

Volunteers in Medicine of the Olympics

Helping to meet the health care needs of our community



Volume 45

Newsletter

November 2011

"If the only prayer you said in your whole life was 'Thank You' - that would suffice."

~Meister Eckhart

PRESIDENT'S CORNER

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Well, as they say, now that Halloween is over we can start thinking of Thanksgiving. In the spirit of "thanks giving" let me thank, from the bottom of my heart, all of the work that all of the volunteers give and all of the financial support that everyone gives the VIMO clinic. The clinic can't run without the generosity of you all. We hope to plug a big hole in the healthcare system.

Marca Davies

President, VIMO Board of Directors

FIBER ARTS BOUTIQUE FUNDRAISER

St. Andrew's Episcopal Church will hold the second annual Fiber Arts Boutique to benefit Volunteers in Medicine of the Olympics on Saturday, November 19th. This popular pre-Christmas event will feature handmade items knit by the St. Andrews Prayer Shawl Ministry, fiber arts of all types from six invited fiber artists and a spinning and knitting circle where one can benefit from the expertise of the knitters and spinners sharing their skills. At 11 am a short organ recital will be held, with offerings also going to the VIMO Clinic. As you enter the building the aroma of fresh baked goodies will tempt you to have a spot of tea or a cup of coffee and a sweet before shopping, again proceeds to VIMO. If you bring children they will enjoy creating something special at a childrens' craft table staffed by a member of the Education Committee, and at no charge.

St. Andrew's is at 510 E. Park Blvd. For more information call 360-457-4862.

VIMO MISSION STATEMENT

To understand and serve the health and wellness needs of the medically underserved who live or work on the North Olympic Peninsula.

VIMO WEB SITE & NEWSLETTER

Please feel free to send inspiring quotes or items of interest for the VIMO newsletter to grace.lambert@op2s.com.

Questions or comments about the web site can be sent to webmaster@vimoclinic.org.

FROM THE EXECUTIVE DIRECTOR, LARRY LITTLE

Greetings All and Happy Fall,

Last month I talked about VIMO applying for malpractice coverage through the Federal Tort Claims Act (FTCA). I am very pleased to announce that the application was approved! What this means is that licensed and non-licensed providers can be provided malpractice coverage through the federal government. VIMO has met the standards of care quality required for this coverage. Furthermore, employees and board members can also be protected.

VIMO will need to credential and privilege the licensed providers and non-licensed providers. Soon, any patient care provider who volunteers will receive a packet of information. Included will be information about the FTCA program. Also included will be a request for information concerning licensure and prior malpractice. If a practitioner would like to be provided protection by the FTCA coverage, VIMO will need this information. Active practitioners who carry their own malpractice coverage will want to check with their carriers to decide if being part of the FTCA coverage would be beneficial. Details about the FTCA Free Clinic program can be found at the Health Resources and Services web site: bphc.hrsa.gov/ftca/freeclinics.

VIMO is still working in conjunction with the state free clinic association and the Safetynet Think Tank. We want to maintain some type of viable volunteer provider malpractice coverage in Washington State. Without this program most free clinics in Washington will lose most of their retired volunteer provider base. VIMO is one of only *three* free clinics in the State that has met the federal requirements for FTCA coverage.

Your financial and volunteer support is needed more than ever. Yes, VIMO has gained the coverage backed by the FTCA. But the administrative burden will be significant. The burden is welcome since credentialing and privileging helps to not only protect the providers but protects the patients and assures quality care. After all, that's what it is all about.

Larry B. Little
VIMO Executive Director



FROM THE MEDICAL MANAGER, JOHN MELCHER

The volunteers here at the VIMO Clinic continue to amaze me. Here's why:

Our Diabetes Educators, Janet Oja, Diane Victor and Amy Ward are adding more services monthly. Although the upcoming Holiday Season is relatively slow, Amy has offered to hold individual and group classes, free and open to the public, on December 9 at Uptown Realty.

Meg Depew has expressed interest in helping our Diabetes and Hypertension patients with motivational counseling.

Another Great Announcement - Many of our patients, especially those with Behavioral Health issues, can be helped with counseling. We are extremely fortunate to be able to add Psychologist Joseph ("Joe") Cress, PhD, to our Friday Behavioral Health Clinic. Joe has recently moved to Port Angeles and wants to help (when not bike riding).

Peninsula College's Medical Assistant program, administered by Jen Gouge, is using VIMO as a training site for its students. We are glad to be able to assist in their training. Well-qualified MAs are needed to make health care (and health care reform) work.

John Melcher
VIMO Medical Manager



FROM THE VOLUNTEER COORDINATOR, PATTY HANNAH

As always, a huge thank you, to all the volunteers who staff all our VIMO clinics each month. We wouldn't have this clinic and serve over 1,000 patients without you. Never forget how important you are in our community.

October had several last minute changes. I want to thank **Kathe Smith RN** for taking a whopping four clinics last month – she was always there when we needed her. And also a special thank you to **Walter Hatcher** for bringing Monday snacks to the clinic. **Walter** did this completely on his own and it was appreciated by the Monday volunteers. Thank you both.

I've been busy welcoming and getting new volunteers established. **Kelly Botnen** will be coming on as a medical clinic screener. **Kelly** works at OMC in their education department and was encouraged to join the VIMO team by volunteers **Brandi Ann Harris ARNP** and **Jenna Slowey**.

We also have Medical Assistant **Juridy Myers** joining us this month. **Juridy** works per diem at Olympic Medical Physicians and wants to get more experience in a clinic setting. We're always happy to help in that effort. She'll be working as a Nurse Assistant.

By the time you read this, **Mary Romstadt RN** and **Brenda Tassie** will have had their orientation and be getting started as medical volunteers. I'm looking forward to having them on board. I'm also looking forward to receiving **Ilene Rogers'** application. **Ilene** is the daughter of our Thursday receptionist **Brenda Rogers** and is a student at Peninsula College.

How fun it was to see VIMO volunteer nurse **Ann Johnson RN** be recognized in the Peninsula Daily News' Celebrating Nurses section. **Ann's** been a regular evening volunteer for a few years and certainly deserves the public recognition of all her work. Congratulations, **Ann**.

In October we also welcomed back **Tom Locke MD**. **Tom's** been on leave due to a medical situation in his family. I didn't get to see him personally, but was gratified to receive his email asking to work. The best news is that it means his family is improving. **Bob Haverfield RN** is also improving after his accident. We hope to have him back by December.

Along with the good news comes the sad news that **Ari Ahlgren's** father recently passed away. The family requested that memorials be sent to VIMO. Thank you, **Ari**, for thinking of us. We hope you'll be back volunteering with us soon. Also taking a medical leave is **Merry Van Deusen RN**. **Merry** fell right before Halloween and broke her right arm. Hard to do blood pressure with an immobilizer on your working arm. Get well soon, **Merry**. We miss you already.

Patty Hannah
**Volunteer Coordinator/
VIMO Board of Directors**

mphannah@olyphen.com

Phone 360-452-8656



FROM THE CLINIC MANAGER, TIFFANY SOFER

Here are some comments from our VIMO Patient Surveys:

Were you happy with your medical care?

1. Wonderfully thorough.
2. Very nice people here. Thank you for all the help and care.
3. Everyone was amazing and friendly.
4. Incredible.
5. Love this new doctor.

Did you find the staff/volunteers to be polite?

1. Very respectful and understanding.
2. Thoughtful and helpful.
3. All the staff were really neat people. We're lucky to have them.
4. Had the best service at any facility.
5. Way so - so pleasant.

Did you feel the wait time was reasonable?

1. I was notified of possible delays - always reassuring.
2. Zero wait time.
3. No wait time at all.
4. The wait time was nothing. I walked right in and was greeted and helped.
5. What wait time?

How could we improve our services?

1. I don't see how.
2. Expand services throughout peninsula perhaps.
3. I'm grateful you're here. Can't explain how reassuring it is to know I CAN GET CARE!!!
4. You have been improving already.
5. Wish I had some constructive comments.

Tiffany Sofer, VIMO Clinic Manager

DIABETES CLINIC UPDATE

VIMO's Diabetes Clinic continues to move forward with clinic sessions being held once or twice each month. Since May, the clinic has provided care to 27 patients through 45 appointments.

Currently, Janet Oja and Diane Victor are the only nurse providers available to work at the clinic. As a result appointments are limited and most patients must wait over a month before being seen. *Additional diabetes educators are desperately needed.*

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The Diabetes Clinic team (comprising Janet, Diane, John Melcher, Tiffany Sopher, and Jeanette Stehr-Green) is exploring other ways to help diabetes patients improve their lifestyle choices and follow their treatment plans. To that end Meg Depew has joined the team to explore local support groups and work with nurse providers so that they can better help their patients overcome barriers to self-care.

What can VIMO volunteers do?

Refer all VIMO patients with diabetes to the Diabetes Clinic. Nurse providers at the clinic can focus on the patient's diabetes. They have more time to provide education on critical lifestyle interventions and, with the help of John Melcher, can make timely changes to the patient's treatment plan.

Encourage all patients with diabetes (and their caregivers) to attend the nutrition classes held by Amy Ward. (See announcement below about the December 9th presentation to be held at Coldwell Banker Uptown Realty.)

If you know any local certified diabetes educators, ask them to contact John Melcher to learn more about the Diabetes Clinic and what they can do to improve the health of their community!

EATING SURVIVAL SKILLS PRESENTATION

WHAT: Eating Survival Skills for VIMO Patients with Chronic Diseases

WHO: Presented by Amy Ward, MS, RD, CDE

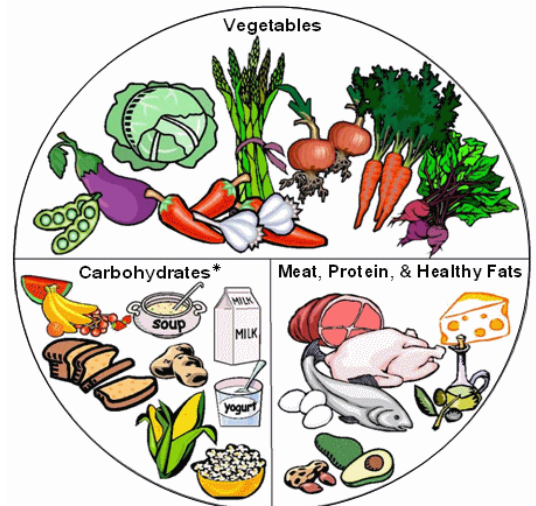
WHEN: Friday, December 9
1-2 p.m. - Hypertension and Diet
2-3 p.m. - Diabetes and Diet
3 p.m. - One-on-one consultations

WHERE: Coldwell Banker Uptown Realty
1115 E. Front Street
Port Angeles

We are pleased that Coldwell Banker Uptown Realty is willing to host these trainings.

Overeating and indulging is a common problem during the holidays. These classes will provide common sense ideas about eating even during the holidays. Patients with hypertension and diabetes (and the people who prepare their meals) will benefit from these trainings.

Please tell your patients about these classes. If you would like to schedule a one-on-one meeting with Amy for a patient, please contact Janet Oja at 683-8606 or janeto@olypen.com.



2011 VIMO BOARD OF DIRECTORS AND STAFF

Board Members

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 Travis Berglund, Financial Advisor Vice President
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 Dale Nachreiner, Med Mgmt Cnslt Co-Treasurer
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 Jen Gouge, RT, PCC Medical Asst Program
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 Alan Lapin, MD Retired
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 Tom Locke, MD Clallam County Health Officer
 Betty Marshall, Retired
 Rebekah Miller
 Rob Tulloch, Attorney

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Rev. Joey Olson, 1st Untd Methodist
 Kathi Pressley, OMC

Life Members

Edward Hopfner, MD, Retired

Volunteer Secretary--(non-board)

Judith Morris, Con. Norm Dicks

Staff

Larry Little, DMD, Exec. Director
 John Melcher, ARNP, Medica Mgr
 Tiffany Sopher, Clinic Mgr
 Meg DePew, ARNP contractor
 Katie Smith, MA

A BIG THANK YOU TO OUR OCTOBER 2011 VOLUNTEERS

Clinic Medical Providers

Richard Canaan MD
 Joe Cress, PhD Psychol.
 Kathi Gunn ARNP
 Ed Hopfner MD
 John Joseph ARNP
 Tom Locke MD
 John Melcher ARNP
 Diane Root-Racine ARNP
 Ron Tacker MD
 Gene Turner MD
 Marianne Ude MD
 Connie Walker PA

Nurses

Kathy Craven RN
 Marca Davies RN
 David Goldstein RN
 Terri Hauff LPN
 Ann Johnson RN
 Yvonne Kreiger RN
 Annie Larson RN
 John Melcher ARNP
 Stephanie Mitchell RN
 Janet Oja RN
 Bonnie Rathod RN
 JoAnne Shearer RN

Nurses cont'd

Mary Sherwood RN
 Kathe Smith RN
 Sally Sturdevant RN
 John Wegmann MD

Nurse Assistants

Zhanna Barnett MA
 Shelley Dorfman-Schostak MA
 Matthew Gatheringwater CAN
 Katie Smith MA
 Dawn Warriner – MA student
 Michelle White – MA student

Receptionists

Bonnie Christianson
 Patty Hannah
 Cecilia Hyde
 Joan Irwin
 Linda Landvik
 Judith Morris
 Vivian Mulligan
 Linda Naylor
 Brenda Rogers
 Jerene Russell
 Tommi Schwent
 Bonnie Stehr
 Roxanne Weathers

Administrative, Patient Screening & Facilities

Kelly Botnen
 Margaret Crawford
 Kathleen Forwood
 Tammy Gallagher
 Kelly Gouge
 Jeff Johnson
 April Lawson
 Rebekah Miller
 Dale Nachreiner
 Nanette Osborne
 Kathi Pressley
 Jerene Russell
 Paul Schwabe
 Jenna Slowey
 Tiffany Sopher

Dental Clinic

Dr Jim Yerkes
 Dr Amy Moon
 Dr Bob Houtz
 Dr Brian Wicklund
 Dr Todd Haworth
 Dr. Nathan Gelder
 Betsy Simpson RDH

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Dental Clinic, cont'd

Twyla Luke RDH
Maxine Hoffman
Emily Lin
Manpreet Siah
Phillis Hopfner
Nancy Prince- Fox
Connie Payne
Irwin Dental Staff

Nursing & MA Students

Denise Durian
Shawn Gould
Shannon Harris
Melanie Hyatt
Carolyn Isam
Ashley Keeler-Reis
MacKenzie Larson
Rosa Nguyen
Katrin Royack
Amy Scott
Deana Westover
Tina Whitney

Snacks & Sandwiches

Travis Berglund
Kathy Brown
Graciela Harris/OMC
Walter Hatcher
Rebekah Miller
Dale Nachreiner
Kathi Pressley
Nancy Prince-Fox
Rob Tulloch

VIMO CLINIC "WISH LIST"

Antibacterial wipes
Toiletries for the waiting room
Individual healthy snacks for volunteers

Volunteers

For inside & outside work
If you have any of these items to donate,
we can provide you with an in-kind
donation receipt for your taxes.

Thank you!



VIMO PARTNERS



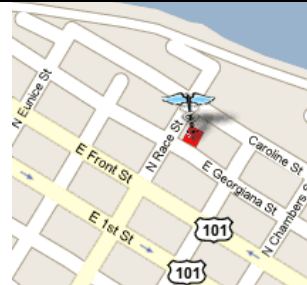
VIMO was launched as a
[United Way of Clallam County](#)
Healthy Communities Initiative.
It is now a Partner Agency.



VIMO is partners with
Washington Health Foundation.

CLINIC LOCATION

VIMO CLINIC
909 East Georgiana Street
Port Angeles, WA 98362
360-457-4431
info@vimoclinic.org



CLINIC HOURS		
Monday (every)	Medical Clinic	Doors open at 11:30 am Clinic hours 12:00 – 5:00 pm
Tuesday (every)	Medical Clinic	Doors open at 11:30 am Clinic hours 12:00 – 5:00 pm
Wednesday (every)	Medical Clinic	Doors open at 5:30 pm Clinic hours 6:00 – 9:00 pm
Twice a month	Hypertension Clinic	3: 00 pm – 5 pm, By appointment only
Thursday (every)	Medical Clinic	Doors open at 5:30 pm Clinic hours 6:00 – 9:00 pm
2nd & 4th Thurs each month	Diabetic Education	By appointment only
Friday (every)	Behavioral Health	9:00 am – 3:00 pm By appointment and referral only
Occasional Saturday	Behavioral Health	9:00 am – 3:00 pm By appointment and referral only
Friday (every) Armory Square, 228 W. 1st - PA	Dental Clinic for emergencies	9:00 am – 3:00 pm No appointments, walk-in only
VIMO HOLIDAY CLOSURE		
<i>The VIMO clinic will be closed for the holidays from Dec. 22 – 30th.</i>		
<i>We will be open again on January 2, 2012.</i>		

To unsubscribe from the VIMO newsletter, please email Patty Hannah at mphannah@olyphen.com.