



VOLUNTEER HEALTH SERVICES PROGRAM
2006-2007 ANNUAL REPORT

As required by the provisions of Section 766.115, Florida Statutes

TABLE OF CONTENTS

TABLE OF CONTENTS1

EXECUTIVE SUMMARY2

TOTAL PROGRAM VOLUNTEER PARTICIPANTS.....3

TOTAL PROGRAM CONTRIBUTIONS.....3

SUMMARY OF CHAPTER 110 VOLUNTEER ACTIVITIES WITHIN
DEPARTMENT OF HEALTH FACILITIES.....4

SUMMARY OF CHAPTER 110 VOLUNTEER CONTRIBUTIONS IN DEPARTMENT OF
HEALTH FACILITIES5

SUMMARY OF THE CHAPTER 766 VOLUNTEER HEALTH CARE PROVIDER
PROGRAM (VHCPP) ACTIVITIES.....7

SUMMARY OF CONTRIBUTIONS BY CHAPTER 766 VHCPP PROVIDERS.....8

APPENDICES:

 A. SECTIONS 110.501-.504, *FLORIDA STATUTES*22

 B. SECTION 766.1115, *FLORIDA STATUTES*.....25

 C. VOLUNTEER HEALTH SERVICES PROGRAM STAFF DIRECTORY.....29

 D. DEPARTMENT OF FINANCIAL SERVICES VOLUNTEER HEALTH
 CARE PROVIDER PROGRAM FINANCIAL LIABILITY REPORT..... 30

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.

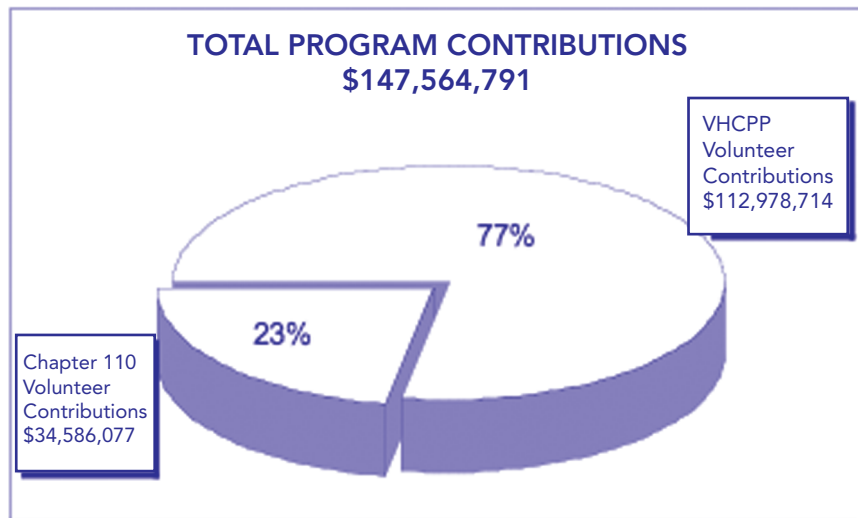
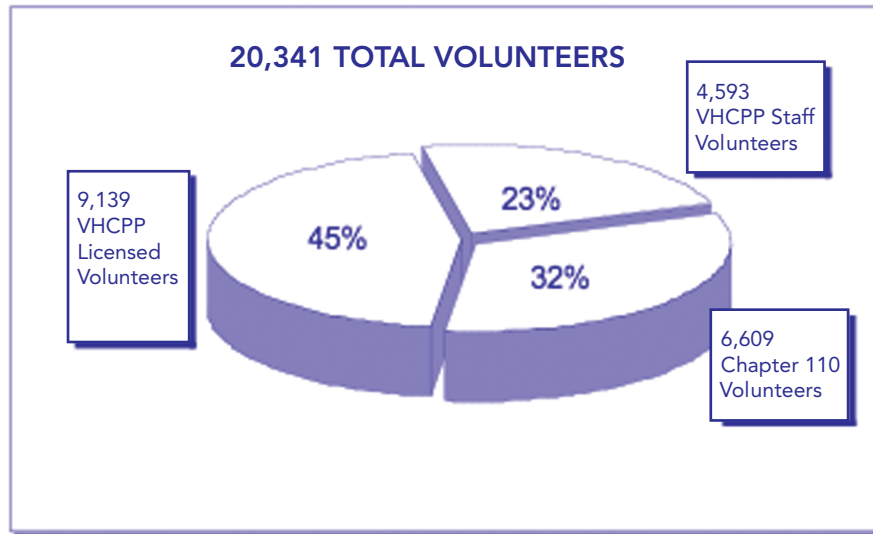
The VHCPP, a result of the "Access to Health Care Act" (section 766.1115, *Florida Statutes*, found in Appendix B) which was signed into law in 1992, provides licensed healthcare professionals sovereign immunity protection for uncompensated services rendered to eligible clients referred by the DOH. Many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



SUMMARY OF CONTRIBUTION BY CHAPTER 766 VHCPP PROVIDERS

ALACHUA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Acom Clinic	100	115	12,487	\$1,857,815	\$3,678,217
Helping Hands Clinic	25	35	1,127	\$35,500	\$181,282
We Care Network	890	891		\$8,960	\$4,826,000
TOTALS	1,015	1,041	13,614	\$1,902,275	\$8,685,499

BAY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Bay Cares	127	127	889	\$47,804	\$7,121,557
St. Andrew Community Medical Center	60	138	2,699	\$521,434	\$801,000
Northwest Coast Baptist Dental Van	4	6	39		\$8,819
TOTALS	191	271	3,627	\$569,238	\$7,931,376

BREVARD COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Brevard Health Alliance (BHA)	150	150	2,652	\$4,473,611	\$5,263,992
TOTALS	150	150	2,652	\$4,473,611	\$5,263,992

BROWARD COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Light of the World Clinic	25	163	4,036	\$175,377	\$547,621
Living Water Care Centers	16	23	1,100	\$3,800	\$390,030
MediVan	19	40	1,184	\$250,049	\$523,690
TOTALS	60	226	6,320	\$429,226	\$1,461,341

CHARLOTTE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Charlotte County Physicians for Volunteer Services, Inc.	36	36	216		\$231,208
Christian Health Ministries	19	43	841	\$30,500	\$153,597
Charlotte County Project: Dentists Care	27	27	182		\$18,780
TOTALS	82	106	1,239	\$30,500	\$403,585

CITRUS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care of Citrus County	45	45	315		\$124,117
Nature Coast Baptist Dental Van	15	63	60	\$650	\$20,163
Hunger & Homeless Coalition of Citrus Co., Inc.	30	7	77	\$778	\$16,410
TOTALS	90	115	452	\$1,428	\$160,690

CLAY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Clay County We Care	38	38	78	\$8,395	\$148,722
Orange Park Medical Center	1	1	3	\$8,395	\$40,339
St. Vincent's Hospital	1	1	1		\$6,491
The Homeless Stand-down	1	1	28		\$4,990
The Way Free Medical Clinic	53	63	353	\$11,840	\$72,845
TOTALS	94	104	463	\$28,630	\$273,387

COLLIER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Neighborhood Health Clinic, Inc.	114	114	1,911	\$1,517,683	\$2,002,074
P.L.A.N. Collier We Care, Inc.	127	219	633	\$85,000	\$1,191,255
TOTALS	241	333	2,544	\$1,602,683	\$3,193,329

DUVAL COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Christ The King	99	202	289	\$30,443	\$76,628
City Rescue Mission Dental Clinic	5	51	624	\$10,000	\$52,618
City Rescue Mission Medical Clinic	22	26	1,407	\$133,972	\$264,888
Healing Hands	233	326	506	\$1,577	\$217,246
I.M. Sulzbacher Clinic	33	36	9,017	\$259,496	\$533,885
Legacy of Care Health Clinic	41	46	186	\$3,000	\$61,676
Mission House Clinic	56	66	1,945	\$109,500	\$2,303,551
St. Matthew Dental Clinic	8	18	538		\$16,628
St. Matthew Medical Clinic	1	5	62		\$2,415
The Help Center	7	18	231	\$350	\$18,148
Trinity Rescue Mission	9	11	831	\$51,182	\$93,103
We Care Jacksonville	280	645	14,398	\$1,497,958	\$1,867,911
TOTALS	794	1,450	30,034	\$2,097,478	\$5,508,697

ESCAMBIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Escambia We Care	245	245	4,049		\$4,765,754
St. Joseph Medical Screening Clinic	28	38	8,806	\$16,090	\$514,173
Health and Hope Clinic	29	69	1,920	\$459,209	\$844,630
Pensacola Bay Baptist Dental Van	7	24	78	\$1,000	\$20,264
Escambia Dental Cooperative	2	2	7	\$100	\$3,789
Sacred Heart Pediatric Dental Clinic	1	5	13		\$13,352
TOTALS	312	383	14,873	\$476,399	\$6,161,962

FLAGLER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Flagler County Free Clinic	20	24	1,010	\$146,500	\$211,937
TOTALS	20	24	1,010	\$146,500	\$211,937

HILLSBOROUGH COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Center For Family Health	13	17	2,697		\$281,412
Catholic Mobile Medical Service	22	25	1,207	\$35,000	\$103,326
Red Crescent Clinic	29	37	3,896		\$327,114
Give Kids A Smile Project	44	79	35		\$45,036
Smile Fridays/HCC/Hillsborough County Dental Association	23	23	22		\$18,156
TOTALS	131	181	7,857	\$35,000	\$775,044

INDIAN RIVER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Indian River We Care	157	203	6,593	\$446,820	\$1,096,057
TOTALS	157	203	6,593	\$446,820	\$1,096,057

JACKSON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Chipola Baptist Dental Van	7	14	42	\$1,000	\$8,875
Give Kids A Smile	10	15	24		\$5,422
TOTALS	17	29	66	\$1,000	\$14,297

LAKE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Florida Hospital Watman, Inc., Community Primary Health Clinic	71	86	2,222	\$1,712,632	\$1,876,662
Community Medical Care Center of Leesburg, Inc.	69	98	5,211	\$998,755	\$1,510,169
South Lake Hospital, Inc., South Lake Health Clinic	14	19	2,235	\$534,416	\$143,993
We Care of Lake County, Inc.	123	123	275	\$409,276	\$596,812
Lake County Baptist Dental Van	9	30	52	\$144	\$12,488
Lake County Project: Dentists Care/GKAS	27	27	94	\$6,481	\$25,256
TOTALS	313	383	10,089	\$3,661,704	\$4,165,380

LEE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Lee We Care	29	30	402	\$38,734	\$122,803
TOTALS	29	30	402	\$38,734	\$122,803

LEON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care Network	156	156	2,319		\$2,747,480
Neighborhood Health Service	31	35	3,178	\$525,549	\$863,404
TOTALS	187	191	5,497	\$525,549	\$3,610,884

LEVY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Harmony Baptist Dental Van	6	12	44		\$16,957
TOTALS	6	12	44		\$16,957

MANATEE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care Manatee, Inc.	75	82	503	\$37,419	\$347,270
TOTALS	75	82	503	\$37,419	\$347,270

MARION COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care of Marion County, Inc.	295	298	952	\$3,993,029	\$4,183,452
Interfaith Emergency Services, Inc.	1	1	505	\$42,556	\$44,980
Dr. Gabriel Umana, Our Lady of Guadalupe	9	12	204	\$772	\$20,337
Dr. Jose Delgado-Elvir, Our Lady of Guadalupe	1	5	100	\$7,140	\$58,004
Marion County Project: Dentists Care, Inc.	18	25	37		\$16,790
TOTALS	324	341	1,798	\$4,043,497	\$4,323,563

MARTIN COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Martin County Volunteers in Medicine	54	86	9,472	\$1,381,878	\$2,284,493
TOTALS	54	86	9,472	\$1,381,878	\$2,284,493

MIAMI-DADE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Dade County Dental Research Clinic/Community Smiles	116	122	3,313		\$1,860,170
Rosario de la Cueva Services Center	5	10	768		\$105,948
Center for Haitian Studies	8	65	2,271		\$681,300
Give Kids A Smile	57	74	65		\$37,638
Good News Care Center Baptist Health System* *Estimated donations & services	102	104	26,642		\$11,331,240
Good Samaritan Holistic Clinic	1	2			
League Against Cancer	89	114	838	\$3,328,099	\$3,724,865

MIAMI-DADE COUNTY *continued next page*

MIAMI-DADE COUNTY *continued from previous page*

Mercy Mission Services Reach Out					
Physician Referrals	71	73	682		\$170,000
Camillus Health Concern	19	27	361		\$87,400
St. John Bosco Clinic	12	77	5,583		\$825,207
North Miami Beach Medical Mobile Center	10	15	1,176		\$226,840
Open Door Health Center	161	178	11,078	\$851,903	\$3,162,885
Baptist Health South Florida					\$800,000
Robert Morgan Dental Clinic	43	44	2,270	\$125,000	\$1,357,575
South Miami Children's Clinic	25	28	35		\$243,000
Urban Mercy Clinic	9	14	1,016		\$228,530
University of Miami	76	463	360		\$74,947
Touching Miami With Love	1	2	315		\$17,430
Baptist Dental Van	23	35	94		\$18,256
Victim Service Center	3	23	215	\$1,200	\$25,173
TOTALS	831	1,470	57,082	\$4,216,202	\$24,978,404

MONROE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Good Health Clinic Mariners Hospital* *Estimated donations & services	26	56	296	\$36,995	\$200,627 \$750,191
TOTALS	26	56	296	\$36,995	\$950,818

NASSAU COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
NE Florida Baptist Dental Van	6	12	58	\$15,625	\$22,187
The Samaritan Clinic	28	56	632	\$62,123	\$151,525
TOTALS	34	68	690	\$77,748	\$173,712

OKALOOSA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Crossroads Center Medical Clinic	25	45	318	\$864,158	\$980,847
Anglican Medical Ministries	4	5	39	\$3,000	\$41,090
SOZO Clinic	9	14	110	\$12,364	\$36,310
Give Kids A Smile Project	37	52	87	\$1,200	\$34,655
Choctaw Baptist Dental Van	17	44	77	\$1,925	\$18,184
TOTALS	92	160	631	\$882,647	\$1,111,086

ORANGE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Health Care Center for the Homeless	20	80	1,739	\$373,071	\$600,356
SpecialCare of Central Florida, Inc.	210	214	3,008	\$106,190	\$1,546,105
Shepherd's Hope, Inc.	667	1,499	11,509	\$3,004,669	\$4,349,289
Dental Care Access Foundation	143	223	631	\$1,500	\$215,629
Central Florida Baptist Dental Van	7	18	44		\$21,179
Florida Hospital Clinic	7	18	490	\$2,000	\$61,632
Destiny Foundation Clinic	11	29	139	\$680	\$48,088
Mark Dogoli, MD Medical Center	11	19	768	\$4,000	\$71,582
TOTALS	1,076	2,100	18,328	\$3,492,110	\$6,913,860

OSCEOLA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Osceola Christian Ministry Center	8	11	547	\$19,115	\$75,290
Osceola County Council on Aging	42	42	3,018	\$107,446	\$223,609
OCCM Baptist Dental Van	15	17	51	\$100	\$13,323
TOTALS	65	70	3,616	\$126,661	\$312,222

PALM BEACH COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Palm Beach Care Network	284	284	297		\$231,591
Caridad Health Clinic	372	694	16,259	\$118,440	\$1,467,384
Project: Dentists Care/Caridad	331	446	5,620		\$579,323
Project: Dentists Care-Cafe' Joshua	7	8	18		\$7,860
Give Kids A Smile	15	27	16		\$9,665
The Hope Project	3	9	1,421		\$372,472
Samaritan Gardens	72	131	2,312	\$82,000	\$931,856
Mission Medical Clinic	18	32	4,100		\$742,107
The Komen Foundation			3,001		\$1,503,462
Carelink of Jupiter	98	124	3,309	\$7,900	\$659,787
Jamaicans of the Palm Beaches	32	54	600	\$1,225	\$46,389
Project Access	298	305	774	\$564,353	\$819,469
Kiwanis Immunization Coalition	3	93		\$60,000	\$108,745
TOTALS	1,533	2,207	37,727	\$833,918	\$7,462,110

PASCO COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
CARES Senior Health Clinic	9	18	1,713	\$925,400	\$1,336,250
La Casa de Esperanza y Salud at Farmworkers Self-Help	40	48	180		\$18,375
TOTALS	49	66	1,893	\$925,400	\$1,354,625

PINELLAS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Clearwater Free Clinic, Inc.	41	65	12,115	\$781,196	\$1,422,837
HEP Free Dental Clinic	61	62	1,294		\$162,431
Willa Carson Community Health Resource Center	10	29	4,769	\$273,921	\$445,498
Give Kids A Smile Project	151	221	544	\$5,000	\$156,785
La Clinica Guadalupana	15	37	149		\$21,350
Florida Baptist Dental Van - Suncoast	17	36	76		\$17,205
Pinellas County Dental Assoc., Project: Dentists Care, Inc.	6	20	8		\$10,120
TOTALS	301	470	18,955	\$1,060,117	\$2,236,226

POLK COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care of Polk County	155	155	557	\$94,118	\$1,046,868
Good Samaritan Free Clinic at Talbot House	15	27	4,079	\$1,142,141	\$1,350,134
Lakeland Volunteers in Medicine	138	312	16,294	\$509,137	\$1,863,395
A Woman's Choice, Inc.	2	4	300		\$41,889
HCAP Dental Network	21	21	444		\$92,708
Give Kids A Smile/HCAP	10	28	43	\$1,375	\$8,383
The Haley Center	31	71	794	\$55,368	\$171,480
Florida Baptist Dental Van - Orange Blossom	8	8	36		\$7,106
TOTALS	380	626	22,547	\$1,802,139	\$4,581,963

SARASOTA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
South County Community Clinic	35	35	891	\$500	\$913,192
Epilepsy Foundation of SW FL	2	2	234	\$400,000	\$432,000
Genesis Health Services, Inc.	3	48	1,476	\$5,000	\$699,756
TOTALS	40	85	2,601	\$405,500	\$2,044,948

SANTA ROSA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Santa Rosa We Care	102	102	1,173	\$1,462,439	\$1,900,280
Good Samaritan Clinic	54	107	2,364	\$1,120,900	\$1,628,395
Santa Rosa Baptist Dental Van	29	45	185	\$3,175	\$62,009
TOTALS	185	254	3,722	\$2,586,514	\$3,590,684

SEMINOLE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Pathways To Care	2	62	67	\$352,523	\$454,983
TOTALS	2	62	67	\$352,523	\$454,983

ST. JOHNS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
St. Johns River Baptist Dental Van	13	44	79	\$653	\$26,544
Good Samaritan Health Centers, Inc.	62	77	740	\$113,020	\$216,894
TOTALS	75	121	819	\$113,673	\$243,438

ST. LUCIE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Treasure Coast Dental Association	9	9		\$2,500	\$46,650
TOTALS	9	9		\$2,500	\$46,650

VOLUSIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Seminole Baptist Dental Van	12	31	45	\$3,500	\$16,989
Jesus Clinic	79	108	1,785	\$56,555	\$480,949
TOTALS	91	139	1,830	\$60,055	\$497,938

WALTON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Walton Baptist Dental Van	8	28	73	\$600	\$12,504
TOTALS	8	28	73	\$600	\$12,504

VHCPP TOTAL	9,139	13,732	290,026	\$38,904,871	\$112,978,714
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Donations - goods or monies received from external sources.
Total Contributions - summation of donations and value of service.



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 underserved 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, Jefferson, Lafayette, Leon, Liberty, Madison, Suwannee, Taylor, Wakulla

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REGION 3 – Alachua, Baker, Bradford, Clay, Columbia, Duval, Flagler, Nassau, Putnam, Saint Johns, Union, Volusia

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REGION 4 – Citrus, Dixie, Gilchrist, Lake, Levy, Marion, Sumter

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REGION 6 – Hardee, Hernando, Hillsborough, Pasco, Pinellas, Polk

Region 6 continued next column

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REGION 7 – Brevard, Highlands, Indian River, Martin, Okeechobee, Saint Lucie

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REGION 8 – Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Manatee, Sarasota

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Appendix D



ALEX SINK
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

January 19, 2007

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 9 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, our file G12-01-521, reported 12/11/01, current status "Closed", \$100,000 paid for settlement, \$53,657.75 paid for defense costs, Hernando County Health Department.
2. Shari Ann Mills, our file G02-00-060, reported 02/15/00, current status "Open", we have paid \$35,235.40 in defense costs at this time, Martin County Health Department.
3. Ana Maria Pinto, our file G08-01-048, reported 08/17/01, current status "Closed", \$75,000 paid for settlement, \$164,792.58 paid for defense costs, Dade County Health Department.
4. Rosa Mercado, our file G07-03-001, reported 06/23/03, current status "Closed", \$43,000 paid for settlement, \$82,283.32 paid for defense costs, Dade County Health Department.



ALEX SINK
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

Page 2
Mark Lundberg
January 19, 2007

5. Cleveland Payne, our file G04-05-046, reported 03/16/05, current status "Open", \$2,747 paid in defense costs at this time, Orange County Health Department.
6. The following two claim files involve the same claimant/plaintiff.

Karl Wester, our file G02-04-065, reported 08/12/03, current status "Open", we have paid \$75,363.51 in defense costs at this time for Dr. Janet M. Miles and Dr. Philip Lopez, Indian River County Health Department.

Karl Wester, our file G08-03-066, reported 08/12/03, current status "Closed", \$75,000 paid for settlement for DOH, Indian River County Health Department, and Doctors Richard J. Morgan and Fred Ackroyd, and \$104,057.14 paid in defense costs, Indian River County Health Department.

7. Robert Reardon, our file G04-04-024, reported 04/06/04, current status "Open", we have paid \$32,209.25 in defense costs at this time, CMS15 West Palm Beach.
8. Bennie Bryant, our file G11-06-014, reported 11/02/06, current status "Open", we have not made any payments on this claim as yet, Broward County Health Department.
9. William Marshall, our file G12-06-510, reported 12/05/06, current status "Open", we have not made any payments on this claim as yet, Santa Rosa County Health Department.

Please call me if you need additional information.

Sincerely,

LEWIS R. WILLIAMS
Bureau Chief

RW/mc

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**

