



VIM Facts for Fiscal Year 2017 - 2018

This document summarizes the care provided by Volunteers in Medicine Clinic of the Cascades (VIM) from April 1, 2017 – March 31, 2018.

MISSION

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

OVERVIEW

- 1,009 eligible patients during the year
- Patients were over 16 years of age, low-income, and not eligible for healthcare programs through the Affordable Care Act.
- Patients received primary and specialty medical care, and prescription medications.
- All care was provided by medical volunteers both in the clinic and through off-site community partners. Trained lay-person volunteers also donated time as support staff to keep the clinic running smoothly.
- Total volunteer hours in the clinic: 14,516
- Total medical provider visits, community partner visits, eligibility screening appointments and pharmacy consultations: 8,523.
- Overhead costs of about \$845 per patient were raised through individual, corporate, patient, and foundation contributions.
- Through the combined efforts of our volunteers and donors, VIM was able to leverage every \$1 raised into \$6.73 in services and community benefits.

PATIENT DEMOGRAPHICS

- Each patient's household income was less than 250% of the federal poverty line (below \$51,950 for a family of three).
- Patients were over 16 years of age.
- 83% of patients were Latino immigrants
- 65.3% of patients were ages 30-49
- Top diagnoses: diabetes, hypertension and high cholesterol
- Most patient referrals came from other patients (including family and friends), the St. Charles emergency room and community medical providers.

NUMBER OF PATIENTS AND PATIENT VISITS

- 1,009 low-income adults completed financial screenings to qualify for care at VIM
- 7,708 medical provider visits, eligibility screenings and pharmacy consultations in the VIM clinic
- 815 visits to VIM's off-site community medical partners

OPERATING COST PER PATIENT

- \$845 per patient per year, or about \$70 per patient per month

ROI - LEVERAGING RESOURCES

- Total estimated annual community benefit: \$5.7 million.¹
- Every \$1 raised in operating support was leveraged 6.73 times.

IN-CLINIC VOLUNTEERS

- Value of in-clinic volunteer services: \$702,842
- 14,516 service hours donated by in-clinic volunteers
- 287 trained medical and lay-person volunteers in database
- 303 volunteers were active during the year
- 57 new volunteers
- 24 Spanish interpreters donated 1,914 hours
- Average 25 - 30 volunteers each day in clinic

NURSE TRIAGE & EMERGENCY ROOM DIVERSION PROGRAM

- 1,755 patient phone calls were triaged by nurse volunteers and managers
- 672 of those calls had an immediate need for care
- 630 (94%) were worked into VIM's schedule to keep these patients out of the emergency room
- Estimated savings to St. Charles Health System Emergency Room: \$776,790.²
- 42 patients were referred directly to the ER or Immediate Care because of the severity of symptoms they presented over the phone.

CHARITABLE PHARMACY & PRESCRIPTION MEDICATIONS

- 1,554 prescriptions were filled by VIM's charitable pharmacy
- Value of medications dispensed to patients at no charge: \$711,000 (average \$59,250 per month)
 - \$284,400 (40%) of prescriptions were filled using Prescription Assistance Programs (PAP)³
 - \$100,000 (14%) of medications were donated to VIM from patients and the public
- \$458 average value of each dispensed prescription
- VIM has the only charitable pharmacy in Central Oregon.⁴

¹ Oregon Health Policy & Research, February, 2010. Return on community investment analysis includes the direct value of services and the indirect value of care to the patient and their employer.

² 624 patients diverted at \$1,233 each. Data obtained from Agency for Healthcare Research and Quality, Medical Expenditure Panel Survey, www.meps.ahrq.gov.

³ Prescription Assistance programs included PAP applications submitted on behalf of patients and VIM's iPAP (institutional patient assistance) programs with Merck, Direct Relief and Americares.

⁴ VIM's pharmacy became the third charitable pharmacy in the state of Oregon on April 1, 2011.

OFF-SITE COMMUNITY PARTNER PROVIDERS

- Donated 815 medical patient visits. Patients were seen in providers' own offices.
- 395 off-site medical providers were willing to see patients upon referral by VIM
- 43 specialties were represented from 118 medical groups, clinics and facilities, including St. Charles Health System, Bend Memorial Clinic and Central Oregon Radiology Associates

STUDENTS PROCTORED AT VIM CLINIC

- 3 Oregon Health & Science University (OHSU) 3rd year medical students for primary care clinical rotation
- 2 Masters in Counseling students from Oregon State University-Cascades
- 4 Pharmacist (PharmD) and pharmacy technician student (CPhT) interns

VIM BOARD OF DIRECTORS

- 11 local Board members. An additional 4 Emeritus Board Members are still involved.
- Expertise in medicine, insurance, hospital administration, data & analytics, banking, law, education, accounting, non-profit and for-profit management

HISTORICAL INFORMATION

- VIM was established as a private, 501(c)3 non-profit, in 2001.
- VIM was modeled after the original Volunteers in Medicine Clinic in Hilton Head, South Carolina. There are now 89 clinics in 27 states that comprise the VIM Alliance.
- Bend's 6,500 sq. ft. clinic opened in May, 2004.
- Building is paid in full. St. Charles Health System charges VIM \$1 per year to lease the land.
- An Electronic Medical Records System has been in service since VIM opened in 2004.
- Since 2004, VIM has cared for 7,869 low-income, uninsured individuals, providing a total of 95,004 patient visits in the VIM clinic.
- The value of healthcare services and benefits provided to the local community in the 14 years since VIM opened: \$96.6 million.

WEBSITE AND SOCIAL MEDIA

- Website: www.vim-cascades.org
- Facebook: www.facebook.com/vimcascades
- YouTube: www.youtube.com/vimcascades

Compiled May 1, 2018