

VIM Facts for Fiscal Year 2018 - 2019

This document summarizes the care provided by Volunteers in Medicine Clinic of the Cascades (VIM) from April 1, 2018 – March 31, 2019.

MISSION

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

EQUITY STATEMENT

At Volunteers in Medicine the terms equity and inclusion apply to all individuals, regardless of race, color, age, national origin, socio-economic status, sex (including transgender status, gender identity, sexual orientation and pregnancy), religion, disability, genetic information, marital status, political affiliation, or any other label that divides or segments individuals.

OVERVIEW

- 1,050 eligible patients during the year
- Patients were over 18 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: 14,245
- Total medical provider visits, community partner visits, eligibility screening appointments and pharmacy consultations: 7,843.
- Cash Expense of about \$829 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 \$6.86 in services and community benefits.
- Tri county Uninsured Rate: 20,172 uninsured tri-county. Estimate of overall rate is 7-12% per county, 8-9% over all. (County Health Rankings, 2018)¹
- Tri county population:240,055²
- Budget \$870,801 (or \$918,801 including depreciation of the building)

PATIENT DEMOGRAPHICS

- Each patient's household income was less than 250% of the federal poverty line (below \$53,325 for a family of three).
- Patients were over 18 years of age.
- 83% of patients were Latino immigrants³
- Total estimated potential patient population is 9,602⁴

¹ www.countyhealthrankings.org/app/oregon/2018/measure/fact...

² <https://www.census.gov/quickfacts/fact/table>

³ Comparatively, 9% of the Central Oregon population is Latino, or about 22,011. www.uscensus.gov

⁴ 4% of the population in Deschutes county is foreign born, so approximately 9,602 are not eligible for OHP or ACA because of immigration status.

- 67.8% 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

- 1,050 low-income adults completed financial screenings to qualify for care at VIM
- 7,216 medical provider visits, eligibility screenings and pharmacy consultations in the VIM clinic
- 630 visits to VIM's off-site community medical partners

OPERATING COST PER PATIENT

- \$829 per patient per year, or about \$69.11 per patient per month

ROI - LEVERAGING RESOURCES

- Total estimated annual community benefit: \$5.9 million.⁵
- Every \$1 raised in operating support was leveraged 6.83 times.

IN-CLINIC VOLUNTEERS

- Value of in-clinic volunteer services: \$804,038
- 14,451 service hours donated by in-clinic volunteers
- Average hours per volunteer = 60.22 hours
- (139 clinical and 40 non-clinical volunteers)
- 364 trained medical and lay-person volunteers in database
- 197 volunteers were active during the year
- 79 new volunteers
- 34 Spanish interpreters donated 2,140 hours
- Average 25 - 30 volunteers each day in clinic

NURSE TRIAGE & EMERGENCY ROOM DIVERSION PROGRAM

- 1,193 patient phone calls were triaged by nurse volunteers and managers
- 431 of those calls had an immediate need for care
- 414 (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: \$510,462.⁶
- 17 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

- 1,795 prescriptions were filled by VIM's charitable pharmacy
- Value of medications dispensed to patients at no charge: \$1,053,000 (average \$87,750 per month)

⁵ 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.

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

- \$10,500 (10%) of prescriptions were filled using Prescription Assistance Programs (PAP) ⁷
- \$587 average value of each dispensed prescription
- VIM has the only charitable pharmacy in Central Oregon.⁸

OFF-SITE COMMUNITY PARTNER PROVIDERS

- Donated 630 medical patient visits. Patients were seen in providers' own offices.
- 309 off-site medical providers were willing to see patients upon referral by VIM
- 43 specialties were represented from 66 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
- 3 Pharmacist (PharmD) and pharmacy technician student (CPHT) interns
- Total of 12 students/interns

VIM BOARD OF DIRECTORS

- 13 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) nonprofit, in 2001.
- VIM was modeled after the original Volunteers in Medicine Clinic in Hilton Head, South Carolina. There are now 88 clinics in 26 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 8,024 low-income, uninsured individuals, providing a total of 99,375 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: \$101 million.

WEBSITE AND SOCIAL MEDIA

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

Compiled May 23, 2019

⁷ Prescription Assistance programs included PAP applications submitted on behalf of patients and VIM's iPAP (institutional patient assistance) programs with Merck, Direct Relief and AmeriCare.

⁸ VIM's pharmacy became the third charitable pharmacy in the state of Oregon on April 1, 2011.