



We're Seeing Double!



March 2020

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Executive Director

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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.

Now is your last chance to double your donation through the St. Charles Match! **Any contribution made by medical professionals must be received on or before March 31, 2020 to be eligible.**

Every gift we receive is vital to the success of our mission to bring healthcare services to those in need, and doubling your donation allows us to increase our outreach and continue working towards our goal.

We are grateful to the collaborative spirit and supportive efforts of the St. Charles Health System, which over the last two years has committed to matching up to \$480,000 in funds VIM has raised, nearly doubling the health system's overall community benefit investment. "What makes VIM special is its value proposition," said Dr. Jeff Absalon, St. Charles' chief physician executive. "It convenes a pro bono network of specialists to coordinate case management, which helps ensure patients receive the right care at the right time. If VIM were to go away, the result would be more costly and fragmented care."

As support for VIM strengthens and VIM's reach expands, we are able to increase our positive impact, and the St. Charles Matching Grant has expedited this growth. Thank you to St. Charles and all of our donors for working with VIM to improve the health and wellness of the medically uninsured and critically underserved! Together we are creating a safe, united, and healthy Central Oregon community.

VIM is a safety net clinic for Central Oregon patients who are working but do not have access to health insurance. The organization is funded entirely by donations and relies on volunteers to turn those contributions into delivered healthcare for this underserved group of patients. VIM has succeeded in large part as a result of your financial contributions and very significant medical community support over the years. Thank you for that.

By making your donation on or before March 31, 2020, you will take advantage of the St. Charles match. I urge you to donate financial support. **In medicine today, we face many difficult issues that seem out of our hands, but this is one where we can each make a valuable difference.**

In Health,

John D. Teller, MD, VIM Board Chair

We believe in the health of our community

A Bittersweet Goodbye to a Caring Individual



So Long, Kristi. When I first encountered Volunteers in Medicine back in 2004, it was at a volunteer orientation held in the conference rooms at St. Charles Hospital, and Kristi Jacobs led the program, handing out applications, describing all the positions that needed to be filled. There was standing room only and the atmosphere buzzed with energy as our community embarked on something new and exciting.

I was thrilled to be a volunteer the first year the clinic opened. Kristi was so easy to work with, and so caring, always checking in each shift I worked, accommodating schedule changes with good humor and support.

In 2008 I was able to join VIM as the Executive Director and had the pleasure of Kristi as my new next-door office neighbor. I have been able to witness first-hand her easy and supportive manner with all volunteers, and the friendships that have developed over the last 16 years. I have enjoyed the music she plays during quiet work times. The plants she has nurtured bring a welcome touch of green to our gray walls. The countless number of pots of coffee she has brewed, dinners she has arranged, and picnics and parties she has coordinated are greatly appreciated by the volunteers, our staff, and our Board of Directors.

Kristi, VIM is stronger because you have been here, and because you have been a great source of good humor and steadiness over the last 16 years. Thank you for your years of commitment, friendship, and support. I hope your retirement is full of concerts, grandkids, baseball games, scrabble nights and maybe even a few visits back to VIM or to bingo. We will all miss you but are so happy for you on your next adventures.

We hope you'll join us for Kristi's Retirement Party on Friday, March 6th, 4:30 - 6:30pm at Greg's Grill.

Hello, Alex. For the first time in its history, VIM-Cascades has a new Volunteer Coordinator. Please help us welcome Alex Hinkle. Alex has experience in maintaining complex schedules, getting to know people as individuals, and coordinating events and activities. For those of you in the clinic every week, please stop in to say hello, introduce yourself and welcome Alex to VIM!

Kat



Community Partner

We'd like to extend a thank you to Mickey at Printer Resources and Recycling for his in-kind services, and for always being available, kind, and generous with his time and skills when VIM is experiencing printer troubles.

"Working with VIM over the past 10 plus years has been a privilege for me. Thinking of how Volunteers in Medicine helps so many people at no cost inspires me to do the same when I can. We look forward to helping you for many years to come." - Mickey Meszaros

Hello from our New Volunteer Manager, Alex!

Let me start by saying I feel honored to be a part of VIM, where so many amazing people are giving their time and resources to make a difference in our community. I already see that the people I now find myself surrounded with will encourage me to grow both personally and professionally, and I'm happy to add that my work experience will allow me to excel in this new role.

Most recently I worked as a field director at a wilderness therapy company. I helped support every aspect of operations from on-boarding and training new staff, to logistics support and planning. Before working in wilderness therapy, I spent over 5 years in Seattle working as an event planner for a popular science museum. I love being outside, spending time with my wife and our two cats, cooking, and baking new recipes. Most recently, my wife and I took a once in a lifetime honeymoon and completed a through hike of the Continental Divide Trail, walking over 2,200 miles in a little over 5 months.

I'm excited to begin this new chapter at VIM. I look forward to getting to know everyone better and continuing to support such a great organization. Please make sure to say hello at our next clinic or event!



Alex Hinde

12 Years with Volunteers in Medicine

Dr. Robert Hakala, VIM's former Medical Director recruited me to volunteer in 2007, and within months of volunteering I accepted the best 'job' I ever had. After seven years of working as Co-Medical Director with Dr. Hakala, I retired. However, I continue to volunteer on a regular basis. All of the volunteers at VIM are here to help patients in every way possible. It's fun to see how particular specialists care for our patients, and working with them creates ongoing learning opportunities. But it's not just working with the staff and volunteers that make VIM special, the patients are so wonderful and appreciative of the care they receive both here and at the offices of all the specialists we refer to, and that is meaningful to everyone.



Pictured: Dr. Ritzenthaler and wife, Deb in New Zealand. Deb is also a VIM volunteer.

VIM creates a unique environment where you're able to see patients at your own pace, dedicating as much time as necessary to focus on their needs without worrying about cost or insurance limitations. Being able to practice medicine this way is both unique and very rewarding.

In addition to volunteering my time I also give financially to VIM because I know what a value VIM is to the Central Oregon community, and every day I volunteer I see how that value benefits each patient and their families.

- James Ritzenthaler, MD

"Dr. Ritz has been a resource to VIM from the first time he walked through the doors of the clinic." - John D. Teller, MD

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Good Luck Dorlee!

After 26 years as a nurse practitioner in the navy, Dorlee retired to Bend, where she had lived throughout the 80s. Lucky for VIM, she kept her license and began volunteering in April 2004. Dorlee says she enjoys helping people who don't have access to healthcare, something she believes is a basic right.

Besides giving her time and expertise to the clinic on Tuesday evenings, Dorlee is an avid cross-country skier. This March she'll be competing in the Masters World Cup (MWC) for Cross Country Skiing in Cogne, Italy. The MWC are events for athletes over the age of 35, and includes 5-year age increments for competing. Dorlee says she's excited about the international aspect of the competition and looks forward to the event!



Implementing Epic at the Clinic

I began at VIM in 2008, as a volunteer. Later I joined Jennifer as nurse manager, which led to seven years of job sharing. It was a great experience. Since retiring three years ago, I've stayed active at the clinic filling in from time to time. When I was asked to come on as project manager to help identify and implement a new electronic medical record system, I was flattered, yet cautious. My time at VIM is always a pleasure, but this assignment was different. After much thought and a reminder that the staff and loyal volunteers are available to help, I agreed.

Fast forward through eight months of research, meetings, workflows, trainings, and builds (that is a short summary, just ask anyone) and here we are. VIM is now an EPIC Community Connect Partner with St. Charles. An exciting feature is the real time communication with the hospital and other clinics which are using EPIC, enabling us to provide the best medical care to our patients. (I could go on about EPIC, but that is for another time.) The road getting here has been a test of resources, patience, perseverance, and time. This is a huge endeavor and will continue to be, as we are part of EPIC's promise to constantly improve.

I cannot thank everyone enough for joining together to ensure VIM's success as we move forward. Thank you volunteers, staff, supporters, St. Charles and our patients. I am so happy to be apart of VIM's great team! - Kelly Hester