

# Annual Report 2018-2019



*We believe in the health of our community*



*Enrichment*



*Empowerment*



*Compassion*



*Commitment to Quality*



*Collaboration*

Our mission is simple. We want to improve the health and wellness of the medically uninsured or critically underserved through the engagement of professionals, community partners, and dedicated volunteers.



Kat Mastrangelo, MPH  
Executive Director

John D. Teller, MD  
Board Chair

## Letter from Leadership

Our clinic recently surpassed a significant milestone. We have been providing care at VIM for over 15 years, and in that time our patients have received **over \$100 million in services**. We could not have accomplished this without the support and dedication of the Central Oregon community. While celebrating this success, our work continues.

**Changes to our Board of Directors:** Joining the VIM Board this year are Dr. Fran McCabe and Erika McCalpine. Dr. McCabe works in the Emergency Department at St. Charles and Ms. McCalpine is with the OSU-Cascades College of Business. We are excited to bring their

expertise and experience to our board. We also want to recognize Aaron Gordon and Ann Rhoads, who are stepping off the board. Both of these directors provided dedicated service and leadership and brought a wealth of financial knowledge to our deliberations. We will miss them both and wish Aaron and Ann well.

Our biggest challenge in the next few months is the **transition of our electronic medical record (EMR) to Epic**. You may recall that in 2004 we were the first free clinic in the country to open with an EMR - we never used paper charts. Our old EMR served us well but lacks connectivity to other systems. Epic will provide real time information on our patients. For instance, we will know immediately if a patient has been seen in the ER so follow-up care can be arranged. With Epic, our volunteers and staff will work on an EMR that is used throughout our community. As many of our volunteers are pursuing careers in health care, using Epic will be one more way they gain experience by working at VIM.

We have some **unexpected but necessary expenses this year**. Our roof must be replaced before the snows arrive. It is a 15-year roof, and the building is now 16 years old. We had hoped that the patches added last year would buy us more time, but that was not to be. Our break room, halls and patient rooms had not been repainted in 16 years. A volunteer team from First Interstate Bank helped us paint the break room and clinic entrances and we hope to continue this work next year. In addition, our parking lot badly needed resurfacing.

With all the work to be done, **we are grateful for the continued and growing support of our volunteers and donors**. Our total volunteer hours continue to increase. We have 18 new providers in the past year and most of them learned about us through word of mouth, a testament to the quality work and congenial atmosphere at the clinic. We have had a strong fundraising year thanks to challenges from St. Charles and the Tykeson Family Foundation. (Look for more information in this newsletter about how you can participate).

We hope that this annual report finds you and your family well. Volunteers in Medicine greatly appreciates your support. In this season of Thanksgiving we are grateful for our community and for you.

With Gratitude,

Handwritten signature of John D. Teller, MD, in black ink.

Handwritten signature of Kat Mastrangelo in blue ink.

### Open House | Wednesday, January 29, 5:30 - 8:30pm

Join Volunteers in Medicine for an open house at our clinic on January 29th! Get a tour, meet our board, and learn more about what we do, who we serve, and how you can help. Space is limited to 50 guests, RSVP on a first come, first served basis. Please RSVP with Development Manager, Mary Overman at [mary.overman@vim-cascades.org](mailto:mary.overman@vim-cascades.org) or 541-585-9007.





## Equity Initiatives with US Bank

Over the past five years, VIM has moved 18 volunteers into health careers. We develop jobs through dozens of partner medical providers, nonprofits, and educational institutions. US Bank granted \$7,306 to Volunteers in Medicine to support our equity initiatives and provide work experience and job readiness training for one of our patients.

Because of this grant we've welcomed Lourdes as our new eligibility screening intern. She helps new patients complete ACA enrollment and apply for the Oregon Health Plan (OHP), and has gained experience transferable to medical, nonprofit, banking, financial, and insurance companies. Lourdes says one of the things that inspired her to come to our clinic was "all the help VIM gives to our Latino community and to me personally. So, when I had apply I knew that I was going to be able to help many more patients because I speak the same language as they do (Spanish)." She says she's currently learning "to express and communicate better in English, and to become knowledgeable using computer systems to be able to help VIM and my co-workers." Welcome to the team Lourdes!

*Pictured Left to Right:  
Chuck Yeaman (US Bank), Lourdes,  
and Cody Michael (US Bank)*



## Without mental health there is no health

I've worked as a provider at VIM off and on over the past 15 years. It's been an enriching experience providing primary care to individuals with limited access. The last couple of years have been particularly rewarding as I've focused on providing mental health care. As I look back over the last couple of years, it has struck me that many of the patients I see are at the clinic because they live and work in the shadows, many of whom have left their homes where violence, drugs, poor political support, and climate change have pushed them to seek a better life for themselves and their families. Others are disenfranchised from their communities for a variety of reasons.

Without mental health there is no health. Sometimes medications can be helpful but often I feel as though these patients need more than I am able to provide. What I have learned is that listening to their stories, being empathetic and compassionate, is the therapy and necessary treatment. I feel fortunate that the staff and volunteers at VIM are supportive in the same way. Volunteers in Medicine is an integral part of the community and focused on caring for the whole person.

Kathy has been a family nurse practitioner since 1994. When she and her husband Jeff moved to Central Oregon in 2003, she worked in a variety of primary care and county clinics. In 2008 she received her post-masters psychiatric mental health nurse practitioner certificate and practiced at the VA clinic in Bend. She returned once again to school for her doctorate, finishing in 2014 at OHSU. She has been volunteering at VIM off and on since 2005 as both a primary care provider and PMHNP.

*Kathy Ingelse, FNP, PMHNP  
VIM Volunteer Provider*



# Program Report

April 1, 2018 - March 31, 2019

## PATIENTS

**1,050**  
patients eligible for care

**7,843**  
in-clinic visits



## PRIMARY CARE PROVIDERS

**30**  
general providers

## VOLUNTEERS

**79** new volunteers    **197** active volunteers

**14,451**  
donated volunteer hours

**\$804,038**  
value of care donated by volunteers



## COMMUNITY PARTNER REFERRALS

**630**  
patient visit referrals with off-site specialists

**309**  
offsite medical providers

## VISION

**35**  
prescription eyeglass fittings

**177**  
had a vision exam



## CHARITABLE PHARMACY

**1,795**  
total prescriptions filled

**\$587**  
average value of each Rx dispensed

**\$1,053,000**  
value of free medications dispensed



## IN-CLINIC SPECIALISTS

**23**  
specialists in the following areas:  
Dental Hygiene    Physical Therapy  
General Surgery    Ophthalmology  
Mental Health    Rheumatology  
Counseling    Orthopedics  
Acute Care    Gynecology  
Cardiology    Dietitian



## NURSE HELPLINE

**1193**  
patients were triaged

**37%**  
of patients who called needed immediate care



## WOMEN'S HEALTH

**251** gynecological exams

**88** mammogram referrals

## STUDENT INTERNS

**3**  
Oregon Health & Science University  
3<sup>rd</sup> year medical students

**2**  
Oregon State University - Cascades  
Masters in Counseling Students

**3**  
Pharmacist & Certified Pharmacy  
Technician Students

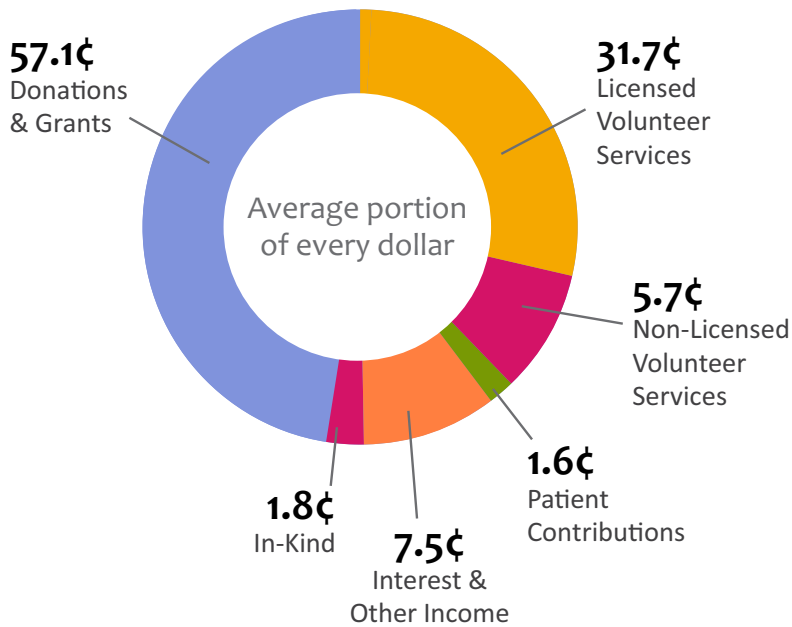




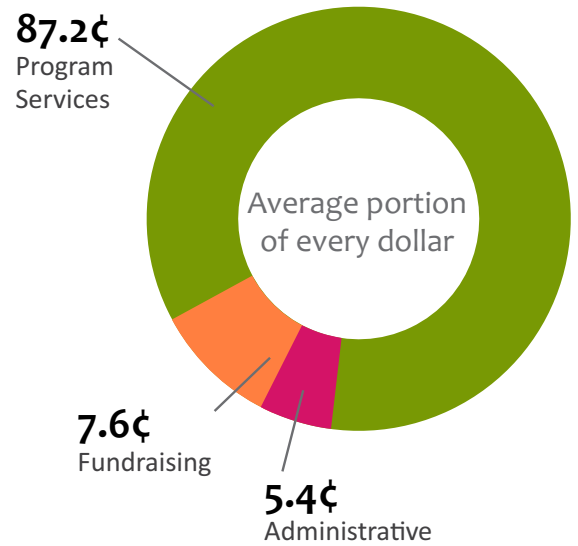
# Financial Statement

April 1, 2018 - March 31, 2019

## REVENUE AND SUPPORT \$2,036,386

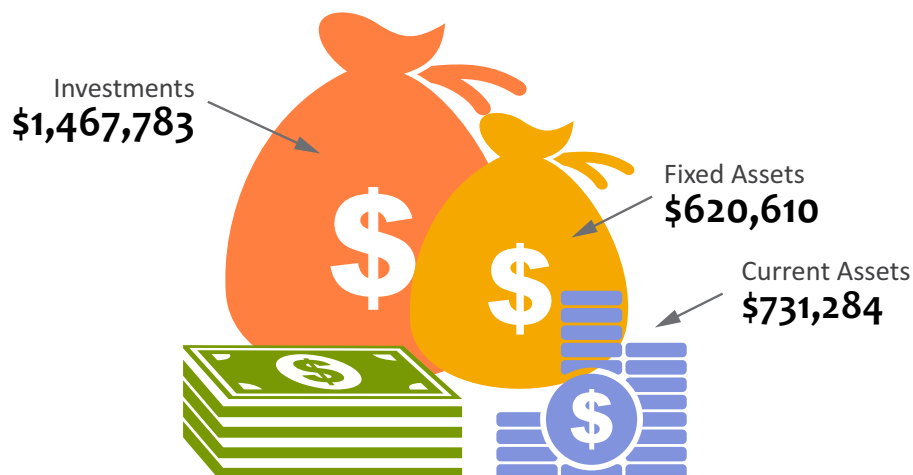


## EXPENSES \$1,550,874



## Balance Sheet

### TOTAL ASSETS \$2,899,677



### TOTAL LIABILITIES AND NET ASSETS \$2,899,677

Current Liabilities  
**\$15,094**

Long-Term Liabilities  
**\$0**

Net Assets  
**\$2,884,583**



# Honor Roll of Donors April 1, 2018 - March 31, 2019



## North Sister (\$25,000+)

Central Oregon Independent Practice Association  
Fatbeam  
Meyer Memorial Trust  
PacificSource Foundation for Health Improvement  
Shirley Ray Charitable Trust  
Sister Catherine Fund at St. Charles Foundation  
Summit Medical Group of Oregon, BMC  
Tykeson Family Foundation

## Middle Sister (\$10,000 - \$24,999)

Appel Family Fund of The Oregon Community Foundation  
Bend Research Inc.  
The Darhl & Donald Guinn Family Fund of the Ayco Charitable Foundation  
Les Schwab Tire Center  
Denise & James Mahoney, MD  
Oregon Community Foundation  
Amy C. Tykeson & John D. Teller, MD  
The Center  
OCF Joseph E. Weston Public Foundation

## Broken Top (\$5,000 - \$9,999)

Anonymous  
City of Bend - CDBG  
Dory & Jim Delp, MD  
Roger L. & Dixie L. Fairfield  
First Interstate  
BancSystem Foundation  
Robert & Heidi Greenwald Fund of the Liberty Hill Foundation  
The Humphreys Family Advised Fund  
Diane Monson & John Letovsky, MD  
St. Charles Health System  
Tompkins Family Fund  
Susanne Watkins & Scott Beeman

## Mt. Bachelor (\$2,500 - \$4,999)

The Autzen Foundation  
The Jackson Family Charitable Fund  
Richard S. Huson Family Fund of The Oregon Community Foundation  
Anne & Allan Bruckner  
Donnie & Heidi Castleman  
Central Oregon Radiology Associates

Arthur & Margaret Lim  
D. Crystal Mitchell Revocable Trust  
Ann Rhoads & Raymond Fuegy  
Sandgren Family Charitable Fund, a Donor Advised Fund of the U.S. Charitable Gift Trust  
The Loren D. Smith Fund  
Brad St. Clair, MD & Sara Studt, MD

## Mt. Washington (\$1,000 - \$2,499)

Anonymous (2)  
Linda and Jeff Absalon, MD  
Les & Judy Alford  
Joel & Valerie Bailie, MD  
Bend Elks Lodge #1371  
Bend Sunrise Lions Club  
Benedikt Family Fund of the Oregon Community Foundation  
Ellen & Daniel Bendt  
Marian & Michel Boileau, MD  
Bob & Pam Caine  
Mary & Ronald Carver, MD  
Linyee Chang, MD  
Robert & Carolyn Dietz  
James Fairchild  
Jennifer Franchuk, MD  
Rachael Franchuk  
Gatling Charitable Trust  
Melissa Goldsmith  
Bob & Fran Greenlee  
Hacker Charity Fund  
Hanson Gift Fund  
Kelly & Brad Hester, DMD  
Myrna Klupenger  
Knapp Family Philanthropic Fund  
The Stubbeman Family Foundation  
Jim & Marjie Lussier  
Eileen & Bruce McLellan, MD  
Col. Don & Charlotte Miller  
Donna & Vernell D. Mills  
Bart, Sharon & Tess Mitchell  
Craig W. & Linda J. Moore Family Fund of The Oregon Community Foundation  
Dave & Judy Osgood  
Jim & Patti Petersen  
Richard & Janet Powers  
Janine Robberson  
Sheerin Family Fund  
Spork, LLC  
Sunriver Christian Fellowship  
Outreach Ministry  
The Hooter Fund II of The Oregon Community Foundation  
David Tretheway, MD  
Jan & Chris Wick  
Wyant

## Pilot Butte (\$500 - \$999)

Anonymous  
Tom & Barbara Barber

Anne & Joseph Barrett, MD  
Benge Family Foundation  
John Berreen, MD  
David & Judy Bluhm  
Mary Carlson  
John & Kristin Carter  
Russell & Salome Chauncey  
George Chesley  
Susan Decker, MD  
Dave & Jo Ann Dewey  
Lynda Dinneen  
David & Sheila Ellsworth  
Jeanine & Matt Eschelbach, DO  
Marj Gold & Jamie Quinones  
Rev. Barry & Connie Heath  
Joan Heinkel & Ben Massell  
John & Lari Hodecker Family Fund of The Oregon Community Foundation  
Mary Hudson Kelley & Chris Kelley, MD  
InFocus Eye Care, LLC  
Jones & Roth, CPA  
Julia Kennedy  
Mary Lefevre & Spencer Krueger, DMD  
Shirley Laiho  
Larry & Jane Langston  
Ruth Layton  
Sarah Lim  
Kat & Michael J. Mastrangelo, MD  
Diane & Robert Mathews, MD  
Ann & Thomas McGranahan, MD  
Katherine Mendenhall  
Mike's Fence Center, Inc.  
Dana & Thomas Muller, MD  
Gloria & Michael Olin, DDS  
Molly Omizo, MD & Russ Omizo, MD  
Joyce Ownby  
Roane Family Revocable Trust  
Jeri Scharpf  
Kallie Schneider, MD  
Sisters Kiwanis Community Service Foundation  
Skjersaa Group at Duke Warner Realty  
Hete Sugnet  
The Tetzlaff Family  
Gerald Wein & Martita Marx  
Jenn & Carl Welander  
Wonderful Giving  
Carlos & Gwenn Wysling

## Paulina Lake (\$250 - \$499)

Anonymous (2)  
Kurt & Talena Barker  
Jennifer Blechman, MD & Tim Carney, MD  
Bob & Dellie Brell  
Joyce Carnes Taylor, MD  
Fred & Jeness Christensen, MD  
Dobey - Cole Endowment Fund  
Gale Estergreen

The GE Foundation  
Juliet Imes  
Jeff & Kathy Ingelse  
Cynthia Kane & Greg Zath  
Pat & Sally Kane  
Sharon Lichti  
Liz Main  
Niswonger-Reynolds Funeral Home  
The Robert & Gail Olsen Fund  
Patrick O'Rourke & Charla Ranch-O'Rourke  
Amanda & John Peoples, MD  
Rosalee Reynolds  
Julie Sheppard & Andy Caplan  
David & Lynn Talbot  
U.S. Bank Foundation  
Gentry & Barbara Wade  
Betsy Warriner  
Kate Wells  
Steve & Marian Williams  
Bea Zizlavsky

## East Lake (\$100 - \$249)

Anonymous (3)  
Allison Leigh  
Janis Baker  
Judy Beam  
Chris Calvin & May Fan, MD  
Mary Fowler  
Matthew & Sandra Gadow  
Steve Gallivan  
Steven Goins, MD  
Kathryn & Donald Harner, MD  
Lynda & Tralve Hathorn  
Micaela Hayden  
Karlyn Hetzler  
Janet Hildreth  
Gary & Debbie Hill  
Dennis & Karen Hoepfer  
Rev. William & Sara Hoffman  
Jackie & John Hoffman, MD  
Robyn & John Dunlap  
Marcia Houston  
Danielle Howard-Flatt  
Kristina Jackson, MD  
Lyle Jarvis  
Candy & Harley Kelley, MD  
Bill & Karen Kemp  
Larry & Becky Kierulff  
Dorlee Kingen  
Dory Koehler-King & Max King  
Meryl Koester  
John Aubry, Jr. & Mary Jeanne Kuhar, MD  
Korena Larsen Farris  
Marianne & Robert Lebre  
Janice & Bill Lee, MD  
Aaron Lish & Charlotte Lin, MD  
Jim Magoun  
Shelley & Ken Maier, MD  
Deborah MacWilliams & Stephen Mann, DO  
Helenka Marcinek, MD



Allison Leigh  
Walter McKnight &  
Sha Marie Brown  
Phil & Linda Meurer  
Dennis & Jeanne Newton  
Rebecca Ozrelc  
Karen Padrick  
Tina Pavelic & Steven Roti  
Pat & Darlene Ross  
Jennifer & Mehdi Salari, DDS  
Richard & Martha Samco  
Beth Shimel  
Toby Scott &  
Kim Friedman Scott  
Sue & Stanley  
Shepardson, MD  
Michael & Brenda Simpson  
James & Mary Smith  
Jay & Yvonne Smith  
Oscar & Laurel Sorlie  
John Jr. & Courtney Souther  
Mark & Karen Stanard  
Helen Vandervort  
Robert & Barbara Vogel  
Volunteers in Medicine  
Institute

Kathy Ann Wade  
Jeffrey Walkup  
John & Linda Watson  
Ann Woods  
Vivian & Douglas Zirker, MD  
Bob & Jean Bennett  
H. Leon & Marjorie Biggers  
Shari Biggs  
Glenn Bissell  
Dick & Astrid Blackwell  
Bill & Bonnie Boyd  
Melanie Brown  
Neil & Mary Bryant  
Ronald & Wilda Bryant  
Brett & Stacy Caldwell  
Carlson Sign Company  
J. Fred Chaimson &  
Carole Ann Nuckton  
Pam & Ed Cheeney  
Gina Chylak  
Cynthia & William  
Claridge, MD  
Daniel St. Germain &  
Ann Clemens, MD  
Irene Colker  
Barbara Cusack  
Dorothy Dittler  
Dave & Sandra Dunahay  
Roy & Jan Dwyer  
Brad & Cheryl Emerson

### **Deschutes Meadows (\$1 - \$99)**

Anonymous  
Amazonsmile  
David & Dolly Andersen  
Diane and Mark Backus, MD  
Gail Bartley  
Katherine Beasley  
Diane & Peter Boehm, MD  
Rita & Bruce Brundage, MD  
Carol Cavoletto

Beverly Clarno  
Karen Clawson  
Arthur Davis  
Guy Decorte  
Stephen D. & Carol Dixon  
Fred Meyer  
Community Rewards  
Caro & Bob Hakala, MD  
Judy & Richard Hanstad  
Lena Hartshorn  
Danielle Hyde  
Evalyn Jacobs  
Alan & Margery Jones  
Gerald & Ann Kerr  
Frank & Penny Kristovich  
Donald & Marcia Majors  
Shannon Mara &  
David Smullin  
Judith & Phillip Havens  
Nelson & Cheryl Morosini  
David & Lanette Munks  
Irene Nunez-Smith &  
Raymond Smith  
Eileen Peberdy  
Mike & Susie Penhollow  
Cynthia Serra &  
Dana Perryman, MD  
Maryann Phillips  
Capt. J. Lynn Pizzo &  
Janet Friedman-Pizzo  
Peter & Norma Post  
Steve & Carol Rooney  
Carol Schrader  
Kenneth & Betty Seidel  
Eric & Allie Sorenson, LPC  
Ed & Elly Styskel  
Lysa Triplett  
Beryl Whitaker  
Carol Woodard Kozimor &  
Jeff Kozimor

### **Gifts in Honor**

Dr. and Mrs. Bruce Brundage  
Michael Barber and Sarah  
Anderson's marriage  
Mark Gold  
Dr. Bob Hakala  
Kat and Mike Mastrangelo  
Bobby Hakala  
Bonnie Armbruster  
Cynthia Kane & Greg Zath  
Margaret McCabe  
The Michell Family  
Starview Foundation  
Central Oregon Emergency  
Physicians, for our  
shared patients  
Jim and Maria Magoun  
Steve and Erika Gallivan

### **Gifts in Memory**

Amy Frohnmayer-Winn  
Ann Wyant  
Corrie Grudin  
David Dewey  
Dr. John Zachem, DO  
Gordon Robberson  
Harvard Lewis

James McGregor  
John Franchuk  
Mathew J. Jacobs  
Richard Carpenter  
Shirley Ray

### **In-Kind**

Aloha Cafe  
Bend Broadband  
Bowtie Catering  
Brenda Thompson  
Cafe Yumm (East Side)  
Carol Shull  
Catherine Anderson  
Charles Crickmore  
Christina Woodard  
Christine Myers  
Country Catering  
Cynthia and Jordan Hunt  
El Sancho Taco Shop  
Hola! Restaurant  
Jackson's Corner East  
Jeri Reinhart  
Joanne Shackelford  
John and Peggy Herlocker  
Kebaba  
Keith Kirkpatrick  
Keith Studwell  
Les Margaritas  
Landscape Maintenance  
Longboard Louie's (East)  
McKay Cottage Restaurant  
Melinda Clark  
Melissa and Doug Wooden  
Herbert Bowman  
Kenneth Bennett  
Barbara Baker  
Perfect Design Consultants  
Roger and Kathy Wolcott  
Ron Fay  
Rosalinda Martinez  
Ruanne Nunyara  
T. Blackwell  
Tate and Tate Catering  
Toomies Thai  
Will Shaw  
Zydeco Kitchen & Cocktails

Great care was taken to ensure the accuracy of the Honor Roll listing. Please let us know if we made an error or omission. Share your comments with Development Manager, Mary Overman at [mary.overman@vim-cascades.org](mailto:mary.overman@vim-cascades.org) or call 541.585.9007.

## *Get Your Gift Matched this year!*

We feel incredibly fortunate to have such strong support in the medical community and beyond! This year your donation will be doubled, allowing us to continue to expand our outreach and improve the health and wellness of the medically uninsured and critically underserved.

### *St. Charles Match*

The St. Charles Health System is challenging the Central Oregon medical community to join them in advocating for access and equity in healthcare services for the underserved.

St. Charles has pledged to match all donations received from licensed medical professionals dollar-for-dollar up to \$240,000 through March 2020.

### *Tykeson Challenge*

In 2018 the The Tykeson Family Foundation partnered with Volunteers in Medicine to match contributions made up to \$300,000 over three years. Not eligible for the St. Charles match? No problem! Your contribution will be allocated to the Tykeson Challenge!

**Donate at  
[www.vim-cascades.org/donate](http://www.vim-cascades.org/donate)**

# A Patient Becomes a Lifelong Donor

My name is Lynda, and to be honest I cannot remember how I first became aware of VIM. It was surely a friend that told me about their services when back in 2007 I found myself in need of help. **What I can tell you for sure is that once I became a client of VIM, I found some of the best health care I had ever experienced.**

It might be a good thing to tell you that I had experienced some of the best with my private insurance. I lost that due to divorce. Not knowing what to expect, I was concerned and a bit biased. What an eye-opener it was to me when I came for my first patient visit to this wonderful clinic.

The care, respect, and friendly atmosphere put me at ease. I am so thankful for that! I was a patient of VIM for 7 years. **I knew in my heart that once I could get my finances under control, I would support VIM for the rest of my life.** I signed up for monthly giving to VIM, not only because VIM was such a support to me when I so needed them, but because this is a clinic like no other and so worthwhile! What a privilege and honor it is to be able to share with such an excellent program. From the bottom of my heart, Thank you! - Lynda, monthly donor since March 2019



Pictured Left to Right: James Ritzenthaler, MD (Volunteer); John Letovsky, MD (VIM Medical Director); Dorothy Dutton, FNP (Volunteer); Joe Anderson, MD (Volunteer)



## Diversity, Equity, Inclusion Initiatives

In order to improve health and wellness among the critically underserved in Central Oregon, we have to recognize who our patients are beyond their specific medical concern. We want everyone to know that they are welcome at Volunteers in Medicine and to know that we care equally about the well-being of all of our patients.



The staff and board of Volunteers in Medicine are working diligently to advance personal knowledge and awareness around diversity, equity and inclusion (DEI). In 2018, 83% of our patients were Latino immigrants. As a result, we have interpreters that volunteer to make sure our patients understand and can communicate clearly with their physician. The staff and board have also been trained on DEI initiatives by an independent consulting firm, and currently a select group of board and staff members meet monthly for a DEI Committee meeting to review needs, goals, challenges, and internal and community issues relevant to providing equity in and access to healthcare. As a new board member and DEI Committee member, I'm looking forward to bringing you updates on VIM's progress over the next few years.

Erika McCalpine, VIM Board Member



## Staff

**Kat Mastrangelo**  
*Executive Director*

**John Letovsky, MD**  
*Medical Director*

**Alex Winn, PharmD**  
*Pharmacy Director*

**Stella Busse**  
*Pharmacy Tech*

**Salome Chauncey**  
*Referral Coordinator  
& Spanish Interpreter*

**Jennifer Fuller, RN, BSN**  
*Clinic Nurse Manager*

**Cynthia Hunt**  
*Business Manager  
& Development Coordinator*

**Kristi Jacobs**  
*Volunteer Manager*

**Mary Overman**  
*Development &  
Communications Manager*

**Lourdes Reyes**  
*Eligibility Liaison Intern*

**Lidia Vazquez**  
*Front Desk Manager*

• • •

Like our volunteers, each of us is here because we want to be. And that sense of purpose is what makes us proud to be part of a non-profit that has such a positive impact on our community.

## Board of Directors 2019-2020

**John Teller, MD - Chair**  
*(retired)*

**Kate Wells - Vice Chair**  
*PacificSource Health Plans*

**Kurt Barker - Secretary**  
*Karnopp Petersen, LLP*

**Jenn Welander, CPA, MBA**  
**Treasurer**  
*St. Charles Health System*

**Fran McCabe, MD**  
*St. Charles Health System*

**Erika McCalpine**  
*Oregon State University*

**Roxana Ocaranza**  
*Bridges to Communication  
Elixir Wine Group*

**Stephen K. Hacker**  
*Transformation Systems  
International, LLC*

**Rev. Dr. Barry Heath**  
*(retired)*

• • •

## Emeritus

**Bob Hakala, MD**  
*Volunteers in Medicine*

**Jim Lussier**  
*The Lussier Center*

**Jim Petersen**  
*Karnopp Petersen, LLP*

**Rod Ray, PhD**  
*Bend Research*

## Community Partners

**Thank you to the following  
businesses whose specialists  
provide care to our patients.**

Bend Anesthesiology Group  
Bend Dermatology  
Bend Family Dentistry  
Bend Gynecology  
Bend Neurological Associates  
Bend Ophthalmology  
Bend Spine and Neuosurgery  
Bend Surgery Center  
Bend Surgical Associates  
Bend Urology  
Cascade ENT  
Cascade GI  
The Center  
Central Oregon Audiology  
Central Oregon Emergency Physicians  
Central Oregon Pathology Consultants  
Central Oregon Radiology Associates  
Deschutes Foot and Ankle  
Deschutes Rheumatology  
Desert Orthopedics  
Doctors Park Surgery Center  
Dr. Andy Higgins  
Krueger and Lenox  
Emily Berry, MD  
Endocrinology Services NW  
Focus Physical Therapy  
Hand and Arm Therapy of Central Oregon  
InFocus Eye Care  
Inovia Vein Specialty Center  
Integrated EyeCare  
Kenyon Audiology  
Krueger and Lenox  
LabCorp  
Madras Physical Therapy  
Norco  
NW Brain and Spine  
Oregon Vascular Specialists  
Orion Eye  
Pacific Crest Neurology  
Pacific NW Audiology  
Peak Performance Physical Therapy  
Peters Dermatology Center  
PureCare Dental  
Rebound Physical Therapy  
St. Charles Health System  
Summit Medical Group of Oregon  
Summit Orthotics  
Therapeutic Associates  
Timm Family Dentistry  
Todd Schock-Oral Surgery  
Urology Specialists of Oregon  
Viva! Gyn  
Weeks Family Medicine

## *Esperanza's Hope*

Esperanza has chronic kidney disease and uncontrolled diabetes. When she moved from California to Bend in 2018 she grew nervous when she noticed her vision was becoming cloudy and it was getting more difficult to read. Even more of a loss was her growing inability to count the knots in her intricate knitting patterns. For Esperanza this craft was a form of expression, and she loved to share her works of art as gifts for her friends and family. She needed to seek help.

Esperanza's first appointment at VIM brought feelings of trepidation. She felt shy and unsure about the new clinic and unfamiliar doctors treating her, given her complicated medical history. However, when she arrived to check-in, she saw a community of people that reminded her of herself, and like her, they spoke Spanish. Being greeted in her native language gave her confidence that this was a welcoming place where she could speak for herself and people would listen and understand.

Esperanza was seen by VIM's volunteer ophthalmologist and urgently sent to two outside ophthalmologists for eye diseases: cataracts, macular edema and retinopathy. Her kidney failure is being addressed, her diabetes is under better control, but she may need dialysis in the near future. Through her time spent at VIM, she's developed close relationships with our bilingual Pharmacy Technician, Stella, and Referral Coordinator and Spanish Interpreter, Salome, knowing she can reach out to them when she has questions or needs help. She feels supported, is treated with respect, and trusts the doctors at VIM and the doctors she's referred to. She knows she is being taken care of.

Esperanza is hopeful that she will be able to knit again. She is very proud of her craft and not only wants to continue producing works of art, but also wants to be able to see the smiles it brings to her loved ones' faces.



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