

Spring 2011

Volunteers In Medicine Clinic



Celebrating 10 Years of VIM!

The story of Volunteers In Medicine is a classic case study of how a good idea sparks action — how a problem meets a solution, and how a community answers a call to service. It is dramatic proof that one's time, skill and compassion are vital to the success and effectiveness of organizations such as ours.

Here's the short version: In 1999, Dr. John Haughom tells Sister Monica Heeran about a volunteer-staffed, free clinic in South Carolina — one that tapped retired physicians and other personnel to provide care. The idea was to serve low-income people who worked but who had no health insurance.

As this idea blossomed, it became clear that such a clinic would focus on health issues that, when left untreated, could adversely affect one's ability to work, and lead to expensive emergency room visits.

In a little more than a year, Sister Monica and a cadre of helpers — many of whom would form the core of a founding board of directors — analyzed the number and needs of the uninsured in Lane County. They determined a clear and urgent need, created a charter, recruited some key volunteers, sought out founding donors — and went on a search for clinic space.

On February 1, 2001, Volunteers In Medicine opened in a small clinic in West Eugene. In that first week, we were open for about 20 hours, as two physicians, Drs. Hugh Johnston and Kerry O'Fallon, split part-time duties as medical directors and as volunteer recruiters.

In the first year, a handful of paid staff and at least 10 times that number of volunteers greeted patients, did the sensitive work of intake and eligibility screening, served as clinic nurses and nurse practitioners, drew blood, assisted in our dispensary, started a medical records filing system and, of course, saw patients — all in a 4,000-square-foot clinic that was crowded

from the beginning.

Yet, even when the packed clinic took on the aura of a MASH unit, with blood draws done in the

hallways, the efficiency and camaraderie were a marvel.

Volunteers In Medicine starts its year 11 in a new clinic setting that fortunately is double the size of our first one. Our clinic now leverages about 15 paid staffers with the work of almost 500 volunteers, including 60 physicians. You can imagine the challenge of recruiting, scheduling and coordinating all our volunteers; it is amazing.

Our senior operating officer, DeLeesa Meashintubby, often quotes the apostle Luke, saying, "To whom much is given, much is required." Indeed, our work — and responsibilities — continue.

In observing our 10 years, we are reminded that these efforts take gifted leadership and the unflagging enthusiasm of many partners and supporters.

In this community, we see these attributes in our social services, education and the arts.

So, as our dear friend Sister Monica often says, thank you, for all you do. Thanks for your support of VIM — and for your selfless work for so many, all around us.



Executive Director Jackie Mikalonis and Board Chair Duncan McDonald



*Jackie Mikalonis
Duncan McDonald*

10th Anniversary Issue

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10 Years of Community Partnerships, Compassion for the Uninsured



**VIM founder and board member,
Sister Monica Heeran, CSJP**

In 1999, Sister Monica Heeran says, the call of a free medical clinic in Eugene was to address the need of a growing number of medically uninsured people in Lane County. At that time, the number was 20,000; current estimates are at 73,000 uninsured people.

Volunteers, staff and the community galvanized around the idea, and have supported a clinic that in its first year

provided approximately 3,000 patient visits, and in its tenth year, nearly 11,400.

“The thing about the clinic is, from the beginning, it was a collaborative effort of many people coming together to make something possible,” Sister Monica says. “I have to say thanks to the community and to the donors, volunteers and medical personnel who, together, have met the various needs of the patients.”

Continuing the mission of VIM — continuing to grow its capacity to serve the uninsured — is based on two elements, Sister Monica says.

“One is the personnel, the volunteer providers. But the second is the donors who support the clinic — and the grantors who support the clinic — so we can be financially healthy and have the resources, to meet the needs of the patients,” Sister Monica says. “We really believe that if you develop a response to a need, then there is a commitment to make sure we can continue to meet that need. That’s my hope for the future.”

Thank you



for making our
newsletter so colorful!

We salute VIM’s Founding Board

With them, our vision and mission have succeeded for more than 10 years.

- Sister Monica Heeran
- Ron Babcock
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Our Vision

May we have eyes to see those rendered invisible and excluded, open arms and hearts to reach out and include them, healing hands to touch their lives with love and, in the process, heal ourselves.

Our Mission

Our mission is to understand and serve the health and wellness needs of the medically under-served and other household members who live and work in the greater Lane County area.

Staff Spotlight

Susie Goss

Susie Goss knows first-hand the determination of Sister Monica Heeran. The two knew each other for 18 years when Sister Monica was gathering donations for “this little clinic she was pulling together.” Susie, in a job search, asked her to be a reference. Sister Monica agreed. Yet, that’s not what happened.

“The next day, she said, ‘On second thought, no, I think I have a place for you over here at the clinic,’” Susie say. Susie went over and met the team, discussed their needs for a business manager and then: “I left my job at 10 o’clock one night and started 8 a.m. the next morning with the clinic.”

Susie says she is fortunate to have found an organization that cares deeply about its mission and vision. “To be able to get up every day and feel good about what we are providing is so worthwhile,” Susie says.

“When I give a tour, listen to our volunteers about how they see the clinic, hear from one of our patients how we saved their life, or see my co-workers really excited about a project we are working on, I have such pride and deep appreciation for the Volunteers In Medicine Clinic and my role in making it work.”



Business Manager Susie Goss has been with VIM from the very first day.

Clinic Anniversary Event Kicks Off Year of Celebration

Board members, volunteers, staff join to launch VIM’s 11th year of service



Volunteer pharmacist Chuck Deer
Dispensary manager Carmen Admire



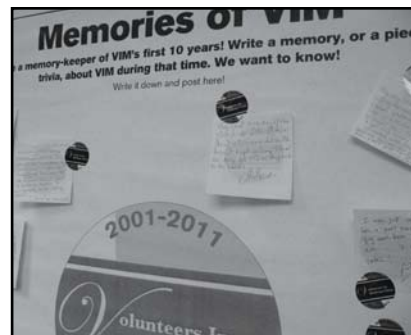
Medical Director Lois Garner
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Sister Monica Heeran greets some of our honored guests



Joe Gonyea II, Jo-Mae Gonyea, Ron Babcock



Guests share stories of VIM

Tuesday night crew a “family” for this 10-year volunteer



Sue Shoemaker, 10-year volunteer, says patient gratitude keeps her coming back, year after year.

in November, before the clinic opened in February,” Shoemaker says. “It was fun to get together and figure out how to make it all work.”

A friend recruited Shoemaker to volunteer, but when the friend moved on, Shoemaker stayed, coming every

Sue Shoemaker, a patient access specialist at Peace-Health, is one of our core crew of volunteers who was at VIM in the beginning, setting up the clinic months before doctors saw their first patients in 2001.

“I started in the front office,

Tuesday night now for more than 10 years to join the Tuesday night crew who, she says, is like family.

“We work so well together. We all just love what we are doing.”

At the time Shoemaker came to VIM, she was going through her own transition, having worked more than two decades as a chair-side technician in a dental office, and looking to shift to a job in the medical industry. She credits VIM with giving her a step up into her new field.

“Learning the computer system was my blessing,” she says. “I would have never been able to get the job I did with no training. It’s gotten me where I am now.”

Shoemaker, however, is still in the front office at VIM, every Tuesday night. It’s a place she has no intention of leaving.

“People ask me all the time, ‘Why are you still doing this?’” Shoemaker says. “Seeing the patients’ faces, their true appreciation for what we’re doing, that is my reward. I love it here. And unless my feelings change, I’m probably going to be here a long time.”

Former patient, successful artist donates to One Fine Day fundraising auction

In 2006, Kris Hurwit, now a successful artist, was in a position many find themselves: Working just below full time, Hurwit received no medical benefits from her employer. She saw an advertisement for VIM and, finding that she met the eligibility requirements, became a patient for a little more than a year.

“It was a scary time, because of not having insurance. It put my mind at ease a lot that I had a place to go if I needed to,” Hurwit says.

Hurwit, known professionally in the community as Kris Ibach, is now a full-time artist who donates a painting each year to her charity of choice. The next time she saw an ad for VIM, for its One Fine Day fundraising auction, “I thought it was a good opportunity to give something back,” Hurwit says. “My paintings sell well, and I thought it would be a good addition to your auction. Everyone was so friendly at the clinic, and I had a really great experience. And I want to give something back.”



Kris Hurwit, known professionally as Kris Ibach, donated her painting “After the Meal” (above) in recognition of VIM’s work in the community, and for providing her with services when she was uninsured.



ten for the tenth

Of the many ways to celebrate, here are 10 ways you can help us mark the 10th Anniversary of VIM.

1. Volunteer 10 hours at the clinic this year.
2. Invite 10 new people to tour the clinic — to show them what we do and how we do it.
3. Donate 10 times.
4. Donate 10 times as much this year as last.
5. Get 10 friends to donate to the clinic.
6. Give our brochure to 10 uninsured individuals.
7. Buy a table for 10 at One Fine Day.
8. Buy a table for 10 at Swingin' Summer Night.
9. Recruit 10 new doctors to volunteer at the clinic.
10. Make 10 new friends and send them the VIM newsletter.



Volunteers In Medicine Clinic

10 years of serving the low-income, uninsured

1999

A group of doctors, hospital administrators, business and other community leaders help found VIM in Lane County

Prescription Assistance Program

is launched to provide patients free medications from pharmaceutical giving programs

2001

February 2001

Clinic opens in West Eugene, with Sister Monica Heeran as volunteer executive director. Drs. Hugh Johnston and Kerry O' Fallon share medical director duties

2002

Diabetic Education & Management Program

launches with a 3-year grant from Meyer Memorial Trust

2003

Sister Monica Heeran

named Eugene's First Citizen by the Eugene Area Chamber of Commerce

2004

Mental Health Program

launches with 3-year grant from M.J. Murdock Charitable Trust

2005



April 2005

Old Bags Luncheon and Auction, replaced by One Fine Day in 2008, is established as VIM's most successful annual fundraising event

100% Access Initiative

VIM plays a leadership role in this new coalition of health care stakeholders whose goal is to provide health care to all uninsured Lane County residents

Project Homeless Connect

VIM plays a leadership role in this first annual event to provide medical and social services to homeless residents of Lane County

Swingin' Summer Night, held at Sweet Cheeks Winery, becomes VIM's newest premier fundraising event



VM celebrates
10th Anniversary

2007

2008

2009

2010

2011

May 2007

VIM's Susan G. Komen Mammogram Caravan provides a breast cancer prevention clinic for low-income women over 40

December 2007
Smoking Cessation Program begins

Sister Monica Heeran

receives the Oregon Psychiatric Association Access Award for groups or individuals improving access to mental health treatment

October 2008

Depression Intervention Program is launched to establish an integrated program of primary care and mental health care services

November 2008

Board of Directors lowers eligibility requirements from 100% to 85% of the Federal Poverty Level

Capital Campaign 2010

Board launches Capital Campaign for renovation and move into a new building

August 2010 Move



VIM moves to 2260 Marcola Road, Springfield

Lane Workforce Partnership Award

VIM earns special recognition award for its training programs

Thank you, to our donors, for your support!

July 1, 2010 — December 31, 2010

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Be sure to mark your calendars, as tickets go on sale
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For more information, please contact
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