We Believe in the Health of our Community

Annual Report
2015-16
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2015-16

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317 in-clinic
volunteers and over 300

VIM’s Mission

“To improve the health and wellness of the uninsured
and medically underserved through the engagement
of professionals, community partners and
dedicated volunteers.”

Thank you for working with us to achieve this mission.
Over the past year, VIM provided 949 patients with a “medical home” – a place they can rely on to help them get well, and stay well, thanks to your support.

VIM patients fill a significant percentage of the low-paying jobs in our community, providing needed services in construction trades, food service, housekeeping, childcare, and many others. Yet, even though these workers contribute their skills and talents to keep our region strong and growing, many are not eligible for healthcare programs through the Affordable Care Act (ACA). VIM functions as a safety net clinic for the medically uninsured.

The number of patients receiving clinical services at VIM has more than doubled since the implementation of the ACA in 2014, and the number of visits to VIM’s offsite community medical partners increased correspondingly. At one point, we had to stop accepting new patients for a few months because we simply could not keep up with the demand.

Research has shown that most working poor are only $250 away from becoming homeless. An unexpected doctor’s bill, illness, or car repair can be catastrophic for an individual or family that is already struggling.

VIM will soon celebrate 13 years of providing care on a donation basis to the working poor in Deschutes, Crook and Jefferson Counties. Our mission “to improve the health and wellness of the uninsured and medically underserved through the engagement of professionals, community partners and dedicated volunteers” is more necessary today than ever before.

For our community, VIM is a local solution to a national healthcare problem. We wouldn’t be able to provide access to medical care without your support, and the efforts of our 317 volunteers, 302 donors and 300+ community medical partners.

Thank you for working with us over the past year. With your help, VIM will continue to do our part to care for the workers who keep our community strong.

John D. Teller, MD
Board Chair
Kat Mastrangelo, MPH
Executive Director
Community powered healthcare.
Diego had been dealing with stomach cramps for months. Although he was concerned, this wasn’t a topic he felt comfortable discussing with his parents – especially because his family didn’t have health insurance. He decided to eat smaller meals, hoping it would minimize his pain and frequent trips to the bathroom.

As a seasoned high school athlete, it was normal for Diego to get a little nervous before competing in a wrestling match. “It’s just nerves,” he would say when his stomach acted up.

But, in March of 2014, Diego’s nerves gave way to flat out fear. Any anxiety he felt about talking with his parents disappeared after Diego ended up in the bathroom 14 times in one day, passing blood.

Diego’s parents contacted Volunteers in Medicine (VIM) to see if their 18 year old son could get some help. Since both of Diego’s parents were already VIM patients, he was able to qualify for care at the clinic. Luckily, an appointment was available the next day.

The volunteer provider that examined Diego asked him to monitor his diet until he could see a gastroenterologist. Nine days after his first visit to VIM, Diego met with one of VIM’s volunteer gastroenterologists. A week after that, he was booked for a colonoscopy.

Diego did monitor his diet. He also cut out wheat, sugar and gluten, but didn’t see any real change. However, the results of the colonoscopy and some bloodwork confirmed that Diego was suffering from ulcerative colitis, an autoimmune disorder that affects the large intestine.

Diego immediately received medications from VIM’s charitable pharmacy to manage his symptoms and provide some relief. Due to these immunosuppressive prescriptions, regular blood tests were also scheduled to closely monitor Diego’s liver and white blood cell counts.

“Everyone at VIM was so nice. They helped my parents and me. I don’t know what I would have done without them,” said Diego.

Diego still comes into VIM every six months for blood monitoring. His symptoms are under control, and he’s back to living a full life. Recently, Diego took a tumble on his bike, breaking his elbow and separating his shoulder. Once again, VIM and our community medical partners stepped in to help. Diego is now recovering nicely and working with a volunteer physical therapist.

Diego began his junior year at OSU – Cascades this fall, where he is studying to become a Certified Public Accountant. “I don’t think I would have been able to go to school if VIM hadn’t helped me,” says Diego.

Every day in the clinic, we see people like Diego – grateful members of our community who are moving their lives forward with the help of VIM’s donors and volunteers.

We call it “community powered healthcare”, and it’s happening thanks to volunteers and donors like you. Thank you!
Inspiring the Next Generation of Medical Professionals

In August, 2015 we hosted our first “Student Day at VIM.” Twenty-three students participated in a series of interactive activities designed to inspire the next generation of medical professionals.

During the half-day event, the 6 – 12th grade students were broken into small groups that rotated through five different stations: the heart, orthopedics, pharmacy, vitals/labs, and charting/electronic medical records. Each station was manned by a VIM staff person or volunteer who easily shared their enthusiasm and expertise about the work that they love.

The students were kept busy – practicing CPR, listening to their hearts, taking blood pressures and temperatures, doing lab tests, viewing x-rays, trying on orthopedic braces and wraps, filling prescriptions (M&Ms), and learning how an electronic medical records system works.

We even had a few teachable moments. Two of the students fainted – not from anything they were doing, but because they hadn’t eaten breakfast. Talk about making medicine real! This became a great opportunity to expand the conversation into the importance of nutrition and what to do in a medical emergency.

Our goal was to have students experience a day in the life of a medical professional. We also wanted them to think big – because each student would be the first in their families to go to college. They were awed by the wide variety of careers available in the field of healthcare. At the end of the day, each student received a packet of information highlighting the programs and degrees available through COCC and OSU-Cascades. We even translated the information into Spanish so they could be sure to share it with their parents.

The first “Student Day at VIM” was a resounding success – so much so, that we were asked to repeat it twice in 2016. (And we did!)

As for the students, all were members of the Juntos after school program in Madras, Culver, Redmond and Sisters. Juntos is a program of Oregon State University’s Open Campus that is designed to provide students and their families with the knowledge, skills and resources necessary for students to finish high school and move onto post-secondary education.

We know there’s nothing like a hands-on experience to light up a student’s understanding of their own potential and desires. And, by our example, they saw what can be achieved through hard work and focus. It was thoroughly enjoyable to see the potential in this next generation of healthcare professionals.

As one student said, “I liked feeling like I was on the job.” We did too!
### VIM Program Report

#### Patients
- **949** patients eligible for care
- **5,579** in-clinic visits

#### Volunteers
- **317** active volunteers
- **17,424** donated volunteer hours
- **$838,053** in care donated by volunteers
- **83** new volunteers (up over last year)

#### In-Clinic Specialists
- **26** specialty clinics each month in the following areas:
  - Cardiology
  - Dermatology
  - Dental Hygiene
  - Gastroenterology
  - General Surgery
  - Gynecology
  - Mental Health Counseling
  - Nephrology
  - Ophthalmology
  - Orthopedics
  - Physical Therapy
  - Podiatry
  - Psychiatry
  - Rheumatology

#### Students & Interns
- **11** OHSU 3rd year Medical Students: Primary Care rotation
- **2** OSU Cascades Masters in Counseling Students
- **21** clinical students
- **1** Bachelor of Science in Nursing Student Internship
- **1** Nurse Practitioner Doctorate Student Internship
- **6** Doctor of Pharmacy and Certified Pharmacy Technician Students
- **217** new volunteers

#### Primary Care Providers
- **20** general providers
- **38** primary care shifts per month

#### Women’s Health
- **351** gynecological exams
- **43** mammogram referrals

#### Nursing Helpline
- **1,646** patients were triaged
  - 20% of the patients who called needed immediate care
  - Questions ranged from earaches, to lab results, to chest pain symptoms.

#### Charitable Pharmacy
- **1,162** prescriptions dispensed
- **$528** average value of each dispensed prescription
- **$613,616** value of free medications dispensed

#### Community Partner Referrals
- **726** patients needed care from off-site specialists for the following medical conditions:
VIM Volunteer Receives Oregon Diabetes Educator of the Year Award

Since 2007, Joan Goodwin, BA, RN, CDE has passionately championed VIM’s Diabetes Education Program, teaching patients how to manage their disease and live well. Last year, Joan was awarded the Oregon Diabetes Educator of the Year award in recognition of the 2,768 hours of volunteer work she performed as a Certified Diabetes Educator at VIM.

“Talk about a total surprise,” said Joan. “I had no idea that I was even nominated! To receive this award from my peers in diabetes education is a real honor because they truly know that self-management education is imperative with a disease this complex.”

Diabetes is an urgent health problem in the Latino community. The rate of diabetes is almost double that of non-Latinos. The need for preventative education, accurate diagnostic, disease management education, and ongoing support is immense.

“Through Joan’s leadership, VIM patients are gaining valuable knowledge, stabilizing their health and taking what they learn home to share with their family and friends,” shared Kat Mastrangelo, Executive Director of VIM. “This is grass-roots prevention at its best, reaching the broader community in a way that doctors can’t. And it’s all because one extremely dedicated and talented volunteer has made it her mission to tackle this difficult disease with creativity and compassion. Joan’s work inspires all of us. We are so happy that her leadership has been honored with this award.”

Over the years, Joan has worked with many patients through VIM. Currently, approximately 25% of the VIM patient population has a diagnosis of diabetes, some with extremely elevated blood glucose levels.

Realizing that VIM’s patients have a wide variety of needs, Joan developed a series of diabetes education programs.

“There is a lot of hands-on learning in our wellness class,” Joan shared. “We bring culturally relevant foods and have them portion and put together a plate of food to help guide appropriate food choices. Patients also participate in a variety of physical activities and learn problem solving skills to instill the confidence that yes, they can manage this.”

25% of VIM’s patients have diabetes.
2015-16 Financial Highlights

FINANCIAL STATEMENT

REVENUE AND SUPPORT
$1,649,374

- 47.8¢ Donations & grants
- 37.5¢ Licensed volunteer services
- 1.9¢ In-Kind
- 11.3¢ Non-licensed volunteer services
- 1.5¢ Patient contributions
- 85¢ Program services
- -4¢ Interest & other income
- 10.5¢ Fundraising
- 4.5¢ Administrative

EXPENSES
$1,511,463

FINANCIAL STATEMENT

BALANCE SHEET

TOTAL ASSETS
$2,657,239

- Investments $1,474,410
- Fixed assets $737,005
- Pledges receivable $40,000
- Current assets $405,824

TOTAL LIABILITIES AND NET ASSETS
$2,657,239

- Current liabilities $11,375
- Long-term liabilities $0
- Net assets $2,645,864
THANK YOU! Your generosity helped to fund the medical care and prescriptions for nearly 1,000 patients over the last year. It is because of donors like you that we are able to provide healthcare on a donation basis to working adults in the tri-county area with no medical insurance or means to pay for care. We are grateful for your support and the difference you have made in the lives of our patients.

All gifts received during VIM’s fiscal year (April 1, 2015 through March 31, 2016) are included in the Honor Roll. Great care was taken to ensure the accuracy of the Honor Roll listings, and we would appreciate you alerting us to any errors or omissions. Please direct your inquiries to Stacey Durden, Development Director, at (541) 585-9007 or Stacey.Durden@vim-cascades.org.

**VIM HONOR ROLL OF DONORS**

Circle of Compassion ($25,000+ for 3 years)
- Bend Memorial Clinic
- Bend Research, Inc.
- St. Charles Foundation, Sister Catherine Fund
- Tykeson Family Charitable Trust

Circle of Caring ($10,000+ for 3 years)
- Central Oregon Radiology Associates
- Jim & Denise Mahoney
- Dave & Judy Osgood

Circle of Kindness ($2,500+ for 3 years)
- Bend Garbage & Recycling

North Sister ($25,000+)
- The Estate of Ann Farry

Middle Sister ($10,000-$24,999)
- Appel Family Fund of The Oregon Community Foundation - John & Susan Appel
- Chambers Family Foundation
- Robert W. Chandler Discretionary Subfund of The Oregon Community Foundation
- Robert W. Chandler II Fund of The Oregon Community Foundation
- City of Bend - CDGB
- Deschutes County Board of Commissioners
- PacificSource Foundation for Health Improvement
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- The Jackson Family Charitable Trust Fund
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- Shirley Laiho
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- Russ & Molly Omizo
- Tim & Kim Smythe
- Bill & Hetie Sugnet
- Richard & Janet Powers
- The Juliet P. Imes Inter Vivos Trust
- Peter & Amy Wheary
- Carlos & Gwenn Wysling

Paulina Lake ($250 - $499)
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- Anonymous
- Carlson Sign Co.
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- David & Sheila Elsworth
- Jennifer Franchuk
- Anonymous
- Aaron & Tracy Gordon
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- John & Elizabeth Hoover
- Dennis Kane
- Julia Kennedy
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- Sharon Lichti
- Liz Main
- Steve & Deborah Mann
- Michael Mastrangelo, Sr.
- Anonymous
- Anonymous
- Morrison Family Fund of The Oregon Community Foundation - Drs. Elliot & Marlene Morrison
- Niswonger-Reynolds Funeral Home
- Robert & Gail Olsen - The Robert and Gail Olsen Fund
- Ray & Joyce Ownby
- Maryann Phillips
- Dar Sharpe & Marlis Beier
- Tad & Jen Scharpf
- Gentry & Barbara Wade
- Kathy Ann Wade
- Steve & Marian Williams
- Anonymous

East Lake ($100 - $249)
- Betty Armer
- John Aubry Jr. & Mary Jeanne Kuhar
- Charles & Mary Elizabeth Ayers
- Doug & Roberta Berry
- Lisa Bertalan
- John & Della Bianucci
- Jim & Ramona Bishop
- Dick & Astrid Blackwell
- Anonymous
- Michael & Margaret Boll
- Richard & Jane Bolt
- Bill & Bonnie Boyd
- Russell & Susie Brewer
- Jerry & Karolyn Brockmeyer
- Neil & Mary Bryant
- Ronald & Wilda Bryant
- Bill & Marilyn Burwell
- Mary C. Carlson
- Christopher Cassard & Linda Crouse
- Fred & Jeanne Cheeney
- Mike & Lillian Chu
- David & Mary Chn
- W.M. Craig, Jr., USMC (Ret)
- Charles (d) & Barbara Cusack

(d) Denotes an individual is now deceased.
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Anonymous
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Lisa Dobey & Debbie Cole
Douglas Ernter
Gale Estergreen
Jack & Danielle Flatt
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Shelley & Corrie Grudin
Alan & Giuliana Haight
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Barbara Rich
Anonymous
Pat & Darlene Ross
Steven Rotti & Tina Pavalic
Anonymous
David Smullin & Shannon Mara
Stan & Sue Shepardson
Lanny & Cathy Skovborg
Bill & Trish Smith
Jim & Mary Smith
Randall & Kimberly Smith
Mark & Karen Stanard
Dick & Mary Anna Swinnerton
The Tetzlaff Family
William & Elizabeth Trimble
Helen Vandervort
Sandra Voigt
Betsy Warriner
John & Linda Watson
Jerry Wein & Martita Marx
Steve & Kate Wells
Tom & Betty Wightman
Deschutes Meadows (Up to $99)
William & Barbara Arthur
Judy Beam
Hiram & Laura Becker
Shari Biggs
Anonymous
Ted & Dorothy Bohn
Linda Bonotto
Jim & Penny Brommer
Kit & Sandi Carmieneck
Carol Cavoretto
Ray & Bev Clarno
Karen Clawson
Jim & Judy Crowell
Leon & Marian Devereaux
Dale & Leslie DiRe
Stephen & Carol Dixon
Sharon Dunlevy
Ric & Jill Ergenbright
Anonymous
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Tralve & Linda Hathorn
Micaela Hayder
Evelyn Jacobs
Paul & Judy Janssen
Keith Kearcher & Jane Morrow
Terry Kemple
Gerald & Ann Kerr
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Kenneth & Betty Seidel
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Jeffrey Timm
Todd & Pam Tornay
Nola Weber
Beryl Whitaker
Jan & Chris Wick
Greg Zath & Cynthia Kane
Deceased
(d) Denotes an individual is now deceased.

GIFTS IN HONOR OF:
In honor of my mother
Saralie Lewis
In honor of Bruce & Rita Brundage
Sandra Voigt
In honor of Ron & Mary Carver
Bill & Trish Smith
In honor of Hannah Cassard
Christopher Cassard & Linda Crouse
In honor of Pat & Sally Kane
Dennis Kane
In honor of Jim Petersen
Anonymous
In honor of Greg Zath & Cynthia Kane
Dennis Kane

GIFTS IN MEMORY OF:
In memory of Marian Biscoy
Mary Jeanne Kuhar
In memory of Robert Carter
Ernest & Roberta Reed
In memory of Rip Corrigan, MD
Jim & Martha Davies
In memory of Jack Dunlevy
Sharon Dunlevy
In memory of Dick Engebrecth
Will, Andrew & Joan Pease
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In memory of John F. Flynn, MD
Kay Flynn
In memory of Ray Lynch
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In memory of Gordon E. Robberson
Anonymous
Anonymous
Jeff & Margi Robberson
In memory of Brian Wagor
Dick & Jill Carpenter
In memory of Ruth Wood Craig
Col. W.M. Craig, Jr., USMC (Ret)
In memory of Lila Woodward
Larry & Jane Langston

Our Commitment to Your Privacy: If you decide at any time that you do not want your name included in the VIM Honor Roll of Donors, please contact Stacey Durden, Development Director, at (541) 585-9007 or Stacey.Durden@vim-cascades.org.
COMMUNITY MEDICAL PARTNERS

Along with our 317 in-clinic volunteers, we also partner with over 300 community providers. These medical partners see patients upon referral from VIM in their own offices and facilities. They are a vitally important "arm" of VIM, keeping our patients healthy and productive by expanding the care they receive in immeasurable ways. We couldn't do our work without them, and are most grateful for their support.

We would like to acknowledge the following medical offices and providers for the exemplary care they provided to our patients over 726 patient appointments during our 2015-2016 fiscal year. Thank you for your support!

Francena Abendroth, MD
Hugh Adair, III, DO
Melissa Adams, WHCN
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Mary Ann Ahmed, MD
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Orion Eye Center
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Emily Osborn, MD
Lauren O’Sullivan, DO
Pacific Northwest Audiology
Seth Palesch, MD
Edward Palmer, MD
Andrew Parker, MD
Edward Parker, MD
Larry Paulson, MD
Peak Performance Physical Therapy
Cornelius Peeples, MD
Kelly Pettit, MD
Robert Pinnick, MD
PureCare Dental
Robert Quinn, MD
Brian Rapacz, MD
Todd Raudy, MD
Rebound Physical Therapy
William Reed, MD
Ann Reitan, PA
John Renton, MD
Christopher Richards, MD
Katie Richards, MD
Ian Riddick, DO
Debrah Rice Adams, FNP
Robert Ripley, MD
Catherine Rojo, PA
Ronald Rosen, MD
David Ross, MD
Adam Rowh, MD
Marta Rowh, MD
Michael Ryan, MD
Gillian Salton, MD
Mark Sampson, MD
Leo Savage, MD
Laura Schaben, MD
David Schloesser, MD
Garrett Schroder, MD
Robert Shannon, MD
Taylor Shelly, MD
Carmen Sherer, MD
Sonia Shishido, DO
Cory Siebe, MD
Matthew Simmons, MD
Brett Singer, MD
Randall Smith, MD
Todd Smith, MD
Emily Speelman, MD
Mark Spencer, PA
St. Charles Center for Women’s Health
St. Charles Emergency Department
St. Charles Heart & Lung Specialists
St. Charles Cancer Center
St. Charles Pulmonary Clinic
St. Charles Rehabilitation
St. Charles Sleep Center
St. Charles Surgical Specialists
St. Charles Wound Care & Ostomy Clinic
Brad St. Clair, MD
Sara Stafford, PA
Michael Stahly, PA
John Stenberg, MD
Brian Stewart, MD
Sara Studt, MD
Eric Sweetland, MD
Jon Swift Jr., DO
Nora Takala, MD
The Center
St. Charles Women’s Center
Central Oregon Therapeutic Associates
Physical Therapy
Raymond Tien, MD
Ferderic Tietz, MD
Jamie Tigner, PA
Pam Torney, MD
Todd Torney, MD
Kristine Traustason, MD
Oli Traustason, MD
Alexia Truex, MD
George Tsai, MD
Viviane Ugalde, MD
Albert Ullman II, DO
Urology Specialists of Oregon
Jana VanAmburg, MD
VanAmburg Surgery Care
Jean Verheyden, MD
James Verheyden, MD
Michael Villano, MD
Damian Vranik, MD
Lindy Vranik, MD
Marc Wagner, MD
Jake Waits, DO
Philip Wallace, MD
Erin Walling, MD
Cara Waithler, MD
Brad Ward, MD
Larry Weber, PA
Heather West, MD
Julie Weir, MD
Michael Widmer, MD
John Wilkinson, MD
Julienne S. Wimberly, MD
John Winters III, MD
Oliver Wisco, DO
Jason Wolmark, MD
J. David Wood, MD
Mike Wulf, PA
Laurel Yocom, MD
Eddy Younger, MD
Cheryl Younger, MD
Kent Yundt, MD
Jeff Yundt, MD
Eddy York, MD
Kori Yuan, MD
David York, MD
Karen Yuan, MD
Inovia Vein Specialty Care
Pamela Tornay, MD
Jamie Tigner, PA
Pam Torney, MD
Todd Torney, MD
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