



DR. IQBAL AHMED, PRESIDENT

CLEVELAND IBN SINA CLINIC NEWSLETTER

ISSUE 01

JAN 2020

A LETTER FROM THE PRESIDENT

Dear Colleagues,

I take great pleasure and pride in serving as the President of Cleveland Ibn Sina Clinic (CISC), which was inaugurated this year. As you all know, the gist of Islam is to serve the needy. It was this thought that compelled us to establish a free clinic to provide care to those who cannot afford services. We provide care to all, irrespective of color or creed. The clinic came into existence with the persistent perseverance of our team and support from the community. By the grace of Allah, our physicians are providing high quality care with compassion. Our volunteers are providing exceptional support and we are grateful for their contributions and greatly appreciate their time and efforts. Evaluation of our performance by patients is very encouraging. Financially we are in a good shape with donations and grant money. In future we would like to provide health fairs, educational and preventive medicine lectures, and possibly expand into dental services. Allah willing, next year we will expand the clinic to two days a week instead of once a week. Thanks to all our donors, volunteers, supporters, providers, and community.

FREE CLINIC STARTED BY MUSLIM COMMUNITY

On March 27th, 2019, over 200 members of the community came together for the grand opening of Cleveland Ibn Sina Clinic, the city's first and only free clinic located by the Islamic Center of Cleveland in Parma, Ohio. With interfaith leaders, physicians, imams, hospital executives, and the mayor of Parma in attendance, the ribbon-cutting ceremony marked the beginning of an endeavor that took over a year and plenty of resilience, determination, and faith. The main purpose of Cleveland Ibn-Sina Clinic (CISC) is to offer free healthcare services to community members who are uninsured or under-insured. We provide patient-centered medical specialty care, promote health and wellness, and encourage patient empowerment. The clinic serves any one in need, regardless of race, gender, religion, or ethnicity. CISC's model of offering specialty care is unique to free clinics because they typically serve as front-line providers in primary care only. However, we would like to fill the gap where people who are uninsured or under-insured are not waiting months to see specialists, pay exorbitant costs, or forego seeing a specialist altogether because of barriers to access and affordability. We provide care during those anxious months of waiting and help direct patients to further resources in the community. CISC is a volunteer-based clinic, led by prominent and highly respected professionals with established practices, ties, and service to the community.



A NOTE FROM THE MEDICAL DIRECTOR

DR. MANSOOR AHMED

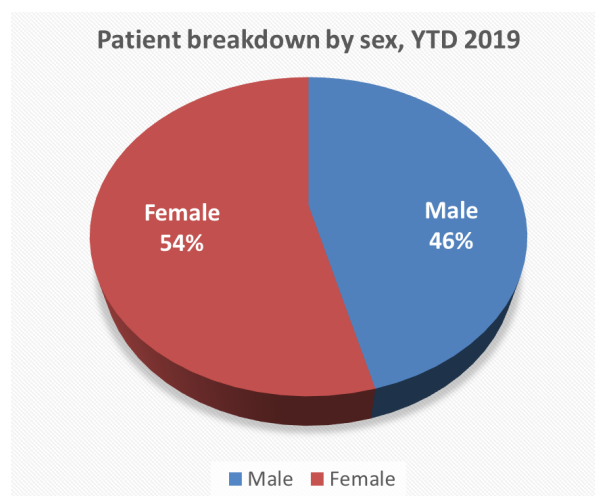
Welcome to Cleveland Ibn Sina Clinic's first newsletter! From idea to reality, it took some time and challenging detours for our community to establish its first free clinic here in Cleveland. Starting with a handful of supporters, the clinic now has a team of 12 volunteers, including nurses and medical/podiatry students and 10 physicians and other providers offering multiple specialty services, including internal medicine, diabetes management, Asthma/COPD and mental health. The clinic also boasts to be the first free sleep clinic in the nation, providing sleep evaluations, studies and comprehensive CPAP services. Since it opened its doors in April 2019, CISC has served more than 150 patients. The clinic is also offering pharmacy assistance services and an exit navigation program to help connect patients to other community resources. Currently, talks are presently underway with Parma University Hospitals to expand our clinical program and patient services. For all this work, I wanted to convey my gratitude to all the volunteers, youth, physicians, nurses, support staff, patients, donors, and community members. Every one of you has had a critical role in making this clinic a successful initiative. A very special thanks to our colleagues and friends at the Islamic Center for Cleveland (ICC) and Salaam Cleveland who generously supported our mission and vision. We have long way to go to improve glaring disparities in health accessibility that exist in our society. Yet your work and efforts at Cleveland Ibn Sina Clinic is a step in a right direction.

OUR WORK IN 2019

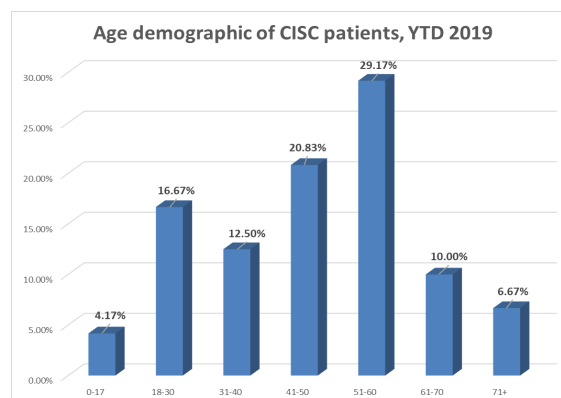
SOME STATISTICS

Sub Specialty	Patients	Ratio
Allergy/Immunology	4	3%
Behavioral/Mental Health	19	13%
Endocrinology	36	24%
Family Medicine	21	14%
Pulmonology	66	45%
Social Services	2	1%

Patient breakdown by sex, YTD 2019



Age demographic of CISC patients, YTD 2019



Volunteer Types	Hours	Percentage	Hourly rate	Appx Volunteer Amount
Physicians	660	31.87%	\$185	\$122,100
Clinic Administration	980	47.32%	\$25	\$24,500
Medical Staff	431	20.81%	\$45	\$19,395
Total	2071			\$165,995

VOLUNTEER VOICES ARSHNA QURESHI

I am Arshna Qureshi, an MBBS graduate from Lady Hardinge Medical College in India. I am currently doing a Research Fellowship at Case Western Reserve University. My research project involves determining whether an experimental drug can delay the negative effects of blood transfusions in healthy recipients. Ever since Dr. Mansoor Ahmed shared his vision for CISC with me, I was eagerly waiting to volunteer with an intention to serve the community. In the clinic, my role has varied from working as a medical assistant to being a resident to the attendings. This gives me an opportunity to comprehensively understand the problems of the patients. As it turned out, I saw a different face of poverty, something I hadn't seen before nor expected, where one can very well afford food but not health. Coming from a third world country, this revelation was surprising for me. I remember this 55 year old patient who was suffering with Obstructive Sleep Apnea for the last 5 years but couldn't afford a CPAP machine. She could finally sleep well after receiving the machine from CISC. I realized that these uninsured patients are dragged into a vicious cycle of poverty and bad health, which becomes almost impossible to escape. With the help of our volunteer social workers, I have also learnt about the resources that are available to help them. This experience has given me a new perspective, which would be helpful to me in becoming a good physician.



CLEVELAND IBN SINA CLINIC IS GOING PAPERLESS!

We are in the process of implementing an Electronic Health Records (EHR) system to help streamline and coordinate patient care, improve clinical efficiency, and ensure the protection of health information. Athena is the provider of choice for CISC and Allah willing, we hope to be fully integrated in January 2020. If you are interested in becoming a trainer for our physicians and staff, please contact **Amber Mustafa** at amber.mustafa2012@gmail.com.



CISC IN THE NEW YORK TIMES

Cleveland ibn Sina Clinic was recently mentioned in the New York Times article titled "The American Road Trip: Tradition." Please see the link below for the full story:

www.nytimes.com/interactive/2019/10/28/style/tradition-in-america.html?searchResultPosition=7

PATIENT EXPERIENCES SCOTT WERNER

My name is Scott Werner and I was a patient at this free clinic today, And let me tell you this was the BEST thing that can come to Parma Ohio. I would love to give you a background of myself if you have a minute. I was working with a company that was recently bought out by another company, my Insurance skyrocketed to over 300% of what I was paying for In my by weekly checks. Now i could not afford to have myself let alone my kids on any of the plans that this new company offered. Would be well over 500 dollars a pay check. So I resigned from my job and decided to stay at home with the kids while my wife works. (honey do list is complete) my wife is a nurse but she travels and her Insurance is more suitable for her and the kids. Now I have a job that requires me to get a DOT physical to be able to drive a truck. This is when I found out that I have high blood pressure, it took me 14 times going everyday to pass this test. But I have no insurance, and this is when I seen this on the news. I thought to my self, in this day and age NOTHING if free. So for fun, I called the number and left a message. A few days go bye and they call me back and apologize for not returning my call right away. They are very busy since this news story. So today I had my doctors appointment. The waiting room was a little small but who cares, the people that where running this clinic made me feel very comfortable while I was waiting, also had coffee and water. The doctor was very polite and genuinely interested in what I had to say. Also the student doctor girl was with him and was very knowledgeable and wanting to learn. I guess what I'm trying to say is that these people where the most respectful people I have EVER met. They really touched my heart in every way possible.

COMMUNITY HEALTH EDUCATION & HEALTH SCREENINGS PROGRAM AT CISC

BY FASEEHA RAZA, DIRECTOR COMMUNICATIONS & COMMUNITY HEALTH EDUCATION PROGRAM

Community Health Education and Health Screenings program under CISC aims to help individuals make better health choices and assist our society in promoting population health through programming and policy initiatives. The focus will be to provide health education and promote disease prevention through early detection. As part of this program, CISC will offer screenings for targeted, high-risk populations, plan health fairs for educational purposes, and host community wellness forums to discuss a variety of topics by leading subject matter experts. This program is one of the three branches of the free clinic which encompasses patient education through educational seminars, health screenings and volunteer led community education programs targeting youth, adults and elderly. We will encourage and engage students from different healthcare backgrounds to take actions to strengthen and promote community health education, health screening and preventative care. CISC education department plans on conducting research on best practices and policies to improve preventative care and promote easy access to health educational material using technology such as apps and online platforms. Thanks to our generous supporters our education program recently received a \$10,000 grant for health education and screening initiative.

BOARD OF DIRECTORS, IBN SINA CLINIC 2020



DR. IQBAL AHMED, PRESIDENT



SAMANTHA SALAMON, VICE PRESIDENT



**DR. MANSOOR AHMED,
MEDICAL DIRECTOR**



**ASMA HUSSAIN, DIRECTOR OF
QUALITY AND PERFORMANCE**



DR. KHALED ISSA



**SUHAIL MUSTAFA,
DIRECTOR OF OPERATIONS**



DR. M. ALI RAZA

The main purpose of Cleveland Ibn Sina Clinic (CISC) is to offer free healthcare services to community members who are uninsured or under-insured. The clinic intends to serve anyone in need; regardless of race, gender, religion, or ethnicity. Our mission is driven by our faith in the power of selfless giving to others in need. We believe that excellence in clinical care is not complete without compassion and empathy.

Call for an appointment today at (440) 644-0511.

6055 W130 St, Parma, OH 44130, United States