

## Summer 2017

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Kat Mastrangelo,  
Executive Director

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### VIM Mission Statement

*“To improve the health and wellness of the medically uninsured or critically underserved through the engagement of professionals, community partners and dedicated volunteers.”*

## Alive Because of VIM

When Elizabeth lost the vision in her left eye she was running her own online business, but didn't make enough money to afford health insurance. She was scared and didn't know where to turn for help.

Hope came when her mother's eye doctor suggested she call Volunteers in Medicine (VIM) to see if she qualified for medical care at the clinic.

**I love everyone at VIM. I know everyone and they make me feel safe and comfortable.**

During her first appointment at VIM, Elizabeth met with a volunteer neurologist to discuss her concerns. In addition to her vision loss she complained of tingling, numbness and pain in her hands. She had also experienced sudden, random muscle pain and dizziness with quick movements.

As she was examined, multiple sclerosis was ruled out. Blood was drawn and her fasting sugars came back high. All signs and symptoms pointed to Elizabeth having prediabetes.

With healthy lifestyle changes, Elizabeth could reverse her prediabetes. Without treatment, her prediabetes could lead to type 2 diabetes, heart disease and stroke.

Elizabeth took charge of her health. She



changed her diet and began to exercise. She scheduled an annual women's exam, a mammogram, and had a lipoma removed from her shoulder.

With ongoing access to medical care, education and medications, Elizabeth was able to control her prediabetes, and her vision ended up coming back too!

“I love everyone at VIM,” Elizabeth said. “I know everyone and they make me feel safe and comfortable.”

When Elizabeth found blood in her urine 16 months ago, VIM was there to coordinate the care she needed to treat her diagnosis of bladder cancer.

*(Continued on back page)*

# Annual Event Honors Volunteers

Our volunteers are the heartbeat of the medical care we provide and the lifeblood of the clinic. Without them, VIM would cease to exist. Our model of care relies on the big hearts of others who have medical training or non-medical skills that we depend on to open the clinic each day to serve our patients. Most volunteer at least one, four-hour shift each week, and have a profound impact on our patients' lives.

Last year, 65 new volunteers opened their hearts to VIM. They have filled vital roles as primary and specialty care doctors, nurses, mental health counselors, physical therapists, eligibility screeners, schedulers, and interpreters, just to name a few.

Since 2004, 1,638 volunteers have together served a total of 270,511 hours at the clinic, a value that is worth more than \$10,000,000 in community benefits (i.e. reduced wait times at the ER, etc.).

That's why it is with great pleasure that we celebrated their dedication over the past year. On April 28, in recognition of Volunteer Appreciation Week, nearly 100 VIM supporters gathered at St. Charles Bend to celebrate 13 years of service since the clinic opened, and to honor a select group of individuals who went above and beyond this past year, surpassing a number of volunteer benchmarks.

Our first volunteer benchmark recognizes a volunteer who has donated 250 hours or more at the clinic. We have awarded 230, 250 hour VIM shirts since 2006. Over the past year, 11 volunteers met this benchmark and were awarded their 250 hour VIM Shirt. Congratulations to:

- Karyn Anderson
- Bob Hakala
- Michael Hudson
- Ann Kerr
- Jeffrey Hudson
- Lisa Vlessis
- Lili Bernabe
- Crispin Henthorn
- Alegria Kent
- Laurie Lakin
- Jim Ritzenhaler

The *Shining Star* benchmark honors individuals who have volunteered 500 hours or more. There have been 134 volunteers who have been awarded a *Shining Star pin* since 2007. This is NOT an easy achievement when you may only volunteer four hours per week. One steady year of volunteering would only amount to 200 hours each year. Seven pins were awarded to the following *Shining Stars* for their contributions to VIM. Their names are:

- Jane Bubak
- Cole Gayheart
- Terri Hudson
- Irene Nunez-Smith
- Carolyn Cook
- Bill Hoffman
- Meryl Koester

**Since 2004, 1,638 volunteers have together served a total of 270,511 hours at the clinic, a value that is worth more than \$10,000,000 in community benefits.**

We are proud to have Dr. Tom McGranahan's name heading up the plaque that recognizes volunteers who have donated 1,000 hours of time or more at VIM. This plaque hangs on the wall next to our front desk and exhibits the names of 58 individuals who have devoted over 1,000 hours to our patients. Dr. McGranahan was the first volunteer to set the 1,000 hour benchmark of time served. At the event we unveiled two names

that were added to this impressive plaque. Congratulations to:

- Pam Cheeney
- Larry Kierulff

The next category is our *Length of Service Award*. We first introduced these pins in 2013 and have given out 60, 5-year pins over the years. This year we honored seven volunteers with their 5-year pins. The recipients are:

- Dale DiRe
- Debbie Malone
- Karla Pivik
- Jerry Wein
- Ann Kerr
- Martita Marx
- Sarah Svendsen

In 2014, we awarded 28 volunteers with our first ever 10-year pin. All had volunteered at the clinic since it opened. This year we honored five volunteers for their decade of service, bringing the overall total of 10-year pins awarded to 40. Congratulations to:



## Thank You to our 2017 Restaurant Donors

Every Tuesday night our clinic is staffed by 25-30 hungry volunteers. We are grateful for the weekly meal donations that help to fuel them while they are caring for our uninsured and medically underserved patients during the dinner hour.

Thank you to the following restaurant partners for their ongoing support of VIM and our volunteers.

- Aloha Cafe
- Cafe Yumm
- Country Catering
- HOLA!
- Jackalope Grill
- Jackson's Corner
- Kebaba
- Longboard Louie's
- McKay Cottage
- Tate & Tate
- Toomies Thai Cuisine
- Zydeco

## Your Monthly Gift Helps to Sustain VIM

VIM is now set up to deduct monthly donations from your bank account.

Your automatic monthly gift can help provide the sustained resources needed to fund VIM's work to provide critical health care and medications to members of our community who don't qualify for Affordable Care Act Programs (ACA).

Contact Stacey Durden, Development Director & Communications Manager, at (541) 585-9007 or visit [vim-cascades.org](http://vim-cascades.org) and click the pink donate button to enroll.

- Shari Biggs
- Richard Bolt
- Joan Goodwin
- Mary Lefevre
- Casey Osborne-Rodhouse

Our final benchmark honors our *Master Volunteers*. These volunteers have surpassed 2,500 lifetime hours at VIM. Three *Master Volunteers* were honored in 2013 for this achievement. This short list includes:

- Sharon Lichti
- Pat Lonergan
- Karen Rector

This year we honored three more, bringing our

*Master Volunteer* list to six. The following volunteers received a VIM Vest in honor of their remarkable achievement. Their names are:

- Ann Bruckner
- Bobbie Dagostino
- Joan Goodwin

In total, 35 dedicated volunteers were recognized at our annual event. We are deeply grateful for the support all of our volunteers have shown us over the past year and we're excited to see the accomplishments they will continue to make over this next year.

## From the Executive Director

Health begins where we live, work, learn, and play. And the conditions of those places can have a wide range of health risks associated with them because of social determinants like unstable housing, unsafe neighborhoods, lack of employment, obstacles to transportation, and substandard education.

In Central Oregon, the cost of living is high, affordable housing is scarce, and health care is still out of reach for many. We continue to see a growing number of patients who earn too much for Medicaid but barely enough to survive, let alone pay premiums, co-pays and deductibles. The average VIM patient works two part-time jobs and has an income that is less than 250% of the Federal Poverty Level (FPL), which is \$50,400 for a family of three. In reality, most VIM patients make less than 125% of the FPL, or \$25,112 for a family of three.

At VIM, we believe that all individuals should have the opportunity to attain their fullest health potential, where no one is disadvantaged from achieving this potential due to socially determined circumstances that are out of their control.

When VIM was established 16 years ago, the goal was to ensure the working poor had access to compassionate, high quality health care. Today, we are still committed to improving the health of the uninsured and medically underserved in our community by addressing the gaps and inequities that are ever present in our health care system.

As the coming year promises to be a challenging one on many fronts, we are grateful for your ongoing support. Our patients know what a gift it is to have health care. Their gratitude is profound, and so is ours. Thank you for investing in VIM, and in the health of our community.

Your partner in health,



Kat



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# In Memory of Dr. Charles Ayers

It is with sadness that VIM acknowledges the passing of an early and instrumental volunteer, Dr. Charles Ayers. Charlie, as he was known, first became involved with VIM in 2002 shortly after moving to Bend. He served as volunteer Assistant Medical Director, along with Dr. Ron Carver, at VIM's first home at the Deschutes County Health Department, and continued in this role at VIM's current location until 2005 when Dr. Bob Hakala became Medical Director.



*Jill Ayers (daughter), Dr. Charles Ayers*

After that time, Charlie volunteered at VIM as a primary care provider, accumulating 566 volunteer hours over his 12 years of service. He was instrumental in recruiting other volunteers, some of whom are still volunteering at VIM today.

In honor and in memory of Charlie, we would like to recognize the impact that he had on

VIM and our patients. He was passionate about helping the underserved and understood the challenges many VIM patients faced. He will forever be remembered for the impact he made in our patients' lives and for the role he had in making healthcare accessible to the less fortunate in our community. He will be deeply missed.

## Alive Because of VIM *continued...*

"I was sent to see Dr. Barrett at Bend Urology," Elizabeth said. "He was extremely helpful and kind, I am so grateful."

Over the past year and a half, Elizabeth's bladder cancer has come and gone three times. She most recently completed a three-week stint of chemotherapy treatment in April, and her May cystoscopy showed she was in remission once again.

In three months when she has another

cystoscopy procedure, we are hopeful she will still be in remission. If she isn't, Elizabeth will continue to receive the ongoing care and support she needs to get her through her next treatment.

"I am thankful for all of the support I have received at VIM," Elizabeth said. "Everyone has taken such good care of me. They really saw me through a rough time in my life. I don't think I would be alive if it wasn't for the help I received from VIM."



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