



# Volunteers in Medicine

OF MONROE COUNTY

[vimmonroecounty.org](http://vimmonroecounty.org)

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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**  
811 West Second Street, Bloomington, IN 47403  
812.333.4001  
[vimmonroecounty.org](http://vimmonroecounty.org)  
[info@vimmonroecounty.org](mailto:info@vimmonroecounty.org)

## 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 92 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 relentless 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.

## Volunteer in Medicine 2012 Board of Directors

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**Pictured from left to right:**

**Sitting:** Cindy Lott (B), Eric Bannec, MD (T), Philippa Guthrie, J. Terry Clapacs, Bruce Hamlin, Nancy Woolery (T), Kay Fields **Standing:** Cynthia Kretz, Ruth Ann Morris, Jerry Towle, Dan Lodge-Rigal, Mark Duling (B), Mary Burch Ratliff (B), Ellie Rogers, Linda Simon (T), Jerry Neely (T) **Not pictured:** Rajih Haddawi MD, Tony Kenworthy DDS, (T), Lyle McKee, Peter Wallskog MD (B), Julie Adams.

(T) Term ended on 3/31/2012 (B) Term began on 4/1/2012

## Our Staff

Maritza Alvarez, Registered Nurse\*

Kim Brown, Front Office Coordinator

Jackie Campi, Pharmacy Tech

Jo Hargesheimer, Director of Eligibility

Dwain Illman, Medical Director

William Mussler, Pharmacist\*

Brenda Painter, Director of Nursing

Sung Park, Nurse Practitioner\*

Michelle Payne, Medical Assistant

Nancy Richman, Executive Director

Shelley Sallee, Assistant Director

Mary Sexton, Medical Assistant

Tammie Stikeleather, Pharmacy Tech

Christine Trendelman, Patient

Assistance Coordinator

\*Indicates IU Bloomington Hospital Employee

## A Message from the President and the Executive Director

The question asked most frequently of the Board of Directors of Volunteers in Medicine has become “How will the Affordable Care Act affect Volunteers in Medicine?” The Supreme Court’s affirmation of the constitutionality of the Affordable Care Act (ACA) allows the country to proceed with plans to implement the many provisions of this historic health care legislation. Since March 2010, when the legislation was passed, some provisions have already been implemented, resulting in previously uninsured Americans obtaining health coverage. The rest of the act will be implemented next year.

As health care costs have continued to escalate at an alarming rate, more Americans have lost their health insurance and joined the ranks of the uninsured. Experts agree that even when millions of people are able to purchase affordable insurance through healthcare “exchanges,” there will still be millions of people who do not qualify for, or are excluded from applying for subsidized insurance. Those people in this situation in Monroe and Owen counties will continue to rely on the community-owned, community-financed, community-operated Volunteers in Medicine free clinic for their health care.

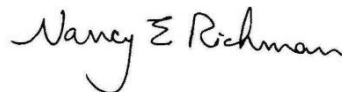
Based on the successful Massachusetts experience (on which the ACA legislation is modeled), helping uninsured people apply for and secure health insurance will take years to “ramp up,” especially since many states continue to have serious shortages of primary care physicians. Community-owned and sustained VIM clinics will be needed indefinitely to continue to care for those who remain uninsured, who fall through the cracks or are unable to afford services not covered by their insurance.

The community’s ongoing investment in VIM assures access to quality, low cost medical care for those most in need in a caring, dignified environment, so that everyone in a community has access to health care, and in doing so, the health of the community improves, and the common good is well served.

There are still many questions as yet unanswered about the implementation of the ACA in the state of Indiana, leaving us without a clear answer to the question posed above. What is clear, however, is that VIM remains a vital component of the physical, mental and economic health of our two-county community and that will not end in the foreseeable future, even with the implementation of the Affordable Health Care Act. VIM’s mission is to offer quality health care in a dignified environment to the uninsured of Monroe and Owen counties, and for as long as the pronounced need in our community remains, we shall endeavor to meet it.



**J. Terry Clapacs**  
President of the Board of Directors



**Nancy E. Richman**  
Executive Director

## A Year in Review of Volunteers in Medicine of Monroe County: 2012

Since the clinic's opening in 2007 VIM has made tremendous progress in reaching the uninsured in our community. In the past five years, VIM has provided services to nearly 50% of the estimated 12,000 adults in Monroe and Owen counties without health insurance or the means to afford medical care. During 2012 88% of our patients came from Monroe County and 12% from Owen County. The number of patients attending appointments to apply for VIM eligibility has increased every year since VIM's opening; showing a 10.7% increase from 2011 to 2012. A total of 1825 patients were enrolled at the end of 2012.

After five years of providing on-site volunteer medical services to VIM patients, several providers retired, moved, or decreased their hours during 2012. As a result, the total number of provider hours decreased by 7% from 2011 and the total number of medical visits decreased by 10.6%. These changes in provider availability affected primary care as well as a number of on-site specialty services, including women's health, acupuncture, dentistry, and mental health counseling. By contrast, three specialty services saw increased appointments due to increased provider availability in orthopedic, neurology and psychiatry. VIM is grateful to the providers that enable the clinic to provide outstanding medical services. VIM's 2012 volunteer providers are listed below.

The table below shows a comparison of key indicators from 2011 to 2012.

	2011	2012	Difference
<b>Individuals Served</b>	3,157	2,847	-9.8%
<b># Medical Visits</b>	9,886	8,836	-10.6%
<b># Eligibility Visits</b>	6,560	7,261	+10.7%
<b># Pharmacy Visits</b>	11,235	11,202	<1%
<b>Number of Prescriptions Dispensed</b>	28,207	29,202	+3.5%
<b>Value of Prescriptions Dispensed</b>	\$4,391,947	\$4,377,117	<1%
<b># Primary Care Volunteer Hours On-Site</b>	2321	2158	-7%
<b># Specialist Volunteer Hours On-Site</b>	692	622	-10.1%
<b># Non-Clinical Volunteer Hours</b>	16,290	16,219	--
<b>Average Daily Visits</b>	113	113	--
<b>Average Daily Prescriptions Filled</b>	109	116	+6.4%

### Eligibility

VIM has made great strides in reaching the uninsured in Monroe and Owen counties, but the need continues to grow. Nearly 6,000 unique individuals have been treated at VIM since April 2006. To keep pace with the steadily increasing applications, the Director of Eligibility, her social work intern, and several volunteers held over 7,000 visits during 2012.

VIM eligibility representatives have begun taking applications in Spencer for Owen County patients. Located in the Johnson Nichols Clinic, VIM eligibility appointments are being held two Monday mornings per month. This new service is expected to save many people a great deal of driving time during the certification process and make it much easier for Owen County patients to become certified.

### Pharmacy

During 2012 VIM held over 11,000 patient visits to our medication room. This on-site "pharmacy" does not stock narcotics and is not a retail pharmacy, but exists solely to serve VIM patients who are unable to afford medication. During 2012, VIM provided over 29,000 prescriptions at no cost to patients; the retail value of these free medications exceeded \$4.4 million.

Under the guidance of Willie Mussler, R.Ph., a new service, Medication Therapy Management (MTM) was developed for VIM patients. MTM is a specialized review of all of a patient's prescriptions, over-the-counter medications, and supplements with the pharmacist. The pharmacology review discusses side effects, potential drug interactions, and any other problems the patient might be having with their medications. This service is targeted for patients with multiple chronic disease states that require numerous medications. MTM helps reduce medication errors by ensuring patients are well informed and taking their medications the right way.

## Walk-In

Walk-in patients are screened and treated as appropriate based on medical urgency. A nurse practitioner staffs the walk-in clinic 32 hours per week, including one evening. By offering walk-in appointments for acute urgent issues, VIM treats patients who otherwise would present to the IU Health Bloomington Hospital emergency department. In 2012 the VIM walk-in nurse practitioner saw 2,512 patients. The average walk-in rate for 2012 was 25%.

## Primary Care

VIM's main focus is to provide primary care for acute and chronic conditions at the clinic. Just under 9,000 medical visits were held during 2012. The value of these services well exceeds \$1 million. In addition, many specialists offer volunteer hours on-site: for example, neurology, physical therapy, orthopedics, spine clinic, diabetes, dentistry, and psychiatry. For illnesses or conditions we are not equipped to treat on-site, we refer our patients to local specialists' offices. The providers listed below either volunteered on-site or accepted referrals of our patients in outpatient offices in 2012.

## Behavioral Health & Psychiatry

During 2012 a new collaboration with Catholic Charities began in which two graduate students in counseling psychology provided mental health triage and referral services one day per week. This service enables VIM patients seeking mental health services to be seen more quickly and, more importantly, to be referred to the most appropriate agency. Counseling services are provided through volunteers at VIM, Catholic Charities, and Centerstone.

During 2012, Drs. Perry Griffith and Johann Verhulst have continued to provide volunteer psychiatric assessments and medications, as needed, to treat a wide range of mental illnesses.

## Breast Cancer Screening and Diagnostic Services

Several grants allow VIM to provide critical breast cancer services to VIM patients. During 2012, 170 screening mammograms were performed by the Southern IN Radiology Associates. In addition, 37 diagnostic mammograms, 30 breast ultrasounds, and 6 diagnostic procedures, such as cyst excision and biopsies were performed by SIRA. One cancer was detected and the patient was referred for treatment at IU Health Bloomington Hospital.

1. The Indiana Breast Cancer Awareness Trust provides grant funds specifically for screening mammograms for individuals not covered by IN-BCCP (Indiana's Breast and Cervical Cancer Program), that is, medically underserved women 40 years of age and older, high-risk women 35 years of age and over, and men who present with clinically palpable breast masses.
2. From 2006 until the spring of 2012, VIM received annual funding from the Wabash Valley Affiliate of the Susan G. Komen Foundation when the grant was discontinued due to limited funds available for distribution. Komen funds ensured VIM patients could obtain the diagnostic mammograms, ultrasounds, biopsies, and other oncology procedures as indicated following professional breast examinations and screening mammograms.
3. Once Komen funds were discontinued, a very generous anonymous donor pledged \$20,000 to cover breast cancer services that, otherwise, would have been funded by Komen but were not covered by IN-BCCP or IBCAT.

## Prenatal Care

The Prenatal Care Grant from the Monroe County Health Department allows VIM to refer low income, uninsured women who do not qualify for state Medicaid prenatal care to Dr. John Labban, a licensed obstetrics specialist. During 2012, fifteen pregnant women were referred to Dr. Labban for prenatal office visits, health assessment, prenatal vitamins, nutrition consultation, social work services, routine prenatal lab tests, sonogram, and post-partum office visits as needed.

## Wellness Initiatives

- YES I CAN!** – With a Precision Grant from the Community Foundation of Monroe County VIM is able to continue to offer the well-received 6-week free program for people managing life with a chronic condition, “Yes I CAN!” People who attended the program in the past have said they found relief from pain and fatigue, enjoyed increased energy to do the things that matter to them, and became more confident about how to manage their lives. VIM is able to offer this Stanford University program under the license and supervision of the Area 10 Agency on Aging. In addition, with Precision funds four VIM volunteers and one employee attended a free lay leaders training in Indianapolis to become certified leaders. Three 6-week sessions were offered in 2012 and it is expected that 6 sessions will be offered in 2013.
- Conversaciones Sobre la Salud** (Conversations about Health) – In addition to education for patients with chronic conditions, VIM patients need basic education and encouragement regarding the management of everyday health care issues, such as colds, flus, minor cuts and sprains, with at-home solutions. It has become apparent that a number of patient appointments are made by individuals with minor aches and pains that do not require a medical practitioner. Rather, these individuals seem to call VIM simply seeking a warm, caring listener. To address these low acuity needs, VIM has begun to offer a discussion group in Spanish.

Each discussion is 75 minutes long, facilitated by one of the clinic’s nurses, a native Spanish speaker. The class covers topics such as preventative care, diet, how to communicate with your doctor, how to navigate the VIM organization and community resources. Through the Precision grant, each participant is given the book “Salud en Casa (Health at Home), which can be used as a reference for over 200 health related concerns - from colds and flus to allergic reactions, bug bites, and minor aches and pains. It is written at the 6th grade level and has an easy-to-follow, step-by-step format. VIM plans to offer a similar monthly discussion group in English during 2013.

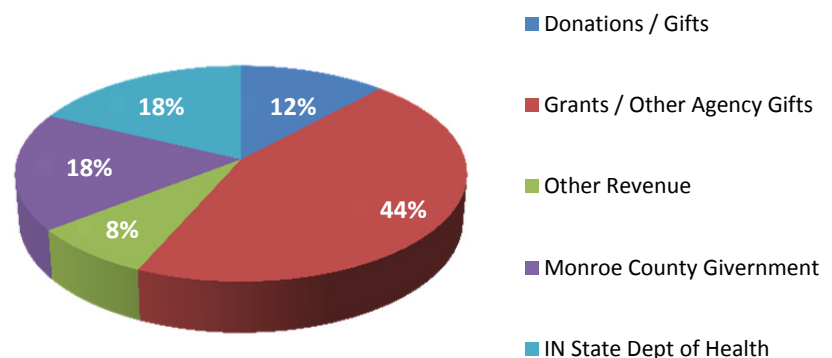
## Fundraising Update

Volunteers in Medicine is able to provide medical safety net services for low income, uninsured adults because of the continued generosity of the local community. With the help of the Bloomington Hospital Foundation, the exclusive fundraising agent, close to \$3 million dollars has been raised since the clinic opened from a strong donor base of more than 750 individuals.

Since the beginning, the Bloomington Hospital Foundation has been a critical partner for VIM in its provision of fundraising support, gift administration, accounting and investment support, and grant support. Key avenues of support utilized by the BHF in their fundraising efforts include grants, direct mail, Neighborhood Assistance Credits (NAP Credits), and building relationships with potential donors. In addition, VIM receives a significant allocation from the United Way, the Monroe County Council and the IN State Department of Health.

Volunteers in Medicine is truly a community- owned, community-operated, and community-financed healthcare clinic.

**2012 Contribution Sources**



## Volunteers in Medicine Clinic of Monroe County, Inc. Annual Financial Report Summary

Revenues	2012
Non In-Kind Revenue	841,153
Gain / Loss & Investment Revenue	110,181
In-Kind Revenue	1,612,997
<b>Total Revenue and Support</b>	<b>2,564,331</b>
Expenses	
Non In-Kind Operating Expense	784,200
In-Kind Expense	1,612,997
<b>Total Expense</b>	<b>2,397,196</b>
Excess Revenue over Expense	\$ 167,136

### On-Site Volunteer Providers

Elizabeth Anderson, NP  
William Anderson, MD  
Jamie Bales, MD  
Eric Bannec, MD  
Vanessa Beard, PA-C  
Bradford Bomba, Jr., MD  
Manoochehr Borhan, MD  
Rita Burkholder, NP  
Michael Burns, NP  
Doug Carr, MD  
Eung Jun Cha, MD  
Rebecca Cohen, MD  
Earl Craig, MD  
Janet DeLong, PT  
Russell Dukes, MD  
Charles Egnatz, MD  
John Faulkner, RpH  
Kay Fields, NP  
Sarah Frederickson, LAC  
Joan Goodman, NP  
Amartyadeb Goswami, MD  
Perry Griffith, MD  
Rajih Haddawi, MD  
Lisa Holmes, NP  
Tom Hrisomalos, MD

Melissa Hullinger, MD  
Dwain Illman, MD  
Mauro Janoski, MD  
James Johnson, MD  
Jeffrey Jones, DDS  
Kriss Kaufman, NP  
Caitilin Kelly, MD  
David Kenworthy, DDS  
Paul Kern, MD  
Judith Klein, MD  
Karen Knight, LSW  
Beth Kreitl, LSW  
Priya Kumar, MD  
Eva Lenard, LCSW  
Dawn Lucas, RDCD  
Nancy Macklin, NP  
Mary Mahern, MD  
Valerie Markley, APRN  
Iva Martin, NP  
Jennifer Meador-Stone, LAC  
Brian Moore, MD  
Janis Neff, LMHC  
Sarah Newcomer, RpH  
Rachel O'Connor, NP  
Diane Pence, LMHC

Ursula Penrose, NP  
Norda Ratcliff NP  
Wesley Ratliff, MD  
James Ray, MD  
Robin Roberts, DDS  
Dawn Robinson, NP  
Todd Rowland, MD  
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Rhonda Trippel, MD  
Jacqueline Trueblood, MD  
Laura VanDoran, NP  
Johan Verhulst, MD  
Wallskog, Peter, MD

## Organizations Accepting VIM Referrals

Bloomington Anesthesiology	Radiation Oncology	Southern Indiana Pediatrics
Centerstone	Radiology	Urology
Dental Care Center	Rebound	I.U. Optometry Clinics
Futures Family Planning Clinic	Wound Healing Center	I.U. School of Speech and Hearing
IU Health Bloomington Hospital	IU Health Southern Indiana Physicians	Pharmacy Express
Advanced Pain Center	Aegis Woman's Healthcare	Premier Healthcare
Behavioral Health Services	Emergency Medicine	Sole Sensations
Diabetes Care Center	ENT Associate of Southern Indiana	Southern Indiana Radiology Associates
Laboratory	General Surgery	
Pathology	Orthopedics of Southern Indiana	

## Off Site Specialists Accepting VIM Referrals

Annette Alpert, MD	Travis Hulbert, DC	Matthew Reeck, MD
Camila Amaudo, MD	Ann Marie Hyatt, MD	Matt Reeves, DO
Nathan Baynes, PA-C	Lynn James, LMHC	Tara Rudisill, PA-C
Philip Behn, MD	Paul Johnson, MD	Jameson Russell, DC
Jitender Bhandari, MD	Lucinda Jordan, DC	J.R. Sarpa, MD
Bharati Kharkar, MD	David Joyce, MD	Daniel Selo, MD
Jennifer Black, PA-C	Jacqueline Joyce, MD	Chad Schultheis, MD
Mary Ann Bough, DC	Kevin Kathman, PA	Susan Shick, NP
Judson Brewer, MD	Karuna Koneru, MD	Brett Spier, MD
Rebecca Brewer, MD	John Labban, MD	Andy Stafford, MD
Clark Brittain, MD	Brittany LaFree, PA-C	Timothy Steiner, MD
David Byrne, MD	Lois Lambrecht, MD	Ray Stidd, MD
Louis Calli, Jr, MD	Dean Lenz, MD	John Strobel, MD
Harold Cohen, MD	Brandt Ludlow, MD	Michael Stowell, MD
Richard Combs, MD	Plato Lysandrou, MD	Jonathan Surdam, MD
Brian Cook, MD	Aaron Mast, MD	Gregory Sutliff, MD
Wendy Corning, MD	Ron Masters, LCSW	Deanna Taylor PA-C
Jayne Crescimbeni-Pierce, NP	Lawrence McBride, MD	Kenneth Tewel Jr, MD
Philip Croke, MD	Daniel McCormack, MD	James Touloukian, MD
Carrie Davis, MD	Emma McCormack, MD	Dr. Eric Trueblood, MD
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John Hammerstein, MD	Brandon Osmon, DC	Lisa Weiler, MD
Mark Hansen, MD	Demetrius Patton, MD	Mandy Wever, FNP
Timothy Hodges, MD	Jennifer Peterson, MD	J.P. White, MD
Brian Hoff, MD	Amar Pinto, MD	Otto Wickstrom, MD
Michael Hoffman, MD	Jesse Phillips, MD	Lillette Wood, MD
Norman Houze, MD	William Pugh, MD	Robert Wrenn, MD
Denise Howard, DO	Brad Ray, MD	



## Off Site Dentists accepting VIM Referrals

David Adams, DDS  
Jeffrey Allen, DDS  
Gary Bishop, DDS  
Steven Bolinger, DDS  
Gene Brewer, DDS  
Elaine Coglan, DDS  
David Compton, DDS  
Tim Devitt, DMD  
Kenneth Eades, DDS  
Luke Eades, DDS  
James Goodpaster, DDS  
Alejandra Haddad, DDS  
Jonathan Hart, MD

Josh Howder, DDS  
David Howell, DDS  
Karen Hrisomalos, DDS  
Kelly Jastremski, DDS  
Thomas Kapczynski, DDS  
William Kenfield, DDS  
David Lawler, DDS  
Allen Linnemeier, DDS  
Marc Meadows, DDS  
Allen Meier, DDS  
Seelye Parker, DDS  
Timothy Pliske, DDS  
Stephen Pritchard, DDS

Gavin Rothrock, DDS  
Marc Smith, DDS  
Joseph Spires, DDS  
Mark Sutor, DDS  
Scott Tate, DDS  
Kyle Taylor, DDS  
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Ryan Tschetter, DDS  
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Volunteers in Medicine is extremely grateful to our 2012 donors. We could not do this life-saving work without these financial gifts!

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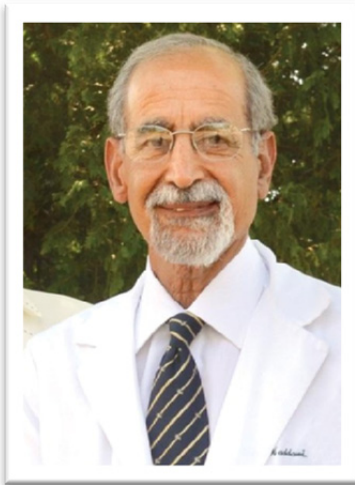
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## 2012: Celebrating Five Years of Serving the Uninsured



On October 12, 2012 nearly 200 VIM supporters came together to celebrate VIM's success over the past five years in providing healthcare services to uninsured adults in Monroe and Owen counties. A highlight of the evening was recognizing and honoring Dr. Rajih Haddawi for his visionary leadership that helped bring together countless organizations and individuals resulting in the formation of VIM Monroe County. Dr. Haddawi was presented with a framed photograph of him that now hangs in the VIM waiting room.

Another highlight was the inspirational remarks from Mr. John McGinty, a board member of the national Volunteers in Medicine Institute. John captured the spirit of the evening well with his focus on "Celebration": celebrating volunteerism, celebrating servant leaders, celebrating community, celebrating caring, celebrating achievement, and giving thanks.

**It has been a wonderful five years!**

### Volunteers in Medicine of Monroe County

811 West Second Street, Bloomington, IN 47403

812.353.4001 | [vimmonroecounty.org](http://vimmonroecounty.org) | [info@vimmonroecounty.org](mailto:info@vimmonroecounty.org)

# 2012 Annual Report



Volunteers  
in Medicine



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