

*August 2019*

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## Mission

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



## Diabetes Wellness Class

Diabetes can be managed when a patient understands how to take good care of themselves. In our free bilingual programs for patients with diabetes or pre-diabetes, VIM focuses on education and self-care. Here's what one of VIM's patients had to say about her experience:

**"When I was diagnosed with diabetes, I felt that I was going to die** because I had seen my aunts on my mother's side die. One said, "If I am going to die, why watch what I eat", and she died. A few months later, my mom lost her sight because of it, they took off my other aunt's leg, and she died a few months later. And then my mother died, and the doctor said her sugar had ruined all of her organs. But I thank God that I am still here because of the three sets of classes that I have gone to and the medications that I was given. I am very thankful to VIM because they have not left me alone...I feel good coming here and am very, very thankful and grateful to everyone."

- Maribel, VIM Patient, Diabetes Wellness Class Attendee

## 2018-2019 Care Summary

Over the last fiscal year, VIM saw **1,050 low-income adults** qualify for care, scheduled **7,216 medical provider visits**, eligibility screenings, and pharmacy consultations in the clinic, and had **630 visits to VIM's off-site community medical partners**. Our **volunteers donated an outstanding 14,245 hours to the clinic, valued at \$804,038** in services. 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**. The annual community benefit is estimated at \$5.9 million. Thanks to the concentrated efforts of our volunteers, donors, board, and staff, VIM has increased the positive impact in Central Oregon .

*We believe in the health of our community*

# Don't Wait, Double Your Donation!

Last year the St. Charles Health System partnered with Volunteers in Medicine to match up to \$480,000 in funds the clinic would raise over the following two years. **As we move into the final year of the collaboration, St. Charles will match dollar-for-dollar up to \$240,000 of contributions made by medical professionals through March 2020.** This amount was chosen as a conservative estimate of how much money St. Charles saves as a result of the services provided by Volunteers in Medicine Clinic of the Cascades. "VIM has experienced an increase in requests for medical services and medications, but funding has not kept pace with the demand," says Kat, VIM's Executive Director. "To stabilize our funding base so that we can meet our patient's needs, we are seeking support from Central Oregon's health care community to match St. Charles' generous investment. Any donation from a licensed health care individual, provider or group practice, medical foundation or organization will help us meet our goal."

## Thank you to the following providers who doubled their donation through the match!

Summit Medical Group Oregon	DeAnn Cain	Dr. Kristina Jackson	Dr. Molly & Dr. Russ Omizo
Bend Surgery Center	Brett & Stacy Caldwell	Bobbi Jordan	Dr. John & Amanda Peoples
Central Oregon Independent Practice Association	Dr. Joyce Carnes	Dr. Anthony Kahr	Dr. Dana Perryman
Central Oregon Radiology Associates	Dr. Ronald & Mary Carver	Dr. Kathryn Kocurek	Dr. Zack Porter
InFocus Eye Care, LLC	Dr. Linyee Chang	Dr. Darren & Sara Kowalski	Glenda Reed
The Center	Dr. Jeness & Fred Christensen	Dr. Spencer Krueger & Mary Lefevre	Dr. Jim & Deb Ritzenhaler
Thrivent Financial	Dr. William Claridge	Korena Larsen Farris	Cynthia Sagner
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Dr. Christina Bright	Dr. Steven Goins	Dr. and Mrs. McLellan	Dr. Mattie Towle
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Dr. Bruce & Rita Brundage	Mary Hudson Kelley & Dr. Chris Kelley	Dr. Norwyn & Barbara Newby	Lysa Triplett
	Jeff & Kathy Ingelse	Dr. Scott O'Connor	Dr. Erin Walling
		Dr. Michael & Gloria Olin	Alex Winn
		Dr. Jill Olinger	Dr. Douglas & Mrs. Vivian Zirker

## Volunteer BBQ

On August 7<sup>th</sup> VIM hosted a volunteer appreciation BBQ at Hollinshead Barn. We cannot express enough how much our volunteers mean to our organization and to the patients we serve. A BIG thank you to everyone who has donated their time and skills to help bring care, access, and education to the underserved.



To volunteer, contact Kristi Jacobs at: (541) 585-9008 or [kristi.jacobs@vim-cascades.org](mailto:kristi.jacobs@vim-cascades.org)



# A Message from the Executive Director

I was asked recently to describe three major issues facing charitable safety-net clinics. My first thought was “only three?”, yet really, the top issues that impact our clinic are easy to identify, as they are the ones at the top of my mind every day.

The biggest issue facing free clinics such as VIM is the same with all nonprofits, and that is sustainable funding. We don't charge for the care we provide, but we do provide essential services to working adults who cannot afford it. As an organization, that means that we must be able to educate and convince others to support the work we do philanthropically. We know that the results we have are a good investment for the health system in reduced cost of care. It is a good investment for local businesses who employ our patients because healthy employees are productive employees. And it is a good investment for our community, as our patients are breadwinners for families who depend upon them to thrive. If I had only one wish, it would be for the savings in care costs we provide to our community would be quantified, and passed back to us for use to fund our work perpetually.

A second issue that is becoming more pressing that relying on volunteers requires anticipating generational changes. We have evolved over time from attracting primarily retired baby boomers, to learning how to become more relevant for Millennials as well as Gen X and Gen Y. We value every one of our volunteers and appreciate having people from different generations and backgrounds making the choice to serve at VIM. But we must consider how processes that have worked for the core group of volunteers who have been with us over the last 15 years will need change in order to respond to the needs of new volunteers. We want to remain viable and relevant in the next 15 years.

And finally, one issue that keeps many of us up at night is changes in health care policy nationally. The political climate and pending elections mean that we need to remain alert, adaptive and responsive. Every week I hear conversations in the volunteer break room or field questions about the cost of health care and medications, and the need for doctor visits and surgeries and more. If our volunteers (who have insurance) are concerned about these costs, it is not hard to imagine how much harder it would be for our patients if we were not here. We will stay informed on changes and will respond thoughtfully and effectively. **To meet these challenges will require the work of everyone who cares about VIM. We are grateful that we can count on you.**

Yours in good health,

*Kat*



## We Value Our Volunteers!



*Everyone pitched in for a fun evening of food and music!*

## Board of Directors 2019-2020

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(retired)

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**Rod Ray, PhD**  
Bend Research

## From Volunteer to Staff Member

### Referral Coordinator/Spanish Interpreter, Salome, shares her story:

I started at VIM as a volunteer in 2013, with the idea of sharpening my interpreting skills and helping in the clinic. I am half Costa Rican, have lived in both countries, and have a multi-cultural family, so I felt right at home helping in a bilingual environment. Little did I know the impact VIM would have on me.

Patients initially come to VIM because they are not feeling well, have a chronic condition or need medication. Once they are here, the providers delve into other factors that may be affecting their health, and that is where it gets real. Our patients face adversity through physical health concerns, financial stress, and emotional exertion in ways it is hard for us to imagine. They share heartbreaking stories of loss and struggle, of not being able to be with their spouses, children, or parents in their last days due to finances or immigration status. They share food insecurities and the hardship of working seasonal jobs where they stretch their income to cover the lean winter months. Many come from countries where they feared for their lives, or for the lives of their children, where they left everything they knew in order to survive and came to a country where they didn't know the language or culture. There is so much fear, anxiety and depression which, not surprisingly, has a direct impact on their health. We listen and do our best to support them emotionally and medically and connect them to services in the community to help meet their physical needs.

**Many days it's an emotional roller coaster, and I personally feel the weight of the struggles they face. Working at VIM is not just a job, but an investment in the lives of our patients and community.**

I feel honored to work with medical professionals and volunteers in the community who make a difference by giving their time and resources to support those in need. It's rewarding to see how grateful our patients are for the help they receive. It is motivating to know that we are making a difference in the lives of our patients and their families through the work we all do, and that is why I feel value in dedicating myself to the VIM community.

*Pictured: Salome (right)  
with a patient*

