



VOLUNTEERS IN MEDICINE, CLINIC OF THE CASCADES  
**ANNUAL REPORT**  
**2023-2024**

**Mission**

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

# A Season of Gratitude and Growth at VIM

## Letter from the Executive Director



Fall is such a beautiful time in Central Oregon. As I am writing this, the trees outside my window flutter in the sun with leaves of golds, oranges, reds, and those last few holding their green. The clouds are misty gray with glowing halos as the sunset paints the sky into one of those awe-inspiring sunsets over the Cascades. Halloween is a few days away, and kids are wearing their costumes to the grocery store, or the neighborhood party, and while playing in our beautiful parks. I am looking forward to the warmth, reflection, and rest that comes with the holiday season.

On our list of favorite treats this year is an expansion of our Dental Program. While we have always offered limited dental services for our patients, recently we were awarded a few grants allowing us to significantly expand our dental program from SunLife, Papé Family Foundation, and the Cow Creek Umpqua Indian Foundation. I hope you will keep in touch as we are able to share more about this exciting new program, and encourage your dentist to help us out by “adopting” a patient or two for pro-bono care.

It is rare these days for a new VIM patient **not** to have diabetes or pre-diabetes. We get more than our expected share of patients with cancer diagnoses and other illnesses that make it hard to work and support a family. With the care and medications available at VIM we are able to help our patients take care of their health, and in return support their families and contribute to our community. In the last year we have accepted over 130 new patients. You may know of someone who could use our services — **please tell them about the clinic.**

**We hear it often:** being a healthcare provider is always challenging, but even more so today than when our clinic opened. EMRs, Artificial Intelligence, insurance reimbursements that haven't kept up with inflation, short appointment times and long charting times lead to burn-out and cynicism among medical professionals. **Volunteering at VIM is an anecdote to this broken medical system.** Not only can we provide care to those who would otherwise fall through the cracks, we offer professional respite in the form of more face time with patients and zero billing responsibilities for volunteers. **Our model is therapeutic for patients and providers alike.**

It takes us all working and volunteering together to make it happen. If you are reading this, you are or have been a supporter of VIM at some point and we are grateful for your investment in the work we do and in meeting the need for healthcare in our community.

Thank you,

  
Kat Mastrangelo,  
Executive Director



## EMERITUS BOARD MEMBERS

### Kurt Barker

Partner, Best Best & Krieger LLP

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Physician and former VIM Co-Medical Director, retired

### Jim Lussier

President, The Lussier Center

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Owner & Founder, Bridges to Communication, LLC

### Jim Petersen

Attorney, Karnopp Petersen, LLP, retired

### Rod Ray, PhD

CEO, Bend Research, Inc., retired

### John Teller, MD

Physician, retired

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VIM Medical Director  
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## STAFF

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(Previous Volunteer)

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(Previous Volunteer)

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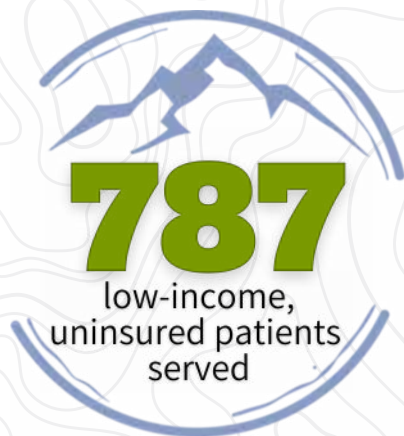
### Yannely Nonato

Patient Navigation Manager  
(Previous Volunteer)

### Karina Romero, CMA-AAMA

Medical Assistant / Patient Care Coordinator





## FY 2023-2024 FINANCIAL UPDATE

### Financial Statement

- Expenses - \$4,405,286
  - Program - \$3,945,709\* = 90%
  - Administrative - \$145,782 = 3%
  - Fundraising - \$313,795 = 7%
- Revenue - \$3,256,553
  - Public donations - \$186,767
  - Grants - \$634,116
  - Contributions of non-financial assets - \$2,198,315
  - Other Income - \$15,373

### Balance Sheet

- Total Assets - \$3,443,988
  - Investments - \$2,102,536
  - Fixed assets - \$573,277
  - Current assets - \$768,175
- Total Liability and Net Assets - \$3,443,988
  - Current liabilities - \$126,844
  - Long-Term liabilities - \$0
  - Net assets - \$3,317,144

*\*\$2.2 million in pharmaceutical donations*

*Thank You,*

### to our dedicated pro-bono network of providers

Bend Anesthesiology Group	Kenyon Audiology
Bend Dermatology	Krueger and Lenox Oral Surgery
Bend Family Dentistry	Lions Clubs of Bend & Prineville
Bend Gynecology	Madras Physical Therapy
Bend Neurological Associates	Move Physical Therapy Bend
Bend Ophthalmology	Norco
Bend Surgery Center	NW Brain and Spine
Bend Surgical Associates	OHSU
Big Tree Behavioral Health	Oregon Vascular Specialists
Cascade Surgicenter	OnSight Eye Center
C.O. Emergency Physicians	Orion Eye
C.O. Pathology Consultants	Peters Dermatology
C.O. Radiology Associates	Pine Springs Health
Denture Artistry	Pure Care Dental
Dr. Andy Higgins	Red Rock Dental
Doctors Park Surgery Center	Ridgeline Oral Surgery
Endocrinology Services NW	Rogue Valley Urology, Bend
High Desert Sports and Spine	St. Charles Health System
InFocus Eye Care	Skyline Dental
Inovia Vein Specialty Center	Summit Health
Integrated Eye Care	The Center
Juniper Mountain Counseling	Therapeutic Associates

**Join our pro-bono network!**

follow the QR code to learn more about becoming a pro-bono provider for VIM patients



# The Power of Partnership and Pro-Bono Care

## Jennifer's Story

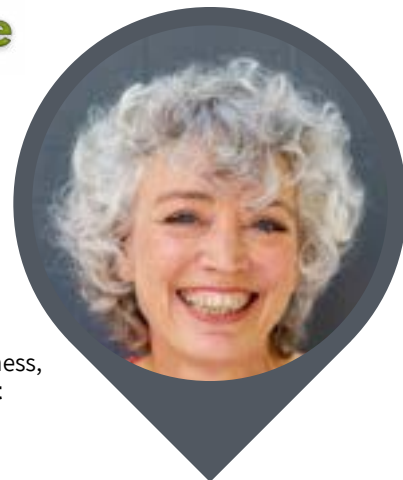
For many years Jennifer worked full time as a special education teacher, until health issues related to diabetes and a serious heart condition forced her to stop working full-time to focus on her symptoms. Alas, she lost her health insurance. Jennifer thought she could just pay cash out of pocket for healthcare, but it quickly added up. So, she stopped visiting her doctors but maintained her prescription medications as best she could. Suddenly, one medication caused a serious reaction that sent Jennifer to the ER earlier this year. She shares, "The whole time I was in the ER I was just thinking, 'Oh, this is going to be a big bill, I can't afford this.'"

Jennifer needed to have her medications evaluated and a primary care visit to get back onto a path of wellness, but didn't qualify for Medicaid (Oregon Health Plan) and could no longer afford paying out of pocket. **"I just simply couldn't work enough, and even if I did work enough, all of my money was going to paying out-of-pocket healthcare costs."**

She saw a story on the news about VIM and called to learn more. Within a few days Jennifer met with our eligibility specialists and enrolled as a patient. "VIM took me under their wing and a lot of things immediately helped, like getting the (Continuous Glucose Monitor) sensor," she says. "It's really improved my ability to track my diabetes and be mindful of what foods I'm eating and how my blood sugar levels are affected." She sees a cardiac specialist at St. Charles who is part of our pro-bono network, conducting important, and expensive, tests that she never could have afforded while uninsured. Jennifer also sought counseling at VIM through our Diabetes Wellness Program.

**Now with a primary care home, pro-bono specialist care, a regimen of medications that work for her, and counseling to support mental wellbeing and a healthy lifestyle, Jennifer is no longer taking insulin for her diabetes!** "I never realized how interconnected all these things are, physical and mental health, and nutrition," Jennifer says, "Counseling really helped point me in the right direction with my diet. It was hard to see people eating all these yummy foods and knowing I couldn't, because it is life and death for me! So, I stuck to my healthy diet habits and recently was able to stop taking insulin, and I never thought I would be off insulin, I thought I was doomed forever!"

Jennifer laughs through a bright smile. **"I never could have gotten to this point without the help from VIM. Having people give back like that, to me, is amazing. Having encouragement like I've received from VIM makes me feel like I can make these difficult changes to improve my health."**



## Connecting Care

### Willow Pharmacy Software implemented at VIM



**pharmacy really sets VIM apart from other non-profit clinics. Everyone on the team has been excited in making a meaningful positive impact to patients,"** said Charlene Mortimer, Manager Customer Experience St. Charles Health System IS&T.

Our medical volunteers will make informed decisions as they will be able to see if prescriptions were picked up (medical and pharmacy staff currently waste over an hour per day just to walk to the pharmacy, speak with a pharmacist, and handwrite notes). With the Willow pharmacy module VIM's Pharmacy Director, Chuck Jordan, PharmD, will be able to check patients' charts for items like blood tests to ensure patient safety. Before Willow, pharmacy staff had to re-login to a separate system for each request and individually look up patient information. **With the Willow pharmacy module integrated, providers are now able to quickly see which medications are in stock at our charitable pharmacy. The software also adds a Spanish-language interface for refills, which is important because most of VIM's patients are Spanish-speaking.** It will also allow prescriptions to be filled while the patient is still in the exam room, saving time for patients who work long hours and have children and loved ones to attend to.



### Epic Electronic Medical Record at VIM

In January 2020 VIM implemented the Epic electronic medical record (EMR) software to track healthcare delivery to our patients. Epic is the EMR software used by most major healthcare providers in Central Oregon and is a standard for the best private sector clinics nationally. Epic immediately alerts physicians and nurses when lab work is complete or when patients visit other medical providers, receive third-party prescriptions, or visit the ER.

In October 2024, with funding from The Collins Foundation, Coverys, Central Oregon Health Council, and Lamfrom VIM integrated the Willow outpatient with inventory pharmacy module with our Epic electronic medical records (EMR) system to connect our onsite, no-cost pharmacy with patient records. This integration, implemented by St. Charles Health's Information Services & Technology (IS&T) team, improves patient care and safety. The system will input the medications received into patients' electronic charts, not only at VIM's clinic but also for partners, like St. Charles Health System, to ensure everyone has immediate, up-to-date information about patients' medications. **"Each day VIM's pharmacy caregivers are becoming more comfortable and confident in using Willow. There are not that many free clinics that have Epic as their EMR, but a free clinic has Epic and on top of that has Willow with inventory for their**



watch  
our  
2024  
impact  
video



Ron Carver, MD  
VIM Founding Medical Director  
gives keynote at Heart of  
Healthcare 2024

Getting to the

# Heart of it...

VIM hosts first annual fundraiser,  
"Heart of Healthcare"

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Carol Zosel



On October 3rd of this year VIM hosted its first iteration of the **Heart of Healthcare annual fundraising gala** at the Unitarian Universalist Fellowship of Central Oregon. VIM welcomed donors and guests from throughout Central Oregon's medical and dental communities with a social hour, leading into a dinner program sharing the impact VIM volunteers and pro-bono providers make by caring for patients who would otherwise be uninsured and unable to access medical and dental care. Bowtie Catering served a gourmet dinner and a dessert dash brought some excitement to guest tables! **VIM founding medical director, Dr. Ron Carver, retired OB/GYN**, shared an inspiring keynote reviewing the history of Central Oregon's

nonprofit charitable clinic and pharmacy, including the many founders and folks in the medical community who recognized a need, some 20 years ago, and responded by establishing VIM as a healthcare home for the uninsured and marginalized members of our community. VIM's 2024 Heart of Healthcare impact video premiered for guests, and the evening's festivities were met with moments of levity and laughter by Cody Michael, VIM Board Treasurer and emcee for the evening.

**Dr. Fran McCabe, Emergency Physician at St. Charles and VIM Board Co-chair**, spoke to the impact VIM has on the larger healthcare community and how its **Nurse Triage Program helps**

**reduce burdens on local EDs and educates patients on how and where to access care for varying health concerns.** This program saved St. Charles Bend ED an estimated **\$941,600** last year. VIM Executive Director, Kat Mastrangelo, and Board Chair, Sarah Hall, shared gratitude for sponsors and guests, appealing to the audience for continued support of the nonprofit clinic as it looks forward, with hopes to continue building on an impactful 20-year history.

**save the date!**

Heart of Healthcare  
returns

October 9th  
**2025**



"We're all here because we want to be, not because we have to be. The patients are wonderful and so grateful. They get the care they need, and not in a rushed manner. Working alongside VIM volunteers who are enthusiastic about making a positive impact enhances the fulfillment I find in volunteering."

Josie Brandstetter, RN



Interested?



follow the QR code to  
submit a volunteer  
application!

## Donations between April 1, 2023 and March 31, 2024

### Mt. Jefferson (\$50,000+)

Oregon Health Authority  
St. Charles Health System  
The Collins Foundation  
Tykeson Family Foundation

### North Sister (\$25,000 - \$49,999)

Central Oregon Health Quality Alliance  
John D. Teller, MD and Amy C. Tykeson  
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### Middle Sister (\$10,000 - \$24,999)

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The Roundhouse Foundation

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

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**Why do  
 you give  
 to VIM?**

please consider answering  
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 thank you!



great care was taken to ensure accuracy, if you believe we have made an omission or error please contact Courtney at [cgalant@vim-cascades.org](mailto:cgalant@vim-cascades.org)



### CLINIC HOURS

MONDAY 1PM - 5PM

TUESDAY 4PM - 8PM

CLOSED WEDNESDAYS

THURSDAY 8:30AM - 12:30PM

FRIDAY 8:30AM - 12:30PM

### CONTACT INFORMATION

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