



Volunteers  
in Medicine  
OF MONROE COUNTY  
[vimmonroecounty.org](http://vimmonroecounty.org)

# 2015 Annual Report

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**Community-Owned | Community-Operated | Community-Financed**

A Free Medical Clinic Serving Monroe and Owen Counties

**Volunteers in Medicine of Monroe County**  
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## Volunteers in Medicine Vision:

In our community where human need and human resources are found in abundance, we partner with others to close the gap by providing a place where need and resources come together with compassion and dignity to promote healing, enhance health, and create hope.

## Volunteers in Medicine Mission:

In cooperation with others in the community, Volunteers in Medicine provides the following services without cost to the medically underserved in Monroe and Owen Counties:

- Easily accessible, quality primary and preventative healthcare
- Treatment for both acute and chronic conditions
- Health education that empowers individuals to take responsibility for their own well-being

The vision of a free medical clinic staffed primarily by volunteer providers and lay volunteers began with the opening of the first Volunteers in Medicine clinic in 1992 in South Carolina. Since that time 96 VIM clinics have opened across the country. The concept was brought to Monroe and Owen Counties as an idea in 2005 and our clinic opened its doors in April of 2007. With the passionate, visionary and unwavering leadership of Dr. Rajih Haddawi and through the work of a dedicated group of healthcare providers, IU Health Bloomington Hospital, the Cook Medical Group, city and county government, community leaders, and the community at large, VIM has grown into a successful organization that, today, barely keeps pace with demand.

## Volunteers in Medicine 2015-2016 Board of Directors

Chris Adams, Treasurer  
Julie Adams  
J. Terry Clapacs, Past President  
Marcus Debro  
Mark Duling, Vice President  
Philippa Guthrie, President

Bruce Hamlin, Secretary  
Mary Burch Ratliff  
Jim Rickert, MD  
Ellie Rogers  
Rob Santa, Asst Treasurer  
Bill Stuebe

Melinda Swenson  
Jerry Towle  
Mary Ann Valenta  
Joined Mid-year  
Vic Malinovsky  
Luke Zeller



### Pictured from left to right:

**Sitting:** Bruce Hamlin, Melinda Swenson, Mary Burch Ratliff, Philippa Guthrie, Julie Adams, Ellie Rogers, Mary Ann Valenta  
**Standing:** Jerry Towle, Mark Duling, Marcus Debro, Bill Stuebe, Terry Clapacs, Dr. Jim Rickert, Chris Adams  
**Not pictured:** Rob Santa, Luke Zeller, Vic Malinovsky

## Our Staff

Maritza Alvarez, Registered Nurse\*  
Wonkee Chang, Registered Nurse\*  
Ozzy deSantiago, Comm. Hlth Worker  
Austin Dunn, Pharmacy Tech  
Katie Griffin, Medical Assistant

Jo Hargesheimer, Dir. of Eligibility  
Ed Hinds, Pharmacist\*  
Dwain Illman, Medical Director  
Sung Park, Nurse Practitioner\*  
Michelle Payne, Medical Assistant

Patt Peffley, Nurse Practitioner  
Nancy Richman, Executive Director  
Shelley Sallee, Assistant Director  
Christine Trendelman, Eligibility Asst

\*Indicates IU Bloomington Hospital employee

## A Message from the President and the Executive Director

Just over one year ago, Governor Pence announced the approval of Healthy IN Plan 2.0 as the Indiana alternative to Medicaid expansion. With HIP 2.0, citizens with incomes at or below 138% of the Federal Poverty Level (FPL) became eligible for insurance coverage. The federal “Marketplace” through the Affordable Care Act provides subsidized insurance plans for people with incomes between 138% and 400% FPL.

While many people might believe that, with healthcare reform, “nearly all” people now have affordable insurance, this is far from the truth. In our experience at VIM, there are still far too many people falling through the cracks, including non-citizens and those that, for whatever reason, are kicked off of and locked out of HIP for six months. For that matter, even with opportunities for subsidized insurance plans, people are finding these plans cost-prohibitive.

There have been fewer uninsured adults coming to VIM since the implementation of healthcare reform. However, insured people living in poverty *are still living in poverty*. For these people, medical illness is complicated by a myriad of challenges in their lives related to poverty: lack of food or inability to afford healthy fruits and vegetables, unemployment, inability to pay for utilities, health illiteracy, and sub-standard housing or even homelessness. Indeed, public health experts have known for decades that these socio-economic factors have a bigger impact on health than medical interventions.

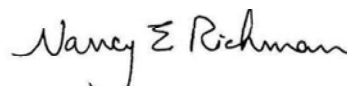
Clinicians in private practice, treating newly insured patients living in poverty, know that for many of these patients much more than medical intervention is needed to ensure a positive outcome. But they typically don’t have the time or resources to address these issues. If clinicians do, they are side-lined from delivering the clinical care they were trained to provide.

While there may be fewer uninsured adults coming to VIM since the implementation of healthcare reform, there is no doubt that many people experiencing homelessness or otherwise living in poverty remain medically underserved and in need of a safety-net clinic. VIM understands the culture of poverty and the social-economic challenges that impinge on health. The VIM clinic is working harder to keep patients healthy by addressing the social and economic factors exacerbating their illness rather than simply offering doctors’ appointments to manage their various ailments. As one might expect, this is a challenging task in the medically underserved population for which the VIM clinic provides care. VIM’s “Health Support Services” enable community clinicians to offer comprehensive care for their patients, thus improving outcomes while lowering costs.

Volunteers in Medicine continues to provide the life-saving services for which we are well known – primary care, acute walk-in, specialty services, medications, dental, mental health, health education and prevention – to people living in poverty who are ineligible for insurance. At the same time, the VIM clinic is working hard to keep insured people living in poverty healthy by coordinating social service referrals, providing health education, lifestyle coaching, care management, and medication consultation. Until such time as people are no longer living in poverty, safety-net clinics, like VIM, will continue to be needed.



**Philippa M. Guthrie**  
President, Board of Directors



**Nancy E. Richman**  
Executive Director

## Highlights of 2015 at the VIM Clinic

### Access to Services: Partnering for Health

In an innovative partnership, VIM, IU Health Bloomington, and Shalom Community Center are working together to serve people falling through the cracks of healthcare reform. Until recently, there has been little specific attention paid in Bloomington and the surrounding area to the unique issues involved in providing medical care to people experiencing homelessness. However, since mid-2015, medical professionals from the partnership agencies have provided on-site health support services to Shalom guests, and to the residents of Crawford Apartments who are medically at-risk and formerly chronically homeless. Ms. Sung Park, VIM/IUHB nurse practitioner, and Ed Hinds, VIM/IUHB pharmacist, visit Crawford weekly to identify chronic disease risk factors and untreated medical conditions, coordinate medical care with primary care clinicians, schedule and attend doctor's appointments, arrange prescription delivery and provide ongoing follow-up. In addition, considerable hours are spent by the three partnership agencies providing health education, case management, and assistance navigating the insurance and medical systems to Crawford residents and Shalom guests. Most people experiencing homelessness, at this point in time, are insured through Healthy IN Plan or Medicaid.

### Partnering for Health Success Stories

Jimmy used to get out of breath just walking down the hall from his apartment to the community room. In addition to pulmonary disease, cardiac disease and high blood pressure, Jimmy was a chain smoker and alcoholic. He often neglected refilling his medications, and his self-care skills were sorely lacking.

The partnership pharmacist helped Jimmy get his medications organized and made sure his nebulizer and inhaler supplies were set up to be renewed automatically and delivered by the pharmacy. He arranged for Jimmy to get smoking cessation supplies resulting in Jimmy's decision to stop smoking. The nurse practitioner from the partnership recommended that Jimmy would benefit from home health care, and the Crawford case managers arranged for an evaluation. Jimmy now has help five days a week and his house is always clean. The home health caregiver also helps monitor his medications. The nurse practitioner arranged for Jimmy to have cataract surgery and his Crawford case manager took him to the appointments.

Jimmy has color back in his face, is much happier, and can get around without losing his breath. He feels so much better that he can ride his bike around the parking lot for exercise. At 73 years old, Jimmy is in better health than he has been in years.



Ed Hinds, RPh and Jimmy

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Scott was living on the street for years with a colostomy. He was a very heavy drinker and was rarely sober. He did not take care of the colostomy, did not keep replacement supplies, or adhere the bags properly. He sometimes used grocery bags when he ran out of supplies. The area was so irritated that a large, infected sore was constantly present. There was a terrible odor. For two years, the Shalom Outreach Caseworker tried to convince him to seek medical care, but he refused. When Scott moved into Crawford, he was asked to meet with Ed and Sung. He no-showed the first meeting and we worried that he would refuse help with his chronic medical issues.

After being housed for a couple of weeks, Scott approached Sung and Ed. They offered him colostomy supplies until he could get them from his doctor's office. They made an appointment for him to see his physician and his Crawford case manager took him to the appointment. His physician referred him to the Wound Care Center. Scott was very hesitant to attend that appointment, because he did not believe it was possible for the wound to heal. Still, Scott has continued to attend his wound care appointments and the wound is healing very well. He has not stopped drinking, but he has reduced his alcohol intake, and he is keeping his wound and his clothing clean and odor-free. Everyone who knew Scott before is amazed at his progress.

## Health Support Services

Every day in America, clinicians prescribe medication to patients who have no food at home or live in unsafe housing. Every day clinicians diagnose and treat illnesses for people unable to be engaged partners in their care because of their lack of understanding, lack of ability to follow through, or more pressing basic resource needs. Medical treatment alone won't solve these problems, and many of the patients will return with more serious – and more costly – illnesses.

Local clinicians refer their HIP/Medicaid patients living in poverty to Volunteers in Medicine to address the non-medical factors that exacerbate illness. Without VIM services in this area, inpatient and emergency department visits would, no doubt, increase. While health support services are typically very time-consuming and resource-intensive, ultimately, these services not only save the lives and improve the health of our neighbors, they also reduce overall health care costs for all of us.

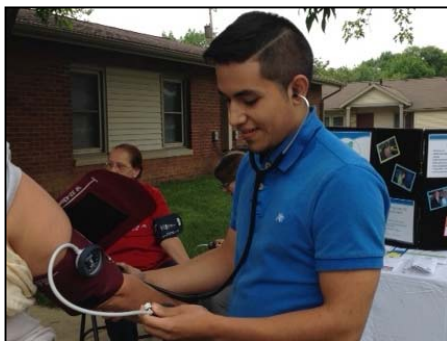
### VIM Health Support Services Help People:

- ◆ Learn to manage chronic conditions
- ◆ Live a healthier lifestyle by reducing risk factors (smoking, diet, exercise)
- ◆ Understand and organize medicines
- ◆ Access social service resources
- ◆ Navigate the insurance and medical systems

## Latino Services

During the kick-off for the 2015 National Hispanic Heritage Month VIM was honored with the Outstanding Community Organization award. Presented by the City of Bloomington's Commission on Hispanic and Latino Affairs, this award recognized "outstanding service and involvement with the Latino community."

Hispanics, in particular, face a variety of financial and nonfinancial barriers to accessing affordable, appropriate, and timely health care. For example, the extent to which an individual is fluent in the English language is directly related to their ability to access healthcare and communicate effectively with their clinician. The VIM clinic addresses the language barrier by recruiting bilingual volunteers for every shift the clinic is open. The clinic is fortunate to have a native Spanish speaker nurse, and full-time bilingual medical assistant. Employees have taken Spanish lessons to create a welcoming environment for our patients.



Ozzy deSantiago at Community Health Fair

VIM has hired a part-time Community Health Worker, Osiel deSantiago, to serve as a liaison between VIM and the Latino community. Ozzy helps build awareness in the Latino community of the services VIM offers, provides support to ease access to clinic services, and assists with follow up after medical care to ensure understanding and promote healthy lifestyle choices.

## In Gratitude

Volunteers in Medicine of Monroe County would like to thank the many professional and lay volunteers and organizations that have provided healthcare services to the medically underserved in Monroe and Owen counties. Without these generous supporters our mission could not be fulfilled!

VIM offers special thanks to the following organizations, without which the clinic would not be where it is today, 9 years after opening its doors.

Bloomington Hospital Foundation  
 CFC Properties  
 Cook Group, Inc.

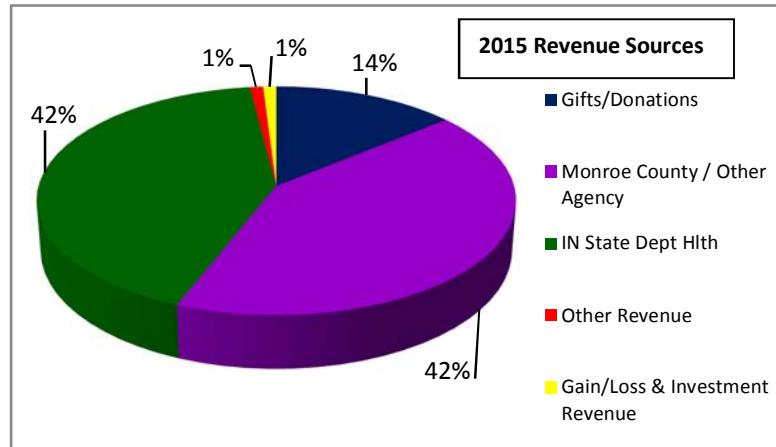
IU Eye Care Center  
 IU Health Bloomington  
 Premier Healthcare

Shredding Unlimited  
 Smithville  
 Southern IN Pathologists  
 Southern IN Radiological Associates

## Fundraising Update

Since VIM’s inception, the Bloomington Hospital Foundation has been a critical partner for VIM by providing fundraising support, gift administration, accounting, investment, and audit support. Key avenues of support utilized by the BHF in fundraising efforts include direct mail and Neighborhood Assistance Credits (NAP Credits). VIM is a United Way partner agency, and also receives allocations from Monroe and Owen counties, the IN State Department of Health, and numerous grants throughout the year.

Volunteers in Medicine is able to provide medical safety net services for low income, medically underserved adults because of the extraordinary generosity of the local community over the past 9 years. Volunteers in Medicine is truly a community- owned, community-operated, and community-financed healthcare clinic. We are very grateful.



## Growing the Endowment through “Match Madness”

In celebration of its 25<sup>th</sup> birthday, the Community Foundation of Monroe County recruited 10 community nonprofit agencies to, collectively raise \$100,000. Another \$150,000 was offered in match dollars and prize money as incentives. The giving day clock began ticking at 5:00 pm on Tuesday, March 10th, and ended 25 hours later when the final buzzer sounded at 6:00 pm on Wednesday, March 11th. During this time VIM raised \$19,106. With the Community Foundation match and Lilly Foundation bonus, VIM’s Community Foundation grew by \$37,897. What a slam dunk! We appreciate everyone that contributed to the VIM team!

Philanthropy supports such essential initiatives as:

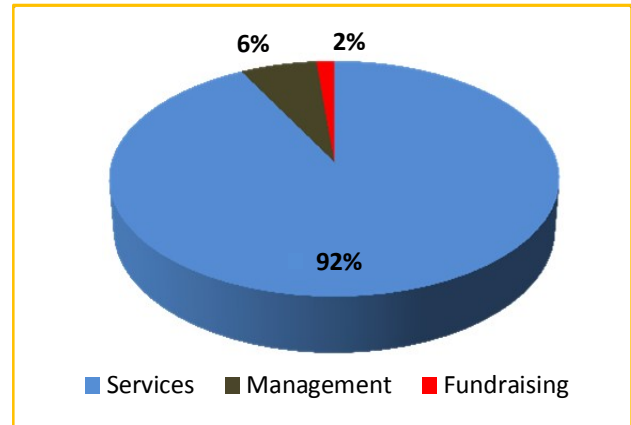
- Dental & medical supplies
- Life-saving medications
- Glucometers & diabetic test strips
- Wrist blood pressure self-monitors
- Educational pamphlets & materials
- Flu shots & other vaccines



## Financial Report Summary

Revenues	2015
Non In-Kind Revenue	611,002
Gain / Loss & Investment Revenue	4,279
In-Kind Revenue	440,941
<b>Total Revenue and Support</b>	<b>1,056,222</b>
Expenses	
Non In-Kind Operating Expense	665,373
In-Kind Expense	440,941
<b>Total Expense</b>	<b>1,106,314</b>
<b>Excess Revenue over Expense</b>	<b>(50,092)</b>

## How Are Funds Used?



## 2016: VIM Welcomes Dentists; Expands Dental Services

To meet the ever-increasing demand, the VIM Board made expanding dental services a high-priority goal for 2016. VIM is pleased to welcome Drs. Park Firebaugh and Steve Pritchard to the clinic staff. Together, they will provide 24 hours of on-site dentistry.

Dr. Firebaugh is a 1985 graduate of the IU School of Dentistry. He and his wife, a dental hygienist, owned and operated a dental practice in Greencastle for 30 years. In 2015 they sold their practice and moved to Bloomington. Dr. Firebaugh's original interest was in food, nutrition, and dietetics and the interaction between general health and oral health. He reflects, *"I thought dental decay might have been eradicated by now and I never expected to see diabetes and obesity become almost epidemic. I look forward to practicing with a holistic model in a medical setting."*



Drs. Steve Pritchard and Park Firebaugh

Dr. Pritchard attended Indiana University and Indiana University School of Dentistry, graduating in 1975. He has advanced training in Cosmetic and Restorative Dentistry, TMD/Facial Pain, Invisalign® and Clear Correct as well as serving in a rotating role in Dental Specialties with the U.S. Navy. Dr. Pritchard has participated in dental missions to Brazil, Ecuador, Belize, Mexico and Guatemala. We are grateful to Dr. Pritchard for his many months of volunteering to keep VIM dental services running while we planned for the expansion.

In the near future VIM plans to hire a dental assistant and hygienist as well.

## Patients Tell Us What They Think

- Excelencia atencion: humana, calida, respeto, amable. NOTA: infinitamente agradecida el recibir atencion sobre todo en mi idioma!!! Dios bendiga su servicio con gran generosidad. **Translation:** Excellent attention: human, warm, respectful, friendly. NOTE: infinitely thankful to receive attention about everything in my language!!! God bless your service with great generosity.
- If not for VIM, I would most likely have NO healthcare. Being able to access a medical provider combined with medications at no cost, may literally be a lifesaver.

*We welcome those in need to  
come without fear,  
And we invite those who serve to  
come without pride  
So that their meeting may bring  
healing and hope to both.*

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