

Volunteer
Health Services Program

2010 - 2011

Annual Report



As required by the provisions of Section 766.1115, Florida Statutes

November 2011

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EXECUTIVE SUMMARY

The mission of the Department of Health's 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. The State of Florida has encouraged the use of volunteers within all state agencies. 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. The Department's volunteers hold many positions that directly and indirectly benefit all Floridians.

From July 1, 2010, through June 30, 2011, the value of goods and services donated to the citizens of Florida through the Volunteer Health Services Program totaled more than \$268.4 million. With annual program expenditures of \$476,017, this is equivalent to a return on investment of \$564 in healthcare services to the underserved for each dollar of State funds expended. The Department's Volunteer Health Services Program promotes and provides technical support to the individuals and organizations providing these volunteer services. Appendix C contains a listing of the VHS staff and their assigned regions.

Since the inception of the Volunteer Health Services Program in 1992, the Department of Health (DOH) has documented more than \$2.0 billion in donated goods and services through the two volunteer programs administered by the Department. The majority of these contributions were directly related to medical and dental care provided to underserved and uninsured Floridians.

This annual report consists of three sections describing the contributions of many individuals and organizations participating in the two volunteer programs administered by the Volunteer Health Services Program of the Florida Department of Health. Chapter 110 of the Florida Statutes authorizes the use of volunteers in DOH facilities to extend the reach of the Department's public health initiatives (Appendix A). Section 766.1115 of the Florida Statutes, the Volunteer Health Care Provider Program (VHCPP), supports the use of volunteer healthcare professionals who donate their services to eligible clients (Appendix B). In exchange for provision of services under section 766.1115 and as agents of the State, these volunteer health care providers and clinics are covered by the sovereign immunity cap outlined in Section 768.28 of the Florida Statutes.

The VHCPP was implemented in 1992 by the "Access to Health Care Act" under Section 766.1115 of the Florida Statutes and 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.

Additionally, the Medical Reserve Corps (MRC) is a group of volunteers that is called upon in times of crisis to provide healthcare to Florida residents. The MRC has been deployed during hurricane recovery, swine flu immunization, and other similar events. These volunteers are enrolled under Chapter 110 when activated by authority of the Department of Health. In recent years the MRC volunteers have expanded their volunteer participation to other public health

events as well. They are a valuable asset to the Department. The number of MRC volunteers, the hours volunteered and the total value of MRC contributions are included in the county health department report. Contributions of MRC chapters are broken out of the CHD figures, and highlighted in the table on page 6.

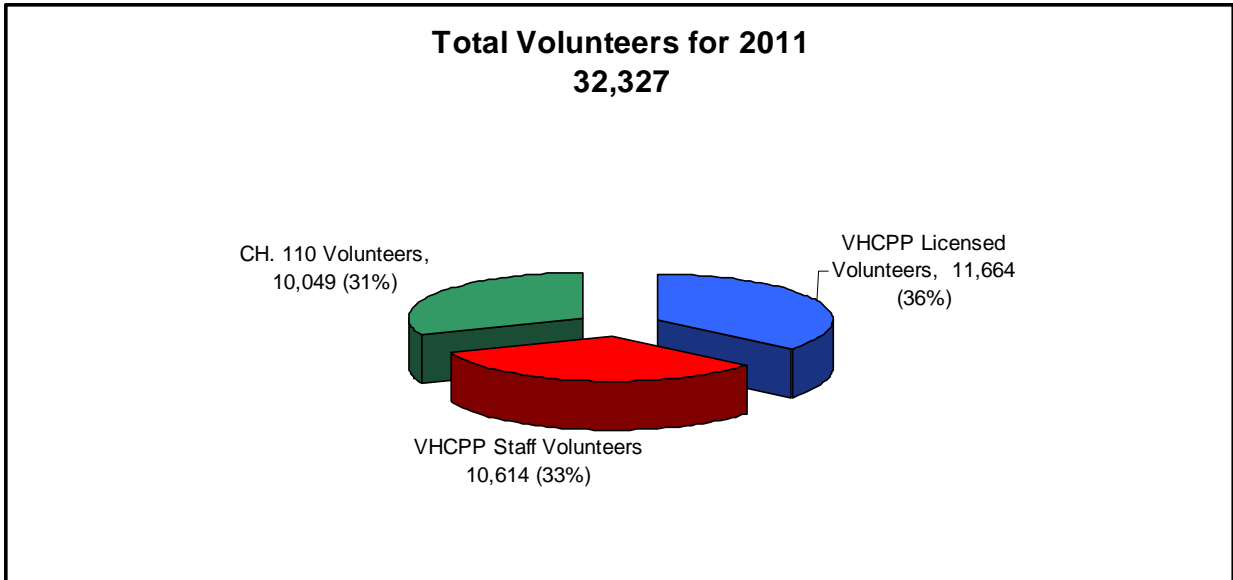
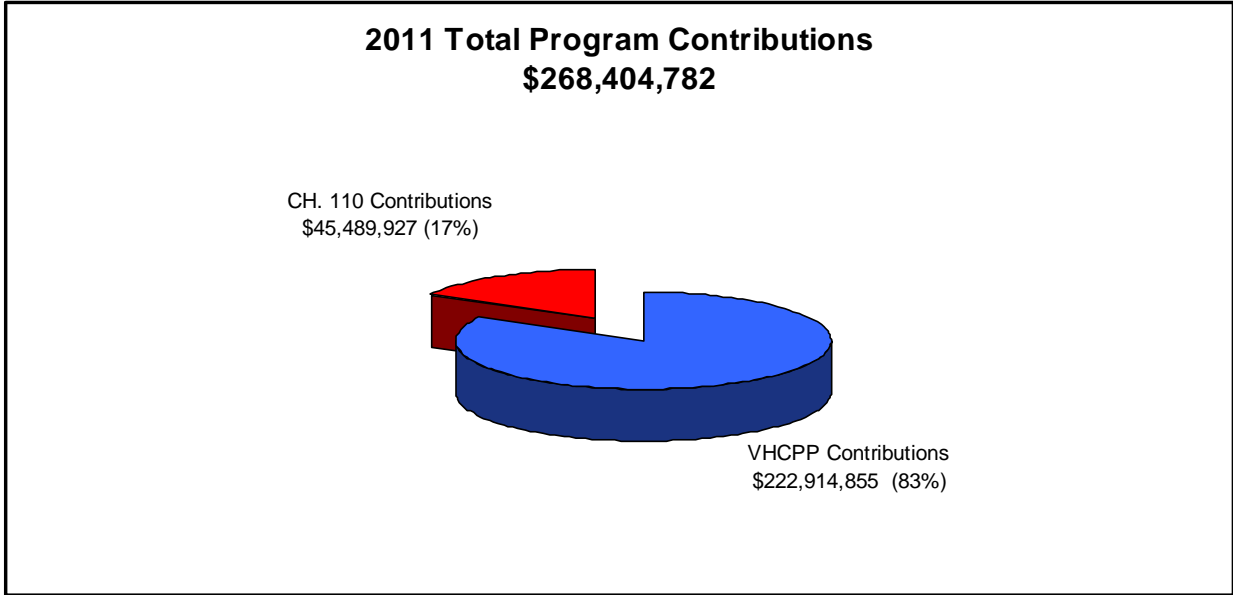
As required by section 766.1115(7) of the Florida Statutes, the Division of Risk Management compiles an annual report of claims under this program. This report, in the form of a letter, is contained in Appendix D.

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

The Florida Department of Health Volunteer Health Services Program is looking forward to continuing our support of the network of volunteer and charitable services highlighted in this report as we move into 2012, our twentieth year of service to the citizens of Florida.

**TOTAL VALUE OF CONTRIBUTIONS
Since VHS Program Inception**

OVER \$2.0 BILLION



SUMMARY OF CHAPTER 110 VOLUNTEER ACTIVITIES WITHIN DEPARTMENT OF HEALTH FACILITIES

The Department of Health recognizes that volunteers and public/private partnerships will continue to be an integral part of the effort to increase access to quality health care for Florida residents. This section of the report summarizes the contributions and donations made to the Department 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 Department documented the participation of 10,049 volunteers, contributing 659,074 hours of their time, for a total of \$45,489,927 in donated goods and services.

The Department of Health 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 Department makes available 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 Department to permit students to complete their internships and/or clinical requirements in Department facilities. In addition, many educational institutions have partnered with the Department 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. A 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 documentation in the following tables demonstrates that the contributions of numerous individuals and public/private partnerships make a valuable contribution to the Department's mission and the services it provides to the citizens of Florida.

SUMMARY OF CHAPTER 110 VOLUNTEER CONTRIBUTIONS

Program/Setting	Number of Volunteers	Number of Hours	Donations	Total Contributions
Alachua CHD	302	21,571	\$0	\$752,427
Alachua CMS	2	610	\$0	\$13,166
Baker CHD	7	998	\$0	\$59,219
Bay CHD	97	4,534	\$0	\$1,557,591
Bay CMS	NR	NR	NR	NR
Bradford CHD	0	0	\$0	\$0
Brevard CHD	44	12,995	\$136,416	\$277,544
Broward CHD	401	12,833	\$604,099	\$929,777
Calhoun CHD	0	0	\$0	\$0
Charlotte CHD	244	12,384	\$0	\$418,886
Citrus CHD	69	1,973	\$0	\$26,561
Clay CHD	79	4,512	\$0	\$114,777
Collier CHD	741	39,770	\$3,488,873	\$5,724,360
Columbia CHD	0	0	\$0	\$0
Daytona CMS	2	910	\$0	\$19,436
DeSoto CHD	2	80	\$0	\$1,709
Dixie CHD	0	0	\$0	\$0
Duval CHD	953	142,192	\$0	\$7,616,030
Escambia CHD	145	4,165	\$0	\$91,512
Escambia CMS	0	0	\$0	\$0
Flagler CHD	162	3,205	\$0	\$88,708
Franklin CHD	0	0	\$0	\$0
Gadsden CHD	1	195	\$0	\$41,652
Gilchrist CHD	0	0	\$0	\$0
Glades CHD	2	248	\$0	\$62,000
Gulf CHD	16	98	\$0	\$2,093
Hamilton CHD	4	127	\$0	\$2,713
Hardee CHD	0	0	\$0	\$0
Hendry CHD	1	113	\$0	\$2,414
Hernando CHD	28	6,137	\$0	\$179,620
Highlands CHD	22	560	\$2,771	\$14,733
Hillsborough CHD	104	5,934	0	\$126,912
Holmes CHD	16	483	\$298,756	\$306,638
Indian River CHD	68	4,299	\$0	\$367,590
Jackson CHD	143	6,747	\$172,400	\$388,254

Program Setting	Number of Volunteers	Number of	Donations	Total Contributions
Jefferson CHD	35	836	\$204,300	\$281,720
Lafayette CHD	0	0	\$0	\$0
Lake CHD	244	11,883	\$703,630	\$1,214,336
Lee CHD	966	4,811	\$824	\$359,835
Leon CHD	352	17,049	\$0	\$787,496
Leon CMS	39	690	\$0	\$39,757
Levy CHD	68	1,109	\$178,731	\$23,688
Liberty CHD	0	0	\$0	\$0
Madison CHD	63	1,660	\$109,166	\$241,546
Manatee CHD	81	4,099	\$25,952	\$168,367
Marion CHD	201	19,444	\$1,505,649	\$1,961,613
Marion CMS	2	897	\$0	\$19,143
Martin CHD	77	4,387	\$0	\$152,867
Miami CMS	1	83	\$0	\$6,225
Miami, Division of Disability Determinations	NR	NR	NR	NR
Miami-Dade CHD	1,016	102,010	\$2,841,323	\$5,093,424
Monroe CHD	36	1,768	\$0	\$58,960
Nassau CHD	40	704	\$0	\$61,365
Okaloosa CHD	64	532	\$267,661	\$310,296
Okeechobee CHD	0	0	\$0	\$0
Orange CHD	542	23,441	\$5,850	\$791,780
Osceola CHD	83	2,808	\$187,222	\$249,036
Palm Beach CHD	701	85,628	\$1,475,818	\$8,879,853
Palm Beach CMS	40	131	\$19,300	\$670,104
Pasco CHD	74	3,911	\$0	\$101,399
Pinellas CHD	130	18,815	\$42,713	\$1,175,054
Polk CHD	172	14,635	\$0	\$330,589
Putnam CHD	41	3,305	\$189,725	\$289,488
Santa Rosa CHD	99	4,819	\$0	\$110,635
Sarasota CHD	395	22,960	\$0	\$2,030,306
Seminole CHD	166	1,266	\$0	\$26,685
St. Johns CHD	93	1,899	\$0	\$41,029
St. Lucie CHD	271	5,852	\$41,362	\$187,973
Sumter CHD	17	202	\$100	\$4,381
Suwannee CHD	3	2,665	\$0	\$56,930
Tallahassee, DOH Headquarters	NR	NR	NR	NR
Taylor CHD	2	8	\$400	\$571
Union CHD	0	0	\$0	\$0

Program Setting	Number of Volunteers	Number of	Donations	Total Contributions
Volusia CHD	225	5,339	\$27,560	\$151,884
Wakulla CHD	2	1,024	\$0	\$27,656
Walton CHD	11	298	\$378,846	\$385,100
Washington CHD	42	433	\$12,082	\$12,514
Total All CHD Locations	10,049	659,074	\$12,921,529	\$45,489,927

SUMMARY OF CHAPTER 110 VOLUNTEER CONTRIBUTIONS MEDICAL RESERVE CORPS

MRC Unit	Total # of Individual Volunteers	Total # of Volunteer Hours	Total Value of Services and Donations
Broward County MRC Unit	297	1725	\$75,941
Central FL MRC Unit	12	175	\$6,431
Duval MRC Unit	134	804	\$7,965
FL Keys MRC Unit	31	248	\$27,083
Flagler County MRC Unit	103	1652	\$39,761
Lake County MRC Unit	43	698.5	\$22,794
Manatee County MRC Unit	36	300.25	\$15,208
Marion County MRC Unit	90	628.55	\$47,265
Martin County MRC Unit	54	908.25	\$56,597
Miami-Dade MRC Unit	521	544	\$24,337
MRC-Santa Rosa MRC Unit	14	56	\$2,331
Okaloosa-Walton MRC Unit	53	132.5	\$5,741
Pinellas County MRC Unit	31	365	\$5,310
Polk / Hardee County MRC Unit	10	69.5	\$2,130
Sarasota County MRC Unit	9	18	\$630
Southwest FL MRC Unit	856	2882	\$240,312
St. Johns County MRC Unit	12	34	\$1,193
St. Lucie County MRC Unit	8	16	\$990
Volusia County MRC Unit	155	1,726.50	\$45,677
West Central FL MRC Unit	37	366	\$26,054
Totals	2,506	13,349	\$ 653,750

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). 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. 11,993 licensed healthcare professionals and 10,614 staff volunteers provided healthcare services for 400,899 patient visits with a total value of \$222,914,855. This includes in excess of \$78.3 million in donations from grants and gifts provided by 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 Department of Health is extremely thankful for the healthcare providers' commitment to this endeavor and acknowledges their positive impact on 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 many areas, healthcare providers and organizations have joined forces to develop extensive collaborations to support a complete, uncompensated, healthcare network for underserved residents in their communities.

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
Helping Hands Clinic	59	113	1,981	\$125,435	\$423,815
We Care Network	950	953	3,385	\$1,500	\$5,239,074
Santa Fe Baptist Association - BDV	13	37	69	\$500	\$25,559
Gainesville Community Ministry Equal Access Clinic	2	17	80	\$1,000	\$56,560
RHAMA Mercy Clinic	13	63	40	\$20,000	\$52,202
TOTALS	1,037	1,183	5,555	\$148,435	\$5,797,210

BAY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Avicenna Medical Clinic	22	24	179	\$33,523	\$50,832
Bay Cares	136	136	4,944	\$138,540	\$37,270,287
St. Andrew Community Medical Center	81	176	7,508	\$2,336,035	\$3,900,269
TOTALS	239	336	12,631	\$2,508,098	\$41,221,388

BREVARD COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Brevard Health Alliance (BHA)	190	191	2,635	\$6,832,230	\$8,098,273
Primary Access To Health (PATH)	132	134	2,175	\$136,417	\$676,866
Space Coast Volunteers In Medicine	10	129	293	\$198,550	\$327,090
TOTALS	332	454	5,103	\$7,167,197	\$9,102,229

BROWARD COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Broward Outreach Center	7	9	321	\$17,167	\$66,989
Broward Partnership for the Homeless, Inc.	2	2	10	\$0	\$1,575
Florida Baptist Mobile Dental Unit	5	6	210	\$3,150	\$18,942
Light of the World, Inc.	33	206	6,445	\$286,657	\$675,752
Living Water Care Centers	13	26	2,368	\$2,900	\$758,162
TOTALS	60	249	9,354	\$309,874	\$1,521,420

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.	49	49	141	\$0	\$92,708
Charlotte County Homeless Coalition	1	2	96	\$39,693	\$48,178
Englewood Community Care Clinic, Inc.	16	36	845	\$22,000	\$86,214
Project Dentist Care	24	24	165	\$0	\$34,485
St. Vincent de Paul dba Virginia B. Andes Community Clinic	107	237	7,473	\$524,120	\$1,529,952
TOTALS	197	348	8,720	\$585,813	\$1,791,537

CITRUS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care of Citrus County	30	30	1,188	485,680	\$1,193,235
Nature Coast Baptist Association - BDV	14	50	61	\$1,300	\$23,427
Citrus County Family Resource Center-Connections Clinic	3	7	8	\$1,561	\$4,723
Hunger & Homeless Coalition of Citrus County, Inc.	18	29	305	\$1,500	\$27,973
TOTALS	65	116	1,562	\$490,041	\$1,249,358

CLAY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Clay County We Care	58	58	171	\$208,884	\$383,931
Project Dentists Care - Give Kids a Smile	11	16	150	\$700	\$43,899
Clay County Dental Care	14	19	651	\$0	\$92,626
The Way Free Medical Clinic	68	241	2,246	\$422,130	\$732,301
Clay County Volunteer Medical Clinic	28	32	285	960	\$47,781
TOTALS	179	366	3,503	\$632,674	\$1,300,538

COLLIER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Neighborhood Health Clinic, Inc.	229	229	2,873	\$3,488,873	\$5,678,547
Dental Outreach of Collier, Inc.	6	6	50	\$4,000	\$54,000
P. L. A. N. Collier We Care, Inc.	244	245	2394	\$0	\$2,653,494
TOTALS	479	480	5,317	\$3,492,873	\$8,386,041

COLUMBIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
TOTALS	0	0	0	0	0

DUVAL COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Christ the King	133	154	213	\$500	\$46,550
City Rescue Mission Dental Clinic	160	202	600	\$98,962	\$223,663
City Rescue Mission Medical Clinic	20	24	1,279	\$23,875	\$106,526
Healing Hands Medical	24	30	1,113	\$5,850	\$166,898
Healing Hands Dental / Project Dentists Care Jax	18	22	230	\$24,098	\$117,039
I.M. Sulzbacher Clinic	30	36	15,649	\$150,480	\$296,566
Jacksonville Baptist Association - BDV	57	126	282	\$3,227	\$101,626
Legacy of Care Health Center, Inc.	40	55	219	\$15,774	\$74,791
Mission House Clinic	86	107	2,465	\$120,096	\$294,149
Muslim Care Clinic	24	30	308	\$3,000	\$41,000

<u>DUVAL COUNTY cont</u>	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Project Dentists Care Jax - Give Kids a Smile	62	82	34	\$2,801	\$41,475
River City Clinic	6	16	445	\$1,500	\$55,496
Springfield Clinic at the Help Center	3	4	63	\$0	\$7,424
Trinity Rescue Mission	5	9	594	\$25,500	\$63,346
We Care Jacksonville, Inc.	440	445	4,832	\$311,346	\$10,025,744
TOTALS	1,108	1,342	28,326	\$787,009	\$11,662,293

ESCAMBIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Escambia We Care	169	259	7,838	\$75,000	\$11,184,144
St. Joseph Medical Screening Clinic	77	105	5,731	\$106,484	\$1,072,756
Health and Hope Clinic	67	130	1,818	\$1,055,113	\$1,532,306
Escambia Dental Cooperative	2	4	152	\$5,468	\$86,663
Sacred Heart Pediatric Dental Clinic	1	2	4	\$0	\$7,714
Pathways For Change	1	24	96	1,056	\$68,442
TOTALS	317	524	15,639	\$1,243,121	\$13,952,025

FLAGLER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Flagler County Free Clinic, Inc.	87	166	1,940	\$704,702	\$1,002,511
TOTALS	87	166	1,940	\$704,702	\$1,002,511

HAMILTON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Beulah Baptist Association - BDV	7	12	48	\$550	\$9,735
TOTALS	7	12	48	\$550	\$9,735

HERNANDO COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Project Access of Hernando County	66	66	268	\$86,684	\$237,268
Dr. Agustiniak Dental Clinic / Project Access	2	2	93	\$0	\$17,783
Crescent Community Clinic	94	198	1,020	\$198,000	\$412,394
TOTALS	162	266	1,381	\$284,684	\$667,445

HIGHLANDS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Samaritan's Touch Care Center, Inc. - Lake Placid	9	88	0	\$30,408	\$31,116
Samaritan's Touch Care Center, Inc. - Sebring	49	109	6,765	\$3,779,971	\$4,618,694
TOTALS	58	197	6,765	\$3,810,379	\$4,649,810

HILLSBOROUGH COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Center for Family Health	11	12	1,593	\$0	\$161,302
Catholic Mobile Medical Service	30	34	1,951	\$14,000	\$88,877
Red Crescent Clinic	18	21	2,400	\$7,000	\$65,614
HCDA/Smile Fridays - GKAS	18	47	57	\$23,177	\$46,535
Bridge Healthcare Clinic	28	128	576	\$10,000	\$105,000
St. Luke - St. George Church Tampa	11	21	60	\$0	\$19,000
Mission Smiles Mobile Dental Clinic	5	69	89	\$150,000	\$190,486
TOTALS	121	332	6,726	\$204,177	\$676,814

INDIAN RIVER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Indian River We Care	141	172	3,246	\$900,000	\$1,969,791
TOTALS	141	172	3,246	\$900,000	\$1,969,791

JACKSON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Chipola Baptist Association - BDV	16	32	51	\$150	\$12,138
Project Dentist Care - Give Kids a Smile	11	15	14	\$400	\$6,244
Faith Health Clinic	14	26	1,087	\$10,180	\$24,704
Alford Community Health Clinic	10	17	280	\$800	\$45,359
TOTALS	51	90	1,432	\$11,530	\$88,445

LAKE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Florida Hospital Waterman Inc., Community Primary Health Clinic	38	60	3,092	\$3,121,199	\$3,318,713
Community Medical Care Center of Leesburg, Inc.	52	83	6,837	\$1,618,350	\$2,402,932
South Lake Hospital, Inc., South Lake Health Clinic	10	11	3,136	\$1,961,623	\$2,068,753
Catholic Charities of Central Florida - St. Luke's Free Medical & Dental Clinic	22	26	676	\$44,515	\$151,735
We Care of Lake County, Inc.	153	153	375	\$1,550,437	\$1,956,374
Lake County Baptist Association - BDV	51	85	125	\$1,458	\$65,474
Lake County Project Dentists Care-GKAS	16	32	111	\$15,000	\$73,670
TOTALS	342	450	14,352	\$8,312,582	\$10,037,651

LEE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Bonita Springs Club Eye Clinic	8	10	1,095	\$400	\$164,661
Christian Health Ministries	57	336	2,125	\$0	\$192,331
Lee County Volunteers In Medicine	14	22	44	\$50	\$10,764
We Care of Lee County	243	253	407	\$1,261,643	\$1,550,740
TOTALS	322	621	3,671	\$1,262,093	\$1,918,496

LEON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care Network	385	391	3,191	\$15,593	\$3,379,437
Neighborhood Health Service	12	16	985	\$770,057	\$971,796
TOTALS	397	407	4,176	\$785,650	\$4,351,233

LEVY COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Harmony Baptist Association - BDV	5	37	88	\$1,059	\$34,838
TOTALS	5	37	88	\$1,059	\$34,838

MANATEE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Community Coalition on Homelessness	43	84	3,240	\$38,000	\$1,052,381
We Care Manatee, Inc.	63	65	559	\$55,500	\$360,688
Woodlands Baptist Dental Van Project	5	35	47	\$200	\$25,269
TOTALS	111	184	3,846	\$93,700	\$1,438,338

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.	447	449	1,142	\$5,796,895	\$6,475,374
Interfaith Emergency Services, Inc	1	3	534	\$26,251	\$28,971
Dr. Gabriel Umana/Dr. Phillip D'Angelo Our Lady of Guadalupana	11	14	266	\$537	\$32,143
Devereux Foundation, Ind. / Trinity Baptist Church BDV	19	22	75	\$230	\$32,707
Project Dentists Care of Marion County	13	27	9	\$0	\$6,455
TOTALS	491	515	2,026	\$5,823,913	\$6,575,650

MARTIN COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Volunteers in Medicine	60	92	14,687	\$7,358,034	\$7,958,989
Christian Community Care Center, Inc.(Dental)	8	22	936	\$0	\$254,629
Treasure Coast Baptist Dental Van	12	15	98	\$0	\$23,520
Light of the World Charities, Inc.	3	14	139	\$26,963	\$88,160
TOTALS	83	143	15,860	\$7,384,997	\$8,325,298

MIAMI-DADE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Caring for Miami	51	80	614	\$8,000	\$60,372
Center for Haitian Studies GYN Clinic	7	17	30	\$14,000	\$37,080
Dade County Dental Research Clinic/Community Smiles	123	194	7301	\$29,908	\$2,287,351
Good News Care Center *	67	69	17894		\$7,991,150
Good Samaritan Health Clinic*	4	30	1486	\$83,804	\$355,136
League Against Cancer	216	1236	1629	\$3,445,426	\$4,410,698
Lotus House	19	62	203	\$2,500	\$64,064
Malta Projects of South Florida	9	18	35	\$100	\$5,707
Ministerio Medico Evangelistico Juana Agulla	6	13	17		\$1,543
Mercy Mission Services					
Camillus Health Concern	19	21	97	\$0	\$13,750
St. John Bosco Clinic	55	83	5192	\$64,000	\$696,840
Miami Rescue Mission Clinic	33	51	2659	\$144,520	\$391,255
North Miami Beach Medical Mobil Center	12	58	3225	\$235,500	\$1,085,552
Open Door Health Center*	121	137	28320	\$1,938,657	\$3,452,027
Overtown Health Center	4	6	7		\$3,618
Robert Morgan Dental Clinic	27	29	1742		\$450,444
South Miami Children's Clinic*	33	37	768		\$187,100
Urban Mercy Clinic	7	16	3050	\$52,190	\$620,440
University of Miami	94	412	369	\$250	\$139,020
Baptist Dental Van	10	21	111		\$24,270
Universal Heritage Institute Clinic	35	48	1438		\$157,854
Baptist Health South Florida-free care provided to clients noted by * above					\$6,000,000
TOTALS	952	2,638	76,187	\$6,018,855	\$28,435,271

MONROE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Good Health Clinic	30	32	2296	\$315,000	\$999,873
Mariners Hospital* (*Estimated donations & services)				\$5,679,317	\$5,679,317
TOTALS	30	32	2,296	\$5,994,317	\$6,679,190

NASSAU COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
The Samaritan Medical Clinic	36	79	1,122	\$465,726	\$619,923
The Samaritan Dental Clinic	11	14	1,854	\$9,600	\$76,409
TOTALS	47	93	2,976	\$475,326	\$696,332

OKALOOSA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Crossroads Center, Inc.	21	42	966	\$798,894	\$1,057,777
Hope Clinic	11	37	788	\$550,434	\$777,934
TOTALS	32	79	1,754	\$1,349,328	\$1,835,711

ORANGE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Special Care of Central Florida, Inc.	147	147	2,365	\$414,731	\$1,969,663
Shepherd's Hope, Inc. (7 health center locations)	645	1,270	13,257	\$3,076,975	\$4,811,249
Islamic Society of Central Florida	2	8	119	\$7,580	\$22,749
Dental Care Access Foundation	250	253	477	\$2,400	\$547,765
Greater Orlando Baptist Association Dental Van	18	44	104	\$2,500	\$47,999
Florida Hospital Community After Hours Clinic	13	20	3,605	\$20,240	\$579,875
Mt Sinai Center for Health and Wellness	6	13	202	\$1,000	\$33,234
Grace Medical Home	158	248	5,135	\$824,317	\$1,998,142
TOTALS	1,239	2,003	25,264	\$4,349,743	\$10,010,676

OSCEOLA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Osceola Christian Ministry Center	13	19	588	\$8,774	\$72,625
Osceola County Council on Aging	36	38	2,407	\$615,595	\$945,314
Catholic Charities St Thomas Aquinas	57	78	1,224	\$4,550	\$114,009
TOTALS	106	135	4,219	\$628,919	\$1,131,948

PALM BEACH COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Caridad Health Clinic / Medical	152	422	17,553	\$152,185	\$1,946,058
Caridad Health Clinic / Dental	69	390	6,823	\$0	\$905,899
Carelink International Clinic	25	89	417	\$6,250	\$106,305
The Hope Project	2	6	1,417	\$0	\$546,245
Community Health Center / Medical	12	82	1,793	\$144,736	\$1,117,404
Community Health Center / Dental	13	83	420	\$144,737	\$786,754
Jamaicans of the Palm Beaches	20	40	460	\$1,255	\$21,050
Mission Medical Clinic / Medical	2	10	3,350	\$0	\$58,900
Mission Medical Clinic / Dental	20	28	4,800	\$0	\$550,000
Kiwanis Immunization Coalition	1	4	3,190	\$0	\$8,010
Project Access	545	557	520	\$50,000	\$1,613,782
Redemptive Life Health Fair	9	23	36		\$13,832
St. Mary Clinic (St. Mary Coptic Orthodox Church)	14	17	4	\$50	\$564
Save a Molar Dental Clinic	10	15	45	\$200	\$58,500
MRC Corps	329	663	52	\$0	\$76,694
TOTALS	1,223	2,429	40,880	\$499,413	\$7,809,997

PASCO COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
CARES Senior Health Clinic	17	25	1,836	\$113,230	\$478,269
La Casa de Esperanza y Salud at Farmworkers Self-Help	2	6	295	\$0	\$55,209
Good Samaritan Health Clinic	116	141	3,199	\$100,000	\$471,904
Smiles for Christmas - A Safari of Smiles	21	24	55	\$1,700	\$103,903
CMMS Blessed Andre Free Clinic	2	4	158	\$5,000	\$34,872
TOTALS	158	200	5,543	\$219,930	\$1,144,157

PINELLAS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Clearwater Free Clinic, Inc.	78	118	14,030	\$2,549,529	\$3,329,975
HEP Free Dental Clinic	19	25	2,115	\$5,590	\$292,816
Pinellas County Dental Association - GKAS	51	51	373	\$50,000	\$173,725
La Clinica Guadalupana	16	133	3,171	\$0	\$1,154,523
Suncoast Baptist Association - BDV St. Petersburg	6	26	34	\$0	\$5,775

	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Pinellas County cont					
Willa Carson Health and Wellness Center	10	32	4,026	\$250,000	\$419,600
The Next STEPP Center	22	30	76	\$0	\$30,782
Gulf Coast Dental Outreach	114	149	756	\$76,240	\$216,055
TOTALS	316	564	24,581	\$2,931,359	\$5,623,251

POLK COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
We Care of Polk County	237	237	1,745	\$9,600	\$1,863,948
Good Samaritan Free Clinic at Talbot House	25	95	5,365	\$1,129,191	\$1,513,626
Lakeland Volunteers in Medicine	160	326	15,189	\$769,318	\$2,147,284
Project Dentists Care Give Kids a Smile	21	35	51	\$400	\$15,438
The Haley Center FBC	45	3,068	3,157	\$586,707	\$790,337
The Haley Center FBC-FBMDU	14	24	104	\$0	\$24,861
Lake Wales Free Clinic	17	47	385	\$40,626	\$87,200
Angels Care Centro of Eloise	37	73	245	\$145,858	\$218,368
Parkview Outreach Community Center	24	30	203	\$91,278	\$135,168
TOTALS	580	3,935	26,444	\$2,772,978	\$6,796,230

SARASOTA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
South County Community Clinic	9	9	157	\$0	\$33,750
Epilepsy Foundation of SW FL	2	2	144	\$0	\$15,000
Genesis Health Services, Inc.	11	19	3,717	\$78,000	\$395,380
Community Pharmacy	6	43	410	\$218,569	\$301,821
Sarasota CHD Dental Project	5	5	9	\$0	\$2,400
Saline Solution Inc.	15	35	750	\$24,000	\$167,304
TOTALS	48	113	5,187	\$320,569	\$915,655

SANTA ROSA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Good Samaritan Clinic	75	130	3,323	\$2,002,113	\$2,629,727
Santa Rosa Baptist Association - BDV	7	48	86	\$424	\$27,192
Santa Rosa We Care	146	146	4,278	\$0	\$4,745,693
TOTALS	228	324	7,687	\$2,002,537	\$7,402,612

SEMINOLE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Pathways To Care	1	3	32	\$0	\$2,500
St Luke Coptic Orthodox Church Medical Center	18	18	217	\$88	\$41,971
Shepherd's Hope Inc (2 health center locations)	264	583	5,519	\$1,218,657	\$2,007,495
Seminole CHD Sonography Program	1	1	737	\$0	\$46,063
Mark G. Dogoli MD Medical Center	4	7	232	\$0	\$18,161
TOTALS	288	612	6,737	\$1,218,745	\$2,116,190

ST. JOHNS COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Good Samaritan Health Centers, Inc./ Wildflower Clinic	103	228	3,087	\$424,648	\$972,766
TOTALS	103	228	3,087	\$424,648	\$972,766

ST. LUCIE COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
HANDS of St. Lucie County	17	112	1400	\$1,992,795	\$2,176,157
TOTALS	17	112	1400	\$1,992,795	\$2,176,157

SUMTER COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Catholic Charities of Central Florida - Lazarus Free Medical Clinic	24	30	599	\$32,325	\$77,658
Project Dentists Care - Give Kids A Smile	12	43	35	\$1,420	\$22,796
TOTALS	36	73	634	\$33,745	\$100,454

VOLUSIA COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Good Samaritan Clinic of West Volusia - Medical & Dental	63	120	2,058	\$74,501	\$412,824
Jesus Clinic	122	180	2,624	\$58,861	\$907,185
St. Luke's Coptic Medical Center, Inc.	2	3	13	\$0	\$5,427
TOTALS	187	303	4,695	\$133,362	\$1,325,437

WALTON COUNTY

Program/Setting	No. of Licensed Volunteers	Total Number of Volunteers	Number of Patient Visits	Donations	Total Contributions
Walton County Baptist Association BDV	12	48	61	\$7,706	\$12,728
TOTALS	12	48	61	\$7,706	\$12,728
Total All	11,993	22,911	400,899	\$78,319,426	\$222,914,855

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), Article 1 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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REGION 2 – Franklin, Gadsden, Gulf, Jefferson, Lafayette, Leon, Liberty, Madison, Suwannee, Taylor, Wakulla

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

Lori Thompson, Regional Coordinator

DOH Volunteer Health Services Program
1955 US 1 South, Suite 100
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Phone (904) 588-8307
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E-mail: Lorraine_Thompson2@doh.state.fl.us

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

Joyce Coufal, Regional Coordinator

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REGION 5 – Orange, Osceola, Seminole

Darlene Hilkert, Regional Coordinator

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

Ashley Rivera, Regional Coordinator

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REGION 7 – Brevard, Highlands, Indian River, Martin, Okeechobee, St. Lucie

Steve Krajewski, Regional Coordinator

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Port St. Lucie, FL 34983
Phone: (772)785-6183
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REGION 8 – Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Manatee, Sarasota

Frances "Kathy" Wilczynski, Regional Coordinator

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Phone (941) 708-5791
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REGION 9 – Palm Beach

Catherine Johnson, Regional Coordinator

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REGION 10 – Broward

Karen Beam, Regional Coordinator

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REGION 11 – Miami-Dade, Monroe

Maria Ortega, Regional Coordinator

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CHIEF FINANCIAL OFFICER
JEFF ATWATER
STATE OF FLORIDA

January 18, 2011

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 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 "Closed", \$25,000 paid for settlement, \$82,957.40 paid for defense costs, 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 "Closed", \$7,500 paid for settlement, \$68,469.23 paid for defense costs, 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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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.

9. Audwan Gonzalez, our file G02-10-051, reported 2/22/10, current status "Open", we have paid \$4,599 in defense costs at this time, Brevard County Health Department.

Please call me if you need additional information.

Sincerely,

A handwritten signature in cursive script that reads "Lewis R. Williams". The signature is written in black ink and is followed by a horizontal line.

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