

August 2018

• • •

INSIDE

2018 Volunteer
Appreciation Awards

A Message from
Kat Mastrangelo,
Executive Director

St. Charles Health System
\$240,000 Match

• • •

**VIM Mission
Statement**

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

Hope, Health & Opportunity

A welder by trade since 2000, Esteban, age 43, works full time but doesn't get insurance benefits through his job. He frequently kneels for long periods of time throughout his workday. When the pain in his left knee began to have an impact on his work, he came to Volunteers in Medicine (VIM) for help.

People don't realize that a little bit of help can make a huge impact in someone's life. That's what VIM has done for me, and I'm thankful.

At his first visit, in August 2015, he was prescribed an anti-inflammatory medication to reduce the swelling and sent home with instructions to ice his knee two times a day, until the swelling went down. He was also scheduled for a follow-up appointment with a volunteer orthopedist at the clinic for ongoing care.

During his follow-up appointment, Esteban was diagnosed with patellar tendonitis, an inflammation of the tendon that connects his kneecap to his shinbone. To prevent the knee from further swelling, Esteban was told to use a kneepad whenever he kneels, and to continue to ice as needed.

“Once in a while my knee gets painful again,” Esteban said, “but when it does, I know how to take care of it.”

A year later, Esteban was back at VIM with complaints of a tight chest and



(L-R) Beth (staff), Esteban & Meryl (volunteer). To show his appreciation, Esteban gifted each a welded garden work of art that he made.

gastrointestinal problems. He was prescribed reflux medication and scheduled for a colonoscopy and an endoscopy. During the endoscopy, it was discovered that Esteban had an infection in his stomach. He was placed on two antibiotics and prescribed an antacid. Soon thereafter, the pain in his chest and issues with his stomach were resolved.

“People don't realize that a little bit of help can make a huge impact in someone's life,” Esteban said. “That's what VIM has done for me, and I'm thankful.”

(Continued on back page.)

Volunteers — The Heart and Soul of VIM

Volunteers in Medicine's (VIM) model of care relies on the selfless commitment of others to serve our patients. Since 2004, 1,695 volunteers have together served a total of 285,027 hours at the clinic, a value that is worth more than \$7 million dollars in care and support.

Volunteers are an essential part of our team and play a key role in our mission. Without their heartfelt support, VIM would cease to exist.

On June 2, a group of staff, volunteers, and friends of VIM, gathered together at the Bend Senior Center to honor and recognize the dedication of a select group of individuals who surpassed a number of benchmarks while volunteering at the clinic over the past year.

During our 14th annual Volunteer Recognition event, 38 big-hearted individuals were honored for their contributions to our patients and the community.

Our first volunteer benchmark is our Length of Service: 10-year award. Since 2014, 40, 10-year pins have been given. In celebration of this amazing milestone, we honored three more individuals at the event. They are:

- Tammy Bull, MD – Volunteer Physician
- Kelly Conklin, RN – Volunteer Nurse
- Carlos Wysling – Volunteer Interpreter

The next benchmark is our Length of Service: 5-year award. This category recognizes individuals who have dedicated five or more years of service at the clinic. Since 2013, 60 volunteers have received their five-year pin. On this day, we added 10 more to the list. They include:

- Heather Barr, FNP – Volunteer Nurse Practitioner
- Lise Cote, MD – Volunteer Physician
- Peggy Gayheart, RN – Volunteer Nurse
- Bill Hoffman – Volunteer Scheduler
- Rob Jacobs – Volunteer Medical Records Scanner
- Meryl Koester – Volunteer Eligibility Screener
- Jim Munro, FNP – Volunteer Nurse Practitioner
- Melissa Olin, FNP – Volunteer Nurse Practitioner
- Jim Ritzenthaler, MD – Volunteer Physician
- Jim Stragand, MD – Volunteer Physician

Dr. Tom McGranahan's name anchors our 1,000-hour plaque. He was the first volunteer to reach this amazing achieve-

ment. The plaque hangs at the front desk area of the clinic, and now honors 63 individuals. Three volunteers reached this milestone last year. They are:

- Lise Cote, MD – Volunteer Physician
- Peggy Gayheart, RN – Volunteer Nurse
- Debbie Malone, WHNP – Volunteer Nurse Practitioner

The Shining Star benchmark honors individuals who have volunteered 500 hours or more at the clinic. There have been 134 volunteers who have been acknowledged for reaching this metric. During the event, five more Shining Stars were awarded to:

- Shiela Coffman – Volunteer Lab Assistant
- Maryclaire Collis – Volunteer Nurse Support
- Jim Detwiler, MD – Volunteer Physician
- Alegria Kent – Volunteer Interpreter
- Brandon Santos – Volunteer Scheduler

(Continued on back page.)



Jennifer (staff) and Length of Service Awardee, Carlos Wysling.

A Message from the Executive Director

In Central Oregon, full-time jobs that include benefits are not easy to find. Our region is growing, but many of the positions that are added to the workforce are for part-time employment and they do not offer health care benefits.

Where can a low-wage earning adult with no health insurance go to see a doctor, get needed tests or necessary medications?

In Central Oregon, the answer is Volunteers in Medicine (VIM). VIM is a grassroots organization made up of neighbors caring for neighbors — a local, volunteer-powered solution to the national health care crisis.

Currently, 982 individuals consider VIM as their primary care doctor and medical home. Since we opened in 2004, we have touched the lives of 7,869 people who needed care but did not have access or insurance.

Our patients work in low-wage jobs: house-keeping, landscaping, construction, waiting tables, and washing dishes. Many work two or three part-time positions in order to just make ends meet, providing needed services local industries depend on. Without insurance or paid vacation time, our patients must stay healthy so they can continue to earn a paycheck to support themselves and their families.

According to the 2017 County Health Rankings, 20,000 people in the tri-county area are living without health insurance coverage. The need is real, and it's growing, as our population expands.

Fortunately, for those of us in Central Oregon, VIM's volunteers are skilled and dedicated, and our medical partners in the community are willing to do their part to ensure that no one goes without care because they can't afford to pay.

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 because of circumstances they don't control.

The coming year promises to be a challenging one for VIM on many fronts. As we continue to fulfill our mission, it is becoming harder and harder to raise the necessary funding to keep our doors open and meet the demands of our patients. That is why we need your help.

Our work comes from the heart. Thanks to you and other generous donors, our patients know what a gift it is to have health care. Their gratitude is profound, and so is ours. Thank you for your continued investment in VIM, and the health of our community. We are grateful for your support!

Your partner in health,



Kat Mastrangelo,
Executive Director

Kat

St. Charles Health System to Match any Donation from a Licensed Medical Professional — Up to \$240,000

Are you a licensed medical professional, or do you know a licensed medical professional, who is actively practicing in Central Oregon, and believes in the health of our community?

To help us stabilize our funding base, St. Charles Health System (SCHS) has committed to matching any donation from a licensed medical professional in Central Oregon, dollar-for-dollar, up to \$240,000.

Are you interested in learning more about this great opportunity? Please contact Stacey Durden at (541) 585-9007.

Secure donations can also be made online at: www.vim-cascades.org.

Please join with us, as a community, to ensure that low-wage earning, uninsured adults continue to have access to high quality healthcare for as long as there is a need.

With your support, we give our neighbors hope, health and opportunity.

Thank you!

Monthly Giving Benefits Everyone

A recurring gift is an affordable way to make small, monthly donations that add up to a BIG difference for our patients. When you spread your generosity over a year, you provide a steady revenue stream that funds the medications and medical care for 982 patients who depend on VIM.



**VIM Board
of Directors
2018-2019**

John Teller, MD
Chair
Bend Memorial Clinic

Kate Wells
Vice-Chair
PacificSource Health Plans

Ann Rhoads, CPA
Treasurer
PricewaterhouseCoopers
(retired)

Kurt Barker
Secretary
Karnopp Petersen, LLP

Michel Boileau, MD
St. Charles Health System

Roxana Ermisch
Bridges to Communication

Aaron Gordon
U. S. Bank

Rev. Dr. Barry Heath
(retired)

Jenn Welander, CPA
St. Charles Health System

Bob Hakala, MD
Emeritus
Volunteers in Medicine

Jim Lussier
Emeritus
The Lussier Center

Jim Petersen
Emeritus
Karnopp Petersen, LLP

Rod Ray, PhD
Emeritus
Bend Research

Volunteers — continued



250 Hour Awardees

Our final volunteer benchmark recognizes an individual who has donated 250 hours or more at the clinic. Since 2006, 241 volunteers have been honored for this accomplishment. On this day, 17 more individuals received their 250-hour shirt. They include:

- David Anderson, PharmD – Volunteer Pharmacist
- Joe Anderson, MD – Volunteer Physician
- Wendi Ayala – Volunteer Interpreter
- Bill Claridge, MD – Volunteer Physician
- Claire Gibson – Volunteer Scheduler
- Cheryl Hadley, MD – Volunteer Physician
- Karlyn Hetzler, RN – Volunteer Nurse
- Janet Kunz, RN – Volunteer Nurse
- Jeannie Mariani, RN – Volunteer Nurse

- Martita Marx – Volunteer Interpreter
- Leslie O’Meara, MD – Volunteer Physician
- Ann Pflugsten – Volunteer Interpreter
- Michelle Reeves, PT – Volunteer Physical Therapist
- Ann Rhoads, CPA – Board Treasurer
- John Teller, MD – Board Chair
- Freya Tripp – Volunteer Interpreter
- Devin Wicker – Volunteer Scheduler

Our community thrives when we work together for good. Please join us in thanking these amazing individuals for their demonstrated compassion for, and dedication to, the underserved adults in our community. We’re grateful for all of you. Thank you!

**Our community thrives
when we work together
for good.**

Esteban — continued

Providing patients, like Esteban, with the opportunity to be healthy allows them to be better parents, employees, neighbors, and citizens. At VIM, we strive to ensure that every patient who walks through our doors does so with the knowledge that their unique needs will try to be met.

For some patients, one or two visits with a VIM doctor can make all the difference. Other times, conditions are chronic and will require a

lifetime of monitoring and care. The key is, they have access to necessary care and medications when they need it most.

Your generosity allows us to provide hope, health, and opportunity to those in our community who would otherwise not have access to these services. Thank you for your investment in the health of our workforce and our community. Together we are making a difference, one patient at a time.



2300 NE Neff Road Bend, Oregon 97701
(541) 330-9001 phone (541) 585-9002 fax
info@vim-cascades.org www.vim-cascades.org

