

VIM Facts for Fiscal Year 2021-2022

This document summarizes the care provided by Volunteers in Medicine Clinic of the Cascades (VIM) from April 1, 2021 – March 31, 2022.

MISSION

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

COMMITMENT TO DIVERSITY EQUITY AND INCLUSION (DEI)

We acknowledge that Central Oregon faces inequities in healthcare. These are perpetuated by deep roots in racism and oppression, along with historical and current trauma.

We commit to working against these inequities.

We commit to being a place for health and transformational healing. Our equity work will have a direct and positive influence on the health outcomes of our patients.

We will thoughtfully examine our policies, programs, and procedures to transform the structural, institutional, and individual biases that negatively impact our patients.

OVERVIEW

- 960 low income, uninsured patients
- Patients were over 18 years of age, low-income, and not eligible for Affordable Care Act coverage
- Patients received primary and specialty medical care, prescription medications, and mental health counseling
- Care provided by medical volunteers both in the clinic and through off-site community partners with trained support volunteers who help keep the clinic running smoothly
- 12,878 volunteer hours in the clinic
- 9,774 medical provider visits, nurse triage telehealth visits, community partner visits, intake appointments and pharmacy consultations
- \$1,457 cash expense per patient was raised through individual, corporate, patient, and foundation contributions
- \$6.7 million total impact of community benefit
- \$2,729,685 value of goods and services donated
- \$1,376,709 in expenses

COVID-19 RESPONSE

- 367 patients tested for COVID-19
- 192 (52%) patients tested Positive for COVID-19
- 5 patients were admitted for in-hospital care
- 583 home monitoring nurse calls
- 672 patients received COVID-19 primary vaccinations series
- 189 patients received vaccines at the VIM clinic in partnership with Deschutes County Public Health

COMMUNITY OVERVIEW

- VIM's Service area is Deschutes, Jefferson, and Crook counties in Central Oregon
- 15,839 estimated uninsured under the age of 65 in the tri-county region¹
- 75% of the uninsured are in Deschutes County, and 11% in Crook, and 14% in Jefferson County²

PATIENT OVERVIEW

- 96% Latino, 3% White, and 1% Asian, African, or Other
- Household income less than 250% of federal poverty level
- First language is 92% Spanish, 7% English, and 1% other
- Primary languages include Spanish, English, Russian, Tagalo/ Filipino, Chinese, Purepecha
- 90% of patients were immigrants
- 71% of patients ages 30-49
- Top diagnoses: diabetes, hypertension, and high cholesterol

NUMBER OF PATIENT VISITS

- 9,774 medical provider visits, nurse triage telehealth visits, community partner visits, intake appointments and pharmacy consultations
- 984 low-income adults completed financial screenings to qualify for care at VIM
- 2,672 Provider visits
- 348 Diabetes education appointments
- 2,946 Nurse Triage
- 2,642 Pharmacy consults
- 603 visits to VIM's off-site community medical partners

¹ County health rankings <https://www.countyhealthrankings.org>

² <https://www.census.gov/>

NURSE TRIAGE & EMERGENCY ROOM DIVERSION PROGRAM

- 2,946 patient phone calls were triaged by nurse volunteers and managers
- 992 of those calls had an immediate need for care
- 955 (97%) were worked into VIM's schedule to keep these patients out of the emergency room
- \$1,372,335 estimated savings to St. Charles Health System Emergency Room³
- 45 patients referred directly to the ER or Immediate Care because of severity of symptoms they presented over the phone

OFF-SITE COMMUNITY PARTNER PROVIDERS

- 603 patients seen in providers' own offices
- 171 off-site medical partners saw patients upon referral by VIM
- 34 specialties represented
- 112 medical groups, clinics, and facilities, including St. Charles Health System, Summit Medical Group, Bend Anesthesia Group and Central Oregon Radiology Associates

CHARITABLE PHARMACY & PRESCRIPTION MEDICATIONS

- 2,642 prescriptions filled by VIM's charitable pharmacy
- \$1,842,283 value of medications dispensed to patients at no charge
 - \$92,114 (5%) of prescriptions filled using Prescription Assistance Programs (PAP)⁴
 - \$102,715 (6%) of prescriptions filled using mail order
- \$697 average value of each dispensed prescription
- VIM has the only charitable pharmacy in Central Oregon and is one of only five statewide⁵

STUDENTS PROCTORED AT VIM CLINIC

- Student rotations suspended due to COVID-19

IN-CLINIC VOLUNTEERS

- \$794,724 value of in-clinic volunteer services
- 12,878 service hours donated by in-clinic volunteers
- 124 Average hours per volunteer
- 308 trained medical and lay-person volunteers in database
- 169 clinical and 139 non-clinical volunteers
- 23 Spanish interpreters donated 1,990 hours
- 104 volunteers active during the year
- 85 new volunteers

³ 955 patients diverted at \$1,437 each. Data obtained from <https://www.talktomira.com/post/how-much-does-an-er-visit-cost>

⁴ Prescription Assistance programs included PAP applications submitted on behalf of patients and VIM's iPAP (institutional patient assistance) programs with Merck, Direct Relief and Americares.

⁵ VIM's pharmacy became the third charitable pharmacy in the State of Oregon on April 1, 2011, and one of five in the state of Oregon. <https://orbop.mylicense.com/verification/searchresults.aspx>

OPERATING COST PER PATIENT

- \$1,434 per patient per year, or about \$120 per patient per month

ROI - LEVERAGING RESOURCES

- \$6.7 million estimated annual community benefit⁶
- \$4.88 in community benefits for every \$1 cash expense
- \$1.93 in donated medical care and prescriptions for every \$1 cash expense
- \$2,637,007 donated medical services and prescriptions
- \$92,678 donated non-medical goods and services

VIM BOARD OF DIRECTORS

- 14 Board Members
- 5 Emeritus Board Members, including 3 founding members
- Expertise in medicine, insurance, hospital administration, data & analytics, banking, law, education, accounting, nonprofit, business management, and diversity, equity, and inclusion (DEI)

HISTORICAL INFORMATION

- VIM was established as a private, 501(c)(3) nonprofit, in 2001
- VIM was modeled after the original Volunteers in Medicine Clinic in Hilton Head, South Carolina, there are now 91 clinics that comprise the VIM Alliance
- Bend's 6,500 sq. ft. clinic opened in May 2004
- Building is paid in full. St. Charles Health System charges VIM \$1 per year to lease the land
- An Electronic Medical Records (EMR) System has been in service since VIM opened in 2004
- EMR updated to EPIC EMR in 2020
- 13,168 low-income, uninsured individuals cared for since 2004
- 108,595 patient visits in the VIM clinic since 2004
- \$146.5 million value of healthcare services and benefits provided to the local community in the 18 years since VIM opened in 2004

WEBSITE AND SOCIAL MEDIA

- Website: vim-cascades.org
- Facebook: facebook.com/vimcascades
- Instagram: [@vimcascades](https://instagram.com/@vimcascades)
- LinkedIn: linkedin.com/company/vimcascades
- Vimeo: vimeo.com/vimcascades
- YouTube: youtube.com/user/vimcascades

⁶ *Oregon Health Policy & Research, February 2010*. Return on community investment analysis includes the direct value of services and the indirect value of care to the patient and their employer.