



VOLUNTEER HEALTH SERVICES PROGRAM
2004-2005 ANNUAL REPORT

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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, 2004, through June 30, 2005, the value of goods and services donated to the citizens of Florida through the Volunteer Health Services Program totaled \$143 million.

This figure represents an increase of more than \$12 million from the previous fiscal year (FY). Since the inception of the Volunteer Health Services Program in 1992, more than \$827 million in services and donated goods have been provided. The majority of these contributions were medical and dental care.

This annual report consists of two sections that describe the contributions of many individuals and organizations that participate in the volunteer programs under the auspices of the Florida Department of Health (DOH). The Chapter 110, Part IV, Florida Statutes – Volunteers, and the Volunteer Health Care Provider Program facilitate the use of volunteers in DOH facilities, and extend sovereign-immunity protection to health care professionals who donate their services to eligible clients referred by the department. DOH's Volunteer Health Services Program promotes and provides technical support to these programs through a staff of 12 people operating in 11 regions of the state with an annual budget of \$535,991. (See Appendix C for a listing of staff and regions.)

Florida has encouraged the use of volunteers within all state agencies through Chapter 110, Florida Statutes. The Department of Health, realizing its limited resources and fiscal constraints, as well as the value of volunteers, advocates the use of volunteers to augment its public health functions. DOH volunteers hold many positions that directly benefit Floridians.

The Volunteer Health Care Provider Program is the result of a collaboration between the Florida Legislature and the Florida Medical Association.

The “Access to Health Care Act” (section 766.1115, Florida Statutes, found in Appendix B) was signed into law in 1992. It provides health care professionals sovereign-immunity protection for uncompensated services rendered to eligible clients referred by the DOH. Many volunteers are from community or faith-based organizations and are not volunteers at the Department of Health. These are agents of the state, because they provide services for clients referred from the DOH and agree to certain contractual stipulations. This agreement provides them with the same liability protection as state employees when they provide health care services. This program, with its limited resources and restrictive eligibility, is a small but vital component in the department's effort to increase access to health care for those in need throughout the state.

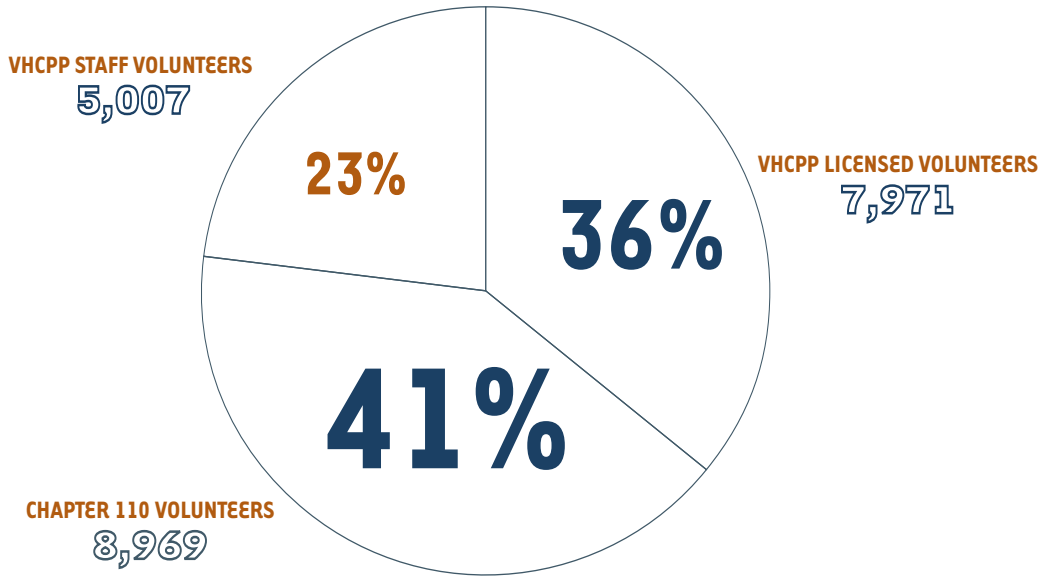
As specified in section 766.1115(7), Florida Statutes, the Division of Risk Management compiles an annual report of claims under this program. This report, in the form of a letter, is contained in Appendix D.

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

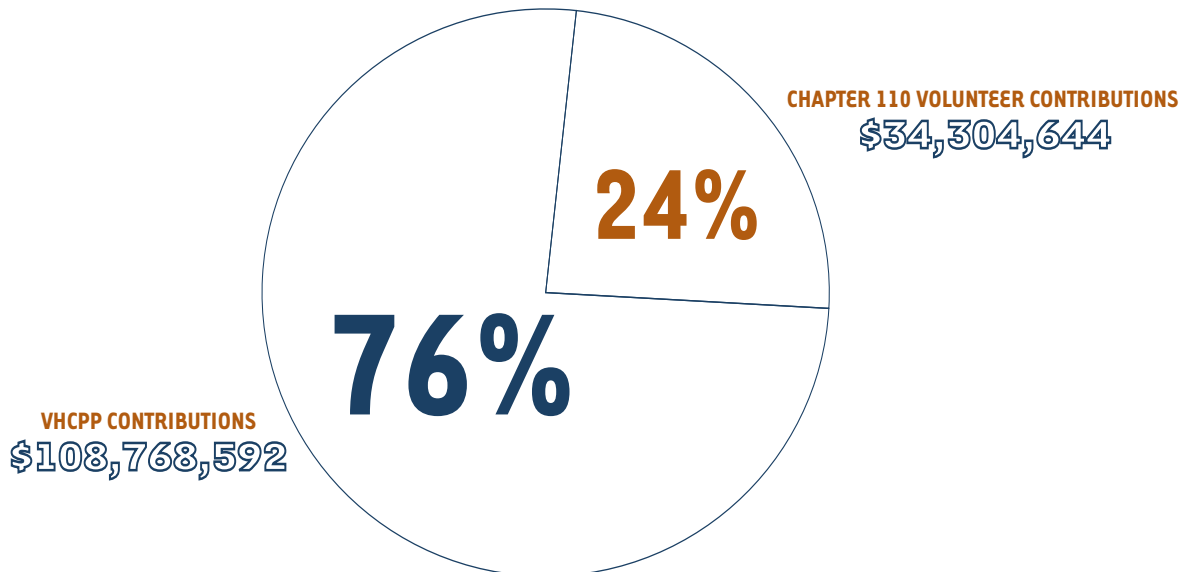
**TOTAL VALUE OF CONTRIBUTIONS
SINCE PROGRAM INCEPTION**

\$827,281,044

**TOTAL PROGRAM VOLUNTEER PARTICIPANTS
21,947 INDIVIDUALS**



**TOTAL PROGRAM CONTRIBUTIONS
\$143,073,236**



SUMMARY OF CHAPTER 110 VOLUNTEER ACTIVITIES WITHIN DEPARTMENT OF HEALTH FACILITIES



The DOH recognizes volunteers and public/private partnerships will continue to be an integral part of its effort to increase access to quality health care for Florida residents. This section of the report summarizes the contributions and donations made to DOH by a variety of volunteers as defined in Chapter 110, Florida Statutes, and organizations. The majority of goods and services were donated at county health departments (CHDs) and Children’s Medical Services (CMS) sites. During this reporting period, the DOH documented the participation of 8,969 volunteers, contributing 415,012 hours of their time, for a total of \$34.3 million in donated goods and services.

The DOH, understanding its fiscal constraints, uses a broad range of volunteers and collaborations to augment existing local resources. They include, but are not limited to, licensed health care professionals providing direct patient care, technical personnel assisting in IT departments and environmental health-related areas, HIV/AIDS counselors/educators, interpreters, and administrative staff providing clerical support. The DOH has made available the use of many of its facilities to non-governmental organizations to provide health care education and services for residents of local communities.

The Department of Health offers a wide range of valuable educational opportunities. Several colleges and universities have contracted with the DOH to permit students to complete their internships and/or clinical requirements in DOH facilities. In addition, many educational institutions have partnered with the DOH in support of health fairs, disaster preparedness and natural disaster events, immunization clinics, back-to-school physicals, and other events to improve the health of the community. Another recent innovative program involving volunteer nurses in public schools has been extremely successful in increasing the number of nurses available to address basic health care needs and health education of students in the state’s school systems. These collaborations not only benefit the students and the educational institutions, but also - and most importantly - benefit the clients.

The following documentation shows that the contributions of numerous individuals and public/private partnerships to the DOH were extremely valuable to the department’s mission and the services to its customers. Many community, faith-based, and secular organizations including, but not limited to, the Medical Reserve Corps, Salvation Army, YMCA, Florida Baptist Convention and Wal-Mart Corporation, were essential partners in the DOH’s efforts to increase access to public health services for Floridians.

SUMMARY OF CHAPTER 110 VOLUNTEER CONTRIBUTIONS IN DEPARTMENT OF HEALTH FACILITIES

| Facility | Number of Volunteers | Number of Hours | Donations | Total Contributions |
|-----------------------|----------------------|-----------------|-----------|---------------------|
| A. G. Holley Hospital | | | | N/R |
| Alachua CHD | 26 | 5,868 | | \$102,352 |
| Baker CHD | 12 | 3,300 | | \$74,070 |
| Bay CHD | 9 | 2,588 | | \$52,592 |
| Bradford CHD | | | | N/R |
| Brevard CHD | 11 | 770 | \$46,490 | \$70,038 |
| Broward CHD | 27 | 2,229 | \$52,596 | \$113,565 |
| Calhoun CHD | 2 | 16 | | \$2,000 |
| Charlotte CHD | 20 | 1,458 | | \$11,882 |
| Citrus CHD | 60 | 2,486 | \$8,060 | \$53,311 |
| Clay CHD | 11 | 170 | | \$158,627 |
| Collier CHD | 492 | 30,677 | | \$2,203,542 |
| Columbia CHD | | | | N/R |
| DeSoto CHD | | | | N/R |
| Dixie CHD | | | | N/R |
| Duval CHD | 743 | 70,255 | \$20,071 | \$1,962,299 |
| Escambia CHD | 311 | 6,659 | | \$213,168 |
| Flagler CHD | 44 | 1,517 | | \$33,802 |
| Franklin CHD | 1 | 61 | \$64,641 | \$79,766 |
| Gadsden CHD | 1 | 49 | \$629 | \$1,489 |
| Gilchrist CHD | | | | N/R |
| Glades CHD | 2 | 81 | | \$12,218 |
| Gulf CHD | 9 | 108 | | \$1,895 |
| Hamilton CHD | | | | N/R |
| Hardee CHD | 1 | 112 | | \$1,966 |
| Hendry CHD | 2 | 733 | | \$12,540 |
| Hernando CHD | 11 | 3,161 | | \$94,175 |
| Highlands CHD | 1 | 24 | | \$6,000 |
| Hillsborough CHD | 86 | 7,920 | | \$138,996 |
| Holmes CHD | 9 | 118 | | \$4,153 |
| Indian River CHD | 86 | 2,041 | \$413,799 | \$594,232 |

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| Facility | Number of Volunteers | Number of Hours | Donations | Total Contributions |
|-----------------|----------------------|-----------------|-------------|---------------------|
| Jackson CHD | 7 | 411 | | \$7,213 |
| Jefferson CHD | 27 | 2,022 | | \$75,930 |
| Lafayette CHD | | | | N/R |
| Lake CHD | 75 | 982 | | \$36,635 |
| Lee CHD | 24 | 4,874 | \$795 | \$535,897 |
| Leon CHD | 129 | 9,494 | | \$166,624 |
| Levy CHD | 7 | 296 | \$364 | \$58,248 |
| Liberty CHD | 2 | 16 | | \$2,000 |
| Madison CHD | 42 | 2,476 | \$13,227 | \$56,882 |
| Manatee CHD | 68 | 5,633 | \$75,935 | \$205,255 |
| Marion CHD | 73 | 4,633 | | \$418,941 |
| Martin CHD | 9 | 1,552 | | \$88,755 |
| Miami-Dade CHD | 267 | 8,331 | \$5,170,379 | \$5,393,762 |
| Monroe CHD | | | | N/R |
| Nassau CHD | 7 | 1,004 | \$169,495 | \$240,741 |
| Okaloosa CHD | 19 | 938 | | \$17,613 |
| Okeechobee CHD | 9 | 1,653 | \$39,109 | \$78,128 |
| Orange CHD | 4,236 | 9,259 | \$14,342 | \$385,649 |
| Osceola CHD | 298 | 3,041 | \$20,862 | \$191,348 |
| Palm Beach CHD | 429 | 75,809 | \$2,767,286 | \$14,656,724 |
| Pasco CHD | 13 | 1,004 | | \$79,666 |
| Pinellas CHD | 52 | 4,377 | | \$427,240 |
| Polk CHD | 59 | 6,794 | | \$130,285 |
| Putnam CHD | 176 | 7,393 | \$59,603 | \$213,306 |
| Saint Johns CHD | 37 | 3,377 | \$3,045 | \$74,020 |
| Saint Lucie CHD | 157 | 53,775 | \$131,403 | \$685,634 |
| Santa Rosa CHD | 7 | 295 | | \$15,099 |
| Sarasota CHD | 511 | 40,390 | \$782,050 | \$3,575,154 |
| Seminole CHD | 45 | 8,145 | | \$141,983 |
| Sumter CHD | | | | N/R |

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SUMMARY OF CHAPTER 110 VOLUNTEER CONTRIBUTIONS IN DEPARTMENT OF HEALTH FACILITIES

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| Facility | Number of Volunteers | Number of Hours | Donations | Total Contributions |
|--|----------------------|-----------------|--------------------|---------------------|
| Suwannee CHD | | | | N/R |
| Taylor CHD | 24 | 96 | \$2,202 | \$3,434 |
| Union CHD | 1 | 86 | | \$1,509 |
| Volusia CHD | 78 | 9,267 | \$3,395 | \$173,698 |
| Wakulla CHD | 2 | 226 | \$669 | \$4,631 |
| Walton CHD | 11 | 2,153 | \$132 | \$48,273 |
| Washington CHD | 7 | 662 | | \$10,456 |
| Gainesville CMS | 1 | 30 | | \$1,050 |
| Jacksonville CMS | 1 | 33 | | \$8,250 |
| Miami CMS | | | | N/R |
| Saint Petersburg CMS | 1 | 84 | | \$1,474 |
| Tallahassee CMS | | | | N/R |
| West Palm Beach CMS | 79 | 1,725 | \$4,500 | \$34,774 |
| Miami, Division of Disability Determinations | 2 | 275 | | \$59,685 |
| TOTALS | 8,969 | 415,012 | \$9,865,079 | \$34,304,644 |

Donations – goods or monies received from external sources

N/R – Not Reported

SUMMARY OF THE CHAPTER 766 VOLUNTEER HEALTH CARE PROVIDER PROGRAM ACTIVITIES



This section of the report documents the contributions made by participants in the Volunteer Health Care Provider Program (VHCPP) by county. These activities are carried out under the terms and conditions specified under section 766.1115, Florida Statutes. These values are a compilation of data reported by providers for services rendered to eligible clients referred by the DOH throughout the state. In FY 2004-2005, 7,971 licensed health care professionals and 5,007 staff volunteers provided health care services for 280,597 patient visits with a total value of \$108.7 million. This value includes in excess of \$34 million in donations from grants and gifts from various entities to a variety of community and faith-based organizations.

Health care access, via this program, is dependent on providers donating their services, and the DOH is extremely thankful for the health care providers' commitment and acknowledges their positive impact on their local communities. Vital to the continued success of this program are the support and sponsorship of the licensed health care professionals, community and faith-based organizations, public/private partnerships, the Florida Medical Association, the Florida Osteopathic Medical Association, and the Florida Dental Association. In numerous areas, providers and organizations have joined forces to develop extensive collaborations to support a complete, uncompensated, health care network for a limited number of clients in their community.

SUMMARY OF CONTRIBUTIONS BY CHAPTER 766 VHCPP PROVIDERS

ALACHUA COUNTY

| Program/Setting | Number of Licensed | Number of Volunteers Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---------------------------|--------------------|------------------------------------|--------------------------|--------------------|---------------------|
| Acorn Clinic | 74 | 79 | 13,503 | \$1,342,264 | \$3,216,030 |
| Helping Hands Clinic | 21 | 26 | 816 | \$12,550 | \$178,604 |
| Equal Access Clinic | 176 | 201 | 637 | \$10,000 | \$99,450 |
| We Care Network | 855 | 856 | 6,109 | \$3,100 | \$4,220,881 |
| Give Kids A Smile Project | | | 174 | | \$34,459 |
| TOTALS | 1,126 | 1,162 | 21,239 | \$1,367,914 | \$7,749,424 |

BAY COUNTY

| Program/Setting | Number of Licensed | Number of Volunteers Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---------------------------------------|--------------------|------------------------------------|--------------------------|------------------|---------------------|
| Bay Cares | 133 | 133 | | | \$5,638,488 |
| Saint Andrew Community Medical Center | 68 | 149 | 1,378 | \$162,551 | \$459,892 |
| Give Kids A Smile Project | 12 | 40 | 97 | | \$23,344 |
| Florida Baptist Dental Van | 7 | 25 | 49 | | \$11,272 |
| TOTALS | 220 | 347 | 1,524 | \$162,551 | \$6,132,996 |

BREVARD COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---|-------------------------------|----------------------|--------------------------|--------------------|---------------------|
| Brevard County We Care Program, Inc., Brevard Health Alliance | 110 | 118 | 4,597 | \$347,021 | \$2,617,224 |
| Parrish Community Medical Clinic | 72 | 82 | 1,605 | \$159,118 | \$329,553 |
| Wuesthoff Community Wellness Clinic | 67 | 74 | 2,384 | \$973,387 | \$3,201,829 |
| Brevard Dental Association "Dentists Care" | 49 | 55 | 492 | | \$198,074 |
| TOTALS | 298 | 329 | 9,078 | \$1,479,526 | \$6,346,680 |

BROWARD COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------------|-------------------------------|----------------------|--------------------------|------------------|---------------------|
| Light of the World Clinic | 25 | 77 | 7,266 | \$277,017 | \$600,724 |
| Living Water Care Centers | 24 | 52 | 1,048 | \$114,038 | \$358,135 |
| MediVan | 27 | 34 | 1,530 | \$108,985 | \$482,486 |
| Florida Baptist Dental Van | 8 | 16 | 62 | | \$16,615 |
| TOTALS | 84 | 179 | 9,906 | \$500,040 | \$1,457,960 |

CHARLOTTE COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---|-------------------------------------|-------------------------|-----------------------------|------------------|------------------------|
| Charlotte County Physicians for Volunteer Services, Inc. | 71 | 71 | 110 | | \$81,089 |
| Christian Health Ministries | 3 | 3 | 281 | | \$51,615 |
| Charlotte County Project: Dentists Care | 32 | 32 | 102 | | \$17,895 |
| CC Compassionate Care Drug Program | | | 1,030 | \$217,360 | \$217,360 |
| Saint Vincent de Paul Community Pharmacy of Charlotte County, Inc. | 9 | 92 | 2,820 | \$74,554 | \$680,721 |
| Give Kids A Smile Project | 43 | 60 | 690 | | \$22,755 |
| TOTALS | 158 | 258 | 5,033 | \$291,914 | \$1,071,435 |

CITRUS COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|-------------------------------|-------------------------------------|-------------------------|-----------------------------|-----------|------------------------|
| We Care of Citrus County | 21 | 21 | 194 | | \$18,223 |
| Florida Baptist Dental Van | 7 | 56 | 58 | | \$12,812 |
| TOTALS | 28 | 77 | 252 | | \$31,035 |

CLAY COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|--------------------------------------|-------------------------------|----------------------|--------------------------|-----------------|---------------------|
| Clay County Volunteer Medical Clinic | 43 | 49 | 194 | | \$43,573 |
| Orange Park Medical Center | 1 | 1 | 4 | | \$43,833 |
| Clay County We Care | 57 | 57 | 58 | \$12,000 | \$60,048 |
| Dental Care | 1 | 1 | | | \$222 |
| TOTALS | 102 | 108 | 256 | \$12,000 | \$147,676 |

COLLIER COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|------------------------------------|-------------------------------|----------------------|--------------------------|--------------------|---------------------|
| Neighborhood Health Clinic, Inc. | 294 | 392 | 4,033 | \$3,067,096 | \$5,522,225 |
| Collier We Care, Inc., d.b.a. PLAN | 137 | 140 | 203 | \$34,040 | \$584,587 |
| TOTALS | 431 | 532 | 4,236 | \$3,101,136 | \$6,106,812 |

COLUMBIA COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------------|-------------------------------|----------------------|--------------------------|-----------|---------------------|
| Florida Baptist Dental Van | 11 | 32 | 66 | | \$18,364 |
| TOTALS | 11 | 32 | 66 | | \$18,364 |

DUVAL COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|-------------------------------|-------------------------------|----------------------|--------------------------|------------------|---------------------|
| Volunteer Medical Clinics | 265 | 330 | 9,628 | \$289,803 | \$935,854 |
| We Care Jacksonville | 105 | 105 | 1,573 | \$35,300 | \$1,452,023 |
| Dentists Care of Jacksonville | 15 | 15 | 150 | | \$45,673 |
| Saint Matthew Dental Clinic | 9 | 11 | 600 | | \$23,420 |
| TOTALS | 394 | 461 | 11,951 | \$325,103 | \$2,456,970 |

ESCAMBIA COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---------------------------------------|-------------------------------|----------------------|--------------------------|------------------|---------------------|
| Escambia We Care | 247 | 247 | 3,565 | | \$3,890,996 |
| Saint Joseph Medical Screening Clinic | 39 | 46 | | \$150,004 | \$301,012 |
| Health and Hope Clinic | 68 | 137 | 2,568 | \$104,069 | \$654,010 |
| TOTALS | 354 | 430 | 6,133 | \$254,073 | \$4,846,018 |

FLAGLER COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|--------------------------|-------------------------------|----------------------|--------------------------|-----------|---------------------|
| Volunteer Medical Clinic | 11 | 17 | 145 | | \$8,461 |
| TOTALS | 11 | 17 | 145 | | \$8,461 |

GADSDEN COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------------|-------------------------------|----------------------|--------------------------|-----------|---------------------|
| Florida Baptist Dental Van | 4 | 21 | 69 | | \$13,775 |
| TOTALS | 4 | 21 | 69 | | \$13,775 |

GILCHRIST COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------------|-------------------------------|----------------------|--------------------------|-----------|---------------------|
| Florida Baptist Dental Van | 20 | 51 | 75 | | \$12,599 |
| TOTALS | 20 | 51 | 75 | | \$12,599 |

HARDEE COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------------|-------------------------------|----------------------|--------------------------|-----------|---------------------|
| Florida Baptist Dental Van | 2 | 12 | 34 | | \$9,306 |
| TOTALS | 2 | 12 | 34 | | \$9,306 |

HERNANDO COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|-----------------------|-------------------------------|----------------------|--------------------------|------------------|---------------------|
| Access Hernando, Inc. | 35 | 36 | 167 | \$207,325 | \$238,697 |
| TOTALS | 35 | 36 | 167 | \$207,325 | \$238,697 |

HIGHLANDS COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------------------|-------------------------------|----------------------|--------------------------|----------------|---------------------|
| Highlands Stay Well Clinic, Inc. | 11 | 15 | 450 | \$3,200 | \$203,313 |
| TOTALS | 11 | 15 | 450 | \$3,200 | \$203,313 |

HILLSBOROUGH COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---------------------------------|-------------------------------|----------------------|--------------------------|------------------|---------------------|
| Center for Family Health | 14 | 23 | 360 | \$500,000 | \$914,488 |
| Catholic Mobile Medical Service | 22 | 24 | 833 | \$29,000 | \$110,608 |
| Red Crescent Medical Clinic | 21 | 30 | 3,328 | \$17,500 | \$270,188 |
| Dr. Reiner | 1 | 1 | 336 | | \$25,200 |
| Give Kids A Smile Project | 9 | 33 | 49 | | \$29,641 |
| Florida Baptist Dental Van | 8 | 63 | 90 | | \$33,703 |
| TOTALS | 75 | 174 | 4,996 | \$546,500 | \$1,383,828 |

HOLMES COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------------|-------------------------------|----------------------|--------------------------|-----------|---------------------|
| Florida Baptist Dental Van | 6 | 45 | 84 | | \$10,573 |
| TOTALS | 6 | 45 | 84 | | \$10,573 |

INDIAN RIVER COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------|-------------------------------|----------------------|--------------------------|-----------|---------------------|
| Indian River We Care | 151 | 163 | 8,868 | | \$925,210 |
| TOTALS | 151 | 163 | 8,868 | | \$925,210 |

JACKSON COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------------|-------------------------------|----------------------|--------------------------|-----------|---------------------|
| Florida Baptist Dental Van | 9 | 23 | 75 | | \$14,907 |
| TOTALS | 9 | 23 | 75 | | \$14,907 |

LAKE COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|--|-------------------------------|----------------------|--------------------------|--------------------|---------------------|
| Florida Hospital Waterman, Community Primary Health Clinic | 59 | 70 | 2,194 | \$838,227 | \$1,013,627 |
| Community Medical Care Center of Leesburg, Inc. | 45 | 77 | 6,147 | \$473,873 | \$1,225,458 |
| South Lake Health Clinic | 11 | 24 | 1,461 | \$800 | \$68,087 |
| We Care of Lake County | 35 | 37 | 28 | \$82,714 | \$116,209 |
| Florida Baptist Dental Van | 6 | 32 | 46 | | \$11,331 |
| TOTALS | 156 | 240 | 9,876 | \$1,395,614 | \$2,434,712 |

LEE COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---|-------------------------------|----------------------|--------------------------|------------------|---------------------|
| Lee Memorial Health System | | | | \$461,064 | |
| Southwest Florida Regional Medical Center | | | | | \$96,658 |
| Lee We Care | 135 | 140 | 797 | \$171,813 | \$323,458 |
| Give Kids A Smile Project | 37 | 53 | 114 | | \$38,202 |
| TOTALS | 172 | 193 | 911 | \$171,813 | \$919,382 |

LEON COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|-----------------------------|-------------------------------|----------------------|--------------------------|--------------------|---------------------|
| We Care Network | 280 | 284 | 2,369 | | \$3,791,182 |
| Neighborhood Health Service | 13 | 23 | 8,462 | \$1,586,428 | \$2,048,803 |
| TOTALS | 293 | 307 | 10,831 | \$1,586,428 | \$5,839,985 |

MANATEE COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---------------------------|-------------------------------|----------------------|--------------------------|-----------------|---------------------|
| We Care Manatee, Inc. | 79 | 85 | 648 | \$91,953 | \$319,449 |
| Give Kids A Smile Project | 12 | 22 | 35 | | \$7,302 |
| TOTALS | 91 | 107 | 683 | \$91,953 | \$326,751 |

MARION COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|--------------------------------|-------------------------------|----------------------|--------------------------|-----------------|---------------------|
| Interfaith Emergency Services | 5 | 10 | 607 | \$27,500 | \$47,095 |
| La Guadalupana | 6 | 8 | 32 | \$141 | \$5,032 |
| Project: Dentists Care | 13 | 18 | 75 | \$36,704 | \$73,408 |
| We Care of Marion County, Inc. | 291 | 294 | | | \$3,145,756 |
| TOTALS | 315 | 330 | 714 | \$64,345 | \$3,271,291 |

MARTIN COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|--------------------------------------|-------------------------------|----------------------|--------------------------|--------------------|---------------------|
| Martin County Volunteers In Medicine | 51 | 76 | 9,943 | \$2,748,673 | \$3,357,500 |
| TOTALS | 51 | 76 | 9,943 | \$2,748,673 | \$3,357,500 |

MIAMI-DADE COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|------------------------------------|-------------------------------|----------------------|--------------------------|-----------|---------------------|
| Dade County Dental Research Clinic | 147 | 149 | 2,672 | | \$760,191 |
| Rosario de la Cueva Service Center | 6 | 35 | 682 | \$26,205 | \$65,987 |
| Center for Haitian Studies | 18 | 34 | 987 | | \$194,800 |
| Good News Care Center | 109 | 115 | 21,363 | | \$8,960,600 |

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| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|--|-------------------------------|----------------------|--------------------------|--------------------|---------------------|
| Baptist Health System* | | | | | \$5,644,003 |
| Mercy Mission Services Reach Out Physician Referrals | 107 | 107 | 69 | | \$157,250 |
| Camillus Health Concern | 19 | 21 | 444 | | \$63,800 |
| Saint John Bosco Clinic | 14 | 34 | 4,754 | | \$555,775 |
| North Miami Beach Medical Mobil Center | 6 | 15 | 718 | | \$106,421 |
| Open Door Health Center | 137 | 276 | 8,886 | \$1,634,023 | \$2,072,741 |
| Baptist Health South Florida* | | | | | \$800,000 |
| Robert Morgan Dental Clinic | 43 | 44 | 1,683 | | \$718,295 |
| Urban Mercy Clinic | 10 | 19 | 1,444 | | \$278,850 |
| University of Miami | 38 | 347 | 612 | | \$74,957 |
| Women's Shelter for Hope | 1 | 2 | | | |
| Give Kids A Smile Project | 21 | 29 | 60 | | \$13,600 |
| Florida Baptist Dental Van | 14 | 68 | 70 | | \$17,264 |
| TOTALS | 690 | 1,295 | 44,444 | \$1,660,228 | \$20,484,534 |

MONROE COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|--------------------|-------------------------------|----------------------|--------------------------|-----------------|---------------------|
| Good Health Clinic | 22 | 41 | 315 | \$16,491 | \$114,759 |
| Mariners Hospital* | | | | | \$319,702 |
| TOTALS | 22 | 41 | 315 | \$16,491 | \$434,461 |

* Estimated donations and services.

OKALOOSA COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------------|-------------------------------|----------------------|--------------------------|-----------|---------------------|
| Give Kids A Smile Project | 1 | 5 | 5 | | \$953 |
| Florida Baptist Dental Van | 15 | 124 | 94 | | \$33,564 |
| TOTALS | 16 | 129 | 99 | | \$34,517 |

ORANGE COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---|-------------------------------|----------------------|--------------------------|--------------------|---------------------|
| Health Care Center for the Homeless | 49 | 82 | | \$176,998 | \$327,957 |
| SpecialCare of Central Florida, Inc. | 199 | 307 | 2,719 | \$139,018 | \$1,315,903 |
| Shepherd's Hope, Inc. | 527 | 1,406 | 10,412 | \$1,250,144 | \$2,505,810 |
| Dental Care Access Foundation/Give Kids A Smile Project | 106 | 146 | 293 | \$1,150 | \$72,665 |
| Florida Baptist Dental Van | 11 | 36 | 119 | | \$26,268 |
| TOTALS | 892 | 1,977 | 13,543 | \$1,567,310 | \$4,248,603 |

OSCEOLA COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|-----------------------------------|-------------------------------|----------------------|--------------------------|-----------------|---------------------|
| Osceola Christian Ministry Center | 3 | 8 | 457 | \$44,923 | \$83,863 |
| Osceola County Council on Aging | 2 | 4 | 230 | \$15,000 | \$36,266 |
| Florida Baptist Dental Van | 5 | 13 | 35 | | \$8,063 |
| TOTALS | 10 | 25 | 722 | \$59,923 | \$128,192 |

PALM BEACH COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|--|-------------------------------|----------------------|--------------------------|--------------------|---------------------|
| Palm Beach Care Network | 298 | 298 | 288 | | \$742,000 |
| Caridad Health Clinic | 156 | 581 | 16,928 | \$159,943 | \$1,537,057 |
| Project: Dentists Care/Caridad | 65 | 581 | 3,870 | | \$481,868 |
| Café Joshua Medical and Project: Dentists Care | 15 | 36 | 406 | | \$58,592 |
| Project: Dentists Care/Pahokee Free Clinic | 2 | 6 | 620 | \$2,600 | \$106,115 |
| Pahokee Free Clinic—Medical | 6 | 6 | 800 | | \$88,000 |
| Samaritan Gardens | 37 | 85 | 10,316 | \$1,701,313 | \$2,197,186 |
| Mission Medical Clinic | 26 | 32 | 4,212 | | \$331,602 |
| The Komen Foundation | 30 | 30 | 3,571 | | \$452,475 |
| Carelink of Jupiter | 49 | 59 | 884 | \$52,000 | \$91,519 |
| Jamaicans of the Palm Beaches | 30 | 30 | 800 | \$4,425 | \$13,845 |
| Give Kids A Smile Project | 18 | 30 | 35 | | \$20,247 |
| Florida Baptist Dental Van | 11 | 35 | 140 | | \$34,780 |
| TOTALS | 743 | 1,809 | 42,870 | \$1,920,281 | \$6,155,286 |

PASCO COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---|-------------------------------|----------------------|--------------------------|------------------|---------------------|
| CARES Senior Health Clinic | 15 | 25 | 1,931 | \$871,600 | \$1,721,546 |
| La Casa de Esperanza y Salud at Farmworkers Self-Help | 14 | 20 | 523 | | \$39,260 |
| Give Kids A Smile Project | 6 | 10 | 40 | | \$10,562 |
| TOTALS | 35 | 55 | 2,494 | \$871,600 | \$1,771,368 |

PINELLAS COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---|-------------------------------|----------------------|--------------------------|--------------------|---------------------|
| Saint Petersburg Free Clinic | | 330 | 5,222 | \$57,000 | \$84,000 |
| Clearwater Free Clinic, Inc. | 43 | 68 | 11,358 | \$565,089 | \$1,541,903 |
| Homeless Emergency Project Free Dental Clinic | 19 | 20 | 2,364 | | \$314,252 |
| Greenwood Community Health Resource Center | 12 | 16 | 6,283 | \$552,000 | \$866,150 |
| Give Kids A Smile Project | 47 | 134 | 342 | | \$99,086 |
| Florida Baptist Dental Van | 3 | 14 | 22 | | \$6,557 |
| TOTALS | 124 | 582 | 25,591 | \$1,174,089 | \$2,911,948 |

POLK COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---------------------------------|-------------------------------|----------------------|--------------------------|--------------------|---------------------|
| We Care of Polk County | 142 | 142 | 277 | \$8,841 | \$473,348 |
| Good Samaritan Free Clinic | 27 | 30 | 3,507 | \$896,214 | \$981,203 |
| Lakeland Volunteers in Medicine | 158 | 386 | 22,048 | \$586,745 | \$2,061,322 |
| Haines City Volunteer Clinic | 1 | 1 | 13 | | \$975 |
| TOTALS | 328 | 559 | 25,845 | \$1,491,800 | \$3,516,848 |

PUTNAM COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------------|-------------------------------|----------------------|--------------------------|-----------|---------------------|
| Florida Baptist Dental Van | 6 | 18 | 44 | | \$11,968 |
| TOTALS | 6 | 18 | 44 | | \$11,968 |

SAINT JOHNS COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|-------------------------------------|-------------------------------|----------------------|--------------------------|----------------|---------------------|
| Good Samaritan Health Centers, Inc. | 112 | 132 | 616 | \$9,533 | \$117,610 |
| Flagler Hospital | 1 | 1 | 197 | | \$178,000 |
| TOTALS | 113 | 133 | 813 | \$9,533 | \$295,610 |

SAINT LUCIE COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|-----------------------------------|-------------------------------|----------------------|--------------------------|------------------|---------------------|
| Lawnwood Regional Hospital | | | | \$111,128 | \$111,128 |
| Saint Lucie County Medical Center | | | | \$50,000 | \$50,000 |
| Treasure Coast Dental Association | 10 | 10 | | \$42,150 | \$42,150 |
| TOTALS | 10 | 10 | | \$203,278 | \$203,278 |

SANTA ROSA COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---|-------------------------------|----------------------|--------------------------|------------------|---------------------|
| Santa Rosa We Care | 71 | 72 | | \$88,542 | \$1,970,088 |
| Interfaith Ministries-Good Samaritan Clinic | 30 | 61 | 700 | \$80,340 | \$213,312 |
| Florida Baptist Dental Van | 10 | 53 | 128 | | \$36,521 |
| TOTALS | 111 | 186 | 828 | \$168,882 | \$2,219,921 |

SARASOTA COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---|-------------------------------|----------------------|--------------------------|--------------------|---------------------|
| Sarasota Memorial Hospital Community Medical Clinic | 204 | 214 | 2,443 | \$8,915,345 | \$9,024,095 |
| South County Community Clinic | 29 | 33 | 43 | \$232,050 | \$244,230 |
| Epilepsy Foundation of Southwest Florida | 1 | 1 | 221 | \$340,000 | \$381,888 |
| Genesis Health Services, Inc. | 4 | 13 | 2,022 | \$25,132 | \$276,432 |
| TOTALS | 238 | 261 | 4,729 | \$9,512,527 | \$9,926,645 |

SEMINOLE COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|------------------------------|-------------------------------|----------------------|--------------------------|--------------------|---------------------|
| Teen Challenge | 2 | 3 | 186 | \$27,250 | \$29,164 |
| Healing the Children—Florida | 6 | 24 | 328 | \$1,009,614 | \$1,026,961 |
| TOTALS | 8 | 27 | 514 | \$1,036,864 | \$1,056,125 |

VOLUSIA COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------------|-------------------------------|----------------------|--------------------------|----------------|---------------------|
| Florida Baptist Dental Van | 7 | 94 | 78 | \$6,296 | \$20,368 |
| TOTALS | 7 | 94 | 78 | \$6,296 | \$20,368 |

WALTON COUNTY

| Program/Setting | Number of Licensed Volunteers | Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|----------------------------|-------------------------------|----------------------|--------------------------|-----------|---------------------|
| Florida Baptist Dental Van | 10 | 52 | 73 | | \$13,260 |
| TOTALS | 10 | 52 | 73 | | \$13,260 |

State Grand Total

| | Number of Licensed Volunteers | Total Number of Volunteers | Number of Patient Visits | Donations | Total Contributions |
|---------------------------|-------------------------------|----------------------------|--------------------------|---------------------|----------------------|
| VHCPP GRAND TOTALS | 7,971 | 12,978 | 280,597 | \$34,009,210 | \$108,768,592 |

Donations – goods or monies received from external sources.

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

Section 766.1115, F.S.

Health care providers; creation of agency relationship with governmental contractors

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

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

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

- (a) "Contract" means an agreement executed in compliance with this section between a health care provider and a governmental contractor. This contract shall allow the health care provider to deliver health care services to low-income recipients as an agent of the governmental contractor. The contract must be for volunteer, uncompensated services. For services to qualify as volunteer, uncompensated services under this section, the health care provider must receive no compensation from the governmental contractor for any services provided under the contract and must not bill or accept compensation from the recipient, or any public or private third-party payor, for the specific services provided to the low-income recipients covered by the contract.
- (b) "Department" means the Department of Health.
- (c) "Governmental contractor" means the department, county health departments, a special taxing district with health care responsibilities, or a hospital owned and operated by a governmental entity.
- (d) "Health care provider" or "provider" means:
1. A birth center licensed under chapter 383.
 2. An ambulatory surgical center licensed under chapter 395.
 3. A hospital licensed under chapter 395.
 4. A physician or physician assistant licensed under chapter 458.
 5. An osteopathic physician or osteopathic physician assistant licensed under chapter 459.
 6. A chiropractic physician licensed under chapter 460.
 7. A podiatric physician licensed under chapter 461.
 8. A registered nurse, nurse midwife, licensed practical nurse, or advanced registered nurse practitioner licensed or registered under part I of chapter 464 or any facility which employs nurses licensed or registered under part I of chapter 464 to supply all or part of the care delivered under this section.
 9. A midwife licensed under chapter 467.
 10. A health maintenance organization certificated under part I of chapter 641.
 11. A health care professional association and its employees or a corporate medical group and its employees.
 12. Any other medical facility the primary purpose of which is to deliver human medical diagnostic services or which delivers nonsurgical human medical treatment, and which includes an office maintained by a provider.
 13. A dentist or dental hygienist licensed under chapter 466.
 14. A free clinic that delivers only medical diagnostic services or nonsurgical medical treatment free of charge to all low-income recipients.
 15. Any other health care professional, practitioner, provider, or facility under contract with a governmental contractor, including a student enrolled in an accredited program that prepares the student for licensure as any one of the professionals listed in subparagraphs 4.-9.



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

(e) "Low-income" means:

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

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

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

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

(5) **NOTICE OF AGENCY RELATIONSHIP.**—The governmental contractor must provide written notice to each patient, or the patient's legal representative, receipt of which must be acknowledged in writing, that the provider is an agent of the governmental contractor and that the exclusive remedy for injury or damage suffered as the result of any act or omission of the provider or of any employee or agent thereof acting within the scope of duties pursuant to the contract is by commencement of an action pursuant to the provisions of s. 768.28. With respect to any federally funded community health center, the notice



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

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

History.—s. 1, ch. 92-278; s. 22, ch. 93-129; s. 1, ch. 94-75; s. 246, ch. 94-218; s. 425, ch. 96-406; s. 126, ch. 97-237; s. 9, ch. 97-263; s. 11, ch. 98-49; s. 41, ch. 98-89; s. 233, ch. 98-166; s. 88, ch. 99-3; s. 286, ch. 99-8; s. 49, ch. 2000-242; s. 145, ch. 2000-318; s. 88, ch. 2001-277; s. 114, ch. 2002-1; s. 1900, ch. 2003-261; s. 51, ch. 2003-416; s. 1, ch. 2004-54; S. 1, ch. 2005-118



Appendix C

Volunteer Health Services Program Staff Directory

HEADQUARTERS

Mark Lundberg, Director

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REGION 1 – Bay, Calhoun, Escambia, Holmes,
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Washington

REGION 2 – Franklin, Gadsden, Gulf, Hamilton,
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Hendry, Lee, Manatee, Sarasota

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Appendix D



TOM GALLAGHER
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

January 5, 2006

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

Re: Volunteer Healthcare Provider Program

Dear Mr. Lundberg:

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

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



TOM GALLAGHER
CHIEF FINANCIAL OFFICER
STATE OF FLORIDA

Mark Lundberg
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5. Cleveland Payne, reported 03/16/05, our file G04-05-046/A, current status "Open". We have not made any payments on this claim as yet.
6. Cirabel Zimbrano, reported 10/17/05, our file G10-05-035/A, current status "Open". We have not made any payments on this claim as yet.

Please call me if you need additional information.

Sincerely,

LEWIS R. WILLIAMS
Bureau Chief

RW/cn

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



**Submitted By Volunteer Health
Services Program**