

Annual Report *2020-2021*



We believe in the health of our community
Creemos en la salud de nuestra comunidad

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

Kate Wells
Board Chair

Letter from Leadership

As I am writing this in late October, there is hopeful anticipation that this year, for our holidays, we will be able to return to gatherings with friends and family. Somehow the jokes and memes of difficult family gatherings and crazy older relatives from prior years fade as we reach out to those we have missed and light a candle for those who are no longer with us.

COVID has changed so many things. Many are obvious, like working from home much, if not all the time, to grabbing a mask as you exit the car to enter the grocery store, to learning about the amazing intricacies and power of mRNA.

But as with all change, many things are still the same. Humans are social animals, and we need connection. Trauma and stress impact health and well-being. We have responsibilities to ourselves, and to our community.

VIM is the best of the “both/and” of this pandemic. **Our patients are working and low-income, many in front line or essential positions with no safety net. They could not work from home.** Before the vaccine was available, many of them were infected with COVID. Our clinical team prioritized access to testing, supportive health assessments and monitoring, and providing as many face masks, thermometers, pulse oximeters and hand sanitizer as we could.

When vaccines became available our clinic staff pivoted again and dedicated support to the mass vaccination clinic in partnership with Deschutes County. **As soon as possible, we began offering vaccinations at our clinic for our volunteers, patients, and their families, and we will continue to offer vaccinations whenever possible.**

This year as we approach the holidays, we will be especially grateful for the people in our lives who mean so much to us. On that list are the courageous patients we care for, the generous volunteers who give of their time, the colleagues we cherish and work with every day, our families who support and care for us, and our community that shows how much it cares for others through support of the VIM clinic. Together, we do extraordinary things.

Some of the amazing highlights from the last fiscal year include the **66 new volunteers** who reached out to join us this year, and **the 1,922 prescriptions valued at \$1,346,321** that we filled without pause. **Of the 231 VIM patients that were tested for COVID, our staff followed up with the 85 that tested positive,** to make sure patients had groceries and medicines while they were isolating.

Looking ahead we are hopeful and confident that we will have another important year, that we will continue to make a difference in the lives we touch. If our work inspires you, we hope that you will join us—as a volunteer, on our board, as an ambassador telling others about the clinic, or as a donor. It is only through you that we can continue our mission “To improve the health and wellness of the medically uninsured or critically underserved through the engagement of professionals, community partners, and dedicated volunteers.”

In Health,

Kat Mastrangelo

A stylized, handwritten signature in blue ink, appearing to read 'Kat Mastrangelo'.





The proceeds from every purchase of 10 Barrel's "Reel Good" beer and "Autumn Harvest" pizza made on Thursdays at 10 Barrel's Westside location, will benefit VIM. Join us through December 31, 2021, and drink it forward!

Seeing the Need for Care

Dr. Mathews' history in Central Oregon dates back to the 1960s, when he was a ski racing kid with friends in Bend. Some of those kid's parents later became his patients, but still viewed him as that same kid, which he thinks is great!

Dr. Mathews practiced ophthalmology in Bend for thirty-three years and remembered hearing about VIM when it opened. VIM remained on the periphery of his awareness as he would occasionally see patients referred to him from VIM. And he heard about it from a friend of his, Dr. Stan Shepardson, who has been volunteering at VIM since the clinic opened.

This eventually led Dr. Mathews to begin volunteering at VIM because he sees a need for the uninsured to have care, and because it's an opportunity for him to offer his expertise. **The high points for him are the sincere appreciation expressed by so many of his patients for their care.** He also loves the boundless help, kindness, and can-do-attitudes of all the staff and volunteers at VIM. One of the highlights at the clinic for Dr. Mathews was when all his studying paid off and he was able to conduct an entire patient interaction in Spanish during a recent clinic! Way to go Dr. Mathews!

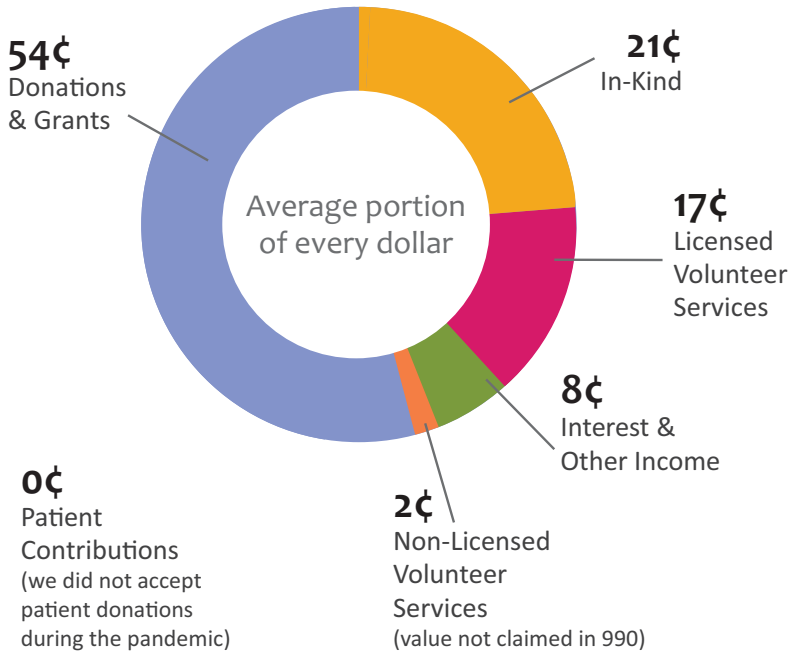


Financial Statement

April 1, 2020 - March 31, 2021

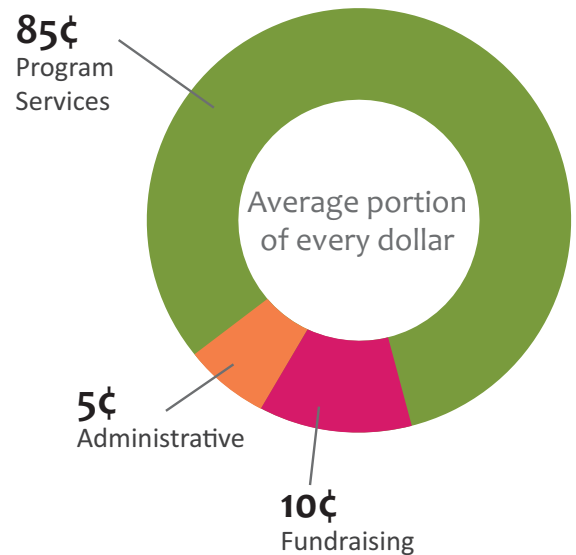
REVENUE AND SUPPORT

\$2,144,639



EXPENSES

\$1,673,801



Balance Sheet

TOTAL ASSETS

\$3,467,349



TOTAL LIABILITIES AND NET ASSETS

\$3,467,349

Current Liabilities

\$55,959

Long-Term Liabilities

\$0

Net Assets

\$3,411,390

Barriers, Burdens & A Better Life

Emilio and Laura are not only from the same city in Mexico, they grew up on the same street. Laura says, “We’ve known each other since we were children. When we were 19, we started seeing each other.” They later married and started a family, but the financial constraints they faced seemed insurmountable. Emilio had family in Prineville and Culver, and they agreed they could give their family a better chance by having Emilio work in the states.



Emilio has now been in Central Oregon for 18 years. He says, “The original plan was for me to come for two years, and then go back. After a year of being here, my wife wanted to come. Maybe, like many wives who are left behind in Mexico, she was afraid that I wouldn’t come back. But an opportunity presented itself, and Laura and our children moved here.” But coming to the states, their family faced different challenges. Emilio continues, “I really wish I was able to make a life there in my home city in Mexico. I regret moving here. The price has been very high to stay and raise a family here. Laura lost her father a few years ago, then her mother. Now my mother is ill, and I can’t see her, so we’re just waiting for the word of her passing.

When Laura came, she brought our two children, and we had one more here. One has grown up, married, and now we have two grandchildren age 3 and 6. What is important to Laura is her grandchildren. If we left, maybe we’d never see them again, and she’d always be wondering how they’re doing. They’d be able to come to visit us there, but the distance creates obstacles. It’s different when you live close by. We are anchored here.”

Emilio and Laura feel anchored to their Central Oregon home for more reasons than only their family. Emilio says, “This is where the medical issues come into play. Over the years my wife became ill. Under the care of VIM, she was told they had detected a tumor on her pancreas. It was something like five years ago that she was operated on: they took out a 1/3 of her pancreas. Things changed quite a bit. Since her surgery, she got diabetes immediately. She now depends on a medicine and a treatment plan. And if this had happened in Mexico? I may not even have my wife. I’m sure Laura wouldn’t have been able to get the medical attention there that she receives through VIM – and me either!

I’ve got high blood pressure, diabetes, and high cholesterol. Recently, VIM discovered I had sleep apnea, and they’ve provided me with a machine. Laura and I see a dentist through VIM. Laura suffered from other complications following her surgery. She developed blood clots in her lungs, had breathing issues. Through VIM, she got respiration therapy at home, and a doctor would check her lungs periodically. Now she’s on a blood thinner for the rest of her life. I remain very grateful, especially considering that in Mexico, maybe I would not be so fortunate. **There’s an infinity of things the clinic has helped us with. They have helped us in every way possible.**”

With the help of VIM’s volunteers and community partners, the care provided to Emilio and Laura continues. They’re now in VIM’s Diabetes Wellness Program, offering lessons in nutrition and medication for diabetics. Laura shares her experience: **“We have appointments with VIM’s diabetic educator. I don’t have anyone to leave my daughter with when we go to those appointments, so she comes with us - she’s learning more about healthy eating too.** We all follow the diet that is recommended: eat healthier, eat more vegetables...but” Laura adds with a laugh, “...they lose weight and I don’t!”

When asked how they feel about the clinic, Laura said, “Everything has been excellent at VIM. They treat me marvelously every time I go. They show a lot of concern for me. Everyone attends to us very well. **During my illness, Dr. Letovsky (VIM’s Medical Director) always attended to me. He always calms me, and I always leave the clinic very, very happy.**” Emilio adds, “I really appreciate that VIM has clinic hours on Tuesdays in the afternoon and evening. I mean, where can you go to see a doctor at 6 or 7 in the evening?! Other than in special cases, I haven’t had to miss work in order to go to the clinic, and that is really important for me. Everyone at VIM is really kind. I am more than grateful to VIM. If you want to hear more stories, I’ve got lots more!”

Program Report

April 1, 2020 - March 31, 2021



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, and **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.



COVID RESPONSE

231 patients tested for COVID-19.

85 tested positive.

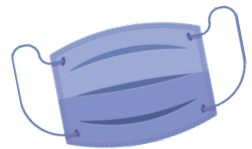
781 Patients & Latino/a/x community members received COVID vaccinations with assistance from VIM.

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.

TOP DIAGNOSES

Diabetes
Hypertension
High Cholesterol

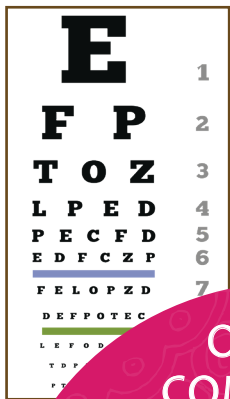


OFF-SITE COMMUNITY PARTNER REFERRALS

300 off-site medical providers saw patients upon referral.

Over **500** medical visits for VIM patients.

46 specialties were represented from **67** medical groups.



IN-CLINIC VOLUNTEERS

66 new volunteers.

152 volunteer active during the year.

194 clinical and **68** non-clinical registered volunteers.

8,353 service hour donated by in-clinic volunteers.

\$448,582 value of in-clinic volunteer services.



CHARITABLE PHARMACY

1,922 total prescriptions filled

The average value of each Rx dispensed was **\$700**

The value of medications dispensed to patients at no charge equaled **\$1,346,321**

VIM has the only charitable pharmacy in Central Oregon and is one of only five statewide.

COMMUNITY OVERVIEW

VIM's service area is **Deschutes, Jefferson, and Crook Counties**

7.7% is the estimated overall rate of uninsured per county.

ROI LEVERAGING RESOURCES

\$7.1 million estimated annual community benefit.

\$6 in community benefits for every **\$1** cash expense.

\$1.89 in donated medical care and prescriptions for every **\$1** cash expense.

\$1.79 million in donated medical services and prescriptions.

HISTORICAL INFORMATION

Since opening in 2004, VIM has cared for **10,634** low-income, uninsured individuals, providing a total of **105,832** patient visits in the VIM clinic.

The value of healthcare services & benefits provided to the local community in the 17 years since VIM opened is **\$139 million**.

St. Charles Health System charges VIM **\$1 per year** to lease the land.

OPERATING COST

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

PATIENTS

1,125 patients eligible for care.

7,923 medical provider visits, nurse triage telehealth visits, community partner visits, intake appointments and pharmacy consultations.

Each patient's household income was less than **250%** of the federal poverty level (below **\$54,900** for a family of three).

74% of patients were ages **30 - 49**.

96% of patients were Latino/a/x.

Honor Roll of Donors 🌸 April 1, 2020 - March 31, 2021

Mt. Jefferson (\$50,000+)

Central Oregon Health Council
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The Darhl & Donald Guinn
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Welcome to our Newest Staff Members!



Joe Gaines grew up on the Oregon coast and has lived on and off in Bend for ten years. He has his Bachelor's of Science from Oregon State University. Joe came to VIM from the Deschutes Public Library where he worked for six years and got to indulge his love of reading. In his free time, Joe likes to hike, run, travel with his partner Tiffany, and play with his two puppies, Kona and Hazel Basil.

Kim Rojas recently joined VIM as our Diabetes RN Care Coordinator. She grew up in a mainly Spanish-speaking community in Los Angeles before moving to Bend at age fourteen. Her mother said it reminded her of her hometown in Mexico, and she thought it was a better place to raise a family.

Kim received her Bachelor of Science from Oregon State University with a major in biology and a minor in chemistry. She then went to OHSU where she obtained her Bachelor of Science in nursing. She's been a clinical RN for three years. In her free time, she enjoys chasing waterfalls.

VIM first came across her radar when she was looking for medical care for her parents. This led to her volunteering in high school and college as a Spanish interpreter for our clinic. She's come full circle, and says, "I'm happy to be back at VIM so I can continue to give back to our community in a meaningful way while continuing to help others!"



Chuck Jordan is a self-described second career pharmacist. His first career was as a physicist. He worked in the laser and optics industry as well as taught physics, math, and astronomy at several colleges. In his pharmacy career, he's worked in retail, hospital, and home infusion settings.

When he's not getting takeout at his favorite restaurant, Spork, he's either schooling his nine-year-old son or engaging in the extreme sport of teaching his teenager to drive. Chuck came to VIM because he likes helping people who are falling through the cracks in the conventional health care system. He loves the streamlined system at VIM and believes it can be a model for other clinics. Chuck appreciates that the clinic gives patients access to necessary care and loves how thankful they are for the work we do!

Gifts in Honor

100+ Women Who Care Central Oregon
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Ron & Mary Carver
Salome Chauncey
Elvia Escobar
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Ann & Thomas McGranahan, MD
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Mark Thibert, MD
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Alex Winn (2)
VIM Staff
VIM Volunteers & Kat Mastrangelo

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In-Kind

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Alex Winn
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Marian Woodall
XPress Printing Inc.
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 Mary Overman at 541.585.9007 or mary.overman@vim-cascades.org.



A donation from anyone employed in the healthcare field (including admin staff) will double their donation to VIM thanks to a matching grant from the **Tykeson Family Foundation!**

Tykeson Match

The Tykeson Family Foundation partnered with Volunteers in Medicine to match contributions made by anyone employed in the healthcare field up to \$125,000 per year through March 2024.

St. Charles Match

St. Charles has made a \$5,000 matching grant to VIM, pledging to match donations from any first-time donor to our organization. We are half way to meeting the match! If you haven't donated to VIM yet, now's your chance to double your impact.

Donate at
www.vim-cascades.org/donate

Staff

Kat Mastrangelo
Executive Director

John Letovsky, MD
Medical Director

Alex Winn, PharmD
Consulting Pharmacist

Salome Chauncey
*Care Coordinator
& Lead Interpreter*

Jennifer Fuller, RN, BSN
Clinic Nurse Manager

Joe Gaines
*Development Liaison
and Event Coordinator*

Alex Hinkle
Volunteer Coordinator

Cynthia Hunt
*Operations Manager
& Development Coordinator*

Breanne Hutchens, PharmD
Staff Pharmacist

Chuck Jordan, PharmD
Staff Pharmacist

Yannely Nonato
Eligibility & COVID Outreach Specialist

Mary Overman
*Philanthropy and Community
Engagement Officer*

Lourdes Reyes
Eligibility Liaison

Kimberly Rojas
Eligibility Liaison

Lidia Vazquez
Bilingual Diabetes RN Care Coordinator

• • •

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 2020-2021

Kate Wells - Chair
PacificSource Health Plans

Rev. Dr. Barry Heath - Vice Chair
(retired)

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Karnopp Petersen, LLP

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St. Charles Health System

Fran McCabe, MD
St. Charles Health System

Erika McCalpine
OSU Cascades

Cody Michael
US Bank

Roxana Ocaraza
Bridges to Communication

• • •

Emeritus

Bob Hakala, MD
Retired, Volunteers in Medicine

Jim Lussier
*Retired, The Lussier Center
VIM Founder*

Jim Petersen
*Retired, Karnopp Petersen, LLP
VIM Founder*

Rod Ray, PhD
*Retired, Bend Research
VIM Founder*

John Teller, MD - Chair
Retired, Summit Health

Community Partners

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

Alpine Physical Therapy
Bend Anesthesiology Group
Bend Dermatology
Bend Family Dentistry
Bend Gynecology
Bend Neurological Associates
Bend Ophthalmology
Bend Spine and Neurosurgery
Bend Sunrise Lions Club
Bend Surgery Center
Bend Surgical Associates
Cascade ENT
Cascade Foot Clinic
Cascade Surgicenter
The Center
Central Oregon Denture Center
Central Oregon Emergency Physicians
Central Oregon OB/Gyn
Central Oregon Pathology Consultants
Central Oregon Radiology Associates
Coffman Vision Clinic
Denture Artistry
Deschutes Foot and Ankle
Deschutes Rheumatology
Desert Orthopedics
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Dr. Andy Higgins
Endocrinology Services NW
Focus Physical Therapy
Goulding EyeCare
InFocus Eye Care
Inovia Vein Specialty Center
Integrated EyeCare
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LabCorp
Madras Physical Therapy
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Oregon Vascular Specialists
Orion Eye
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Pacific Crest Neurology
Pacific NW Audiology
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

Patient Summaries

Salena is in her mid-50s. She lives with her spouse and mother in Redmond where the family receives income from the construction industry. VIM provides care for asthma, hypertension, history of rheumatic fever, history of kidney stones. Over the past year she had three provider visits, one lab draw, and three prescription medications.

Marco is in his mid-70s and lives with his wife, daughter, son-in-law, grandson, and granddaughter in Bend. The family's income is from landscaping and restaurant industries. VIM has provided care for CVA with right-sided hemiparesis, stable abdominal aneurysm, BPH with urinary obstruction, renal insufficiency, high cholesterol, and hypothyroidism. Over the past year he has had 16 nurse visits, 1 flu shot, 2 lab tests and has been prescribed 8 medications.

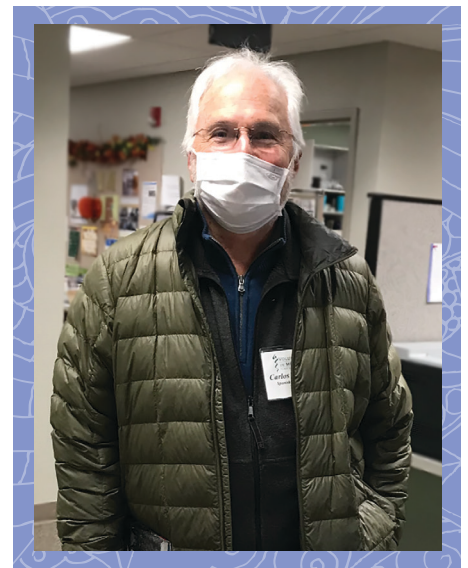
Victoria is in her late 40s, lives alone in Bend and works in the janitorial industry. VIM provides care for pre-diabetes. She had one lab draw, three provider visits, one community partner referral to Orthopedics for knee and hip pain as well as imaging: pelvic ultrasound, and mammogram.



14 Years of Service: Building a Cultural Bridge

Carlos was born and raised in the largest seaport in South America: Santos, Brazil. He started his US journey in New York City before moving to the San Francisco Bay Area, where he was part of the Summer of Love in 1967. Carlos received his degree from San Francisco City College in hotel and restaurant management, which led to a career in the retail food business. Carlos and his wife, Gwenn, moved to Bend fifteen years ago, when they came looking for a co-housing community called Higher Ground. They stayed because of the overall kindness of Bend, the great health care, and all the accessible outdoor opportunities.

Shortly after arriving in Bend in 2007, Carlos made the acquaintance of one of VIM's first medical directors, Dr. Charlie Ayers. **Carlos decided to join the team and was added to the Monday schedule, which he stuck to throughout the fourteen years of his volunteer service.**



Being a Spanish interpreter at VIM was a point of pride for Carlos, where he made a many lifelong friends and developed a deeper understanding and appreciation for nonprofits and volunteers. **He came to understand that in his role as an interpreter, he was also a cultural bridge for many of the patients and staff.** Carlos ended his volunteer service with VIM this November and the VIM board, staff and Carlos' fellow volunteers wish him well. He loved being a part of the collaboration between doctors, nurses, staff, and patients that provided a comprehensive service that truly made our community a stronger and healthier place.



2300 NE Neff Road
Bend, Oregon 97701

(541) 330-9001 phone

(541) 585-9002 fax

info@vim-cascades.org

www.vim-cascades.org

VIM Tax ID Number: 93-1327847

*We believe in the
health of our community.*



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