

Volunteers in Medicine of the Olympics

Helping to meet the health care needs of our community

Volume 47

Newsletter

February 2012

"An essential part of a happy, healthy life is being of service to others."

~Susan Patton Thoele, author

PRESIDENT'S CORNER

Inside this Issue

President's Corner.....	1
VIMO Mission Statement	1
From the Executive Director	2
From the Medical Manager	3
From the Clinic Manager	3
From the Volunteer Coordinator	4
Board Members and Staff	5
VIMO Fundraiser Announcement.....	6
Board Education	7
Peninsula College Nursing Student Proj..	8
Eating Survival Skills.....	9
VIMO Wish List & Partners	10
Location, Address, Phone, Map.....	10
Clinic Hours.....	10

Greetings to all of our Partners, new and long term.

A New Partner: Therapeutic Associates, Inc. challenges and supports us, thank you! Good luck to all who signed up for last month's weight loss challenge. What a great way to start the year—supporting VIMO and your health! (And maybe your wallet!) A special thanks to Bonnie Stehr who initiated this instantly successful fundraiser. Hopefully this becomes an ongoing event (with new participants of course).

Our Long Term Partners: Over 100 individuals volunteer at VIMO; we had a chance to thank them at our annual volunteer appreciation potluck last month. For those who could not attend, we want to thank you for your support! You are all critical to our success in making a difference and improving the health of our community. Every one of you is appreciated!

Thank you also to our friends at Coldwell Uptown Realty for hosting this event, and for your ongoing support of VIMO.

Travis Berglund
VIMO Board President

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 send questions or comments about the VIMO web to webmaster@vimoclinic.org.

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

FROM THE EXECUTIVE DIRECTOR, LARRY LITTLE

This month the VIMO newsletter is focusing on Partnerships. VIMO is invested in partnering not only locally, but also nationally and especially state wide. There are two significant organizations that I am part of at the state level. The first is the [Washington Free Clinic Association \(WFCA\)](#). It's a natural connection of course. However, VIMO is taking a more direct role in influencing the direction of the state association, and is reaping significant benefits from this partnership. I was on the original Board of Trustees, and after a short break I am on the board again. Through my work with the WFCA board, VIMO has benefited from learned lessons common to most free clinics. The combined knowledge of similar clinics throughout the state can help each clinic through avoiding common mistakes and adopting new innovations developed in other clinics.

The WFCA also provides a yearly technical assistance program. VIMO has been successful in its application for the past three years. Through this program we have gained federal malpractice coverage for providers, evaluated several potential EMR programs, and are currently engaged in board governance training. All at no cost to VIMO.

As a board member of the WFCA, my job is to represent the needs of the free clinics in the quest to provide quality care to people in need of health care. The concerns that are recognized here locally can be examined and addressed on a statewide level. These concerns that are often common amongst free clinics can then be unified from across the state and voiced to our legislators in Olympia.

The free clinic association has close connections to the Washington Department of Health. The partnership between the WFCA and the DOH has provided VIMO a direct relationship with the DOH. Together there are several projects underway in which Clallam County may be offered the opportunity to develop tools to better adjust to the changes in healthcare coming with the Healthcare Reform Act.

Free clinics are recognized as a vital component of the healthcare safety net. Partnering with other safety net providers has been a goal of the WFCA since its inception. To this end a new Think Tank has been established in order to partner with other entities perhaps more influential in healthcare delivery. I am one of the founding members of this group. Together with Swedish Hospital, Multicare, King County Project Access, the Washington Hospital Association and the Department of Health, we are working on developing innovative, collaborative approaches to addressing the healthcare discrepancies that will only worsen in the next year.



Hopefully the old adage that the sum is greater than the parts will be proven true. Partnering both locally, regionally and nationally will help VIMO to deliver better healthcare to the folks of Clallam County. One patient at a time.

Larry B. Little
VIMO Executive Director

FROM THE MEDICAL MANAGER, JOHN MELCHER ARNP

The focus of this month's newsletter is *New Partnerships*, which fits well with the emphasis VIMO places on the care of our chronic-care patient community, especially those with Hypertension and Diabetes Mellitus. Our work with these patients would be much more difficult without our association with such long-term partners as WalMart Pharmacy, Jim's Pharmacy, and Olympic Medical Center Dietary, and individuals/teams like Amy Ward, Sandy Sinnes, and the nursing students at Peninsula College.

During a monthly meeting of the Diabetes Educators—Diane Victor and Janet Oja, our Medical Director, Ed Hopfner MD, Jeanette Stehr Green MD and your VIMO staff—we discussed ways of expanding our partnership with the community with the assistance of our VIMO Board of Directors. These included offering a basic diabetes class to the entire community perhaps every quarter, and finding and encouraging nurses and dieticians to work and study for a certification in Diabetes Education. We're sure there are many more ideas, and we welcome any thoughts you might have.



John Melcher ARNP
VIMO Clinic Medical Manager

FROM THE CLINIC MANAGER, TIFFANY SOPHER

The volunteers, staff and Board of Directors here at VIMO are heading into the New Year, expanding and creating many new forms of partnerships. One in particular that I am excited about is that with technology.

Last year we splurged and upgraded several handicapped machines to a commercial grade printer/copier/scanner/fax machine that has made a phenomenal difference in way we conduct our daily tasks. (And no more waiting for UPS to deliver toner bought off Amazon.com; we've partnered with Pacific Office Equipment to support our printing frenzies. Thank you POE!)

We've also upgraded some of our computer software - thanks to help from Tech Soup and a generous donation from Microsoft. (Now we can communicate with our many volunteers and supporters with a great reduction in incompatibility.)

The staff in particular is getting on the techno-boat, working with wonders like Google Chrome, Dropbox, and even Facebook to better communicate with each other and the community. (And speaking of which, several of our patients are now receiving their appointment reminders through texting and email. Hurrah!)



And still, VIMO is on the hunt for a more appropriate EMR (Electronic Medical Record) system; what a leap that will be. Well, folks, we are catching up with the 21st century. I'm excited to see how far we will run this year!

Tiffany Sopher
VIMO Clinic Manager

FROM THE VOLUNTEER COORDINATOR, PATTY HANNAH

As always, a huge thank you to all the volunteers who staffed all the VIMO medical, dental, behavior health and chronic care clinics last year. We wouldn't have this clinic and serve over 1,000 patients without you. Never forget how important you are in our community.

January's been busy, even though we were closed for nearly a week because of the snow. I was able to get to the clinic two of those days and there were all our staff: **Larry, John, Tiffany & Katie** plus **Michelle Little** and **Kelly Gouge** filing charts. Believe me, I was very impressed. What a dedicated crew!

We have some new volunteers to introduce: **Lauren Grimes**, an Americorps member who wants to do that little bit extra by helping at the clinic; **Brittnee Anishanslin**, a young woman with medical office experience who wants to help with reception; and **Marilyn Santiago**, a registered nurse working at OMC. **Marilyn** has volunteered in nearly every third world country and is now offering her help here at home, too. Welcome **Lauren, Brittnee** and **Marilyn**.

We also have some current volunteer transitions of interest. **Roxanne Weathers**, one of our regular Thursday night receptionists, is taking February off to have and recover from surgery. We send our best wishes to her and look for a speedy recovery. A huge thank you to her Thursday co-volunteer **Brenda Rogers**, who immediately volunteered to take Roxanne's evenings in addition to her own.

Merry Van Deusen RN was gone for two months with a broken arm and will be rejoining the active volunteer nursing staff in February. **Mary James RN** is back from her travels and jumped right in. Welcome back, **Merry** and **Mary**.

Longtime VIMO volunteer physician, **Ron Tacker MD** has moved to Silverdale and taken a job in Port Orchard. He does hope to be back at VIMO in the spring. We're counting on that. Volunteer screener/registration person, **Jenna Slowey** is leaving for a while. She and her husband are expecting their first child this spring. Congratulations, **Jenna**. We'll look forward to the day you bring your bambino into the clinic for all of us to admire.

Patty Hannah
**Volunteer Coordinator/
VIMO Board of Directors**
mphannah@olypen.com
Phone 360-452-8656



2012 VIMO BOARD OF DIRECTORS AND STAFF

Board Members

Travis Berglund, Financial Advisor	President	
Kathi Pressley, OMC	President Elect	Life Member
Dale Nachreiner, Med Mgmt Cnslt	Co-Treasurer	Edward Hopfner, MD, Retired
Jen Gouge, RT, PCC Medical Asst Program		
Steve Landvik, Realtor		Staff
Jim Leskinovitch, OMC Commissioner		Larry Little, DMD, Exec. Director
Tom Locke, MD Clallam County Health Officer		John Melcher, ARNP, Medica Mgr
Betty Marshall, Retired		Tiffany Sopher, Clinic Mgr
Rebekah Miller		Meg DePew, ARNP contractor
Rev. Joey Olson, 1 st Untd Methodist		Katie Smith, MA
Gina Steinmetz, RN		

A BIG THANK YOU TO OUR JANUARY 2012 VOLUNTEERS

Clinic Medical Providers

Richard Canaan MD
 Joe Cress, PhD Psychol.
 Brandi Ann Harris ARNP
 Ed Hopfner MD
 John Joseph ARNP
 Scott Kennedy MD
 John Melcher ARNP
 Diane Root-Racine ARNP
 Ron Tacker MD

Nurses

Kathy Craven RN
 Marca Davies RN
 David Goldstein RN
 Bob Haverfield RN
 Deborah Jones RN
 Yvonne Kreiger RN
 Annie Larson RN
 John Melcher ARNP
 Marty Melcher ARNP
 Stephanie Mitchell RN
 Janet Oja RN
 Bonnie Rathod RN
 JoAnne Shearer RN
 Mary Sherwood RN
 Kathe Smith RN

Nurses cont'd

Gina Steinmetz RN
 Brenda Tassie RN
 Diane Victor RN
 Amy Ward, Reg. Dietician
 John Wegmann MD

Nurse Assistants

Zhanna Barnett MA
 Shelley Dorfman-Schostak MA
 Matthew Gatheringwater CAN
 Amy Scott, RN student
 Katie Smith MA

Receptionists

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

Patient Screening

Patrick Authier
 Kelly Botnen
 Tammy Gallagher
 Rebekah Miller
 Dale Nachreiner
 Nanette Osborne
 Kathi Pressley
 Jerene Russell
 Paul Schwabe
 Tiffany Sopher

Admin & Facilities

Margaret Crawford
 Kathleen Forwood
 Kelly Gouge
 Jeff Johnson
 Michelle Little

**Nov & Dec 2011 and
 January 2012 Dental Clinic
 Volunteers**

Dr Todd Howorth
 Dr Robert Houtz
 Dr Amy Moon
 Dr Tim Newland
 Dr Lance Wicklund

continued on next page

continued from previous page

Dental Hygienists

Shan Jarvis RDH
Betsy Simpson RDH
Jen Zbaraschuk RDH

**Administrative
Reception & Staff**

Jan Baerschiger
Courtney Bell
Susan Gile
Christy H.
Jayme Halasz
Maxine Hoffman
Phyllis Hopfner
Connie Payne
Nancy-Prince Fox
Betsy Robins
Manpreet (Mandy) Sidhu
Katie Smith MA

Students

Rachel Kohl, hygiene
Emily Lin, dental
Dawn Warriner, MA
Peter Yamamura, hygiene
Christy Henningsen, hygiene
Willow Shatter, hygiene

Snacks & Sandwiches

Marca Davies, VIMO Board
Graciela Harris/OMC
Walter Hatcher, VIMO Volunteer
Joan Irwin, former VIMO Board
Gina Steinmetz, VIMO Board
Rob Tulloch, former VIMO Board

Nursing & MA Students

Sarah Acuna
Robert Evert
Shannon Harris
Lisa Hixson
Ashley Keeler-Reese
Mackenzie Larson
Rosay Nguyen
Katrin Royeck
Amy Scott
Deanna Westover
Tiny Whitney

VIMO FUND RAISER

By Betty Marshall

I draw your attention to a fundraiser for VIMO at the new Cabled Fiber Studio ,106, North Laurel. It is a lovely new shop with beautiful items for knitters and other fiber artists. Margaret, the pianist, is not only a talented musician but has been a great VIMO Fund Raising Partner. She has been the inspiration behind two very successful Fiber Boutiques to raise funds for VIMO! I hope you will find time to bring your knitting or other handwork and sit and listen from 6-7 pm on Saturday, February 11th. If you don't knit, you are still welcome to come, and please also spread the word to one who does!

The following announcement will appear in the PDN later this week.

Cabled Fiber

Studio to Feature Pianist for Second Saturday

As part of *Second Saturday* on February 11th, Margaret Maxwell, pianist, will provide light classical music at Cabled Fiber Studio, 106 N. Laurel in downtown Port Angeles. Mary Sue French, owner of Cabled Fiber Studio said, "It will be classical music, but it won't be concert hall music. It will be music appropriate for knitting and chatting and seeing what's going on at Cabled Fibers"

Music will be from 6-7 pm. Donations will be accepted for VIMO, Volunteers in Medicine in the Olympics, the Port Angeles Free Clinic.

Ms. Maxwell has degrees in music from the University of Puget Sound and Central Washington University. This program will feature music from the 17th and 18th centuries.

BOARD EDUCATION

by Gina Steinmetz, RN and VIMO Clinic Board Member

Education? Isn't this where we start our lives in school readying ourselves for life's tasks? We start out young and as we grow we need to adjust and make changes by educating ourselves on bigger and better opportunities that lay ahead. My task at hand now is to learn how to do my best for the VIMO Clinic as a Board member. This year, the VIMO Clinic has received funds from The Joy Phillips Memorial Fund, earmarked for Board Development. Being new on the Board, I was excited to see how it has been functioning and see what I and other Board members could do to work as a team to help support the VIMO Clinic, as it too continues to grow.

We asked **Mark Cruise, Principal, of Free Clinic Solutions**, to guide us and consult with us on how we can better achieve the goals of the clinic and as a Board. He currently is working with the WA Free Clinic Association and other Free Clinics to recognize challenging situations and decisions that are part of the growth cycle of a Free Clinic.

We have spent two separate sessions with him, as he clearly has pointed out what has been holding us back and what we can do to produce more positive outcomes in the future. During these sessions, we took away that we needed to change from being a "hands on" Board to a strategic Board of Governance. He is helping us define Board and staff roles, define and set goals of paid VIMO staff, and how to put Policy Governance into place with our own values as a Board. By moving in this direction we are learning through this process to set "ends and means" of achieving the goals of the clinic. We also are learning to focus more on a strategic direction, policy development and overall organizational performance, instead of administrative and operational focus. That is why we have in place an excellent Executive Director, Larry Little and the staff that is very capable of producing the goals we set for the clinic. We are also very thankful for the opportunity of the Joy Phillips Memorial Fund to help us through this process.

As the process continues, we know change and hard work will be difficult for some, and not for others, but the outcome is to educate, build and support the organizational structure as a whole. All of us on the Board take our positions seriously, and I know for myself, this means "going back to school" for the future of the VIMO Clinic. I look forward to rolling up my sleeves and getting to the task at hand because it is clear that our role in the community is growing monthly. As a Board member, I am here to serve the needs of my #1 customer: the patient. So, please be patient with us, and hang on for the adventure! And if you're interested in using your special skills on our Board, please contact one of us—we'd love to share with you our passion as a Board Member.

PENINSULA COLLEGE NURSING STUDENT PROJECT



You might see several new (and younger!) faces around clinic in the coming months. Peninsula College nursing students, Kim Flores, Carolyn Isam, and Tina Whitney, will be working with VIMO staff and volunteers to assess the effectiveness of VIMO's Diabetes Clinic.

The assessment is part of the Management Project required of all Peninsula College nursing students. The purpose of the Management Project is to provide nursing students with an opportunity to apply management principles and practices to the role of a nurse, and to help the students develop a broader

understanding of the role of the nurse regarding research, quality assurance, and the subsequent impact on health care.

For the VIMO project, Kim, Carolyn, and Tina will explore ways to measure the effectiveness of the clinic on patient knowledge, skills, and health outcomes. The students will consider different approaches including patient surveys, chart reviews, and testing of patient knowledge. They will research the medical literature, talk with VIMO patients and volunteers, and review medical charts. The students will then present the results of their project to their classmates in March, as well as to VIMO staff.

The VIMO Diabetes Clinic (as an approach to providing comprehensive diabetes care to patients) was officially launched in December of 2010. Prior to that time, services had focused exclusively on diabetes education. The clinic now incorporates monitoring patient progress toward treatment goals and timely changes to their medical regimen. Because of the more frequent follow-up of patients and the ability of nurse providers to focus on the patient's diabetes, we believe that patients seen at the clinic will be more successful in the control their blood glucose and have fewer diabetic complications.

Janet Oja and Diane Victor are the primary nurse providers for the Diabetes Clinic, which meets twice every month. John Melcher provides medical support for the clinic.

Kathy Craven, VIMO volunteer, is the Peninsula College faculty member overseeing the Management Project. The primary VIMO contacts for this project are Janet, John, and Jeanette Stehr-Green. If you have any questions, please let them know.

Pictured above: Janet Oja, Kim Flores, John Melcher, and Tina Whitney examine the Diabetes Clinic treatment protocol in preparation for their project. Not pictured is Carolyn Isam, also working on the project.

Pictured on right: Kim Flores and Tina Whitney examine a patient chart with VIMO Clinic Manager, Tiffany Sopher.



EATING SURVIVAL SKILLS FOR VIMO PATIENTS WITH CHRONIC DISEASE

WHAT: Eating Survival Skills for VIMO patients with Chronic Diseases

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

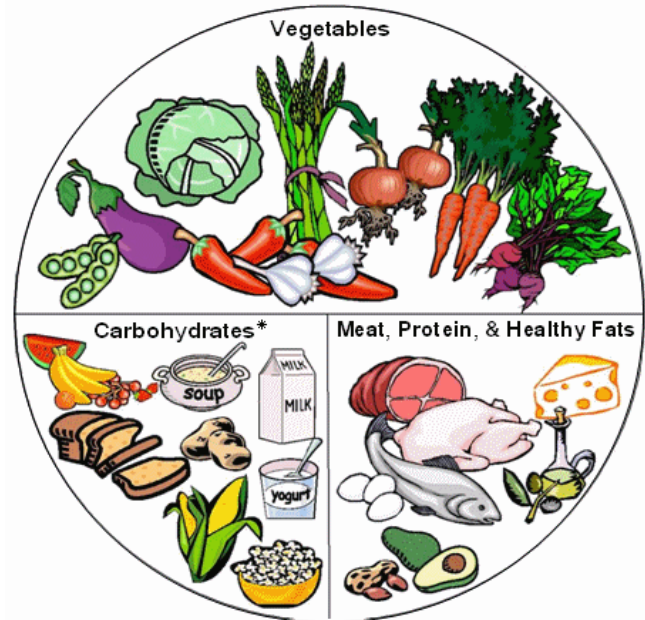
WHEN: Friday, February 10th
Friday, March 9th
1-2 pm – Hypertension & Diet
2-3 pm – Diabetes & Diet
3 pm – One-on-one consultation

WHERE: Raymond Carver Community Meeting Room at the Port Angeles Library
2210 South Peabody Street

Amy Ward has many years' experience working with patients with hypertension and diabetes on improving their diets. She is an excellent speaker, and describes good eating habits in terms that normal people (that is, non-medical professionals!) understand.

Please tell your patients about these classes. Patients with hypertension and diabetes (and the people who prepare their meals) will benefit from these trainings. All are welcome. These classes are free and open to the public.

If you would like to schedule a one-on-one meeting with Amy for a patient, please contact Janet Oja at 683-8606 or send email to janeto@olympen.com.






*Remember, if you ever need a helping hand,
You'll find one at the end of your arm.*

*As you grow older you will discover
that you have two hands.*


*One for helping yourself,
the other for helping others.*

~Audrey Hepburn

(Thanks to Nanette Osborne for providing this quote.)

VIMO CLINIC "WISH LIST"	VIMO PARTNERS
<p>Antibacterial wipes Toiletries for the waiting room Individual healthy snacks for volunteers</p> <p>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.</p> <p>Thank you!</p> 	 <p>VIMO was launched as a United Way of Clallam County Healthy Communities Initiative. It is now a Partner Agency.</p>  <p>VIMO is partners with Washington Health Foundation.</p>

CLINIC LOCATION

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

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) Twice a month	Medical Clinic Hypertension Clinic	Doors open at 5:30 pm Clinic hours 6:00 – 9:00 pm 3: 00 pm – 5 pm, By appointment only
Thursday (every) 2nd & 4th Thurs each month	Medical Clinic Diabetic Education	Doors open at 5:30 pm Clinic hours 6:00 – 9:00 pm 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

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