volunteers involved in state-administered programs.
- (2) Comply with the uniform rules adopted by the Department of Management Services governing the recruitment, screening, training, responsibility, use, and supervision of volunteers.
- (3) Take such actions as are necessary to ensure that volunteers understand their duties

and responsibilities.

- (4) Take such actions as are necessary and appropriate to ensure a receptive climate for citizen volunteers.
- (5) Provide for the recognition of volunteers who have offered continuous and outstanding service to state-administered programs. Each department or agency using the services of volunteers is authorized to incur expenditures not to exceed \$100 each plus applicable taxes for suitable framed certificates, plaques, or other tokens of recognition to honor, reward, or encourage volunteers for their service.
- (6) Recognize prior volunteer service as partial fulfillment of state employment requirements for training and experience pursuant to rules adopted by the Department of Management Services.

110.504 Volunteer benefits.--

- (1) Meals may be furnished without charge to regular-service volunteers serving state departments, provided the scheduled assignment extends over an established meal period, and to occasional-service volunteers at the discretion of the department head. No department shall expend or authorize any expenditure in excess of the amount provided for by appropriation in any fiscal year.
- (2) Lodging, if available, may be furnished temporarily, in case of a department emergency, at no charge to regular-service volunteers.
- (3) Transportation reimbursement may be furnished those volunteers whose presence is determined to be necessary to the department. Volunteers may utilize state vehicles in the performance of department-related duties. No department shall expend or authorize an expenditure in excess of the amount appropriated in any fiscal year.
- (4) Volunteers shall be covered by state liability protection in accordance with the definition of a volunteer and the provisions of s. 768.28.
- (5) Volunteers shall be covered by workers' compensation in accordance with chapter 440.
- (6) Incidental recognition benefits or incidental nonmonetary awards may be furnished to volunteers serving in state departments to award, recognize, or encourage volunteers for their service. The awards may not cost in excess of \$100 each plus applicable taxes.
- (7) Volunteers, including volunteers receiving a stipend as provided by the Domestic Service Volunteer Act of 1973, as amended (Pub. L. No. 93-113), shall be covered by s. 768.1355, the Florida Volunteer Protection Act.

History.--s. 4, ch. 78-263; s. 24, ch. 79-190; s. 8, ch. 83-159; s. 49, ch. 96-399; s. 14, ch. 99-399.

Note.--Former s. 112.904.

Appendix B

766.1115 Health care providers; creation of agency relationship with governmental contractors.

(1) **SHORT TITLE.**— This section may be cited as the "Access to Health Care Act."

(2) **FINDINGS AND INTENT.**— The Legislature finds that a significant proportion of the residents of this state who are uninsured or Medicaid recipients are unable to access needed health care because health care providers fear the increased risk of medical negligence liability. It is the intent of the Legislature that access to medical care for indigent residents be improved by providing governmental protection to health care providers who offer free quality medical services to undeserved populations of the state. Therefore, it is the intent of the Legislature to ensure that health care professionals who contract to provide such services as agents of the state are provided sovereign immunity.

(3) **DEFINITIONS.**— As used in this section, the term:

(a) "Contract" means an agreement executed in compliance with this section between a health care provider and a governmental contractor. This contract shall allow the health care provider to deliver health care services to low-income recipients as an agent of the governmental contractor. The contract must be for volunteer, uncompensated services. For services to qualify as volunteer, uncompensated services under this section, the health care provider must receive no compensation from the governmental contractor for any services provided under the contract and must not bill or accept compensation from the recipient, or any public or private third-party payor, for the specific services provided to the low-income recipients covered by the contract.

(b) "Department" means the Department of Health.

(c) "Governmental contractor" means the department, county health departments, a special taxing district with health care responsibilities, or a hospital owned and operated by a governmental entity.

(d) "Health care provider" or "provider" means:

1. A birth center licensed under chapter 383.
2. An ambulatory surgical center licensed under chapter 395.
3. A hospital licensed under chapter 395.
4. A physician or physician assistant licensed under chapter 458.
5. An osteopathic physician or osteopathic physician assistant licensed under chapter 459.
6. A chiropractic physician licensed under chapter 460.
7. A podiatric physician licensed under chapter 461.
8. A registered nurse, nurse midwife, licensed practical nurse, or advanced registered nurse practitioner licensed or registered under part I of chapter 464 or any facility which employs nurses licensed or registered under part I of chapter 464 to supply all or part of the care delivered under this section.
9. A midwife licensed under chapter 467.
10. A health maintenance organization certificated under part I of chapter 641.
11. A health care professional association and its employees or a corporate medical group and its employees.
12. Any other medical facility the primary purpose of which is to deliver human medical diagnostic services or which delivers nonsurgical human medical treatment, and which includes an office maintained by a provider.
13. A dentist or dental hygienist licensed under chapter 466.
14. A free clinic that delivers only medical diagnostic services or nonsurgical medical treatment free of charge to all low-income recipients.
15. Any other health care professional, practitioner, provider, or facility under contract with a governmental contractor, including a student enrolled in an accredited program that prepares the student for licensure as any one of the professionals listed in subparagraphs 4.-9.

The term includes any nonprofit corporation qualified as exempt from federal income taxation under s. 501(a) of the Internal Revenue Code, and described in s. 501(c) of the Internal Revenue Code, which delivers health care services provided by licensed professionals listed in this paragraph, any federally funded community health center, and any volunteer corporation or volunteer health care provider that delivers health care services.

(e) "Low-income" means:

1. A person who is Medicaid-eligible under Florida law;
2. A person who is without health insurance and whose family income does not exceed 200 percent of the federal poverty level as defined annually by the federal Office of Management and Budget; or
3. Any client of the department who voluntarily chooses to participate in a program offered or approved by the department and meets the program eligibility guidelines of the department.

(4) **CONTRACT REQUIREMENTS.**— A health care provider that executes a contract with a governmental contractor to deliver health care services on or after April 17, 1992, as an agent of the governmental contractor is an agent for purposes of s. 768.28(9), while acting within the scope of duties under the contract, if the contract complies with the requirements of this section and regardless of whether the individual treated is later found to be ineligible. A health care provider under contract with the state may not be named as a defendant in any action arising out of medical care or treatment provided on or after April 17, 1992, under contracts entered into under this section. The contract must provide that:

- (a) The right of dismissal or termination of any health care provider delivering services under the contract is retained by the governmental contractor.
- (b) The governmental contractor has access to the patient records of any health care provider delivering services under the contract.
- (c) Adverse incidents and information on treatment outcomes must be reported by any health care provider to the governmental contractor if the incidents and information pertain to a patient treated under the contract. The health care provider shall submit the reports required by s. 395.0197. If an incident involves a professional licensed by the Department of Health or a facility licensed by the Agency for Health Care Administration, the governmental contractor shall submit such incident reports to the appropriate department or agency, which shall review each incident and determine whether it involves conduct by the licensee that is subject to disciplinary action. All patient medical records and any identifying information contained in adverse incident reports and treatment outcomes which are obtained by governmental entities under this paragraph are confidential and exempt from the provisions of s. 119.07(1) and s. 24(a), Art. I of the State Constitution.
- (d) Patient selection and initial referral must be made solely by the governmental contractor, and the provider must accept all referred patients. However, the number of patients that must be accepted may be limited by the contract, and patients may not be transferred to the provider based on a violation of the antidumping provisions of the Omnibus Budget Reconciliation Act of 1989, the Omnibus Budget Reconciliation Act of 1990, or chapter 395.
- (e) If emergency care is required, the patient need not be referred before receiving treatment, but must be referred within 48 hours after treatment is commenced or within 48 hours after the patient has the mental capacity to consent to treatment, whichever occurs later.
- (f) Patient care, including any followup or hospital care, is subject to approval by the governmental contractor.
- (g) The provider is subject to supervision and regular inspection by the governmental contractor.

A governmental contractor that is also a health care provider is not required to enter into a contract under this section with respect to the health care services delivered by its employees.

(5) **NOTICE OF AGENCY RELATIONSHIP.**— The governmental contractor must provide written notice to each patient, or the patient's legal representative, receipt of which must be acknowledged in writing, that the provider is an agent of the governmental contractor and that the exclusive remedy for injury or damage suffered as the result of any act or omission of the provider or of any employee or agent thereof acting within the scope of

duties pursuant to the contract is by commencement of an action pursuant to the provisions of s. 768.28. With respect to any federally funded community health center, the notice requirements may be met by posting in a place conspicuous to all persons a notice that the federally funded community health center is an agent of the governmental contractor and that the exclusive remedy for injury or damage suffered as the result of any act or omission of the provider or of any employee or agent thereof acting within the scope of duties pursuant to the contract is by commencement of an action pursuant to the provisions of s. 768.28.

- (6) QUALITY ASSURANCE PROGRAM REQUIRED.**— The governmental contractor shall establish a quality assurance program to monitor services delivered under any contract between an agency and a health care provider pursuant to this section.
- (7) RISK MANAGEMENT REPORT.**— The Division of Risk Management of the Department of Financial Services shall annually compile a report of all claims statistics for all entities participating in the risk management program administered by the division, which shall include the number and total of all claims pending and paid, and defense and handling costs associated with all claims brought against contract providers under this section. This report shall be forwarded to the department and included in the annual report submitted to the Legislature pursuant to this section.
- (8) REPORT TO THE LEGISLATURE.**— Annually, the department shall report to the President of the Senate, the Speaker of the House of Representatives, and the minority leaders and relevant substantive committee chairpersons of both houses, summarizing the efficacy of access and treatment outcomes with respect to providing health care services for low-income persons pursuant to this section.
- (9) MALPRACTICE LITIGATION COSTS.**— Governmental contractors other than the department are responsible for their own costs and attorney's fees for malpractice litigation arising out of health care services delivered pursuant to this section.
- (10) RULES.**— The department shall adopt rules to administer this section in a manner consistent with its purpose to provide and facilitate access to appropriate, safe, and cost-effective health care services and to maintain health care quality. The rules may include services to be provided and authorized procedures. Notwithstanding the requirements of paragraph (4)(d), the department shall adopt rules that specify required methods for determination and approval of patient eligibility and referral and the contractual conditions under which a health care provider may perform the patient eligibility and referral process on behalf of the department. These rules shall include, but not be limited to, the following requirements:
- (a)** The provider must accept all patients referred by the department. However, the number of patients that must be accepted may be limited by the contract.
 - (b)** The provider shall comply with departmental rules regarding the determination and approval of patient eligibility and referral.
 - (c)** The provider shall complete training conducted by the department regarding compliance with the approved methods for determination and approval of patient eligibility and referral.
 - (d)** The department shall retain review and oversight authority of the patient eligibility and referral determination.
- (11) APPLICABILITY.**— This section applies to incidents occurring on or after April 17, 1992. This section does not apply to any health care contract entered into by the Department of Corrections which is subject to s. 768.28(10)(a). Nothing in this section in any way reduces or limits the rights of the state or any of its agencies or subdivisions to any benefit currently provided under s. 768.28.

History.— s. 1, ch. 92-278; s. 22, ch. 93-129; s. 1, ch. 94-75; s. 246, ch. 94-218; s. 425, ch. 96-406; s. 126, ch. 97-237; s. 9, ch. 97-263; s. 11, ch. 98-49; s. 41, ch. 98-89; s. 233, ch. 98-166; s. 88, ch. 99-3; s. 286, ch. 99-8; s. 49, ch. 2000-242; s. 145, ch. 2000-318; s. 88, ch. 2001-277; s. 114, ch. 2002-1; s. 1900, ch. 2003-261; s. 51, ch. 2003-416; s. 1, ch. 2004-54.

Appendix C

Volunteer Health Services Program Staff Directory

HEADQUARTERS

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REGION 1 – Bay, Calhoun, Escambia, Holmes,
Jackson, Okaloosa, Santa Rosa, Walton,
Washington

REGION 2 – Franklin, Gadsden, Gulf, Hamilton,
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Appendix D



TOM GALLAGHER
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

January 5, 2006

Mark Lundberg
State Director
Volunteer Health Services Program
Department of Health
4052 Bald Cypress Way, BIN # C23
Tallahassee, FL 32399-1743

Re: Volunteer Healthcare Provider Program

Dear Mr. Lundberg:

Pursuant to s.766.1115(7), F.S., this is to report that 6 claims have been filed against the Volunteer Healthcare Provider Program with the Division of Risk Management. Information on these claims is shown below:

1. George Leonard, reported 12/11/01, our file G12-01-521, current status "Closed", \$100,000 paid for settlement, \$53,657.75 paid for defense costs.
2. Shari Ann Mills, reported 02/15/00, our file G02-00-060, current status "Open", we have paid \$34,487.40 in defense costs at this time.
3. Ana Maria Pinto, reported 08/17/01, our file G08-01-048, current status "Closed", \$75,000 paid for settlement, \$164,792.58 paid for defense costs.
4. Rosa Mercado and Rafael Avalos, reported 06/23/03, our file G07-03-001, current status "Open", \$49,209.39 paid in defense costs at this time.



TOM GALLAGHER
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

Mark Lundberg
Page 2
January 5, 2006

5. Cleveland Payne, reported 03/16/05, our file G04-05-046/A, current status "Open".
We have not made any payments on this claim as yet.

6. Cirabel Zimbrano, reported 10/17/05, our file G10-05-035/A, current status "Open".
We have not made any payments on this claim as yet.

Please call me if you need additional information.

Sincerely,

LEWIS R. WILLIAMS
Bureau Chief

RW/cn

cc: Mike Andrews, Division of Risk Management
Marc Stemle, Division of Risk Management
Trilly Lester, Division of Risk Management

Submitted By

**Volunteer Health Services
Florida Department of Health**