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317 in-clinic volunteers and over 300

VIM's Mission

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

Thank you for working with us to achieve this mission.

It Takes a Community

Over the past year, VIM provided 949 patients with a "medical home" – a place they can rely on to help them get well, and stay well, thanks to your support.

VIM patients fill a significant percentage of the low-paying jobs in our community, providing needed

correspondingly. At one point, we had to stop accepting new patients for a few months because we simply could not keep up with the demand.

Research has shown that most working poor are only \$250 away from becoming homeless. An unexpected doctor's bill, illness, or

of the uninsured and medically underserved through the engagement of professionals, community partners and dedicated volunteers" is more necessary today than ever before.

For our community, VIM is a local solution to a national healthcare problem. We wouldn't be able to

local medical partners collaborate

services in construction trades, food service, housekeeping, childcare, and many others. Yet, even though these workers contribute their skills and talents to keep our region strong and growing, many are not eligible for healthcare programs through the Affordable Care Act (ACA). VIM functions as a safety net clinic for the medically uninsured.

The number of patients receiving clinical services at VIM has more than doubled since the implementation of the ACA in 2014, and the number of visits to VIM's offsite community medical partners increased

car repair can be catastrophic for an individual or family that is already struggling.

VIM will soon celebrate 13 years of providing care on a donation basis to the working poor in Deschutes, Crook and Jefferson Counties. Our mission "to improve the health and wellness provide access to medical care without your support, and the efforts of our 317 volunteers, 302 donors and 300+ community medical partners.

Thank you for working with us over the past year. With your help, VIM will continue to do our part to care for the workers who keep our community strong.



John D. Teller, MD
Board Chair

Kat Mastrangelo, MPH
Executive Director



Back to Living a Full Life Because of Your Support

Diego had been dealing with stomach cramps for months. Although he was concerned, this wasn't a topic he felt comfortable discussing with his parents – especially because his family didn't have health insurance. He decided to eat smaller meals, hoping it would minimize his pain and frequent trips to the bathroom.

As a seasoned high school athlete, it was normal for Diego to get a little nervous before competing in a wrestling match. "It's just nerves," he would say when his stomach acted up.

But, in March of 2014, Diego's nerves gave way to flat out fear. Any anxiety he felt about talking with his parents disappeared after Diego ended up in the bathroom 14 times in one day, passing blood.

Diego's parents contacted Volunteers in Medicine (VIM) to see if their 18 year old son could get some help. Since both of Diego's parents were already VIM patients, he was able to qualify for care at the clinic. Luckily, an appointment was available the next day.

The volunteer provider that examined Diego asked him to monitor his diet until he could see a gastroenterologist. Nine days after his first visit to VIM, Diego met with one of VIM's volunteer gastroenterologists. A week after that, he was booked for a colonoscopy.

Diego did monitor his diet. He also cut out wheat, sugar and gluten, but didn't see any real change. However, the results of the colonoscopy and some bloodwork confirmed that Diego was suffering from ulcerative colitis, an autoimmune disorder that affects the large intestine.

Diego immediately received medications from VIM's charitable pharmacy to manage his symptoms and provide some relief. Due to these immunosuppressive prescriptions, regular blood tests were also scheduled to closely monitor Diego's liver and white blood cell counts.

"Everyone at VIM was so nice. They helped my parents and me. I don't know what I would have done without them," said Diego.

Diego still comes into VIM every six months for blood monitoring. His symptoms are under control, and he's back to living a full life. Recently, Diego took a tumble on his bike, breaking his elbow and separating his shoulder. Once again, VIM and our community medical partners stepped in to help. Diego is now recovering nicely and working with a volunteer physical therapist.

Diego began his junior year at OSU – Cascades this fall, where he is studying to become a Certified Public Accountant. "I don't think I would have been able to go to school if VIM hadn't helped me," says Diego.

Every day in the clinic, we see people like Diego – grateful members of our community who are moving their lives forward with the help of VIM's donors and volunteers.

We call it "community powered healthcare", and it's happening thanks to volunteers and donors like you. Thank you!

Inspiring the Next Generation of Medical Professionals

In August, 2015 we hosted our first "Student Day at VIM." Twenty-three students participated in a series of interactive activities designed to inspire the next generation of medical professionals.

During the half-day event, the 6 – 12th grade students were broken into small groups that rotated through five different stations: the heart, orthopedics, pharmacy, vitals/labs, and charting/electronic medical records. Each station was manned by a VIM staff person or volunteer who easily shared their enthusiasm and expertise about the work that they love.

The students were kept busy – practicing CPR, listening to their hearts, taking blood pressures and temperatures, doing lab tests, viewing x-rays, trying on orthopedic braces and wraps, filling prescriptions (M&Ms), and learning how an electronic medical records system works.

We even had a few teachable moments. Two of the students fainted – not from anything they were doing, but because they hadn't eaten breakfast. Talk about making medicine real! This became a great opportunity to expand the conversation into the importance of nutrition and what to do in a medical emergency.

Our goal was to have students experience a day in the life of a medical professional. We also wanted them to think big – because each student would be the first in their families to go to college. They were awed by the wide variety of careers available in the field of healthcare. At the end of the day, each student received a packet of information highlighting the programs and degrees available through COCC and OSU-Cascades. We even translated the information into Spanish so they could be sure to share it with their parents.



The first "Student Day at VIM" was a resounding success – so much so, that we were asked to repeat it twice in 2016. (And we did!)

As for the students, all were members of the Juntos after school program in Madras, Culver, Redmond and Sisters. Juntos is a program of Oregon State University's Open Campus that is designed to provide students and their families with the knowledge, skills and resources necessary for students to finish high school and move onto post-secondary education.

We know there's nothing like a hands-on experience to light up a student's understanding of their own potential and desires. And, by our example, they saw what can be achieved through hard work and focus. It was thoroughly enjoyable to see the potential in this next generation of healthcare professionals.

As one student said, "I liked feeling like I was on the job." We did too!

VIM Program Report



PATIENTS

patients eligible for care

in-clinic visits

volunteers

VOLUNTEERS



17,424

\$838,053

active volunteers (up over last year)

donated volunteer hours (up over last year)

in care donated by volunteers

IN-CLINIC SPECIALISTS

Specialty clinics each month in the following areas:



Cardiology Dermatology Dental Hygiene Gastroenterology **General Surgery** Gynecology

Mental Health Counseling

Nephrology Ophthalmology Orthopedics **Physical Therapy Podiatry Psychiatry** Rheumatology

STUDENTS & INTERNS

OHSU 3rd year Medical Students: Primary Care rotation

OSU Cascades Masters in Counseling Students

Bachelor of Science in Nursing Student Internship

Nurse Practitioner Doctorate Student Internship

Doctor of Pharmacy and Certified Pharmacy Technician Students

PRIMARY CARE PROVIDERS

providers

primary care shifts per month



WOMEN'S **HEALTH**

gynecological exams

mammogram referrals

VISION

patients had a vision exam

patients had eye glass fittings

DIABETES

received diabetes education during

appointments

CHARITABLE PHARMACY

\$528 average value of each dispensed prescription

\$613,616 value of free medications dispensed

NURSE HELPLINE

1,646 patients were triaged

Questions ranged from earaches, to lab results, to chest pain symptoms.



of the patients who called needed immediate care

PATIENT ELIGIBILITY



eligibility screeners

new and renewing financial screenings

COMMUNITY PARTNER REFERRALS

patients needed care from off-site specialists for the following medical conditions:

PATELLAR SUBLUXATION, PSORIASIS, BIOPSY BIRTHMARK, BASAL CELL SKIN CANCER, BROKEN TOOTH, CAVITIES, SEIZURES, PAIN AND LOSS OF VISION, CHRONIC TRAUMATIC GLAUCOMA, VERTEBRAL COMPRESSION, UMBILICAL HERNIA, GALLSTONES, VASECTOMY, URETHRITIS, URINARY INCONTINENCE, BLADDER TUMOR, KIDNEY STONES, BLOOD IN URINE, TESTICULAR MASS, BREAST MASS, SICKLE CELL, SLEEP APNEA, BELLS PALSY, CHEST PAIN, POLYCYSTIC KIDNEY DISEASE, ACUTE APPENDICITIS, THYROID CANCER, END STAGE RENAL DISEASE, AORTIC ANEURYSM, WRIST FRACTURE, KNEE PAIN, OVARIAN CYSTS, CHRONIC ANEMIA, HEARING LOSS, BLURRY VISION, FACIAL AND ARM BURN, LEUKEMIA, FOOT FRACTURE, OSTEOPOROSIS, BACK PAIN

VIM Volunteer Receives Oregon Diabetes Educator of the Year Award

Since 2007, Joan Goodwin, BA, RN, CDE has passionately championed VIM's Diabetes Education Program, teaching patients how to manage their disease and live well. Last year, Joan was awarded the Oregon Diabetes Educator of the Year award in recognition of the 2,768 hours of volunteer work she performed as a Certified Diabetes Educator at VIM.

"Talk about a total surprise," said Joan. "I had no idea that I was even nominated! To receive this award from my peers in diabetes education is a real honor because they truly know that self-management education is imperative with a disease this complex."

25% of VIM's patients have diabetes.

Over the years, Joan has worked with many patients through VIM. Currently, approximately 25% of the VIM patient population has a diagnosis of diabetes, some with extremely elevated blood glucose levels.

Realizing that VIM's patients have a wide variety of needs, Joan developed a series of diabetes education programs.

"There is a lot of hands-on learning in our wellness class," Joan shared. "We bring culturally relevant foods and have them portion and put together a plate of food to help guide appropriate food choices. Patients also participate in a variety of physical activities and learn problem solving skills to instill the confidence that yes, they can manage this."



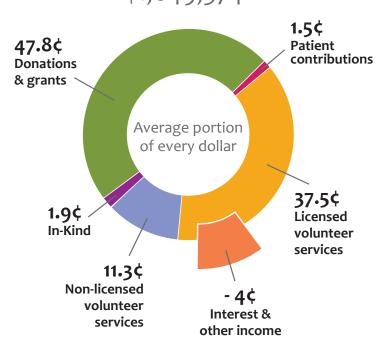
Diabetes is an urgent health problem in the Latino community. The rate of diabetes is almost double that of non-Latinos. The need for preventative education, accurate diagnostic, disease management education, and ongoing support is immense.

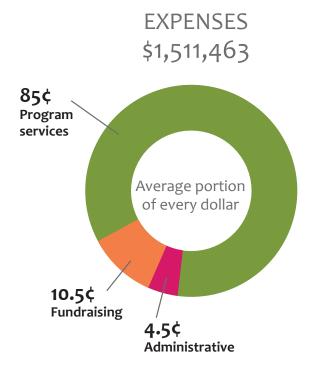
"Through Joan's leadership, VIM patients are gaining valuable knowledge, stabilizing their health and taking what they learn home to share with their family and friends," shared Kat Mastrangelo, Executive Director of VIM. "This is grass-roots prevention at its best, reaching the broader community in a way that doctors can't. And it's all because one extremely dedicated and talented volunteer has made it her mission to tackle this difficult disease with creativity and compassion. Joan's work inspires all of us. We are so happy that her leadership has been honored with this award."

2015-16 Financial Highlights

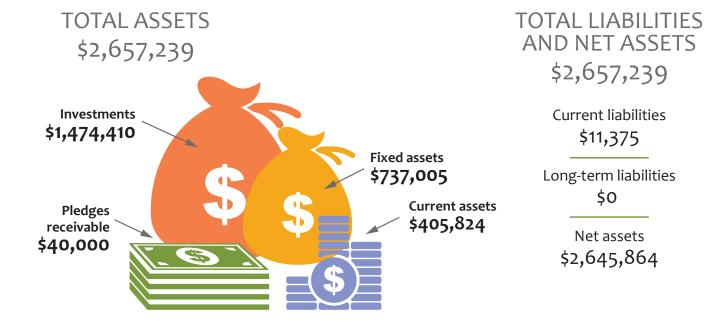
FINANCIAL STATEMENT

REVENUE AND SUPPORT \$1,649,374





BALANCE SHEET



VIM HONOR ROLL OF DONORS

THANK YOU! Your generosity helped to fund the medical care and prescriptions for nearly 1,000 patients over the last year. It is because of donors like you that we are able to provide healthcare on a donation basis to working adults in the tri-county area with no medical insurance or means to pay for care. We are grateful for your support and the difference you have made in the lives of our patients.

All gifts received during VIM's fiscal year (April 1, 2015 through March 31, 2016) are included in the Honor Roll. Great care was taken to ensure the accuracy of the Honor Roll listings, and we would appreciate you alerting us to any errors or omissions. Please direct your inquiries to Stacey Durden, Development Director, at (541) 585-9007 or Stacey. Durden@vim-cascades.org.

Circle of Compassion

(\$25,000+ for 3 years) Bend Memorial Clinic Bend Research, Inc. St. Charles Foundation, Sister Catherine Fund Tykeson Family Charitable Trust

Circle of Caring (\$10,000+ for 3 years)

Central Oregon Radiology Associates Jim & Denise Mahoney Dave & Judy Osgood

Circle of Kindness (\$2,500+ for 3 years)

Bend Garbage & Recycling

North Sister (\$25,000+) The Estate of Ann Farry

Middle Sister (\$10,000 - \$24,999)

Appel Family Fund of The Oregon Community Foundation - John & Susan Appel Chambers Family Foundation Robert W. Chandler Discretionary Subfund of The Oregon Community Foundation Robert W. Chandler II Fund of The Oregon Community Foundation City of Bend - CDBG Deschutes County Board of Commissioners PacificSource Foundation for Health Improvement The Roundhouse Foundation John D. Teller & Amy C. Tykeson Fund of The Oregon Community Foundation

Broken Top (\$5,000 - \$9,999)

Bank of the Cascades & Employees Cow Creek Umpqua Indian Foundation

Jim & Dory Delp Deschutes Brewer Kay Flynn Crystal Mitchell (d) St. Charles Health System Jon & Kay Tompkins - Tompkins Family Fund OCF Joseph E. Weston Public Foundation

Mt. Bachelor (\$2,500 - \$4,999)

The Autzen Foundation The Bend Foundation Ann Bruckner Donnie & Heidi Castleman Roger & Dixie Fairfield The Jackson Family Charitable Trust Fund Will, Andrew & Joan Pease Shirley Ray Tom & Carolyn Ryder Jan & Chris Wick

Mt. Washington (\$1,000 - \$2,499)

Les & Judy Alford Chip & Claudia Arthur Joel & Val Bailie Bank of the Cascades Foundation Bend Elks Lodge #1371 Bend Sunrise Lions Club Russell & Karen Benedikt Bob & Pam Caine Dick & Jill Carpenter Ron & Mary Carver Thomas & Sally Foster Kent & Ann Gatling Bob & Fran Greenlee Bob & Caro Hakala **Brad & Kelly Hester** Richard S. Huson Family Fund of The Oregon Community Foundation Knapp Family Philanthropic Fund -James & Judith Knapp Bill & Nancy Laws Karen Lillebo

William & Ann Lincoln Ralph & Janet Litchfield Jim & Marjorie Lussier Mike & Kat Mastrangelo Col. Don & Charlotte Miller Bart & Sharron Mitchell Mode Farrens, LLP Moss Family Fund of The Oregon Community Foundation - Greg & Patti Moss Tom & Dana Muller Anonymous Jim & Patti Petersen Jim & Deb Ritzenthaler Anonymous Jeff & Margi Robberson Gillian Salton Roger & Joyce Schneider Richard & Mary Schulzke Vincent & Janet Sheerin Jim & Pam Steinke Brad St. Clair & Sara Studt David & Lorraine Stuart Sunriver Christian Fellowship John D. Teller Wells Fargo Foundation

Pilot Butte (\$500 - \$999) Tom & Barbara Barber

Bob & Joan Barr

Joseph Barrett

John Berreen The Boller-Thomas Foundation John & Kristin Carter Central Oregon Independent Practice Association Anonymous Jim & Martha Davies First Presbyterian Church Foundation Jennifer Fuller Ronald & Beth Hanson Michael & Deb Harris Josh & Tanya Hayden Michael & Sue Hollern The Hooter Fund II of The Oregon Community Foundation Chris & Jennifer Horsman Anonymous The Juliet P. Imes Inter Vivos Trust InFocus Eye Care, LLC Chris Kelley & Mary Hudson Kelley Cindy King Spencer Krueger & Mary Lefevre Shirley Laiho Larry & Jane Langston Ben Massell & Joan Heinkel Tom & Ann McGranahan Bruce & Eileen McLellan Russ & Molly Omizo Tim & Kim Smythe Bill & Hete Sugnet Richard & Janet Powers The Juliet P. Imes Inter Vivos Trust Peter & Amy Wheary Carlos & Gwenn Wyśling

Paulina Lake (\$250 - \$499) Kurt & Talena Barker

Anonymous Carlson Sign Co. Clarence & Barbara Carnahan Anonymous David & Sheila Ellsworth Jennifer Franchuk Anonymous Aaron & Tracy Gordon Kenney & Cheryl Griffiths Anonymous Tod Heisler & Cristina Himes John & Lari Hodecker Dennis & Karen Hoeper John & Elizabeth Hoover Dennis Kane Julia Kennedy Dorlee Kingen & Patsy Cowart (d) Steven & Laurie Koski Sharon Lichti Liz Main Steve & Deborah Mann Michael Mastrangelo, Sr. Anonymous Anonymous Morrison Family Fund of The Oregon Community Foundation - Drs. Elliot & Marlene Morrison Niswonger-Reynolds Funeral Home Robert & Gail Olsen - The Robert and Gail Olsen Fund Ray & Joyce Ownby Maryann Phillips Dean Sharpe & Marlis Beier Tad & Jeri Scharpf Gentry & Barbara Wade Kathy Ann Wade Steve & Marian Williams Anonymous

Anonymous

East Lake (\$100 - \$249)

Betty Armer John Aubry Jr. & Mary Jeanne Kuhar Charles & Mary Elizabeth Ayers Doug & Roberta Berry Lisa Bertalan John & Delia Bianucci Jim & Ramona Bishop Dick & Astrid Blackwell Anonymous Michael & Margaret Boll Richard & Jane Bolt Bill & Bonnie Boyd Russell & Susie Brewer Jerry & Karolyn Brockmeyer Neil & Mary Bryant Ronald & Wilda Bryant Bill & Marilyn Burwell Mary C. Carlson Christopher Cassard & Linda Crouse Fred Chaimson & Carole Ann Bob & Jeanette Chamberlin Ed & Pam Cheeney Fred & Jeness Christensen Mike & Lillian Chu David & Mary Chun Col. W.M. Craig, Jr., USMC (Ret)



Anonymous Anonymous Dave & Jo Ann Dewey Lisa Dobey & Debbie Cole Douglas Ertner Gale Estergreen Jack & Danielle Flatt Fred Meyer, Inc. Dave & Joan Goodwin Shelley & Corrie Grudin Alan & Giuliana Haight Scott & Katie Hall Gary & Debbie Hill Alan Hilles & Sally Trent John Hoffman Jeff & Kathy Ingelse Don & Ann Kelly Larry & Becky Kierulff Max & Dory King Meryl Koester Keith & Becki Krueger Gladys Labsch Korena Larsen Farris Robert & Marianne Lebre Bill & Janice Lee Arthur & Alice Lezin Yvonne I vles Lynch Pro-Formance Products, LLC Mary Manfredi Mitzi Mauer Adelina McBride Frank & Nancy McKim Nelson & Cheryl Morosini Carol Moyer Dennis & Jeanne Newton Anonymous Anonymous Kevin & Karen Padrick Ernest & Roberta Reed Barbara Rich Anonymous Pat & Darlene Ross Steven Roti & Tina Pavelic Anonymous David Smullin & Shannon Mara Stan & Sue Shepardson Lanny & Cathy Skovborg Bill & Trish Smith Jim & Mary Smith Randall & Kimberly Smith Mark & Karen Stanard Dick & Mary Anna Swinnerton The Tetzlaff Family William & Elizabeth Trimble Helen Vandervort Sandra Voigt Betsy Warriner John & Linda Watson Jerry Wein & Martita Marx Steve & Kate Wells

Deschutes Meadows (Up to \$99) William & Barbara Arthur Judy Beam

Hiram & Laura Becker Shari Biggs

Tom & Betty Wightman

Anonymous

Ted & Dorothy Bohn Linda Bonotto Jim & Penny Brommer Kit & Sandi Carmiencke Carol Cavoretto Rav & Bev Clarno Karen Clawson Jim & Judy Crowell Leon & Marian Devereaux Dale & Leslie DiRe Stephen & Carol Dixon Sharon Dunlevy Ric & Jill Ergenbright Anonymous Richard & Judy Hanstad Bob & Norma Harper Lena Hartshorn Tralve & Linda Hathorn Micaela Hayden Peter & Mary Hedren William & Sara Hoffman Danielle Howard Evalyn Jacobs Paul & Judy Janssen Keith Kearcher & Jane Morrow Terry Kemple Gerald & Ann Kerr Jeff Kozimor & Carol Woodard-Kozimor Frank & Penny Kristovich Beth Larsen Jim & Carol Leach Harvard (d) & Saralie Lewis Jack & Clara Lewis Ed & Pat Lonergan Helenka Marcinek Betty Marshall Patricia McGregor Michael & Roberta McNeil Family Trust Rod McPheeters William (d) & Loretta (d) Mehl Phil & Linda Meurer Irene Nunez-Smith Eileen Peberdy William & Phyllis Pengelly Mike & Susie Penhollow Doug & Anne Ritchie Ruth Schassberger Kenneth & Betty Seidel Jav & Yvonne Smith William A. Smith & Judy B. Smith -The Smith Family Trust Ed & Elly Styskel Joyce Taylor Jeffrey Timm Todd & Pam Tornay Nola Weber

Deceased (d) Denotes an individual is now deceased.

Greg Zath & Cynthia Kane

Beryl Whitaker

Jan & Chris Wick

GIFTS IN HONOR OF:

In honor of my mother Saralie Lewis

In honor of Bruce & Rita Brundage Sandra Voigt

In honor of Ron & Mary Carver Bill & Trish Smith

In honor of Hannah Cassard Christopher Cassard & Linda Crouse

In honor of Pat & Sally Kane Dennis Kane

In honor of Jim Petersen Anonymous

In honor of Greg Zath & Cynthia Kane Dennis Kane

GIFTS IN MEMORY OF: In memory of Marian Biscay Mary Jeanne Kuhar

In memory of Robert Carter Ernest & Roberta Reed

In memory of Rip Corrigan, MD Jim & Martha Davies

In memory of Jack Dunlevy Sharon Dunlevy

In memory of Dick Engebrecht Will, Andrew & Joan Pease

In memory of Richard Ettinger, MD Bill & Trish Smith

In memory of John F. Flynn, MD Kay Flynn

In memory of Ray Lynch Lynch Pro-Formance Products, LLC

In memory of Jack McDonald **Evalyn Jacobs**

In memory of Gordon E. Robberson **Anonymous** Jeff & Margi Robberson

In memory of Brian Wagar Dick & Jill Carpenter

In memory of Ruth Wood Craig Col. W.M. Craig, Jr., USMC (Ret)

In memory of Lila Woodward Larry & Jane Langston

Our Commitment to Your Privacy: If you decide at any time that you do not want your name included in the VIM Honor Roll of Donors, please contact Stacey Durden, Development Director, at (541) 585-9007 or Stacey.Durden@vim-cascades.org.

Help VIM continue to improve the health of our

Tell someone about VIM.



Consider volunteering at the clinic.



Include a bequest to VIM in your will or trust.

Thank you!

COMMUNITY MEDICAL PARTNERS

Along with our 317 in-clinic volunteers, we also partner with over 300 community providers. These medical partners see patients upon referral from VIM in their own offices and facilities. They are a vitally important "arm" of VIM, keeping our patients healthy and productive by expanding the care they receive in immeasurable ways. We couldn't do our work without them, and are most grateful for their support.

We would like to acknowledge the following medical offices and providers for the exemplary care they provided to our patients over 726 patient appointments during our 2015-2016 fiscal year. Thank you for your support!

St. Charles Emergency

Francena Abendroth, MD Hugh Adair III, DO Melissa Adams, WHCNP Andrew Adamski, MD Mary Ann Ahmed, MD Jacoby Allen, DO Rebecca Allred, MD Alpine Physical Therapy Ida Alul, MD Robert Andrews, MD Stephen Archer, MD Aaron Askew, MD Meredith Baker. MD Darcy Balcer, OD Ronald Barrett, MD James Bauer, MD Timothy Beard, MD Daniel Becker, MD Michael Bell, MD Mark Belza, MD Bend Anesthesiology Group Bend Dermatology Bend Family Dentistry Bend Memorial Clinic Bend Neurological Associates Bend Ophthalmology Bend Spine and Neurosurgery Bend Surgery Center Bend Surgical Associates Bend Urology Associates John Berreen, MD Richard Bochner, MD Stephen Boe, MD Timothy Bollom, MD Nancy Bonetto, OD Eden Bonito, NP Robert Boone, MD Ellen Borland, FNP Gregory Borstad, MD Michael Bouska, MD River Bouska, MD Edward Boyle, MD Theodore Braich, MD Jason Brazelton, MD Jack Brewer, MD Jonathan Brewer, DO Christina Bright, MD David Brown, MD Brad Bryan, MD Gary Buchholz, MD Patricia Buehler, MD Scott Bunker, DO Eric Cadwell, DDS Coralia Calomeni, MD Michael Caravelli, MD James Carlson, DO Timothy Carney, MD Mary Carroll, MD Cascade ENT Cascade Gastroenterology Central Oregon Audiology Central Oregon ENT Central Oregon Pathology Consultants Central Oregon Radiology

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Tim Holmberg, MD



Women's Health



Murtaugh Cosmetic Dentistry