



**Volunteers
in Medicine**
OF MONROE COUNTY
vimmonroecounty.org

2017 Annual Report

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. At this point in time, 89 VIM clinics across the country serve the disenfranchised.

Volunteers in Medicine 2017-2018 Board of Directors

The work of running a nonprofit organization depends on a special group of dedicated volunteers – the board of directors. Volunteers in Medicine has been fortunate over the past 11 years to have always had an extremely dedicated board of directors with true caring for this organization and its mission. Representing a wide variety of sectors from Monroe and Owen counties, the VIM Board provides fiscal oversight and strategic decision-making to ensure the clinic is the best steward of its human and financial resources. A special thank you to 2018 outgoing Board member, Mary Burch Ratliff.

Chris Adams, Treasurer
Julie Adams
J. Terry Clapacs
Marcus Debro, Secretary
Mark Duling, President

Philippa Guthrie
Luis Hernandez
Mary Burch Ratliff
Jim Rickert, MD
Rob Santa, Ass't Treasurer

Melinda Swenson
Jerry Towle
Mary Ann Valenta
Vic Malinovsky, Vice President
Jack Woodruff



2016-2017 Board of Directors Pictured from left to right:

Sitting: Melinda Swenson, Julie Adams, Philippa Guthrie, Ellie Rogers (T), MaryAnn Valenta, Mary Burch Ratliff

Standing: Terry Clapacs, Vic Malinovsky, Marcus Debro, Mark Duling, Rob Santa, Jack Woodruff, Chris Adams, Jim Rickert, MD

Not pictured: Luis Hernandez (B), Jerry Towle

(T) Term ended on 3/31/2017 (B) Term began on 6/1/2017

Our Staff

Maritza Alvarez, Registered Nurse
Erin Bammann, Medical Assistant
Stephen Chambers, Office Manager
Wonkee Chang, Registered Nurse
Samantha Eads, Nurse Practitioner
Jan Firebaugh, Hygienist

Park Firebaugh, Dentist
Jo Hargesheimer, Director of Eligibility
Ed Hinds, Pharmacist
Maylin Palma, Dental Assistant
Patt Peffley, Nurse Practitioner

Steve Pritchard, Dentist
Nancy Richman, Executive Director
Shelley Sallee, Assistant Director
Greg Sutliff, Medical Director
Christine Trendelman, Medication Room Coordinator

A Message from the President and the Executive Director

“A healthy community ensures the health and well-being of every individual. It has sufficient primary health care providers and other health services, and its citizens have the means and desire to access the appropriate services.”¹ For the past 11 years, Volunteers in Medicine (VIM) has been committed to this ideal in serving as the only provider of free medical and dental services in Monroe and Owen counties.

Even as we look back to celebrate the accomplishments of 2017, we must keep our eye on the future. We are in a time of great upheaval in the healthcare environment. Congress seems devoted to dismantling the Affordable Care Act and the resulting uncertainty has made it increasingly difficult for people to find affordable insurance. Even with coverage, there is at least a 6 month wait in Bloomington for a new patient primary care appointment. VIM is the only safety-net for those who are ineligible for insurance, as well as any low-income person needing medical care while awaiting an initial visit with their new provider.

We intend to continue to provide free medical care even as the healthcare environment evolves into something substantially different from when the clinic opened in 2007. The needs are great, and our goal is to ensure that EVERY resident of Monroe and Owen counties continues to have access to affordable, accessible, and compassionate healthcare regardless of financial, cultural, or social barriers. In spite of last year’s increases in numbers of patients seen, free medications dispensed, dentures provided, and lives saved, market forces threaten to strain our resources and capacity to fully meet this need; indeed, we expect in 2018 to face our first year in which clinic expenses exceed income.

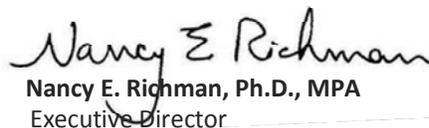
In addition to the changes in the larger healthcare market, by the end of 2020 Indiana University Health Bloomington Hospital will have moved to a new location on the east side of Bloomington, taking the emergency department and outpatient specialists currently located in and around the hospital with them. As a result, evening and weekend urgent and emergency services and specialty care will be harder to access for our clients, who are largely downtown and on the west side.

Prompted by these developments, the VIM Board of Directors is exploring solutions for the future to not only increase our organizational capacity and improve the delivery of services, but also maintain our financial viability to serve low income, uninsured, and medically underserved populations. In short, the VIM Board of Directors is seeking an answer to the following question: *What model of health care delivery is the most fiscally viable and sustainable, and best serves the mission of VIM and the needs of Monroe and Owen counties in this new healthcare environment?*

With funding support from the Community Foundation of Bloomington and Monroe County and the Bloomington Health Foundation, VIM has hired a consultant to conduct a feasibility assessment of whether and how VIM might achieve Federally Qualified Health Center (FQHC) status for the clinic. Reassessing the healthcare needs of Monroe and Owen County residents and re-visioning VIM’s role in the healthcare space for low-income and underserved individuals has the potential to be one of the most important, innovative, and transformative solutions to this critical community issue since the opening of VIM 11 years ago. It’s an exciting time. We will keep you informed!



Victor E. Malinovsky
President of the Board of Directors



Nancy E. Richman, Ph.D., MPA
Executive Director

¹ Service Community Assessment of Needs, United Way of Monroe County, 2012

2017 HIGHLIGHTS

HAPPY 10th ANNIVERSARY VIM!



10th Anniversary Sponsors

BluBoy Bakery

Cynthia Moriarty Catering

DeAngelo's

Grazie! Italian Eatery

IU Health

Kaia

Kroger

Malibu Grill

Muddy Fork Bakery

Oliver Winery

Samira Restaurant

One World Catering

Soma Coffee House

Uptown Cafe

World Arts Printing

Dancing with the Celebrities

Sponsors

- **Sounds of Indiana**
- **Jordan River Crossing**
- **Tivoli Theater**
- **First United Church**
- **Monroe County Martial Arts School**



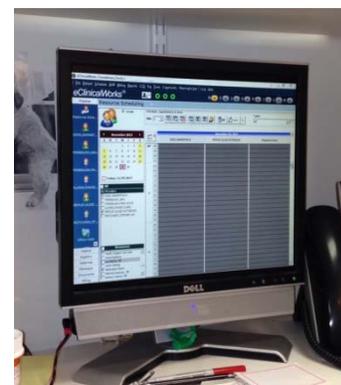
Ed "Astaire" Hinds & the Fabulous Fiona



"BE MORE
HEALTHY"
Award



Electronic
Medical
Record
Installation



VIM VICTORIES

Due to VIM's implementing a new electronic medical record in September 2017, quantitative population health data is incomplete for last year. Nevertheless, the following examples illustrate the dramatic impact VIM has on people's lives.

Cultural alignment improves outcomes

The VIM clinic is unique in the variety of patients and situations we encounter. For example: A Chinese man has been a patient at VIM since 2012. He had shown little interest in his health and had been very resistant to making lifestyle changes, especially in his diet – a crucial area since he has Type 1 diabetes. At the beginning of 2017 his hemoglobin A1c (blood sugar) was a concerning 9.2. However, last March, we were able to put together a team of Chinese volunteers, all fluent in Mandarin: a nurse practitioner, dietician, and nurse. With a team versed in his language and culture, the patient responded entirely differently. He began to talk openly and share his concerns. He began to respond to the dietary instructions regarding eating a specific Chinese noodle, lower in carbohydrates, rather than the rice he had been consuming in large quantities. Within 6 months, his A1c dropped to 6.1. This is an amazing outcome and an example of the magic that is VIM!



Diagnostic studies save lives

The VIM patient population has become substantially sicker than previously. Our providers often comment on the highly complex, extremely dire medical situations that require much more of their time to diagnose and treat. Since 2016, VIM has had to absorb the cost of virtually all off-site labs and imaging into our budget. In 2017 these costs exceeded \$36,000. Examples of the impact of diagnostic studies:

- A 45 y.o Venezuelan woman recently moved to Bloomington. Our nurse practitioner ordered a routine mammogram which revealed Stage 0 carcinoma in-situ. When cancer is caught this early there is greater than 98% cure rate. VIM connected her with the services that would assess and treat her cancer.
- One of the VIM nurse practitioners found a spot on the neck of a 35 y.o. man. A biopsy revealed that it was a malignant melanoma. Early treatment and Olcott Center support saved his life.
- A 67 y.o. woman, through labs and CT scan, was diagnosed with ovarian cancer with metastasis to the lungs. Her prognosis is guarded but the diagnosis informed her options.
- An 83 y.o. woman diagnosed through labs with Stage 3 chronic kidney disease is now receiving renal care.
- A gentleman made multiple visits to the VIM walk-in clinic and the emergency department with severe exacerbations of his asthma. He was managed with Prednisone which is not a good long-term solution. The VIM pharmacist changed his inhaler with phenomenal success and the patient went from uncontrolled asthma to needing his inhaler only once or twice weekly.

We have hundreds of these stories. **Most simply, diagnostic medical imaging and labs SAVE LIVES.** VIM is grateful to BioReference and Southern IN Radiological Associates for discounting the prices of diagnostic labs and imaging.



Specialty care referrals enhance clinic services

For illnesses or conditions the clinic is not equipped to treat on-site, we refer our patients to local specialists' offices with whom VIM has established partnerships. Unfortunately, with the merger of IU Health Bloomington Hospital and Premier Healthcare, VIM patients are no longer able to access free ancillary and specialist services. As a result many patients

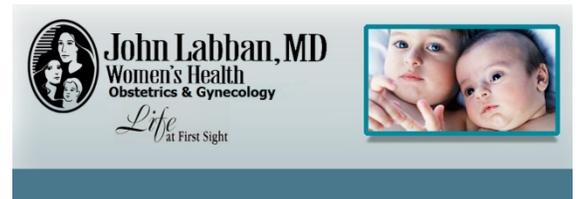


refuse to accept a referral since they are unable to afford the service. Nevertheless, in the course of the past two years, VIM made 1195 referrals to off-site specialists. The top disciplines for which VIM patients needed referrals were: Optometry (524), OB/GYN (120), Oral Surgery (119), Gastroenterology (45), and Dermatology (44). The impact of specialty services is dramatic. For example:

A woman living in a homeless shelter no longer had access to medical care after she was kicked off of her Healthy IN Plan insurance. VIM referred her to the IU Atwater Eye Center where she was diagnosed with closed angle glaucoma and recommended for immediate surgery. Through the generosity of Dr. Matthew Fornefeld, a local ophthalmologist, who performed the surgery at no cost in his office, this woman's vision was restored.

Prenatal care improves birth outcomes

An annual grant from the Monroe County Health Department allows VIM to refer low income uninsured women who do not qualify for Medicaid to Dr. John Labban, a local ob/gyn specialist. During 2017, 12 pregnant women were referred for prenatal care including assessment, vitamins, routine labs, sonograms, and post-partum visits. Prenatal care relates directly to birth weight and infant mortality, essential for women living in poverty.



Health support services engage patients in their own self-care

With the advent of healthcare reform, increasing numbers of people are now insured. However, insured people living in poverty **are still living in poverty!** VIM helps our patients get the most out of their medical care by also addressing the **non-medical factors** that affect health and wellness. About 20 hours per week goes into the provision of health support services at VIM, which includes chronic disease education, medication management, lifestyle coaching, resource coordination, and health system navigation.



The key to the success of engaging patients in the self-management of chronic disease is in the difference between the care provider telling patients what they "should do" (the traditional medical model) and engaging patients to set their own health goals and then coaching and encouraging them. Equally important is educating the patient on how to take a more proactive role in staying healthy and providing the tools for them to do so. When patients are motivated to identify their own goals for health improvement and have the

tools they need, they show dramatic improvements in compliance with their treatment plans resulting in improved health outcomes.

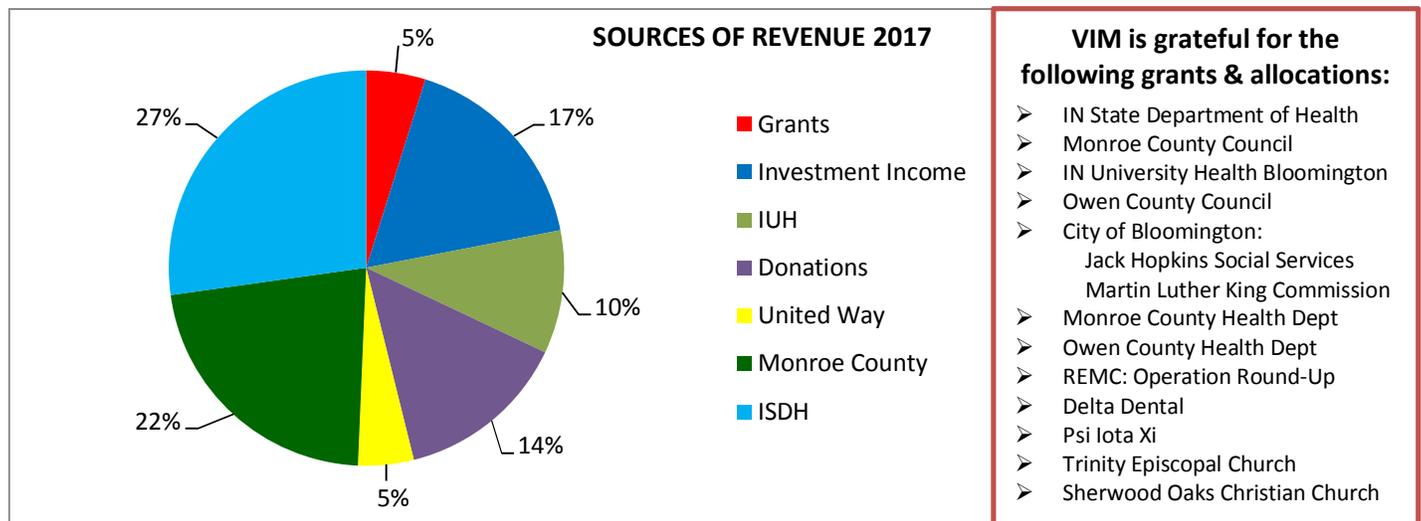
- Judy is a single mother with a special needs daughter. Her history includes high cardiac risk due to obesity, hypertension, and elevated blood glucose. With specific self-management goals, Judy lost 20 pounds, found a job and is feeling the best she's ever felt in her life.
- Jim has been working with the VIM nursing team since early 2015 on his uncontrolled diabetes. At the start his HbA1c exceeded 15%! Through self-management goals and regular support from VIM, his A1c has steadily dropped: 2016 = 9.4; 2017 = 8.3%, six months later 7.9%; February 2018 = 6.8%. Last December he was able to discontinue all medications for his diabetes. With hard work on Jim's part and a supportive and involved medical team, Jim has made huge strides toward living a healthier life.

Financial Report Summary: 2017

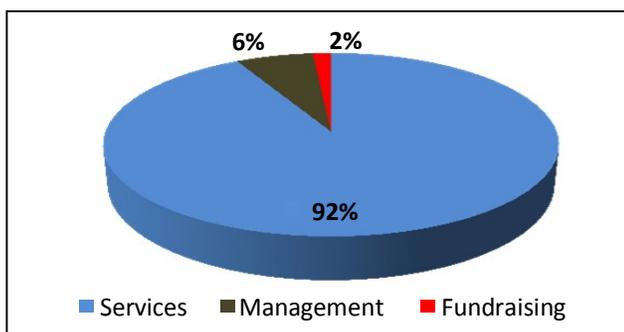
| Revenues | 2017 |
|------------------------------------|------------------|
| Non In-Kind Revenue | 751,638 |
| Gain / Loss & Investment Revenue | 154,524 |
| In-Kind Revenue | 298,957 |
| Total Revenue and Support | 1,196,119 |
| Expenses | |
| Non In-Kind Operating Expense | 856,928 |
| In-Kind Expense | 280,657 |
| Total Expense | 1,137,585 |
| Excess Revenue over Expense | 58,533 |

Fundraising Update

Since VIM's inception, the Bloomington Health Foundation (previously Bloomington Hospital Foundation) has been a critical partner for VIM by providing fundraising support, gift administration, accounting and investment support, and support for grants and Neighborhood Assistance Credits. Volunteers in Medicine is able to provide medical safety net services for low income, uninsured adults because of the extraordinary generosity of the local community. Volunteers in Medicine is truly a community-owned, community-operated, and community-financed healthcare clinic. We are grateful.



How Are Funds Used?



Philanthropy supports such essential initiatives as:

- Dentures & dental supplies
- Labs and diagnostic tests
- Life-saving medications
- Glucometers & diabetic test strips
- Wrist blood pressure self-monitors
- Flu shots & other vaccines

***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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