

## Health Care Professionals Honor Service to Richmond's Poor and Uninsured

Last month, more than 250 doctors, nurses and other professionals gathered to honor two colleagues who have helped improve the quality of health care available to Richmond's poor. Dr. Bill Holland, retired cardiologist and Leo Ross, pharmacist each received the 2009 Compassionate Care Award at a ceremony held at The Westin Richmond on October 15, 2009.

Dr. Holland and Mr. Ross were recognized for their lasting contributions to the mission of CrossOver. The award honored Dr. Holland's decade of volunteer service that enabled CrossOver to be one of the few free clinics offering on-site cardiology services. Leo Ross, board member of the Virginia Board of Pharmacy and long-time CrossOver volunteer, was honored for helping CrossOver establish The Community Pharmacy, the only free clinic pharmacy in Central Virginia.

The event, chaired by Aggie Cullen, raised more than \$130,000. These contributions will help our staff and our dedicated volunteers continue providing compassionate care in the coming year.

We are grateful to everyone who contributed and we extend a special thank you to our sponsors. HCA Virginia Health

System, Bon Secours Richmond Health System, Dominion and VCU Medical Center were Presenting Sponsors. Our Contributing Sponsors were The Garland and Agnes Taylor Gray Foundation, McguireWoods LLP, Rick and Sherry Sharp, John and Carolyn Snow, Anthem Blue Cross and Blue Shield, Tom and Daisy Byrd, Robert and Kathie Cox, First Market Bank, Robert and Susan Fitch, Don and Pat Seitz, The Monument Group, and Craig and Annhorer Truitt.

Tom Byrd, President, CrossOver Ministry Board of Directors, was master of ceremonies for the awards event. Providing the invocation and benediction was Reverend Dr. Levy Armwood of Ebenezer Baptist Church. Richard Cullen, secretary, CrossOver Board of Directors, introduced keynote speaker Reverend Corey Widmer, associate pastor, Third Presbyterian Church and co-pastor, East End Fellowship. And Dr. Mike Murchie shared the story of a patient who, thanks to CrossOver, had his health restored and as a result, his ability to resume his career in law enforcement.

**Thank you**  
to the many new volunteers who joined us in October and November!

**Volunteer Needs:**  
Pharmacists  
pharmacy technicians,  
nurses,  
Spanish translators,  
clerical assistance  
special events assistance  
with the CrossOver Challenge, our annual race.

Please contact Rachel Contreras at [volunteer@crossoverministry.org](mailto:volunteer@crossoverministry.org) if you are interested volunteering or would like more information.

**We're on Facebook!**  
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Dr. Dan Jannuzzi, Medical Director and Tom Byrd, Board Chair present the 2009 Compassionate Care Awards to Dr. Bill Holland (left) and Leo Ross, RPh (right). **To see more photos from the event, check out our facebook page.**

# Young stroke patient thanks CrossOver, Dr. Holland



When one of Dr. Holland's former patients, Jamaal Williams, learned the doctor had received the 2009 Compassionate Care Award, he broke into a grin. Without missing a beat he said, "Dr. Holland -- he's a funny dude." His reaction is remarkable, considering that he met Dr. Holland two years ago, when a stroke had left the young man unable to walk or talk, let alone laugh.

Prior to the stroke, Jamaal was in exceptional physical condition. He played football for Virginia Union University and coached at John Marshall High School. He also ran a successful business marketing and promoting events and music shows. But everything changed overnight when Jamaal contracted a virus that sent him to the hospital. The next day, while undergoing tests, Jamaal had a stroke.

"I didn't know where I was. I didn't know numbers. I recognized faces but I didn't know names. In my mind I knew "mom" but I didn't know her name."

He described his first day following the stroke. "I was thinking, 'I'm a mess. How can I see my daughter? Who am I now?'"

Jamaal prepared for his daughter's visit. "I thought she was going to say 'Daddy you can't do anything. What's wrong with you?' Instead, she told me, 'You can do it. I miss you and I love and you can do it.' She was like, 'Ok that's my daddy.'"

The next hurdle Jamaal faced was ongoing medical care. Now that he was out of school, he had no benefits and it would be a long time before he could work again. Then Jamaal learned about CrossOver and met Dr. Holland, who served as both his cardiologist and coach. "Dr. Holland knew I was working hard at physical therapy. He would look at me and say, 'I know you're doing it, but you have to keep on doing it.'"

But in between the coaching, Dr. Holland would sneak in a joke or two. "Dr. Holland always liked to tell me that, 'me and your mom are very good looking...I don't know about you!'"

Daisy Williams, Jamaal's mother, completes the picture of Dr. Holland. "He was not afraid to give praise to God, who brought us through my son's sickness. He always said my son should be thankful for his family support and keep on smiling, because God was in control. A doctor like him works on the body physically and spiritually. That is a combination you cannot beat."

Today, Jamaal has learned to write with his left hand. His right leg is getting stronger and he can drive again. He plans to finish school with a degree in web design and development and wants to get back into marketing and promotions. One of his goals is to focus on non-profits that are helping others.

"I want to do something to help people like me, the same way CrossOver helped me."



## CrossOver Named World Magazine's Hope Award Finalist

**This past September, CrossOver Ministry learned it was one of three finalists for WORLD Magazine's Hope Award for Effective Compassion. The Award recognizes ministries to the needy that are community and Christian-based and rely on volunteers rather than government funds. On October 16, Dr. Cullen Rivers attended the awards dinner in**

**Dallas, co-sponsored by WORLD and the American Bible Society (ABS). The grand prize-winner of the \$10,000 cash award from the ABS was Forgiven Ministry of Taylorsville, N.C. CrossOver was joined by Snappin' Ministries of Oconomowoc, Wisconsin as runners-up. Each received \$5,000 from the ABS.**

## Community Support

### VCU Dental Hygiene Class of 2008 Selects CrossOver

In September, Cross OverMinistry received a donation of more than \$2,200 from the VCU Dental Hygiene class of 2008. The class raised the funds through a variety of activities that included bake sales and the dental school golf tournament.

As Golby Jalali, the president of the Dental Hygiene class of 2008 explained, "Cross Over does an excellent job of providing a wide variety of health care for the underserved population here in Richmond, so we decided that would be where the donation would be best served." The VCU class knows the money will be put to good use at CrossOver. During the school year, 30 VCU dental hygiene students donate approximately 100 hours to CrossOver through their clinical rotations. Thank you, VCU Dental Hygiene class of 2008, for this generous gift!



Left to right: Kerri Reed, Dental Program Manager, CrossOver; Golby Jalali, president of the VCU Dental Hygiene Class of 2008; Kim Isringhausen, director of the VCU Division of Dental Hygiene; and Rachel Contreras, Operations Manager, CrossOver.

**1st Quarter 2009-2010 FY  
as compared to previous year:**

**% increase patients.....+42%  
% increase patient visits...+44%**

## Meet the Volunteers:

### Dr. Robert Cox



Left to right:  
Jo Ann Johnson,  
Dr. Robert Cox,  
"Lucy"

Robert Cox became a dentist because his father taught him that, "you can't always be a taker; you have to be a giver." After graduating from the Medical College of Virginia Dental School and three years of service in the Navy, Dr. Cox joined a dental practice on Grove Avenue. Twenty-two years later he's a partner in that practice, taking care of his patients and his community, by volunteering at CrossOver.

"I receive such inspiration from my patients. They demonstrate courage and determination in the face of great obstacles. One patient -- Lucy\* -- still brings a smile to my face." Lucy was in her early twenties and so ashamed of her teeth that she didn't work, she didn't go out of the house and she didn't have any friends. Lucy also was afraid of dentists.

When Dr. Cox met Lucy, he learned that the night before, her apartment had burned to the ground and that she had lost all of her possessions. Dr. Cox asked Lucy, "What is your goal?"

Lucy's response: "I just want to smile again."

Dr. Cox's examined Lucy and explained that he would need to remove all of her teeth so they could be replaced with dentures. Over the next few months, he prepared Lucy for the dentures. Since the dentures would be provided offsite, he asked Lucy to come back to show him the results.

"I'll never forget," said Dr. Cox. "It was around Christmas. I look up and there's Lucy, dressed as Santa Claus with a big smile on her face! She was so proud! She had gotten back on her feet and her beautiful smile gave her new-found confidence." A short while later, Lucy found a job and her self-esteem continued to improve. Lucy's life was changed by the compassionate care provided by Dr. Cox.

For almost 15 years, Dr. Cox has been working with CrossOver. He started by volunteering once a month, which quickly became twice a month. Today, Dr. Cox volunteers four times a month. "The number-one need for patients is dental," explains Dr. Cox. "Many patients don't go to the dentist because they can't afford it or don't have access. Many patients have to make the difficult decision to put other priorities ahead of their dental health, which leads to catastrophic losses later. There are emotional, as well as physical, consequences." By donating time and expertise, Dr. Cox and other medical professionals are not only healing people. They are making our community stronger.