

## VIM HONOR ROLL OF DONORS

GIFTS MADE APRIL 1, 2014 –  
MARCH 31, 2015

Through the generosity of our many donors, low-income, uninsured working adults were able to receive 4,573 healthcare visits during this last fiscal year – and our VIM volunteers were given the opportunity to do the work that they love. We value your support. Thank you!

**Circle of Compassion (\$25,000+ for 3 years)**  
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Bend Research, Inc.  
St. Charles Foundation, Sister Catherine Fund

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Jan Baker  
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Anonymous  
Doug & Roberta Berry  
Lisa Bertalan  
John & Delia Bianucci  
Jim & Ramona Bishop  
Dick & Astrid Blackwell  
Anonymous  
Jennifer Blechman & Tim Carney  
Kent & Elaine Blyler  
Anonymous  
Anonymous  
Richard & Jane Bolt  
Bill & Bonnie Boyd  
Linda Braatz  
Vivian Bristol  
Brian & Anita Brown  
Training Suite West/Kim Brown  
Melanie Brown  
Ronald & Wilda Bryant  
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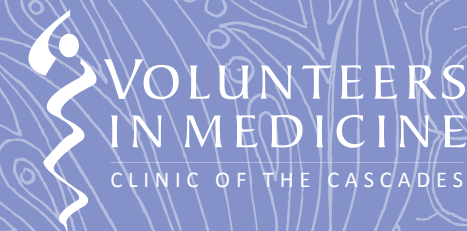
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Steve & Marian Williams  
Jill & Tom Wimberly  
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Rod McPheeters



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# 2014-15 Annual Report

Did you know that 59% of VIM's patients are parents with young children?

Imagine how hard it would be to raise a family if you had very little income, no health insurance, and a medical problem that was beyond your control.

Jessica is a mother of three and a hairdresser in Bend. She came to Volunteers in Medicine (VIM) in 2008, when she was unable to afford her blood pressure medications. She had hypertension and suffered from postpartum depression, struggling to get out of bed daily to work and care for her children.

Once she found VIM, Jessica received wrap-around care. She came to the clinic regularly for blood pressure checks and to pick up her medications from our charitable pharmacy. She also met with a therapist every 4 to 6 weeks to work through her depression.

"If I didn't have my medications or counseling, I wouldn't have been able to keep my job," Jessica said. "I would have been sleeping all of the time because I was so depressed. Who knows what would have happened to my kids."

Thanks to the support of donors like you, parents like Jessica can make it through the rough spots. They have access to medical care when they need it, stay out of the emergency room, and avoid incurring medical bills they can't hope to pay.

"I don't know what I would have done without VIM," Jessica said. "I am so thankful for the care I received there. I was sad when I got my own insurance and no longer needed VIM. Everyone took such good care of me – I will be forever grateful."

Your support makes success stories like this possible. When parents are healthy and able to work, the whole family benefits – and so does our community.

Thank you for investing in the health of our community. It is meaningful, heartfelt work that we can only do with your generous support.



Volunteer Nurse Linda taking a patient's blood pressure during an appointment.



# Message from Leadership

Over the last fiscal year VIM has been busy working on the foundation for our future. The Board of Directors and staff completed a comprehensive and in-depth review of the clinic — who we serve, what the community needs and how VIM can contribute to the health of our community.

**John D. Teller, MD**  
Chair  
**Kat Mastrangelo, MPH**  
Executive Director



During implementation of the Affordable Care Act (ACA), much of our time was spent helping VIM patients enroll in the Oregon Health Plan (OHP) and determining if patients were eligible for insurance plans with subsidies. As it turned out, many of VIM's patients were finally eligible for insurance plans of their own. But we quickly learned that our patients could get coverage much more easily than they could find a doctor to see them. We continued to care for those patients over the following year, refilling medications, monitoring chronic conditions and providing necessary care until they could be seen in their new medical homes.

2014-15 was our most difficult financial year since the clinic opened. Change was everywhere and without knowing exactly what the future holds, we worked to create a vision for others to invest in.

Things are looking stronger and that vision is now clearer. Eight months into our 2015-16 fiscal year, volunteer hours eclipsed the entire previous fiscal year. We have doubled the number of patients that we had in 2014. VIM continues to recruit new patients and enroll new volunteers every week.

More of our current patients are first and second generation immigrants. As our economy has picked up, the number of immigrants has increased as well, filling important positions in construction, landscaping, house-keeping, child care, food service and assisted living, among others. While most are Spanish speaking, they represent many primary languages, including Russian, Vietnamese, Thai and several indigenous Central and South American dialects.

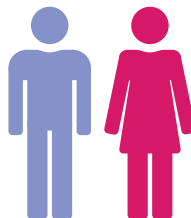

These patients, who live and work in our community, are not eligible to participate in ACA programs until they have lived here for at least five years. VIM plays a critical role in helping this group of patients stay healthy so that they can work and care for their families.

At VIM we believe in the health of our community. Thank you for believing in us!

*John D. Teller MD*  
*Kat Mastrangelo*

**VIM's mission is:**  
*"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.

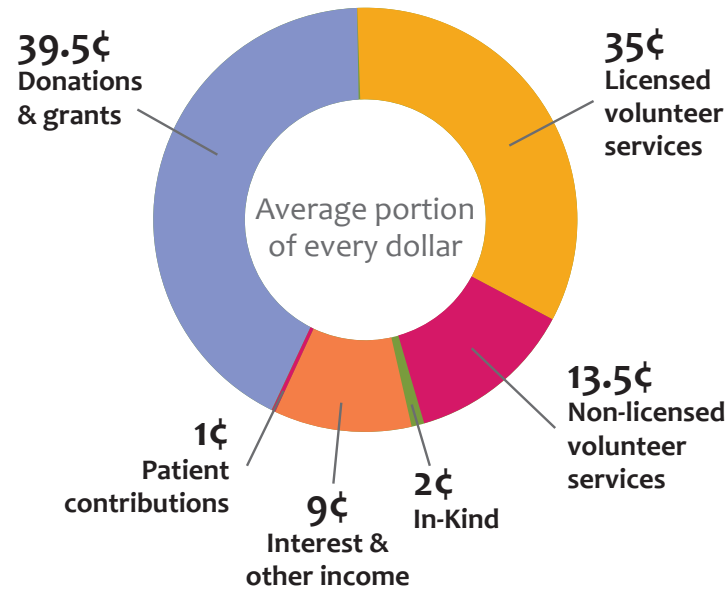
## VIM Program Report

<div><div><div>PATIENTS</div><div>1,084</div><div>patients eligible for care</div><div>4,573</div><div>in-clinic visits</div></div></div>	<div><div>STUDENTS &amp; INTERNS</div><div><div><div>11</div><div>OHSU 3rd year Medical Students: Primary Care rotation</div></div><div><div>3</div><div>Masters in Counseling students, OSU Cascades</div></div><div><div>1</div><div>Bachelor of Science in Nursing student internship</div></div><div><div>1</div><div>Nurse Practitioner Doctorate student internship</div></div><div><div>10</div><div>Doctor of Pharmacy and Certified Pharmacy Technician students</div></div></div><div><div>26</div><div>clinical students</div></div></div>		
<div><div><div>VOLUNTEERS</div><div><div><div>296</div><div>active volunteers</div></div><div><div>15,236</div><div>donated volunteer hours</div></div><div><div>\$721,036</div><div>in care donated by volunteers</div></div></div><div><div>88</div><div>new volunteers</div></div></div></div>	<div><div>PRIMARY CARE PROVIDERS</div><div><div><div>48</div><div>general providers</div></div><div><div>53</div><div>primary care clinic shifts per month</div></div></div><div></div></div>		
<div><div><div>IN-CLINIC SPECIALISTS</div><div><div>26</div><div>specialty clinics each month in the following areas:</div><div><div><div><div>Dermatology</div><div>Dental Hygiene</div><div>Gastroenterology</div><div>General Surgery</div><div>Gynecology</div></div><div><div>Ophthalmology</div><div>Orthopedics</div><div>Physical Therapy</div><div>Podiatry</div><div>Psychology</div></div></div></div></div></div></div>	<div><div>WOMEN'S HEALTH</div><div><div>223</div><div>gynecological exams</div></div><div><div>23</div><div>mammogram referrals</div></div></div>	<div><div>VISION</div><div><div>1</div><div>IN 10</div></div><div><div>patients had a vision exam, with priority given to diabetic patients</div></div></div>	<div><div>DIABETES</div><div><div>145</div><div>patients received diabetes education at VIM</div></div></div>
<div><div><div>CHARITABLE PHARMACY</div><div><div>1,782</div><div>monthly prescriptions filled</div></div><div><div>\$219</div><div>value of one month's prescription</div></div><div><div>\$392,000</div><div>value of medications dispensed</div></div></div><div></div></div>	<div><div><div>NURSE HELPLINE</div><div><div>1,914</div><div>patients were triaged</div></div><div><div>Questions ranged from earaches, to lab results, to chest pain symptoms.</div></div></div><div><div><div>50%</div><div>of the patients who called needed immediate care</div></div></div></div>		
<div><div><div>ENROLLMENT ASSISTANCE</div><div><div><div>7</div><div>volunteer eligibility screeners</div></div><div><div>1,055</div><div>new financial screenings – up 10% over last year</div></div></div></div></div>	<div><div><div>COMMUNITY PARTNER REFERRALS</div><div><div>632</div><div>patients needed care from off-site specialists</div></div></div><div><div>DENTAL, DERMATOLOGY, NEUROLOGY, OPHTHALMOLOGY, SURGERY, UROLOGY, ONCOLOGY, EAR, NOSE AND THROAT, ORTHOPEDICS, AUDIOLOGY, ENDOCRINOLOGY, GYNECOLOGY, PODIATRY, NEPHROLOGY, HEMATOLOGY, BROKEN TEETH, EXTRACTIONS, SKIN CANCER, SEIZURES, HEMORRHAGE, GLAUCOMA, APPENDICITIS, HERNIA, TESTICULAR MASS, UMBILICAL HERNIA, BREAST MASS, THYROID CANCER, CHEST PAIN, SICKLE CELL, SLEEP APNEA, KIDNEY DISEASE, AORTIC ANEURYSM, GALLSTONES, THYROID CANCER, FRACTURE, DISLOCATION, CELLULITIS, CERVICAL CANCER.</div></div></div>		

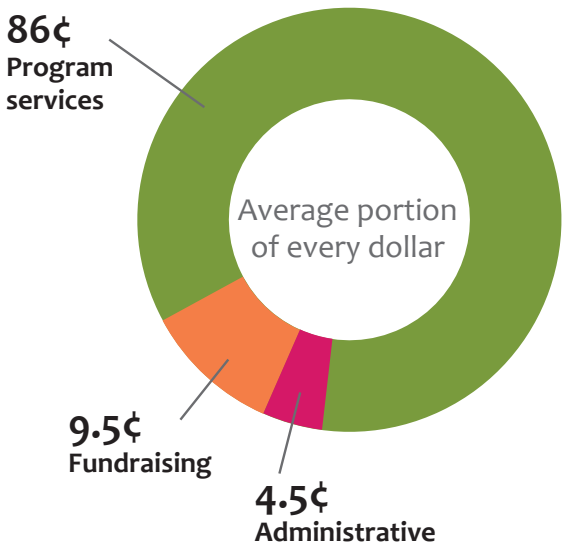
## 2014-15 Financial Highlights

### FINANCIAL STATEMENT

REVENUE AND SUPPORT  
\$1,487,388

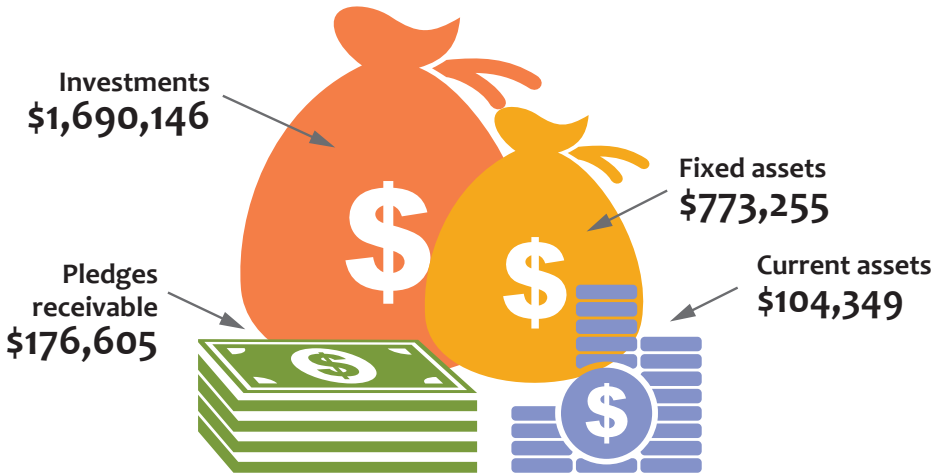


EXPENSES  
\$1,481,117



### BALANCE SHEET

TOTAL ASSETS  
\$2,744,355



TOTAL LIABILITIES AND NET ASSETS  
\$2,744,355

Current liabilities	\$9,819
Long-term liabilities	\$0
Net assets	
Unrestricted	\$2,291,482
Restricted	\$443,054