VOLUNTEERS IN MEDICINE CLINIC OF THE CASCADES

Julieta had reservations about receiving the COVID vaccine. She says, "I got COVID earlier this year. Since I already had the antibodies, I thought I wouldn't need to be vaccinated. I was also nervous about receiving the Johnson & Johnson vaccine since I had heard that this vaccine could cause blood clots in women."

As of April 12, more than 6.8 million doses of the Johnson & Johnson vaccine have been administered in the U.S. As of April 24, there have been 15 reported cases that involve a rare and severe type of blood clot. The frequency of the reports is extremely low – so far slightly more than 1 in a million. OHA recommends that people who have received the Johnson & Johnson vaccine watch for symptoms — including severe headache, abdominal pain, leg pain, or shortness of breath — for 21 days following vaccination and notify their doctor if any of these symptoms develop. The FDA and CDC have confirmed the vaccine is safe and effective after a thorough safety review.

Salome, VIM's Lead Interpreter and Care Coordinator, helped set Julieta up for her vaccine appointment. Julieta recalls the process, "I received the J&J vaccine at the health department. The entire process was very coordinated from directing me where to go and helping me fill out forms. The interpreters helped me through the process. I had the vaccine at 10:00am and around 10:00pm I started feeling unwell. I had body aches, chills, and a fever. I took Tylenol and went to bed. I felt a bit better the next morning and took another Tylenol. The symptoms went away a couple of hours after that. I feel more protected now. I feel quite good."

Julieta adds, "VIM provides excellent health care for the Latino and Latina community of Central Oregon. Since we have no health insurance and limited means, VIM has provided us with invaluable health care. We are so appreciative."



June 2021

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INSIDE

Artwork From Our Patient's Children

New Board Chair, Kate Wells

VIM Welcomes Two New Board Members

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Gary, MVC Volunteer

Yannely: Eligibility and COVID Outreach Specialist

Clinic Timeline (Stay tuned for an ongoing timeline!)

Patient Summaries

We believe in the health of our community.

We asked our patient's children, "What does COVID mean to you?"





Board Chair Brings Focus on Health Equity

When prior board member, Dan Stevens' (currently Senior VP with PacificSource Health Plans) term was ending with VIM, he recommended on-boarding Kate Wells. She joined VIM, and six years later the board commended the value of her service by voting her in as board chair. When Dr. John Teller's steadfast tenure as the board chair ended in December 2020, Kate took up the reins in January. As the Director of Wellness and Community Health Strategy at Pacific-Source Health Plans, Kate oversees efforts around diversity, equity, and inclusion (DEI), health equity, and the social determinants of health.

She says, "I've seen the board continue to mature and we have a solid leadership

group in place. My service on the board is fulfilling because there's an equity strategy: the population that we serve don't have access to healthcare services, and VIM provides that access to care. My hope is that we will continue to evolve the level of care we provide to our patients as we recognize and hear about needs that are not being met."

In addition to her work with DEI, Kate has helped shape new fundraising strategies with a focus on longevity and sustainability for VIM. She hopes to expand the acceptance of VIM as an important access point in the health system that saves the community money and helps en-sure people who are uninsured receive care. "If VIM didn't exist our patients would be in the emergency room. A key to our sustainability is recognition of our significant role in saving money for the system overall by keeping people well."



Welcome New Board Members!

Cody Michael moved to Bend in 2018 from Iowa, where he was raised, attended Iowa State University, and started his career with US Bank. He became familiar with VIM through the nonprofit's relationship with US Bank and was immediately inspired by the mission, and the passion with which the volunteers and board pursue it. He says, "After two years in Bend, I am eager to give back to this warm and welcoming community." In addition to his role as a Wealth Management Trust Advisor for US Bank, he works to promote Diversity, Equity, and Inclusion in the workplace. Outside of work, he enjoys skiing, hiking, cycling, and exploring creative endeavors like stand-up comedy, dancing and acting.



Rod Marchiando is Senior Vice President of Improvement and Strategy for St. Charles Health System, serving in this role since 2015. At St. Charles he provides support to the organization's Strategic Planning, Value Improvement Practice (lean), Human Resources, Communications/Marketing departments and Community Engagement and Foundation. He also provides strategy and process assistance to the board of directors. Prior to his time with St. Charles, he served in an array of leadership roles spanning two decades with Regional Health in South Dakota. These include vice president of performance improvement, administrative director of academic affairs and clinical faculty with Regional's Family Medicine Residency Program. Rod's areas of interest include continuous improvement, people development, strategy models and clinical research. He holds a Bachelor of Science in biology and a Doctor of Pharmacy from Idaho State University. Marchiando completed his clinical pharmacy residency at University of Nebraska Medical Center.

Vaccine News & Resources



Natural or vaccine immunity: Which is more protective?

From the Oregon Health Authority Blog

Because some people with COVID-19 can have very mild symptoms, some may see natural infection as preferable to receiving the COVID-19 vaccine. **The fact is that natural immunity or protection from COVID-19 is not preferable to getting vaccinated.** While it's true that having COVID may create some protection, known as natural immunity, to COVID, at this point we aren't sure how long this immunity will last. It's also not clear who will and who won't create effective antibodies. Since this is a new virus, our immune systems are not adapted to create effective natural immune responses to this virus.

The risk of severe illness and death from COVID outweighs the benefit of natural immunity. Given the variability in immune response, a lot of people who get infected naturally can get reinfected again, in sometimes as short as a few months. Even for those who don't have specific risk factors for COVID, such as chronic illness or older age, there's no way to predict that they will avoid serious illness. If an individual does develop a mild case of COVID, they can still spread the virus to others who may not be as fortunate. Also, scientists are still learning about the long-term effects of COVID, but some people continue to have longer-term effects from their illness.

Vaccines in use in Oregon have been tested in large clinical trials and the FDA has determined that they are safe and effective. Millions of people in the U.S. have been vaccinated and even more worldwide. The vaccine is safe, effective and the best way to avoid severe illness from COVID-19. When enough people get vaccinates, we can all return to doing the things we love with the people we love.



Accessibility: For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact the Health Information Center at 1-971-673-2411, 711 TTY or COVID19.LanguageAccess@dhsoha.state.or.us

Vaccination Information

Who can get a vaccine? All people in Oregon age 12 and older are eligible to receive the COVID-19 vaccine.

Where can I find a vaccine? Through Get Vaccinated Oregon, you can sign up to receive text or email notifications about vaccine information and vaccine events happening near you. Sign up today! Online: Visit https://getvaccinated.oregon.gov/ Phone: Contact 211 for vaccine registration information or text ORVAX to 898211 (English and Spanish only). Email: ORCOVID@211info.org

What do I need to know before I go?

COVID vaccines are safe and effective: The FDA requires rigorous safety testing before it will approve any vaccine. The COVID-19 vaccines from Pfizer, Moderna and Johnson & Johnson were tested in tens of thousands of study participants and generated enough data to convince the FDA that the vaccines were safe and effective.

Mass vaccination will help slow the spread of COVID-19: Safe and effective vaccines are the key to achieving community immunity from COVID-19 and returning to normal life as soon as possible.

Vaccine supply is currently limited: Because of limited supply, not everyone who is currently eligible for a vaccine will be able to receive one right away.

The COVID-19 vaccine will be free: The vaccines will be provided at no cost to you. You do not need health insurance. If you have health insurance, vaccine providers may charge your insurance company an administration fee for giving you the vaccine. This means that you might be asked for your insurance information when you get your vaccine.

Different vaccines require different doses: If you receive either a Pfizer or Moderna vaccine, you should receive a vaccination card that tells you when to get your second dose. If you receive a Johnson & Johnson vaccine, you will only need to get one dose.

Proof of eligibility or identification is not required: No need to bring proof of eligibility, identification, social security number or health insurance. Vaccine providers may ask if you live in Oregon or what kind of work you do.

What should I expect after I get vaccinated?

You may have some side effects: Mild to moderate reactions to vaccines are not uncommon and are a sign your immune system is responding as it should. Common side effects after vaccination include: Pain or swelling where you got the shot, Fever, Chills, Fatigue, and Headache. In most cases, the side effects should go away within a few days. If you think you are having a severe reaction, seek immediate care by calling 911.

Immunity is not immediate: Full immunity from vaccination will not take place until 14 days after the final dose of whichever vaccine you've received.

You will still need to abide by current safety measures: You will still need to continue to wear a mask, wash your hands frequently and physically distance, even after you are fully vaccinated. Things can't go back to normal until enough people are vaccinated. If we all work together, we'll get to that point faster and save lives in the process.

Quarantining after exposure may be optional: If it's been more than 14 days and less than three months since your final vaccine dose, you do not have to quarantine if you have had close contact with someone with COVID-19.



Letter from the Executive Director

Volunteers in Medicine began as a community solution to a problem. Too many people could not afford to go to the doctor because they were uninsured. Over the last 20 years, we have interwoven the work of the clinic to strengthen the safety net for the uninsured, while providing meaningful volunteer work for doctors, nurses, and others in supporting roles. What we have accomplished in two decades has helped decrease health disparities, while showing care and compassion to those in need. Along the way, we have developed expertise and experience in recruiting, training, and coordinating medical volunteers and caring for those whose first language is not English.

The COVID-19 mass vaccination clinics at the Redmond fairgrounds have used that expertise to serve our entire community. We deployed our Volunteer Coordinator, Alex, to partner with Deschutes County where he worked as a member of the Unified Incident Command to coordinate and develop their volunteer program and process. Collectively, 1,300 volunteers have logged over 30,700 hours from January through May, to provide over 109,000 vaccinations.

The expertise of VIM has proved crucial: from deciding what software worked best to track and schedule volunteers with different types of medical licenses, to emailing and texting to sign up volunteers for shifts, to providing detailed reports to FEMA so that the county can be reimbursed for the work being done. VIM has been a guiding force for volunteers helping with the vaccination program.

The mass vaccination clinic closes in June, with Deschutes County on target for a 65% vaccination rate by the end of May. Starting in May, VIM became a site for continuing vaccination clinics for the general public and for our patients. We will continue to support the work of Deschutes County along with others to make sure everyone in our community is able to receive the vaccination.

When the VIM clinic opened in 2004, we never thought we would be at the epicenter of a public health emergency. Yet with our experience and core group of volunteers, we have been able to keep our entire community safe and healthy. Whatever future challenges our community faces, the cooperation and trust built through the vaccination process will help us meet each obstacle with keen understanding, informed planning, and adept implementation. Central Oregonians are generous and compassionate, and it is an honor to be a part of this community.

In Good Health,

Kat Mastrangels

Donate in June or July and Win!



Donate at least \$30 in June or July and you'll be entered to win this wheelbarrow garden planter made by a VIM patient! Winner will be picked August 2nd and notified via email or phone.

Lindsey Bosse Values Community

We'd like to welcome our newest addition to the VIM staff, Volunteer Coordinator, Lindsey Bosse! Our current Volunteer Coordinator, Alex, has been dedicating much of his time working with the county to get the mass vaccination clinic at the fairgrounds staffed with volunteers and running smoothly. (Great job Alex!) Lindsey has joined VIM to job share with Alex while he dedicates time to this important work.

Lindsey is originally from Telluride, Colorado and has lived in Central Oregon for eight years. Prior to that she studied Psychology and English at Lewis & Clark College in Portland, and

over the past year has been working on her master's degree in social work through an online program at Boise State University. She originally moved to Central Oregon to work in mental health, and says, "I've been lucky enough to meet some truly amazing people that have taught me the importance of investing in my community."

In 2019 Lindsey joined the National Ski Patrol and continued to meet community members that showed her the value of volunteering in the place that you live. "My relationships with the folks in the mental health and ski patrol community have led me to VIM, to continue working on ways to better serve the community I live in. The mission of VIM aligns well with a lot of the ideals I have invested in throughout my career and time studying social work. I am grateful for the opportunity to join the team here that has been putting their hearts into this work for so long and continue to learn more about the medical field and ways that we can provide more equitable services to the community."

Alex Hinkle's Efforts at the Mass Vaccination Clinic

As the county began to arrange the mass vaccination clinic (MVC) at the fairgrounds, they realized they needed a skilled organizer to handle the sign-up, on-boarding, and scheduling of volunteers to help run the clinics. In search of assistance, Chris Weiler, Logistics Chief for the Incident Command team got in touch with VIM Volunteer Coordinator, Alex. Alex tells the story:

"Chris was looking for someone to help support the county with managing medical and non-medical volunteers. I joined the MVC team (and began job-sharing my role at VIM with Lindsey), and have been responsible for all MVC scheduling and communication with over 1,800 volunteers from the Public Health Reserve Corps (PHRC), VIM, St. Charles, National Guard, and other healthcare clinics in Central



Oregon. When I started with the MVC, they were looking for software that would track volunteer hours and allow self-scheduling. I offered my knowledge regarding the database used at VIM: Volgistics, which I implemented for the MVC.

A lot of volunteers are having a wonderful time and are really enjoying being a part of the solution. It take about 180 volunteers a day to run a full MVC event. As of May 13th, the MVC administered over 109,000 vaccinations, and volunteers contributed over 30,760 hours of service at the Deschutes county fairgrounds. This would not have been possible without the amazing efforts of all the volunteers. I just help provide the tools to get people scheduled appropriately, and the amazing volunteers do the tough work! I'm always hopeful that these wonderful people will join VIM after their volunteer service at the MVC is complete.

I have felt honored to be a part of this effort. I am thankful I get to be a part of the solution to such a difficult time for so many in our community. I am really enjoying myself up at MVC and getting to meet so many new amazing people in our community. Just seeing how many people out there want to help gives me faith in our community.



Gary: Mass Vaccination Clinic Volunteer



Gary worked for the California department of water and power, doing construction for water mains for 30 years, retiring in 1998. After his wife retired, they began looking for a new place to live, and in 2006 relocated to Bend. Prior to COVID, Gary had been volunteering at St. Charles. After the vaccination clinics were up and running Brad Ruder, Volunteer Supervisor at St. Charles, requested help at the MVC, and Gary and his wife joined their fellow volunteers in doing all they could to help their community stay safe. As they got signed up and scheduled to volunteer, they met Alex Hinkle. Gary says the clinic is "a wonderful, organized area. Alex has been pleasant and patient, and the clinic has been operating very well. People are always saying 'wow, I can't believe how well this has gone.'"

Gary does two half days per week at the clinic. He says, "I started off in the booths, directing people on where to go. Then I moved inside to assist with the vaccine, getting any supplies they might need. Now I drive the golf cart. If people need assistance, we'll pick them up in the golf carts, drive them up to the booth, get them a wheelchair, then drive them back to their car when they're done. I was happy to help out. I really enjoy volunteering there, it's a lot of fun."

Yannely: Helping Our Patients Get Informed & Feel Included



Nearly four years ago Yannely started volunteering with VIM as an interpreter. In fall 2020, VIM received a COVID relief grant from the Oregon Health Authority, a part of which would fund a COVID outreach position at VIM. Shortly thereafter, Yannely was hired on as VIM's Eligibility and COVID Outreach Specialist, answering phone calls at the front desk. As a bilingual staff member, Yannely is a great asset to our team. She notes that 95% of the calls she takes are from Spanish-speakers, and she works hard to schedule in-clinic and COVID vaccine appointments, answer general questions, and distribute information about where to find and how to receive community resources such as food, housing, and rent assistance.

Yannely feels the impact of her role at VIM. She told a story of a particular interaction that stuck with her: "I was talking to a patient, a woman who was worried about her COVID test results. She was anxious that if her test came back positive that she wouldn't have any support while she quarantined. I talked her through her anxieties, informing her of her options for resources such as the Latino Community Association wrap around services that help with food, medicine, and lost work income. I let her know how VIM staff and the county would be in touch regarding care of symptoms she might have throughout her quarantine. This calmed her down, it wasn't as scary for her after I had informed her of her options for assistance and given her tips and advice on what to do should her test come back positive."

Since joining VIM as a staff member, Yannely says, "I've learned a lot about customer service. I used to be the shy girl; I would only speak to people I knew. This job has helped me come out of my shell and interact with coworkers and patients, I'm able to approach people to see what they need. It helped me open up, learn how I can help, and make sure our patients feel included in the community."

Timeline: Volunteers in Medicine Clinic - Beginnings

Fall 2003

Rod Ray, PhD, President of Bend Research, joined the VIM Board of Directors. (Pictured top right.)

VIM began a series of Volunteer Open Houses at St. Charles Medical Center to formally recruit volunteers for VIM. (Volunteer & patient pictured bottom right.)

CENTRAL OREGON INDEPENDENT PRACTICE ASSOCIATION

December 2003

Central Oregon Independent Practice Association agreed to assist VIM in credentialing volunteer physicians and other health care provider, and to assist in accessing the National Practitioner Data Bank. A thorough credentialing process developed under direction of Ron Carver, MD, VIM Medical Director.

VIM began e-MD's EMR training sessions for staff.

January & February 2004

Began e-MD's EMR training sessions at VIM offices located at the Health Department for EMR "champions" to help train the volunteers.

Volunteer physicians began orientation sessions. (Physician & patient pictured left.) VIM Volunteers began e-MD's EMR training sessions at St. Charles computer lab.

March & April 2004

Moved from Health Department into new VIM building. (Photos of building in-process below.)

First day of operations in new VIM building on March 31st.







April 2004

Jim Petersen (pictured top left at building dedication ceremony) and Ron Carver, MD (pictured bottom left at ceremony), share Bend Citizen of the Year honors from the Bend Chamber of Commerce, for being instrumental in founding VIM Clinic of the Cascades.

Ron Carver, MD was awarded the Doctor Citizen of the Year by the Oregon Medical Association. The award highlighted his commitment to providing health care to the underserved citizens of Deschutes County, his work co-founding VIM, his role serving as VIM's first medical director, and his actions to spearhead reforms that now make it easier for retired physicians in Oregon to obtain medical licenses so they may volunteer at clinics like VIM.

May 2004

VIM hosted event to celebrate the community's success in raising funds to build and outfit VIM, and to develop the base volunteers necessary to provide care to the medically underserved in Deschutes County.







Official Public VIM Building Dedication Ceremony on May 6th. (Pictured top left)

VIM Board of Directors as of May 6th:

Jim Petersen, Co-Chair Ronald Carver, MD, Co-Chair Valerie Bailie, MD Mike Bonetto Ed Cheeney Rev. William Ellis, Jr Richard Ettinger, MD Madelle Friess, RN Neal Goldsmith, MD Robert Hakala, MD (Pictured middle) Judi Hofman H.M. Kemple, DDS Marianne Lebre, RN Jim Lussier Dan Peddycord Rod Ray, PhD

VIM Staff as of May 6th:

Christine Winters, Executive Director Ronald E. Carver, MD, Medical Director Charles Ayers, MD, Assistant Medical Director Robyn Holdman, Development Director Doug Ritchie, PhD, IT Director Kristi Jacobs, Volunteer Coordinator Kristi Lynn Hoch, Office Manager Fran Chang, RN, Nurse Administrator Joella Schiepan, AmeriCorps VISTA Volunteer

VIM Development Committee as of May 6th:

Ronald E. Carver, MD, Chair Ann Bruckner (Pictured bottom left) Bud Fincham Diane Harrild Garth Jackson Sandi Landolt Gayle Lee Mac McKibbin Tom Muller, MD Phyllis Rich





CHARITABLE PHARMACY & DISPENSARY FARMACIA CARITATIVO Y DISPENSARIO





(Photos above taken pre-COVID)

Patient Summaries

Jared is in his early 40s, works in the restaurant industry, and lives alone. VIM has provided care for his hydrocephalus, epidermoid cyst of the brain, neuropathy, type 2 diabetes, diplopia, cognitive deficits, and impaired functional mobility (balance, gait, and endurance). Over the past year he has been prescribed 3 medications, has had 2 lab draws, and has had 12 visits: 8 over the phone and 4 in-clinic. In addition, he has had 2 brain MRIs, 20 physical therapy appointments, and 8 occupational therapy visits from our referral partners.

Alfredo is in his mid-30s and lives with his wife and three children. He receives 1 medication from VIM, but over the past year he has not needed any other services. However, VIM will be here if he needs care in the future.

Lillian is in her mid-40s, works in the restaurant industry, and lives with her spouse and three children. VIM has provided care for ovarian cysts, stress incontinence, and basal cell carcinoma. She has been prescribed 4 medications, has received 1 flu vaccination, 3 labs, and has had four visits: 1 over the phone and 3 in-clinic. She has also had a screening mammogram, a diagnostic mammogram, a breast ultrasound and one pelvic ultrasound. In addition, she has received a physical therapy evaluation from a referral partner.

Emil is in his early 40s. He works in the restaurant industry and lives with his wife and two sons. VIM has provided care for obstructive sleep apnea and sleep related hypoventilation, acute DVT, gastric ulcer, osteoarthritis in his knees, hypertriglyceridemia, impaired fasting glucose, and chronic gout. Over the past year he has received 7 labs, 3 prescriptions, 1 knee x-ray, 1 lower extremity ultrasound, and 1 COVID -19 test. He has had 26 visits: 13 over the phone and 13 in-clinic. Emil has also been cared for by our community referral partners with referrals to pulmonology, sleep medicine, gastroenterology, and vascular surgery. Home BiPAP and home oxygen was also arranged.

Silvia is in her mid-40s, works in the restaurant industry, and lives with her spouse and son. Over the past year she has not needed any services from the clinic, however, VIM is here when she needs us.

Alma is in her mid-70s and lives with her daughter, son-in-law, and their five children. VIM has provided care for her hypertensive encephalopathy, post-polio syndrome, asthma, hypertension, chronic diastolic heart failure, heart murmur, aortic sclerosis, cardiomyopathy, left bundle branch block, obesity, urinary stress incontinence, goiter, multiple thyroid nodules, anxiety, and depression. Over the past year she has been prescribed 8 medications, she has received 1 lab, and has had 15 visits: 7 over the phone, 5 in-clinic, 2 behavioral medicine visits, and 1 vaccination appointment. VIM helped Alma schedule both of her COVID-19 vaccination appointments. In addition, she received a neurology referral to one of VIM's referral partners.

Board of Directors 2021 - 2022

Kate Wells - Chair PacificSource Health Plans

Rev. Dr. Barry Heath Vice Chair (retired)

Kurt Barker - Secretary Karnopp Petersen, LLP

Sarah Hall - Treasurer Morgan Stanley

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Stephen K. Hacker Transformation Systems International, LLC

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Fran McCabe, MD St. Charles Health System

> Erika McCalpine OSU Cascades

Cody Michael, CFP US Bank

Roxana Ocaraza Bridges to Communication

> Dennis Percell Percell Law

Karina Smith The High Desert Education Service District

• • •

Emeritus

Bob Hakala, MD Volunteers in Medicine

Jim Lussier *The Lussier Center*

Jim Petersen Karnopp Petersen, LLP

> Rod Ray, PhD Bend Research

John Teller, MD BMC Summit

Donate Stocks and Securities

One mutually beneficial way to make a gift to VIM is by donating your investments in the form of securities. These include appreciated stocks, bonds, or mutual fund shares that have been held for more than one year.

Gifts of appreciated securities entitle you to an immediate income tax deduction for the full fair market value of the securities. They also allow you to bypass the payment of a capital gains tax on the transfer of the securities, and it gives VIM an investment that helps us over the long-term.



Your contribution will support low-income working families.

The best stocks to donate are those that have increased in value, particularly those producing low yields. However, if you own stock that has dropped in value below your cost, you may also want to consider selling it and donating proceeds from the sale to VIM. Selling stocks in this way will enable you to claim a capital loss deduction on your income tax return. And by donating the proceeds to VIM you will also be able to claim an income tax deduction for your charitable contribution.

The most common and convenient way to give securities is through an electronic transfer from your brokerage account to VIM's brokerage account. You simply inform your broker or bank that you wish to transfer securities to VIM and state the number of shares you wish to give.

Another option is to deliver the stock certificates that you wish to donate to your local broker. Instructions should be given to hold the certificates for VIM while you or your broker immediately informs VIM that the stock is being held. At that point, we will advise your broker regarding its disposition.

When donating stocks or securities, it's always good to give us a call ahead of time to make the process as smooth as possible. To inform us of a gift, or for more details please contact Development Director, Mary Overman at 541-585-9007 or mary.overman@vim-cascades.org.

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







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