

Volunteer  
Health Services Program

2009 - 2010

Annual Report



**As required by the provisions of Section 766.1115, Florida Statutes**  
November 2010

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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, 2009, through June 30, 2010, the value of goods and services donated to the citizens of Florida through the Volunteer Health Services Program totaled \$235 million. Since the inception of the Volunteer Health Services Program in 1992, the Department of Health (DOH) has documented more than \$1.8 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 underserved and uninsured patients. .

This annual report consists of two sections that describe the contributions of many individuals and organizations participating in the two volunteer programs under the auspices of the Florida Department of Health. Chapter 110, Part IV, Florida Statutes – Volunteers authorizes the use of volunteers in DOH facilities to augment the reach of the public health initiatives to the communities that the DOH facility serves (Appendix A). Section (s.) 766.1115 F.S., Volunteer Health Care Provider Program (VHCPP) facilitates the use of volunteer healthcare professionals who donate their services to eligible clients referred by the department's agents and employees. In exchange for provision of services under s. 766.1115 F.S., and as agents of the state, volunteer health care providers and clinics are covered by the sovereign immunity cap outlined in s. 768.28, F.S. DOH's Volunteer Health Services Program promotes and provides technical support to these individuals and organizations through a staff of 11 people operating in 11 regions of the state with an annual budget of \$566,881 (See Appendix C for a listing of staff and regions.)

Florida has encouraged the use of volunteers within all state agencies through Chapter 110, Part IV, *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 implementation of the "Access to Health Care Act" (Section 766.1115, *Florida Statutes*, Appendix B) created in 1992, includes contracted health care professionals associated with community or faith-based organizations. 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 is a small but vital component in the department's effort to increase access to health care for those in need throughout the state.

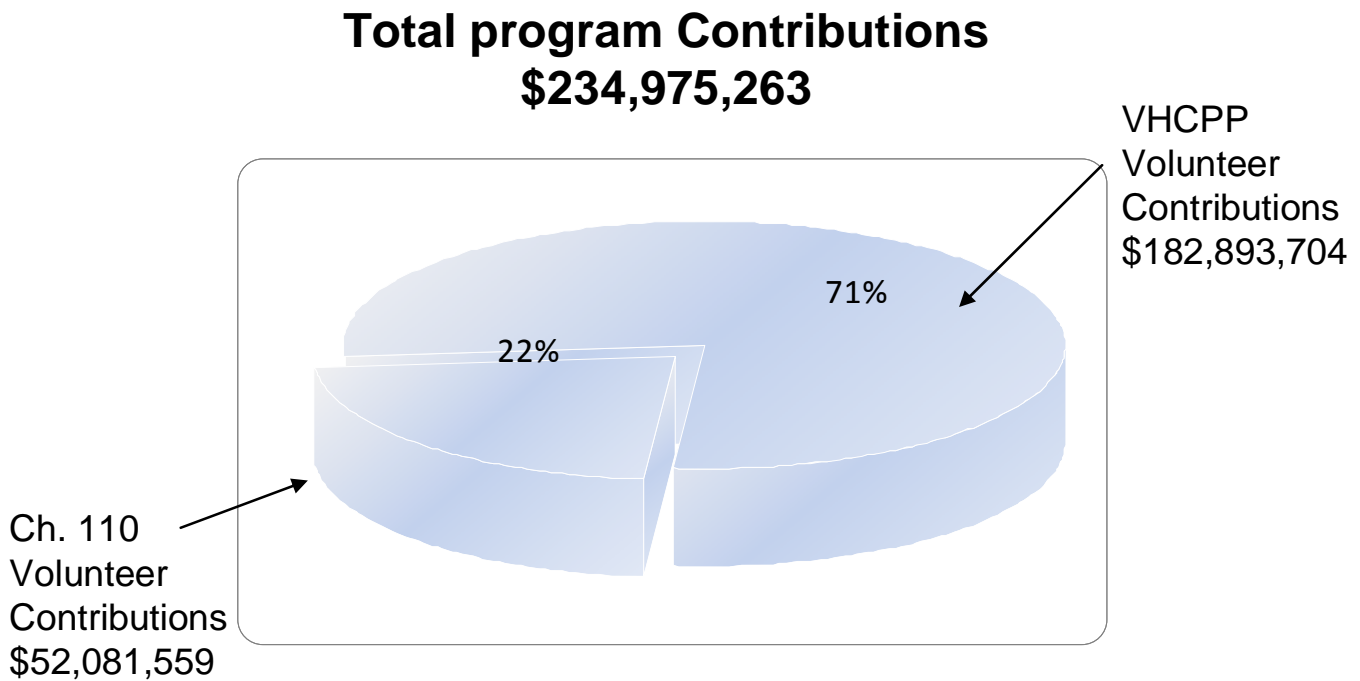
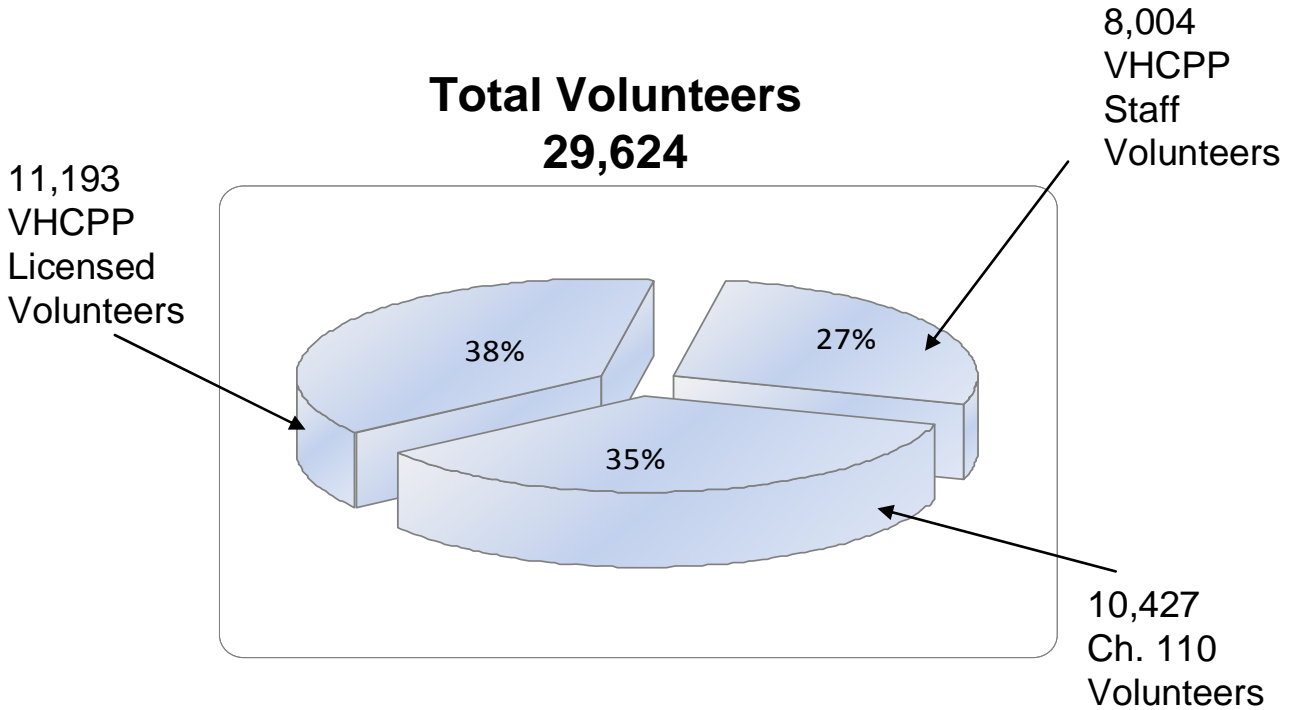
As required by section 766.1115(7), *Florida Statutes*, the Division of Risk Management compiles an annual report of claims under this program. This report, in the form of a letter, is contained in Appendix D.

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

### \$1.8 Billion



## 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 the DOH by a variety of volunteers as defined in Chapter 110, Part VI, *Florida Statutes*. The majority of goods and services are donated at county health departments (CHD) and Children's Medical Services (CMS) sites. During this reporting period, the DOH documented the participation of 10,427 volunteers, contributing 832,749 hours of their time, for a total of \$52.1 million in donated goods and services.

The DOH uses a broad range of volunteers and collaborations to augment existing local resources. These include, but are not limited to, licensed healthcare professionals providing direct patient care, technical personnel assisting in information technology units and environmental health-related areas, HIV/AIDS counselors/educators, language interpreters, and administrative staff providing clerical support. To support volunteer efforts the DOH makes available many of its facilities to non-governmental organizations to provide healthcare education and services for residents of local communities.

The DOH 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.

The following documentation shows that the contributions of numerous individuals and public/private partnerships 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

Program/Setting	Number of Volunteers	Number of Hours	Donations	Total Contributions
<i>Alachua CHD</i>	121	9,122		\$379,784
<i>Alachua CMS</i>				
<i>Baker CHD</i>	6	330		\$13,622
<i>Bay CHD</i>	39	3,654		\$109,992
<i>Bay CMS</i>				
<i>Bradford CHD</i>	7	17		\$344
<i>Brevard CHD</i>	30		\$165,471	\$165,501
<i>Broward CHD</i>	1,217	16,219	\$32,150	\$475,302
<i>Calhoun CHD</i>				
<i>Charlotte CHD</i>	78	1,042	\$4,000	\$94,876
<i>Citrus CHD</i>	86	1,414		\$26,452
<i>Clay CHD</i>	71	4,051		\$105,780

Collier CHD	1,279	40,796	\$2,379,318	\$4,809,146
Columbia CHD				
Daytona CMS	3	384		\$7,996
DeSoto CHD	6	511		\$10,654
Dixie CHD				
Duval CHD	990	199,351	\$1,887	\$11,180,862
Escambia CHD	192	9,373		\$218,690
Escambia CMS	192	9,373		\$218,690
Flagler CHD	148	3,362		\$114,427
Franklin CHD	1	8		\$2,000
Gadsden CHD	3	1,118		\$22,640
Gilchrist CHD				
Glades CHD				
Gulf CHD	17	106		\$2,147
Hamilton CHD				
Hardee CHD				
Hendry CHD	2	27		\$2,964
Hernando CHD	21	7,958		\$293,770
Highlands CHD				
Hillsborough CHD	16	4,147		\$86,485
Holmes CHD	1	64	\$341,028	\$343,268
Indian River CHD	44	1,332		\$235,500
Jackson CHD	144	10,078	\$258,372	\$485,962
Jefferson CHD	39	2,460	\$120,770	\$238,690
Lafayette CHD				
Lake CHD	180	4,540	\$168,541	\$299,438
Lee CHD	343	5,073	\$290	\$895,621
Leon CHD	366	23,976		\$842,511
Leon CMS				
Levy CHD	12	236	\$45,825	\$50,688
Liberty CHD				
Madison CHD	59	1,564	\$83,082	\$232,182
Manatee CHD	45	4,656	\$14,416	\$155,332
Marion CHD	131	25,119	\$729,578	\$1,351,887
Marion CMS	5	671		\$13,980
Martin CHD	90	862		\$41,199
Miami CMS				
Miami, Division of Disability Determinations	1	248		\$61,876
Miami-Dade CHD	1,199	182,840	\$2,897,323	\$7,899,139
Monroe CHD	1	979		\$20,410
Nassau CHD	87	1,148	\$3,383	\$82,321
Okaloosa CHD	38	498	\$168,242	\$216,416
Okeechobee CHD	12	74		\$1,499

Orange CHD	576	29,718	\$196,000	\$1,189,424
Osceola CHD	173	4,731	\$288,555	\$362,251
Palm Beach CHD	544	118,465	\$1,874,388	\$10,032,651
Palm Beach CMS	38	181	\$23,110	\$605,884
Pasco CHD	72	2,866		\$69,842
Pinellas CHD	94	17,439	\$81,438	\$977,212
Polk CHD	323	17,624	\$55,130	\$461,821
Putnam CHD	25	3,635	\$85,468	\$200,435
Santa Rosa CHD	81	8,427		\$174,952
Sarasota CHD	277	31,299	\$2,100,000	\$5,368,969
Seminole CHD	318	5,102		\$119,728
St. Johns CHD	96	1,151		\$30,765
St. Lucie CHD	59	2,354	\$8,343	\$77,198
Sumter CHD	31	626		\$12,673
Suwannee CHD	3	3,120		\$63,180
Tallahassee Hqts	121	2,740		\$108,383
Taylor CHD				
Union CHD				
Volusia CHD	204	3,229	\$3,153	\$84,205
Wakulla CHD	3	523		\$10,905
Walton CHD	14	142	\$303,799	\$306,675
Washington CHD	53	596		\$14,363
<b>Total</b>	<b>10,427</b>	<b>832,749</b>	<b>\$12,433,060</b>	<b>\$52,081,559</b>

## SUMMARY OF 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). These activities are carried out under the terms and conditions specified under section 766.1115, *Florida Statutes*. The monetary values are a compilation of data reported by volunteer providers. 11,193 licensed healthcare professionals and 8,004 staff volunteers provided healthcare services for 459,203 patient visits with a total value of \$182,893,704. This includes in excess of \$99.3 million in donations from grants and gifts from various entities to many 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 services. The DOH is extremely thankful for the healthcare providers' commitment to this endeavor and acknowledges their positive impact on local communities. Components 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 many areas, providers and organizations have joined forces to develop extensive collaborations to support a complete, uncompensated, healthcare network for patients in their community.

# SUMMARY OF CONTRIBUTIONS BY CHAPTER 766 VHCPP PROVIDERS

## ALACHUA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Helping Hands Clinic</i>	55	87	1,595	\$68,747	\$326,629
<i>We Care Network</i>	915	916	3,439	\$7,127	\$3,300,351
<i>Santa Fe Baptist Association – BDV</i>	5	16	46	\$500	\$11,851
<b>TOTALS</b>	<b>975</b>	<b>1,019</b>	<b>5,080</b>	<b>\$76,374</b>	<b>\$3,638,831</b>

## BAY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Bay Cares</i>	120	120	1,853	\$17,105,485	\$18,518,940
<i>St. Andrew Community Medical Center</i>	66	147	3,872	\$2,200,000	\$3,274,880
<b>TOTALS</b>	<b>186</b>	<b>267</b>	<b>5,725</b>	<b>\$19,305,485</b>	<b>\$21,793,820</b>

## BREVARD COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Brevard Health Alliance (BHA)</i>	257	272	3,600	\$8,527,000	\$9,810,000
<b>TOTALS</b>	<b>257</b>	<b>272</b>	<b>3,600</b>	<b>\$8,527,000</b>	<b>\$9,810,000</b>

## BROWARD COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Light of the World Clinic</i>	39	266	6,322	\$217,988	\$542,716
<i>Living Water Care Centers</i>	29	39	2,068	\$76,511	\$555,546
<b>TOTALS</b>	<b>68</b>	<b>305</b>	<b>8,390</b>	<b>\$294,499</b>	<b>\$1,098,262</b>

## CHARLOTTE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Charlotte County Physicians for Volunteer Services, Inc.</i>	44	44	156		\$69,603
<i>Christian Health Ministries</i>					
<i>Project Dentist Care</i>	24	24	193		\$37,291
<i>St. Vincent de Paul Community Pharmacy of Charlotte County</i>	85	225	4,298	\$523,950	\$1,298,843
<b>TOTALS</b>	<b>153</b>	<b>293</b>	<b>4647</b>	<b>\$523,950</b>	<b>\$1,405,737</b>

## CITRUS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>We Care of Citrus County</i>	35	35	761		\$386,697
<i>Nature Coast Baptist Association - BDV</i>	20	66	99	\$1,500	\$36,365
<i>Hunger &amp; Homeless Coalition of Citrus County, Inc.</i>	27	46	324	\$13,806	\$83,073
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>1,184</b>	<b>\$15,306</b>	<b>\$506,135</b>



## CLAY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Clay County We Care</i>	57	57	120	\$306,643	\$353,084
<i>Project Dentists Care – Give Kids a Smile</i>	14	18	224	\$4,045	\$56,346
<i>Clay County Dental Care</i>	15	57	826	\$8,218	\$129,551
<i>The Way Free Medical Clinic</i>	78	163	2,555	\$256,517	\$514,059
<i>Clay County Volunteer Medical Clinic</i>	26	36	273		\$44,917
<b>TOTALS</b>	<b>190</b>	<b>331</b>	<b>3,998</b>	<b>\$575,423</b>	<b>\$1,097,957</b>

## COLLIER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Neighborhood Health Clinic, Inc.</i>	198	198	3,082	\$2,379,318	\$3,809,081
<i>P. L. A. N. Collier We Care, Inc.</i>	201	203	2783		\$3,340,929
<b>TOTALS</b>	<b>399</b>	<b>401</b>	<b>5,865</b>	<b>\$2,379,318</b>	<b>\$7,150,010</b>

## COLUMBIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Beulah Baptist Association - BDV</i>	16	28	71		\$22,534
<b>TOTALS</b>	<b>16</b>	<b>28</b>	<b>71</b>		<b>\$22,534</b>

## DUVAL COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Christ the King</i>	30	34	225	\$14,265	\$65,884
<i>City Rescue Mission Dental Clinic</i>	28	34	542	\$3,800	\$80,890
<i>City Rescue Mission Medical Clinic</i>	25	35	1,238	\$4,313	\$102,375
<i>Healing Hands</i>	33	39	1,103	\$2,000	\$136,701
<i>I.M. Sulzbacher Clinic</i>	38	46	13,477	\$309,377	\$436,896
<i>Jacksonville Baptist Association - BDV</i>	5	43	52	\$375	\$27,271
<i>Legacy of Care Health Center, Inc.</i>	40	58	481	\$21,107	\$113,165
<i>Mission House Clinic</i>	76	96	2,177	\$115,059	\$259,746
<i>Project Dentists Care – Give Kids a Smile</i>	24	26	50	\$23,780	\$37,568
<i>River City Clinic</i>	3	17	216	\$4,000	\$27,671
<i>Springfield Clinic at the Help Center</i>	4	6	127		\$26,164
<i>Trinity Rescue Mission</i>	6	11	625	\$16,976	\$56,305
<i>We Care Jacksonville, Inc.</i>	384	389	2,868	\$4,953,118	\$5,467,694
<i>Project Dentists Care Jax</i>	45	126	803		\$247,096
<b>TOTALS</b>	<b>741</b>	<b>960</b>	<b>23,984</b>	<b>\$5,468,170</b>	<b>\$7,085,426</b>

## ESCAMBIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Escambia We Care</i>	245	245	8,343	\$75,000	\$9,520,332
<i>St. Joseph Medical Screening Clinic</i>	91	112	4,799	\$97,019	\$987,545
<i>Health and Hope Clinic</i>	55	138	1,857	\$776,768	\$1,322,121
<i>Pensacola Bay Baptist Association - BDV</i>	15	58	69	\$690	\$37,449
<i>Escambia Dental Cooperative</i>	2	4	166		\$88,961
<i>Sacred Heart Pediatric Dental Clinic</i>	1	2	17		\$32,783
<i>Pathways For Change</i>	1	3	81		\$202,500
<b>TOTALS</b>	<b>410</b>	<b>562</b>	<b>15,332</b>	<b>\$949,477</b>	<b>\$12,191,691</b>

## FLAGLER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Flagler County Free Clinic, Inc.</i>	95	1005	1,711	\$160,112	\$356,975
<b>TOTALS</b>	<b>95</b>	<b>1,005</b>	<b>1,711</b>	<b>\$160,112</b>	<b>\$356,975</b>

## HERNANDO COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Project Access</i>	63	63	410	\$2,982,712	\$790,039
<i>Crescent Community Clinic</i>	43	68	1,461	\$150,000	\$276,502
<b>TOTALS</b>	<b>106</b>	<b>131</b>	<b>1,871</b>	<b>\$3,132,712</b>	<b>\$1,066,541</b>

## HIGHLAND COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Samaritan's Touch Care Center, Inc.</i>	47	267	7,452	\$2,839,807	\$4,385,723
<b>TOTALS</b>	<b>47</b>	<b>267</b>	<b>7,452</b>	<b>\$2,839,807</b>	<b>\$4,385,723</b>

## HILLSBOROUGH COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Center for Family Health</i>	13	15	1,705		\$213,588
<i>Catholic Mobile Medical Service</i>	21	36	1,668	\$12,400	\$97,777
<i>Red Crescent Clinic</i>	16	30	4,962	\$32,768	\$423,880
<i>HCDA/Smile Fridays - GKAS</i>	11	35	54	\$70,000	\$86,921
<i>Dr. Falemban – GKAS</i>	4	5	16		\$6,206
<i>Bridge Healthcare Clinic</i>	11	110	467	\$72,000	\$263,995
<i>New Beginnings of Tampa</i>	1	3	128		\$1,951
<i>Brandon Outreach Clinic</i>	147	182	2,574	1,523,400	1,848,241
<b>TOTALS</b>	<b>224</b>	<b>416</b>	<b>11,574</b>	<b>\$1,710,568</b>	<b>\$2,942,559</b>

## INDIAN RIVER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Indian River We Care</i>	148	216	3,173	\$873,155	\$1,945,066
<b>TOTALS</b>	<b>148</b>	<b>216</b>	<b>3,173</b>	<b>\$873,155</b>	<b>\$1,945,066</b>

## JACKSON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Chipola Baptist Association - BDV</i>	16	28	57	\$500	\$13,441
<i>Project Dentist Care - Give Kids a Smile</i>	7	13	17	\$200	\$3,568
<i>Faith Health Clinic</i>	14	26	1,750	\$12,790	\$190,566
<i>Alford Community Health Clinic</i>	10	28	219	\$3,000	\$39,284
<b>TOTALS</b>	<b>47</b>	<b>95</b>	<b>2,043</b>	<b>\$16,490</b>	<b>\$246,859</b>

## LAKE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Florida Hospital Waterman, Inc., Community Primary Health Clinic</i>	48	77	2,882	\$3,380,384	\$3,598,821
<i>Community Medical Care Center of Leesburg, Inc.</i>	56	81	6,625	\$1,691,525	\$2,439,953
<i>South Lake Hospital, Inc., South Lake Health Clinic</i>	10	14	2,328	\$2,005,891	\$2,083,211
<i>We Care of Lake County, Inc.</i>	89	89	374	\$766,846	\$1,162,856
<i>Lake County Baptist Association - BDV</i>	45	74	98	\$2,026	\$65,546
<i>Lake County Project Dentists Care-GKAS</i>	43	58	181	\$14,760	\$103,002
<b>TOTALS</b>	<b>291</b>	<b>393</b>	<b>12,488</b>	<b>\$7,861,432</b>	<b>\$9,453,389</b>

LEE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Bonita Springs Club Eye Clinic</i>	12	18	1,158		\$94,590
<b>TOTALS</b>	<b>12</b>	<b>18</b>	<b>1,158</b>	<b>\$0</b>	<b>\$94,590</b>

LEON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>We Care Network</i>	380	384	2,093	\$16,507	\$2,491,025
<i>Neighborhood Health Service</i>	16	12	1,035	\$702,246	\$1,450,342
<b>TOTALS</b>	<b>396</b>	<b>396</b>	<b>3,128</b>	<b>\$718,753</b>	<b>\$3,941,367</b>

LEVY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Harmony Baptist Association - BDV</i>	17	19	82	200	\$12,520
<b>TOTALS</b>	<b>17</b>	<b>19</b>	<b>82</b>	<b>200</b>	<b>\$12,520</b>

MANATEE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Community Coalition on Homelessness, One Stop Center</i>	34	64	2,135	\$36,800	\$1,160,331
<i>We Care Manatee, Inc.</i>	63	63	538	\$53,500	\$411,203
<i>Woodlands Baptist Dental Van Project</i>	10	40	86	\$200	\$33,743
<b>TOTALS</b>	<b>107</b>	<b>167</b>	<b>2,759</b>	<b>\$90,500</b>	<b>\$1,605,277</b>

MARION COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>We Care of Marion County, Inc.</i>	729	731	1,316	\$6,496,104	\$6,658,270
<i>Interfaith Emergency Services, Inc</i>	1	17	667	\$46,326	\$47,775
<i>Dr. Gabriel Umana/Dr. Phillip D'Angelo</i>	8	10	200	\$231	\$23,730
<i>Our Lady of Guadalupe</i>					
<i>Project Dentists Care of Marion County</i>	14	4	13	\$3,000	\$8,672
<b>TOTALS</b>	<b>752</b>	<b>762</b>	<b>2,196</b>	<b>\$6,545,661</b>	<b>\$6,738,447</b>

MARTIN COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Martin County Volunteers in Medicine</i>	68	112	13,234	6,052,036	6,931,773
<i>Christian Community Care Center, Inc.</i>	10	28	890	14,900	\$330,255
<b>TOTALS</b>	<b>78</b>	<b>140</b>	<b>14,124</b>	<b>\$6,066,936</b>	<b>\$7,262,028</b>

## MIAMI-DADE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Caring for Miami</i>	25	48	393	\$3,500	\$29,125
<i>Center for Haitian Studies GYN Clinic</i>	3	6	15		\$3,750
<i>Dade County Dental Research Clinic/Community Smiles</i>	129	141	5,774	\$91,703	\$2,402,158
<i>Project Dentist Care - Give Kids a Smile</i>	7	9			N/A
<i>Good News Care Center</i>	67	68	20,715		\$8,458,320
<i>Baptist Health*(donations &amp; services for Good News clients)</i>				\$3,000,000	\$3,000,000
<i>Good Samaritan Health Clinic</i>	3	43	1,639	\$82,650	\$369,465
<i>League Against Cancer</i>	249	1,269	1,424	\$4,486,747	\$5,498,790
<i>Lotus House</i>	5	14			N/A
<i>Malta Projects of South Florida</i>	34	46	170	\$2,250	\$13,791
<i>Mercy Mission Services</i>					
<i>Camillus Health Concern</i>	19	21	369		\$49,500
<i>St. John Bosco Clinic</i>	53	91	4,579	\$98,500	\$638,280
<i>Miami Rescue Mission Clinic</i>	19	77	2,319	\$53,569	\$211,133
<i>North Miami Beach Medical Mobil Center</i>	12	74	2,379	\$84,142	\$850,530
<i>Open Door Health Center</i>	98	111	33,523		\$3,326,000
<i>Baptist Health*(donations &amp; services for Open Doors clients)</i>				\$2,228,250	\$2,228,250
<i>Overtown Health Center</i>	8	10	17		\$7,402
<i>Robert Morgan Dental Clinic</i>	42	44	1,796		\$535,000
<i>South Miami Children's Clinic</i>	33	35	542	\$63,230	\$198,930
<i>Urban Mercy Clinic</i>	7	32	2,879	\$40,090	\$761,090
<i>University of Miami</i>	86	637	565	\$700	\$119,114
<i>Baptist Dental Van</i>	19	32	137		\$29,162
<i>Universal Heritage Institute Clinic</i>	29	34	1,457		\$133,484
<b>TOTALS</b>	<b>947</b>	<b>2,842</b>	<b>80,692</b>	<b>\$10,235,331</b>	<b>\$28,863,274</b>

## MONROE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Good Health Clinic</i>	33	41	1,973	\$273,600	\$957,371
<i>Mariners Hospital*</i>				\$5,436,176	\$5,436,176
<i>(*Estimated donations &amp; services)</i>					
<b>TOTALS</b>	<b>33</b>	<b>41</b>	<b>1,973</b>	<b>\$5,709,776</b>	<b>\$6,393,547</b>

## NASSAU COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>The Samaritan Medical Clinic</i>	38	70	1,255	\$391,244	\$573,725
<i>The Samaritan Dental Clinic</i>	16	19	1,844	\$18,925	\$58,514
<i>Northeast Florida Baptist Association - BDV</i>	15	54	159	\$836	\$54,929
<b>TOTALS</b>	<b>69</b>	<b>143</b>	<b>3,258</b>	<b>\$411,005</b>	<b>\$687,168</b>

## OKALOOSA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Crossroads Center, Inc.</i>	28	54	854	\$881,700	\$1,161,087
<i>Emerald Coast fellowship of Baptist Churches - BDV</i>	12	37	56	\$1,580	\$20,863
<i>Hope Clinic</i>	9	19	743	\$90,000	\$353,006
<b>TOTALS</b>	<b>49</b>	<b>110</b>	<b>1,653</b>	<b>\$973,280</b>	<b>\$1,534,956</b>

**ORANGE COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Special Care of Central Florida, Inc.</i>	143	143	2,120	\$217,863	\$1,368,567
<i>Shepherd's Hope, Inc. (7 health center locations)</i>	510	1,081	11,191	\$1,305,485	\$2,721,991
<i>Islamic Society of Central Florida</i>	2	10	90	\$3,000	\$65,520
<i>Dental Care Access Foundation</i>	200	203	547	\$414,341	\$540,004
<i>Greater Orlando Baptist Association Dental Van</i>	7	8	33		\$4,410
<i>Florida Hospital Community After Hours Clinic</i>	18	30	2,810	\$12,833	\$344,894
<i>Mt Sinai Center for Health and Wellness</i>	9	24	176	\$2,000	\$35,903
<i>Grace Medical Home</i>	35	94	440	\$1,198,382	\$1,267,876
<i>Epilepsy Foundation of Central Florida</i>	1	2	29		\$4,500
<b>TOTALS</b>	<b>925</b>	<b>1,595</b>	<b>17,436</b>	<b>\$3,153,904</b>	<b>\$6,353,665</b>

**OSCEOLA COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Osceola Christian Ministry Center</i>	17	26	740	\$17,546	\$105,614
<i>Osceola County Council on Aging</i>	33	34	2,802	\$604,448	\$952,122
<i>Catholic Charities St Thomas Aquinas</i>	57	84	1,249	\$13,500	\$131,996
<b>TOTALS</b>	<b>107</b>	<b>144</b>	<b>4,791</b>	<b>\$635,494</b>	<b>\$1,189,732</b>

**PALM BEACH COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Caridad Health Clinic/Medical</i>	153	360	18,340	\$156,012	\$1,915,966
<i>Caridad Health Clinic/Dental</i>	76	145	6,141	\$62,893	\$1,369,154
<i>Carelink International Clinic</i>	25	89	2,753	\$25,000	\$318,917
<i>The Hope Project</i>	4	12	1,521		\$520,319
<i>Community Health Center</i>	30	150	3,415	\$181,876	\$1,242,319
<i>Jamaicans of the Palm Beaches</i>	20	60	961	\$1,780	\$23,439
<i>Mission Medical Clinic/Medical</i>	2	2	11,240		\$72,019
<i>Mission Medical Clinic/Dental</i>	30	45	5,000	\$25	\$500,457
<i>Kiwanis Immunization Coalition</i>	17	180	5,151		\$18,470
<i>Project Access</i>	519	528	519	\$50,000	\$2,344,188
<i>Baptist Dental Van</i>	19	22	83		\$21,380
<i>MRC Corps</i>	270	583	516		\$78,200
<b>TOTALS</b>	<b>1,165</b>	<b>2,176</b>	<b>55,640</b>	<b>\$477,586</b>	<b>\$8,424,828</b>

**PASCO COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>CARES Senior Health Clinic</i>	15	23	1,514	\$102,937	\$496,399
<i>La Casa de Esperanza y Salud at Farmworkers Self-Help</i>	4	12	186		\$38,868
<i>Good Samaritan Health Clinic</i>	100	122	4,068	\$100,000	\$425,034
<i>Pasco Hernando Community College - Give Kids a Smile</i>	18	38	64	\$1,000	\$54,843
<i>CMMS Blessed Andre Free Clinic</i>	3	7	233		\$48,579
<b>TOTALS</b>	<b>140</b>	<b>202</b>	<b>6,065</b>	<b>\$203,937</b>	<b>\$1,063,723</b>

**PINELLAS COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Clearwater Free Clinic, Inc.</i>	53	88	13,699	\$1,562,370	\$2,399,931
<i>HEP Free Dental Clinic</i>	65	66	1,987		\$293,436
<i>Pinellas County Dental Association - GKAS</i>	68	120	350	\$10,000	\$90,379
<i>La Clinica Guadalupeana</i>	14	35	2,930		\$941,138
<i>Suncoast Baptist Association - BDV St. Petersburg</i>	19	50	71		\$19,304
<i>Suncoast Baptist Association - BDV Clearwater</i>	7	21	45		\$14,700
<i>Gulf Coast Dental Outreach</i>	114	232	966	\$52,864	\$204,590
<i>Willa Carson Community Health Resource Center</i>	8	54	80,000		\$1,110,182
<i>Pinellas Village Project</i>	2	14	7		\$6,635
<b>TOTALS</b>	<b>350</b>	<b>680</b>	<b>100,055</b>	<b>\$1,625,234</b>	<b>\$5,080,295</b>

**POLK COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>We Care of Polk County</i>	224	224	1,754	\$8,697	\$1,847,629
<i>Good Samaritan Free Clinic at Talbot House</i>	19	39	4,887	\$79,313	\$473,082
<i>Lakeland Volunteers in Medicine (Medical)</i>	75	272	12,241	\$546,758	\$2,153,794
<i>Lakeland Volunteers in Medicine (Dental)</i>	10	10	1,449		\$25,258
<i>A Woman's Choice, Inc.</i>	7	13	698		\$36,681
<i>Project Dentists Care Give Kids a Smile</i>	61	76	103	\$3,000	\$46,409
<i>The Haley Center FBC</i>	32	46	1,603	\$467,901	\$834,286
<i>The Haley Center FBC-FBMDU</i>	13	17	59	\$20	\$22,548
<i>Project Dentists Care Homeless Dental Clinics</i>	3	4	56		\$22,938
<i>Parkview Outreach Community Center</i>	13	21	135	\$1,562	\$45,816
<b>TOTALS</b>	<b>457</b>	<b>722</b>	<b>22,985</b>	<b>\$1,107,251</b>	<b>\$5,508,441</b>

**SARASOTA COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>South County Community Clinic</i>	9	9	321		\$97,813
<i>Epilepsy Foundation of SW FL</i>	2	2	150	\$220,000	\$236,250
<i>Genesis Health Services, Inc.</i>	10	22	1,235	\$4,000	\$726,725
<i>Community Pharmacy</i>	5	58	246	\$242,749	\$322,460
<i>Saline Soulution Inc.</i>	6	21	2,028	\$32,000	\$285,111
<i>Dr. Patete</i>	1	1	1		\$950
<b>TOTALS</b>	<b>33</b>	<b>113</b>	<b>3,981</b>	<b>\$498,749</b>	<b>\$1,669,309</b>

**SANTA ROSA COUNTY**

<b>Program/Setting</b>	<b>No. of Licensed Volunteers</b>	<b>Total Number of Volunteers</b>	<b>Number of Patient Visits</b>	<b>Donations</b>	<b>Total Contributions</b>
<i>Good Samaritan Clinic</i>	64	116	3,038	\$1,513,612	\$2,074,484
<i>Santa Rosa Baptist Association - BDV</i>	16	45	258	\$2,400	\$87,698
<i>Santa Rosa We Care</i>	110	110	3,311	\$3,678,164	\$4,737,519
<b>TOTALS</b>	<b>190</b>	<b>271</b>	<b>6,607</b>	<b>\$5,194,176</b>	<b>\$6,899,701</b>

## SEMINOLE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Pathways To Care</i>	1	0	24	\$400	\$3,400
<i>St Luke Coptic Orthodox Church Medical Center</i>	15	15	303		\$47,250
<i>Shepherd's Hope Inc (2 health center locations)</i>	569	925	5,499	\$644,268	\$1,372,776
<i>Seminole CHD Sonography Program</i>	1	1	180		\$11,250
<i>Mark G. Dogoli MD Medical Center</i>	3	7	240	\$1,500	\$33,300
<b>TOTALS</b>	<b>589</b>	<b>948</b>	<b>6,246</b>	<b>\$646,168</b>	<b>\$1,467,976</b>

## ST. JOHNS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Good Samaritan Health Centers, Inc./Wildflower Clinic</i>	143	222	1,749	\$183,714	\$496,143
<b>TOTALS</b>	<b>143</b>	<b>222</b>	<b>1,749</b>	<b>\$183,714</b>	<b>\$496,143</b>

## ST. LUCIE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Treasure Coast Dental Association</i>	4	4	26		\$2,500
<b>TOTALS</b>	<b>4</b>	<b>4</b>	<b>26</b>		<b>\$2,500</b>

## SUMTER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Catholic Charities Lazarus Free Medical Clinic</i>	30	35	1166	\$7,398	\$89,901
<i>Project Dentists Care – Give Kids A Smile</i>	10	50	40	\$15,000	\$156,543
<b>TOTALS</b>	<b>40</b>	<b>85</b>	<b>1,206</b>	<b>\$22,398</b>	<b>\$246,444</b>

## VOLUSIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Good Samaritan Clinic of West Volusia - Medical &amp; Dental</i>	67	124	1,446	\$56,527	\$305,746
<i>Jesus Clinic</i>	81	135	2,838	\$38,048	\$921,611
<i>St. Luke's Coptic Medical Center, Inc.</i>	7	9	3	\$200	\$1,138
<b>TOTALS</b>	<b>155</b>	<b>268</b>	<b>4,287</b>	<b>\$94,775</b>	<b>\$1,228,495</b>

## WALTON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
<i>Walton County Baptist Association BDV</i>	12	39	76	\$1,500	\$26,352
<b>TOTALS</b>	<b>12</b>	<b>39</b>	<b>76</b>	<b>\$1,500</b>	<b>\$26,352</b>

<b>Total All</b>	<b>11,193</b>	<b>19,197</b>	<b>459,203</b>	<b>\$99,305,606</b>	<b>\$182,893,704</b>
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**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.--**

**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 follow up 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; s. 1, ch. 2005-118.

## Appendix C

### Volunteer Health Services Program Staff Directory

#### **HEADQUARTERS**

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DOH Volunteer Health Services Program  
4052 Bald Cypress Way, Bin C23  
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(850) 245-4151 (SC) 205-4151  
FAX (850) 488-4944 (SC) 278-4944  
E-mail: Robert\_Hester@doh.state.fl.us

**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

**Brian Stanton**  
DOH Volunteer Health Services Program  
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**REGION 3** – Alachua, Baker, Bradford, Clay, Columbia, Duval, Flagler, Hamilton, Nassau, Putnam, Saint Johns, Union, Volusia

**Lori Thompson**  
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**REGION 4** – Citrus, Dixie, Gilchrist, Lake, Levy, Marion, Sumter

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

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**REGION 11** – Miami-Dade, Monroe

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Appendix D

January 13, 2010

Mark Lundberg  
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 8 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 \$49,634.40 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.
5. Cleveland Payne, our file G04-05-046, reported 03/16/05, current status "Open", we have paid \$36,115.65 in defense costs at this time, Orange County Health Department.

FLORIDA DEPARTMENT OF FINANCIAL SERVICES  
LEWIS R. (RAY) WILLIAMS • CHIEF OF PROPERTY AND LIABILITY CLAIMS  
DIVISION OF RISK MANAGEMENT • BUREAU OF CLAIMS ADMINISTRATION/PROPERTY AND LIABILITY CLAIMS SECTION  
200 EAST GAINES STREET • TALLAHASSEE, FLORIDA 32399-0338 • TEL. 850-413-4850 • FAX 850-488-6992  
EMAIL • RAY.WILLIAMS@MYFLORIDACFO.COM

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Mark Lundberg  
January 13, 2010

6. The following three claim files involve the same claimant/plaintiff.

Karl Wester, our file G02-04-065, reported 08/12/03, current status "Closed", paid \$123,472.52 in defense costs (no money paid to settle the bodily injury claim) 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.

Karl Wester, our file G11-03-047, reported 11/5/03, current status "Closed", paid \$3,791.94 in defense costs, Indian River Health Department. This file is a duplicate to the file listed above.

7. William Marshall, our file G12-06-510, reported 12/05/06, current status "Closed", paid \$2,619.40 in defense costs, Santa Rosa County Health Department.

8. Rebecca Gray, our file G04-07-045, reported 4/23/07, current status "Closed", paid \$1,983.40 in defense costs, CMS-18, Miami South.

Please call me if you need additional information.

Sincerely,

LEWIS R. WILLIAMS  
Chief of Property and Liability Claims

RW/amb

cc: Mike Andrews, Division of Risk Management  
Marc Stemle, Division of Risk Management  
R.J. Castellanos, Division of Risk Management