

# VIM Facts for Fiscal Year 2020 - 2021

This document summarizes the care provided by Volunteers in Medicine Clinic of the Cascades (VIM) from April 1, 2020 – March 31, 2021.

## **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**

- 1,125 low income, uninsured patients
- Patients were over 18 years of age, low-income, and not eligible for Affordable Care Act coverage
- Patients received primary and specialty medical care, prescription medications and mental health counseling
- All care provided by medical volunteers both in the clinic and through off-site community partners with trained support volunteers that help keep the clinic running smoothly.
- 8,353 volunteer hours in the clinic
- 7,923 medical provider visits, nurse triage telehealth visits, community partner visits, intake appointments and pharmacy consultations
- \$1,067 cash expense per patient was raised through individual, corporate, patient, and foundation contributions.
- \$7.1 million total impact of community benefit
- \$1,921,917 value of goods and services donated
- \$1,200,294 in expenses

## **COVID-19 RESPONSE MARCH 2020-MAY 2021**

- 275 patients tested for COVID-19.
- 31% average positivity rates vs 8% insured<sup>1</sup>
- 781 patients and Latino/a/x community members received COVID-19 vaccinations with assistance from VIM
- 264 community members vaccinated at the VIM clinic in partnership with Deschutes County Public Health
- 30,760 hours donated by 1,400 volunteers coordinated by VIM in partnership with Deschutes Unified Incident Command
- 138,000 vaccinations provided through VIM-managed volunteers county-wide

## **COMMUNITY OVERVIEW**

- VIM's Service area is Deschutes, Jefferson, and Crook counties in Central Oregon
- 18,302 estimated number of uninsured regionally<sup>2</sup>
- 7.7% estimated overall rate of uninsured per county.
- Nationally, 8.8% are uninsured, in the State of Oregon, 6.7% are uninsured<sup>3</sup>

## **PATIENT OVERVIEW**

- 96% Latino, 3% White, and 1% Asian, African, or Other
- Household income less than 250% of federal poverty level
- First language is 91% Spanish, 7% English, and 2% other
- Primary languages include Spanish, English, Russian, Tagalo/ Filipino, Chinese, Purepecha
- 83% of patients were immigrants
- 74% of patients ages 30-49
- Top diagnoses: diabetes, hypertension, and high cholesterol

## **NUMBER OF PATIENT VISITS**

- 7,923 medical provider visits, nurse triage telehealth visits, community partner visits, intake appointments and pharmacy consultations
- 1,014 low-income adults completed financial screenings to qualify for care at VIM
- 2,170 Provider visits
- 159 Diabetes education appointments
- 2,337 Nurse Triage
- 1,922 Pharmacy consults
- 321 visits to VIM's off-site community medical partners<sup>4</sup>

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<sup>1</sup> Report to Deschutes County Commissioners, Dr. Jeanne Young.

<sup>2</sup> <https://healthequitytracker.org/>

<sup>3</sup> <https://healthequitytracker.org/>

<sup>4</sup> Pending Epic reporting.

### **NURSE TRIAGE & EMERGENCY ROOM DIVERSION PROGRAM**

- 2,556 patient phone calls were triaged by nurse volunteers and managers
- 1,038 of those calls had an immediate need for care
- 1,014 (97%) were worked into VIM's schedule to keep these patients out of the emergency room
- \$1,408,446 estimated savings to St. Charles Health System Emergency Room <sup>5</sup>
- 23 patients referred directly to the ER or Immediate Care because of severity of symptoms they presented over the phone

### **OFF-SITE COMMUNITY PARTNER PROVIDERS**

- 321 patients seen in providers' own offices<sup>6</sup>
- 300 off-site medical partners saw patients upon referral by VIM
- 46 specialties represented
- 67 medical groups, clinics, and facilities, including St. Charles Health System, Summit Medical Group, Bend Anesthesia Group and Central Oregon Radiology Associates

### **CHARITABLE PHARMACY & PRESCRIPTION MEDICATIONS**

- 1,922 prescriptions filled by VIM's charitable pharmacy
- \$1,346,321 value of medications dispensed to patients at no charge
  - \$67,316 (5%) of prescriptions filled using Prescription Assistance Programs (PAP)<sup>7</sup>
  - \$86,454 (6%) of prescriptions filled using mail order
- \$700 average value of each dispensed prescription
- VIM has the only charitable pharmacy in Central Oregon and is one of only five statewide<sup>8</sup>

### **STUDENTS PROCTORED AT VIM CLINIC**

- 1 bilingual Masters of Counseling student, from Oregon State University-Cascades
- Other student rotations suspended due to COVID-19

### **IN-CLINIC VOLUNTEERS**

- \$448,582 value of in-clinic volunteer services
- 8,353 service hours donated by in-clinic volunteers
- Average hours per volunteer = 55 hours
- 262 trained medical and lay-person volunteers in database
- 194 clinical and 68 non-clinical volunteers
- 48 Spanish interpreters donated 2,921 hours
- 152 volunteers active during the year
- 66 new volunteers

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<sup>5</sup> 1014 patients diverted at \$1,389 each. Data obtained from <https://healthcostinstitute.org/in-the-news/usa-today>

<sup>6</sup> Pending Epic reporting

<sup>7</sup> 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.

<sup>8</sup> VIM's pharmacy became the third charitable pharmacy in the State of Oregon on April 1, 2011 and one of five in the state of Oregon. <https://orbop.mylicense.com/verification/searchresults.aspx>

### **OPERATING COST PER PATIENT**

- \$1,067 per patient per year, or about \$89 per patient per month

### **ROI - LEVERAGING RESOURCES**

- \$7.1 million estimated annual community benefit<sup>9</sup>
- \$6 in community benefits for every \$1 cash expense
- \$1.89 in donated medical care and prescriptions for every \$1 cash expense
- \$1,794,903 donated medical services and prescriptions
- \$127,014 donated non-medical goods and services

### **VIM BOARD OF DIRECTORS**

- 14 local Members
- 5 Emeritus Board Members, including 3 founding members
- Expertise in medicine, insurance, hospital administration, data & analytics, banking, law, education, accounting, non-profit and business 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 94 clinics in 31 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 (EMR) System has been in service since VIM opened in 2004
- EMR updated to EPIC EMR in 2020
- 10,634 low-income, uninsured individuals cared for since 2004
- 105,832 patient visits in the VIM clinic since 2004
- \$139 million value of healthcare services and benefits provided to the local community in the 17 years since VIM opened in 2004

### **WEBSITE AND SOCIAL MEDIA**

- Website: [www.vim-cascades.org](http://www.vim-cascades.org)
- Facebook: [www.facebook.com/vimcascades](https://www.facebook.com/vimcascades)
- YouTube: [www.youtube.com/vimcascades](https://www.youtube.com/vimcascades)

- Other data sources: <https://www.ohsu.edu/oregon-office-of-rural-health/about-rural-and-frontier-data>

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<sup>9</sup> 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.