CELEBRATING 12 YEARS OF SERVICE

Making a difference: Sister Anita Heeran

Some people are just there. They show up every day and do what's required. They don't complain, they don't ask for special favors; they just do what their heart tells them to do. That was Sister Anita Heeran. Known as "a little lady with a big heart," Sister Anita died Sept. 14, 2014 in Bellevue, Wash.

Dr. H. Douglas Walker, a long-time volunteer and former Board Member, remembers a time working with Sister Anita in the dispensary many years ago. He recounted how that particular day a patient came up to the window, complaining about his

prescriptions. The volunteer working the window was having a difficult time reasoning with the patient and in that moment, Sister Anita marched up to the window and in her kind, yet strong way, quickly defused the situation. He said she was always such a sweetheart, but a lot tougher than she appeared, yet always able to handle situations with grace and a firm hand.

During her time here, Sister Anita touched the lives of countless people. Her diminutive stature belied an indomitable spirit and irrepressible sense of humor.



Biological sisters, Anita and Monica

Humble, intelligent, articulate and never one to mince words, Sister Anita's fierce passion for those in need was legendary. She will be deeply missed by her family, her many friends and all of us associated with the Volunteers In Medicine Clinic.

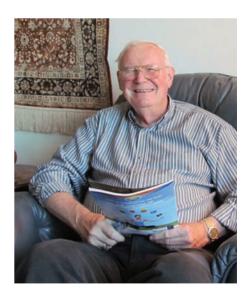
Doctor Johnston stays involved

Dr. Hugh Johnston is an energetic octogenarian and a hard man to slow down, as his many "retirements" suggest; but is he a "tough-as-nails" kind of guy? Probably not-his soft spot for important causes simply wouldn't let him to say "no" to Sister Monica Heeran, who recruited him in 1999 to serve as a co-medical director at the new Volunteers In Medicine Clinic. Founded with a mission to provide free healthcare to the medically underserved in Lane County, the clinic needed a veritable legion of general practitioners and specialists to provide desperately needed services. Even before day one, Dr. Johnston jumped right in, tackling the enormous challenge to recruit enough doctors to support the fledgling clinic. The West 11th facility opened for business on

Feb. 1, 2001 and he amassed over 200 professional volunteers that first year. When asked to tell us his proudest moments during that time, he said, "The fellow colleagues [physicians] who rose to the occasion."

Dr. Johnston retired (again) in 2010 from the co-director's role and from seeing patients, but he steadfastly continues, one day a week, to review their charts to ensure that continuity and quality of care remain primary goals at VIM. What he misses most about working at the clinic since his (formal) retirement is the "day-to-day interaction with patients—the smiles."

He is still in awe of Sister Monica Heeran's wide range of talents, although she did manage to impress him even further. The memory he



will always cherish happened when he was to undergo surgery. He was lying on a gurney moving into the operating room. It was a cool hallway, and Sister Monica was at the hospital making her rounds when she saw him. She said, "You look cold!" She (continued on next page)

from the Executive Director

Talking with DeLeesa

Sometimes I

wonder how we do it! Thanks to the generosity of the community and the success of our special events One Fine Day and Swingin' Summer Night, the Volunteers In Medicine Clinic has been able to provide essential medical services to thousands of residents in Lane County who simply have nowhere else to turn. All proceeds from these events help VIM meet our mission to provide free healthcare to the medically underserved in Lane County.

While it certainly takes a team to put on such wonderful events, it takes a skilled leader to be able to put it altogether! That leader has been Nicole Gauron. Nicole was the Special Events Coordinator/Advisor for the past 10 years. Under Nicole's guidance and coordination, the net

revenue generated during that period totals \$3,930,000. Her remarkable legacy supplied enough funding to operate the clinic for two years, provide for more than 16,000 patient visits, and serve over 5,000 individual patients.

As of Sept. 30, 2014, Nicole retired from VIM. Over the years, Nicole has developed deep and lasting relationships with many donors and staff. I take this opportunity to say, "Thank you, Nicole, for a job well done!"

Diane LeClere, with over 25 years of event experience, has been hired as our new Special Events Coordinator. She will manage One Fine Day, our signature luncheon where over 400 guests dine on a gourmet lunch



DeLeesa Meashintubby

while bidding on exquisite handbags, jewelry and other auction items, along with Swingin' Summer Night, a night of dinner and dancing to local musicians under the stars in late summer. Volunteers In Medicine's commitment to excellence is in good hands!

P.S. Save the date for the next One Fine Day – April 15, 2015!

(continued from cover)

Doctor Johnston

hurried off, then returned with a warmed blanket and covered him. Since then, he thinks of her as "a warm-blanket type of person. She is always looking out for the patients."

He also fondly remembers Dr. Kerry O'Fallon, his co-director in the clinic's early days (he passed away July 11, 2014). They alternated weeks and Dr. Johnston said he continually developed "big ideas" for the clinic, but wasn't keen on implementing them. He praised Dr. Kerry with always following through, ensuring his "ideas"

got done. We worked well together," he said.

His advice for volunteers and interns who are considering working at the clinic is, above all, to enjoy the experience. He said the work is rarely demanding, and because the clinic is so organized, there is little "hassle." He believes the direct contact with staff and patients will be truly rewarding.

Dr. Johnson imagines VIM's greatest challenge for the future will be striving to care for all disadvantaged patients. "We need to treat people who fall through the cracks [in healthcare]. There are too many left to ERs." He

feels that with the changes in the nation's healthcare system, VIM may need to consider revising eligibility rules to better serve those deprived of essential services.

So, what is the doctor doing with all his free time in this retirement? He enjoys attending Eugene Symphony events, and in addition to volunteering at the clinic, he serves on several local boards, including other charitable organizations. He smiles, adding, "My daughter says I collect committees like some people collect stamps." That soft spot just keeps getting bigger, Doc, and we're so grateful you made time for us.

Many thanks to

The Register-Guard

for your enduring support of our promotional needs!



Thank you for your continuous support of our vital mission!

VIM BY THE NUMBERS

FY 10/1/13 - 9/30/14

TOTAL PATIENT VISITS = **7,547**Primary Care = 4,020
Behavioral Health = 1,093

SERVICES PROVIDED Laboratory = **1,517** Referrals = **1,314**

PATIENT ASSISTANCE PROGRAM APPLICATIONS = **1,502** (Pharmaceutical company donation programs)

VALUE OF PRESCRIPTIONS DONATED = \$1.27 million

TOTAL VOLUNTEER HOURS = **21,715**VALUE OF HOURS = **\$453,925** Active Volunteers = **425**

A bright future

In 2014, the Affordable Care Act (ACA) made its dramatic entrance in Oregon. More particularly, in Lane County the Oregon Health Plan (OHP) and Cover Oregon commercial plans enrolled tens of thousands of formerly uninsured, new patients. This has had a significant impact on Volunteers In Medicine Clinic and on our patients.

The good news is that nearly 44 percent (to OHP) and 8 percent (to private insurance) of VIM's prior patients who were uninsured now have coverage for themselves and their families. It has given them increased access to services such as dental care, additional preventive services, and other necessary treatments and medications. It is a great benefit to those patients to now have the threat of being uninsured lifted from their lives for their current and future health care needs. In fact, VIM assisted many of those patients in walking through the application process to get on OHP or other options. We delight in their success.

However, this advantage for those patients has put some additional stresses on VIM. Early this year, we started to see a dip in our numbers of patients served, as they gravitated to other practitioners and clinics in the area. In the first six months of the fiscal year, our patient numbers

decreased by 225 (15.3 percent).

New patient enrollments dwindled.

Patient visits decreased, and over the summer, clinic hours of operation were cut back somewhat, as appointment slots were not always filled.

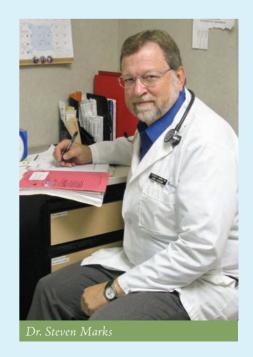
An even greater negative impact occurred as donors and grantors assumed that VIM was no longer needed: that the uninsured had largely gone away with the advent of ACA. The financial lifeblood of VIM started to drain down as well. Yet, to paraphrase Mark Twain: rumors of our demise are greatly exaggerated. We are fully aware that there are still thousands of potential patients in Lane County without insurance, who cannot find a physician, or are unable to afford the high deductibles of other insurance plans. Those thousands are the underserved and medically needy people that now provide an expanded focus for our mission.

Our mission has not changed: "To understand and serve the health and wellness needs of the medically underserved adults who live and work in greater Lane County area." To that end, in conjunction with staff and the Medical Advisory Board, the VIM Board in early spring undertook a strategy to expand our scope to enroll others still uninsured and to offer enrollment to those who remain

from the Board Chair

underserved or unable to afford care, whether on government or commercial plans. As of this month, new outreach efforts and eligibility criteria are in place to engage and enroll such patients. New patient enrollments and clinic visits are picking up.

ACA and OHP expansion have spurred VIM to move in new directions and to offer expanded access to more underserved patients in our community. With the continued support of our donors and volunteers, we are growing once again. The service VIM is known for lives on.



oamk

FISCAL YEAR 2014

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Marilyn Powers

William Priaulx

Kay Prather

Iordan Shin

Kit Sibert

Cathy Shoulders

Catherine Siegmund

Memory

We appreciate those in our community who gave a memorial gift in fiscal year ending Sept. 30 to Volunteers In Medicine in the name of cherished or respected individuals in their lives.

Persons memorialized appear in boldface.

Stanley Baldwin, MD Iudy Baldwin

Nancy Chene

Linda Chenev Eugene & Barbara Emge

Paul Cole

R. K. & Rosalie Hoover

Betty Cook

Rich Litchfield

Gloria Discerni

Linda Discerni

Paul Dye

Lois Dye

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Sister Anita Heeran

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Otis Holland Starly Hodges

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Louise Jackson

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Ralph Lafferty

Traudl Lafferty Rich & Jacquie Litchfield

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Rita Litin

Stephen & Mary Bennett

Robert Litin, MD

Loren & Rachel Barlow R. K. & Rosalie Hoover Blaine & Nancy Hoskins Robert & Ashley Jackson Wes & Patty Jacobs Doug & Jean Walker Illona Wilken

George Long Lois Long

John MacKinnon

Paula Babb Jack & Janet Boettcher Frank & Sheila Elsener Sylvia Giustina Joe & Jo-Mae Gonyea II Richard Haugen Tom & Peggy Hoyt Lawrence & LaVelle Hughes Johan & Emel Mehlum Nancy Murphy Suzanne Parshall Marilyn Powers Con & Mary Sheffer James & Lora Youel

Dennis McCafferty

Hugh & Janet Johnston Doug & Jean Walker

Joy McGloin

Jean & Rayburn Erwin David Nichols

Avery & Sarah Minter David & Betsy Meredith

Kerry O'Fallon, MD

Neil & Suzanne Ablitt Gary & Ruth Ackley Richard & Joyce Anderson Loren Barlow & Rachel James Irene Bauder Kathryn & Don Boileau Barbara Kaye Bonillas Robert & Diane Booth John & Carol Bridgens John Clever Shirley Collard Robert & Martie Crist James & Judith Crowell David & Judy Cunningham Susan & Douglas Daniell Jim & Janet Delyea George & Teri Devine Linda Discerni Lloyd & Fran Edman Lynn & Linda Ferrin Eleanor & Pete Fischer Glen & Patricia Fordyce Mary & James Gilrov Joe & Jo-Mae Gonyea, II Susie & Eric Goss Steven & Kathryn Gray Martha Greaney R. K. & Rosalie Hoover Wesley & Joanna Hoskins Tom & Peggy Hoyt Mike & Barbara Hussey Oscar Isakson Wes & Patty Jacobs Hugh & Janet Johnston Julia & James Keizur

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The Woodard Family Foundation

JOIN THE SISTER MONICA HEERAN SOCIETY

The Heeran Society honors those who name VIM in their estate plans. These gifts sustain our mission to serve the health and wellness needs of the medically uninsured and underserved. If you have generously crafted a bequest or other planned gift to VIM and wish to be a Heeran Society member, contact our Chief Development Officer, Scott Palmer at 458-205-6361 or email spalmer@vim-clinic.org.



In Honor of

We appreciate those in our community who in our fiscal year ending Sept. 30 honored a respected or cherished individual in their lives with a gift to Volunteers In Medicine.

Persons honored appear in boldface.

Janet Anderson Eunica Kjaer

Scott & Joan Benge

W. Rex & Shirley Stevens

Nancy Billington

Lyndsey Billington & Zachary Erdmann

Jim & Judie Borg

Shannon & Patricia Oldham

Linda & Tim Cheney
Joanne Hugi

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Nicole Gauron

Gerald Moshofsky & Ellie Dumdi Jo-Mae Gonyea

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Meg Hamilton

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Sister Anita Heeran Sister Aileen Trainor

Marie Jones

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Aaron & Marie Jones Carl & Carol Sexton

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Sister Aileen Trainor Sister Edith Reif

H. Douglas Walker Joan Taylor

Doug White

Jon & Ros Lund Rob & Amy Prince John & Aubrey White

Tribute to Kerry O'Fallon, MD-Compassionate champion

A commemorative plaque was recently installed at the VIM clinic on a room dedicated to Dr. Kerry O'Fallon, who passed away on July 11, 2014. Dr. O'Fallon was an extraordinary man, who dedicated his time and wisdom to the clinic. He held the role of co-Medical Director with Dr. Hugh Johnston in the very beginning, and even after stepping down from this role, he continued to volunteer and

advocate for the clinic. His huge heart and bright smile will be missed by our staff, volunteers, and our patients. His plaque joins previous room honorees and sponsors, including the Paula Babb Family; Marjorie (Marge) English; the Rosaria P. Haugland Foundation; Doug McKay; H. Douglas Walker, MD; Michael Ward; Olga Evelyn Wildish; and the Anonymous Friends of Volunteers In Medicine.



Passages

"I believe that individuals can make a difference in society...it is up to each of us to make the best use of our time to help create a happier world." The Dalai Lama

At its core, the Volunteers In Medicine Clinic is about caring and compassion. It's about people – donors, physicians, volunteers, and staff coming together to make a difference. The last several months has witnessed the passing of several very special people who made a huge difference for VIM and our community: Dr. and Mrs. Robert Litin, Dr. Kerry O'Fallon, and Mr. Aaron Jones.

The Litins were a great team; as one of our volunteer physicians, Dr. Litin saw countless patients at the VIM Clinic and Mrs. Litin served on several One Fine Day Committees. Dr. Kerry O'Fallon was involved with VIM from the beginning. He served as our first volunteer medical director—and active physician, a position he shared with Dr. Hugh Johnston. Finally, in the earliest days of VIM, even before the

Clinic opened its doors in 2001, Mr. Aaron Jones and his wife, Marie, were there providing much needed wisdom, leadership, and philanthropic support.

The families of Dr. and Mrs. Litin, Dr. O'Fallon and Mr. Aaron Jones are in our thoughts and prayers. We owe them much.

"Unable are the loved to die. For love is immortality." Emily Dickinson

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OUR MISSION is to understand and serve the health and wellness needs of the medically underserved who live or work in Lane County.

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.

Save the Date **APRIL 15, 2015**



A benefit for Volunteers In Medicine Clinic

Volunteer with VIM **VOLUNTEER YOUR MEDICAL** & NON-MEDICAL SKILLS

OFFICE Eligibility screener Fundraising Greeter Medical records Receptionist Scheduler Spanish interpreter Special events

CLINIC Behavioral health Counselor Dispensary lead Pharmacist Pharmacy Technician Phlebotomist Physician Physician assistant Nurse practitioner



To learn more, call 458-205-6365

For an online application, go to vim-clinic.org/volunteer-application