

Confidential



VIM Alliance 2008 Survey Results

Executive Summary

Sixty-one of the 69 eligible VIM clinics responded to the 2008 VIM Alliance Survey.

During 2008, participating VIM Alliance clinics provided services to 76,297 patients with 270,382 patient visits (see Appendix: Table 1 for individual clinic responses). While the number of patients has decreased slightly from last year, the number of patient visits has increased resulting in an average of 3.54 visits per patient (up from 2.93 in 2007). For the purposes of the survey, a “patient visit” is defined as a face-to-face treatment encounter with a physician, nurse, dentist, nutritionist, educator, counselor, or other licensed health care provider.

Individual clinic budgets range from \$15,000 to \$1,700,000. The average cost per patient for the year was \$301 and the average cost per patient visit was \$86. Averages were calculated by dividing the operating budget by the number of patients and number of patient visits, respectively. In some cases, the total patients and total visits were excluded when calculating average costs because no budget information was provided.

Respondents reported that 8,012 individuals volunteered 39,607 hours per month in VIM clinics. Among those volunteering, 3,748 were medical volunteers and 4,264 were non-medical volunteers. Of these volunteers, 3,025 were retired, including 351 retired physicians and 536 retired nurses and nurse practitioners.

One-third of clinics (20 clinics) were open less than 16 hours per week, 38% of clinics (23 clinics) saw patients between 16 and 31 hours per week. Thirteen clinics reported seeing patients 32 to 40 hours per week and five clinics were open over 40 hours per week for patient care.

The top concerns/issues facing VIM Alliance clinics include:

- Fundraising and Sustainable Funding (52 responses)
- Managing Capacity and Meeting Demand (36 responses)
- Volunteer Recruitment and Retention (30 responses)
- Access to Specialty Care (28 responses)

During 2008, the top six diagnoses treated at VIM clinics were:

- Hypertension (61 responses)
- Diabetes (59 responses)
- Hyperlipidemia / Dyslipidemia / Cardiovascular disease / Hypercholesterolemia (44 responses)
- Asthma / Upper respiratory infections / Allergies / COPD (43 responses)
- Depression / Anxiety / Mental health issues (40 responses)
- Pain Management / Musculoskeletal / Arthritis / Osteoarthritis / Back pain / Joint pain (29 responses)

When asked if their clinic offers dental care, 25 respondents stated their clinic offers dental care or their patients have access to care. Thirty-three clinics indicated they do not offer dental care and three clinics indicated that they plan to offer it in 2009.

Alliance members were asked which VIM Alliance programs they participated in during 2008. The VIM Alliance Email Discussion Group, McNeil Over-the-Counter (OTC) Product Distribution Program, VIM Newsletter, and VIM Alliance Resources on the VIM website were the most utilized offerings.

2008 VIM Alliance Programs/Services Participation by VIM Alliance members			
	Yes	No	DK/NA
VIM Alliance Email Discussion Group	53	5	3
McNeil Over-the-Counter (OTC) Product Distribution Program	46	9	6
Read the Volunteers in Medicine Newsletter	45	7	9
VIM Alliance Resources on the VIM website	40	11	10
TechSoup Stock Program	25	27	9
Bionime USA Diabetic Supplies	20	31	10
Premier/McKesson Purchasing Program	17	29	15
Underwriters Safety & Claims of TN, Inc. (clinic insurance)	1	43	17

When asked about their degree of interest for programs offered by the national office, clinic representatives showed strong interest in *standards and methods to improve clinical care*, *continued partnering with the national office on marketing and PR efforts*, and the *annual conference*.

	No interest	2	3	4	Strong interest
Standards and methods to improve clinical care	-	3	5	20	34
Continued partnering with national office on marketing and PR efforts	-	2	15	16	27
Annual conference	-	5	16	13	27
Continuing medical education programs	4	8	16	15	17
Collaboration with national office on joint grant for research	6	10	18	12	15
Collaboration on grant for common IT program*	8	6	18	14	13
Discounted criminal background checks for volunteers	14	9	18	11	9
*two respondents left this question blank					

When asked to indicate their expectations of the national VIM office, clinic representatives stated the following:

- Networking - provide a forum to exchange information and ideas (18)
- Provide access to discounted services and medications (13)
- Support system (13)
- Source for grant and foundation opportunities (12)
- Advocacy and lobbying for free clinics, the uninsured, and the VIM model (8)
- Informational resource (8)
- Provide education, guidance, and answer questions (6)
- Inform clinics about national issues (5)
- Provide technical assistance and support / common IT solution (4)
- Provide best practice guidelines (4)
- Provide policies and procedures (3)
- Share news on the VIM clinics and provide info on national office projects (2)
- Coordinate annual conference (2)
- Referral source for clinic development (2)

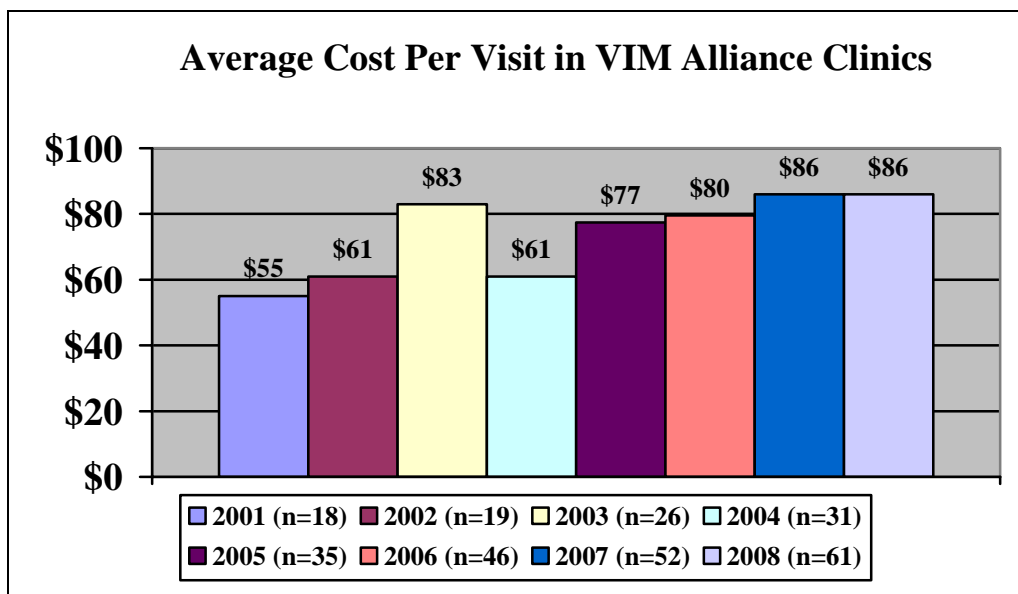
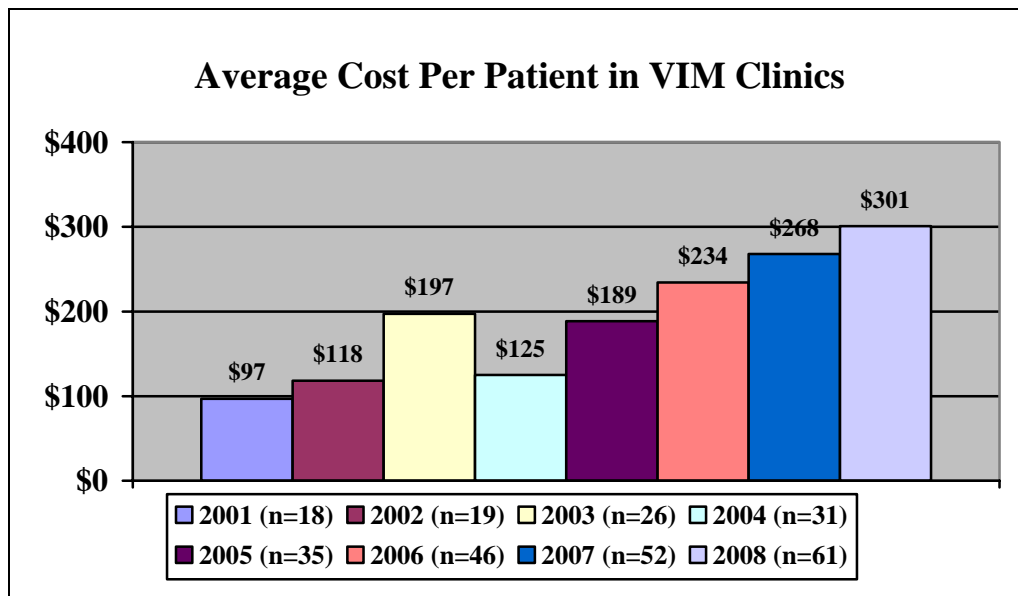
Congratulations to the many clinics who received awards and recognition in 2008! The national office will share some of these great accomplishments with VIM Alliance members through our upcoming e-newsletter and on our website.

As the need arises, the national office will contact those clinics that indicated they have interesting, heartwarming stories about volunteers and patients to share with national and regional media outlets. Our PR consultant is currently in discussion with Dateline NBC regarding Volunteers in Medicine.

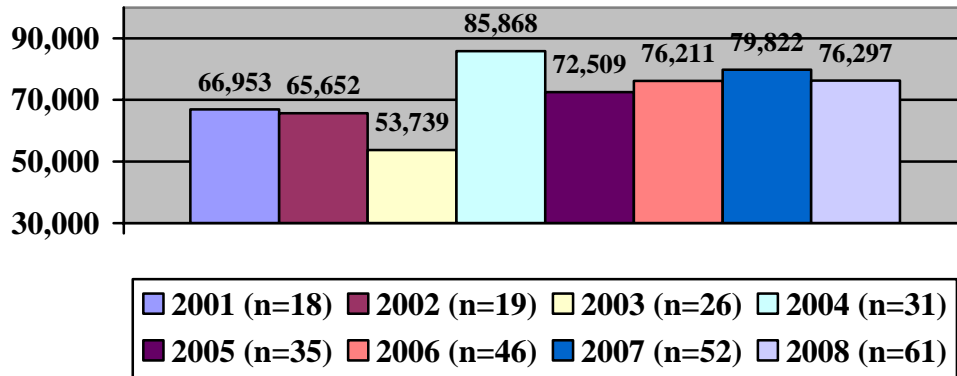
When promoting your clinic with the local media please be sure to mention that your clinic is part of a national network of clinics and part of the Volunteers in Medicine movement. This gives the local clinic greater credibility while at the same time promoting the VIM model. It is a win for everyone associated with Volunteers in Medicine.

Annual Comparative Data

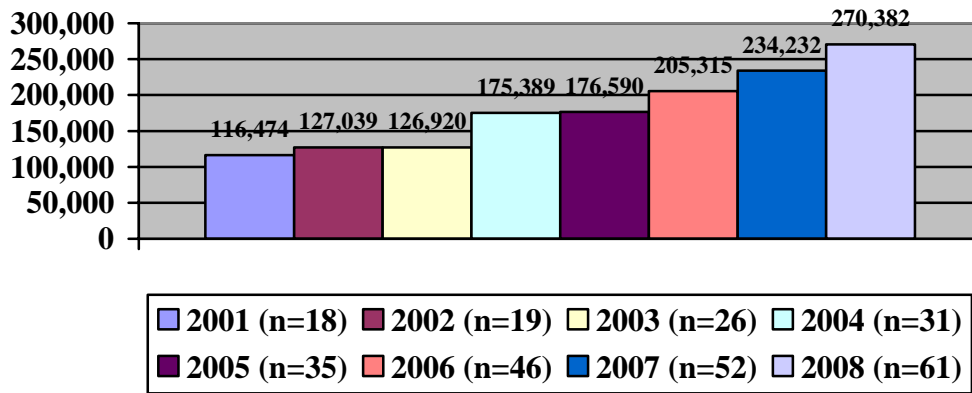
The charts in this section provide a visual comparison of survey results for the last eight years. Each year the number of individual clinics responding to the survey varies (n = the number of clinics responding).

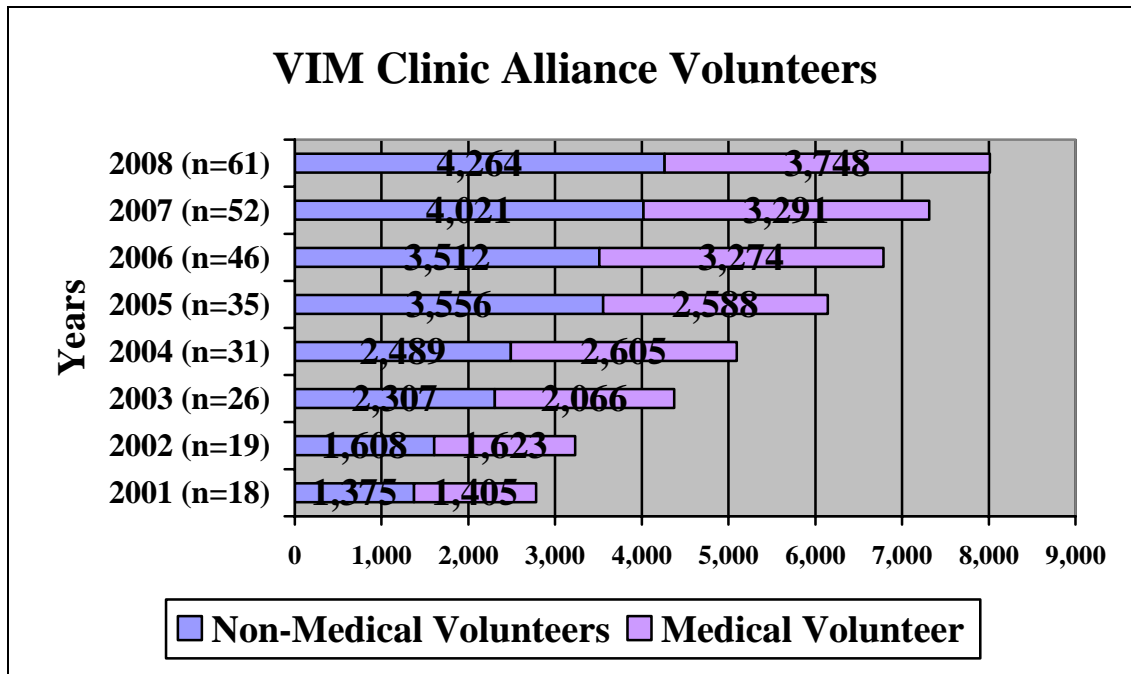


Total Number of Patients Seen in VIM Alliance Clinics



Total Number of Patient Visits in VIM Alliance Clinics





Survey Limitations

Each VIM clinic operates independently, using different methods and definitions to track and record patient and volunteer data. Therefore, these results provide a general “big picture” overview of the VIM clinics.

Appendix

Table 1: 2008 VIM Alliance Survey Results (61 clinics responding; sorted by budget)

	Years in Operation	Total Patients	Total Visits	Retired Physicians	Practicing Physicians	Retired Nurses	Total Retired Medical	Total Retired Volunteers	Medical Volunteers	Non-Medical Volunteers	Budget	Cost Per Patient	Cost Per Visit	FTEs	Volunteer Hours
	1.5	281	922	1	9	9	10	17	22	12	\$15,000	\$53	\$16	0	250
	7	135	225	1	1	8	10	13	12	3	\$33,000	\$244	\$147	0	46
	2	249	570	1	4	-	1	1	20	15	\$50,000	\$201	\$88	1	78
	4	1,000	1,450	0	7	0	0	0	21	29	\$66,332	\$66	\$46	-	30
	4	380	954	2	15	3	5	5	26	12	\$75,000	\$197	\$79	1.5	150
	3.5	612	1,452	1	13	2	3	15	53	46	\$80,000	\$131	\$55	1.5	259
	5.5	2,210	3,273	2	10	0	2	17	13	15	\$80,000	\$36	\$24	1	220
	12.5	1,565	3,913	9	2	24	35	52	38	17	\$80,393	\$51	\$21	0	542
	3	789	1,499	1	4	0	1	7	18	24	\$109,210	\$138	\$73	1.5	113
	2.5	525	1,849	1	7	2	6	6	85	34	\$120,000	\$229	\$65	1	450
	15	1,600	4,200	0	12	3	4	4	52	150	\$120,000	\$75	\$29	1	600
	1	310	848	2	8	12	14	26	34	24	\$120,000	\$387	\$142	0	100
	5	344	804	0	4	2	7	16	11	9	\$125,000	\$363	\$155	2	36
	<1	210	249	0	14	0	0	0	31	33	\$127,312	\$606	\$511	1	280
	7	812	1,719	13	1	20	33	91	41	62	\$134,317	\$165	\$78	2.5	412
b	<1	484	709	0	6	2	2	17	20	15	\$137,590	\$284	\$194	3.5	136
	1	375	916	0	6	6	6	8	37	13	\$142,628	\$380	\$156	2.5	167
	<1	125	151	4	5	5	9	9	44	75	\$150,000	\$1,200	\$993	0	200
	4	1,164	1,756	2	5	6	8	17	28	17	\$155,400	\$134	\$88	3	155
	4.5	1,048	1,960	1	14	0	1	39	120	38	\$158,205	\$151	\$81	1	800
	3	300	900	4	13	5	10	22	34	12	\$170,000	\$567	\$189	3.5	173
	4	717	1,945	4	8	16	23	33	42	16	\$177,605	\$248	\$91	2.5	1,100
	4	360	1,500	1	5	5	6	36	14	40	\$212,000	\$589	\$141	1.5	300
	3.5	883	4,723	4	26	11	15	15	87	300	\$220,000	\$249	\$47	4.5	800
	5	672	1,399	0	6	5	5	5	27	4	\$227,114	\$338	\$162	2	129
	<1	451	797	1	3	2	3	33	18	30	\$227,681	\$505	\$286	0	600
	8	2,377	3,845	1	1	1	2	38	13	127	\$228,644	\$96	\$59	0	480
	5	419	1,471	0	6	2	2	8	18	21	\$249,000	\$594	\$169	2	-
	7	1,015	2,826	2	12	11	21	36	69	49	\$254,354	\$251	\$90	3.1	260
	15	932	1,290	6	5	9	26	43	60	25	\$256,000	\$275	\$198	1	127
	7	704	4,128	8	4	12	21	21	42	10	\$320,000	\$455	\$78	4.5	DK
d	6.5	-	12,134	7	3	35	48	339	69	323	\$338,100	-	\$28	1	3,250
	7	613	3,750	2	0	30	32	77	45	50	\$347,000	\$566	\$93	5	1,056

Years in Operation	Total Patients	Total Visits	Retired Physicians	Practicing Physicians	Retired Nurses	Total Retired Medical	Total Retired Volunteers	Medical Volunteers	Non-Medical Volunteers	Budget	Cost Per Patient	Cost Per Visit	FTEs	Volunteer Hours	
a	<1	378	871	4	4	6	10	28	14	18	\$390,800	\$1,034	\$449	3.5	341
	3.5	1,000	5,271	7	7	24	40	78	87	85	\$396,966	\$397	\$75	5	1,097
	4	730	1,327	0	2	0	0	0	11	5	\$407,388	\$558	\$307	4	150
	1	600	1,400	3	2	0	24	50	46	60	\$421,535	\$703	\$301	3	216
	8	2,372	11,369	14	34	10	24	59	58	45	\$424,293	\$179	\$37	6	724
	4.5	517	2,533	8	3	3	14	50	39	59	\$450,000	\$870	\$178	4	800
	16	823	4,787	6	2	4	10	60	12	50	\$464,176	\$564	\$97	0	502
	12	1,141	12,514	5	22	8	18	80	72	103	\$483,255	\$424	\$39	6	650
	5.5	2,379	5,892	8	20	13	23	55	98	90	\$498,763	\$210	\$85	5	1,449
	1	1,867	4,502	8	12	3	11	139	52	128	\$587,418	\$315	\$130	2	328
	13	1,000	10,419	13	15	26	44	71	62	27	\$592,377	\$592	\$57	7	16
	1.25	2,000	5,244	9	13	4	10	18	86	32	\$650,000	\$325	\$124	6	1,830
	25	2,693	6,043	3	144	6	9	45	285	296	\$653,000	\$242	\$108	8.5	570
	1.8	2,352	9,349	10	202	10	22	53	357	192	\$717,075	\$305	\$77	8.5	1,478
	10	2,266	7,099	5	7	3	9	27	41	23	\$795,000	\$351	\$112	6	270
	8.5	1,332	9,490	12	12	7	20	29	66	11	\$800,000	\$601	\$84	7	152
	6	2,265	8,251	4	10	15	24	89	49	191	\$820,314	\$362	\$99	8	1,093
	14	1,763	9,489	0	19	10	10	60	70	120	\$887,100	\$503	\$93	11	575
	8	7,860	24,628	13	83	24	41	251	145	237	\$1,007,000	\$128	\$41	7.5	3,331
	9	2,000	10,258	10	50	6	26	96	190	250	\$1,155,697	\$578	\$113	12.14	2,500
	6	649	2,220	5	10	6	11	17	53	26	\$1,200,000	\$1,849	\$541	11	284
c	11	1,849	14,275	-	-	-	-	-	127	100	\$1,688,000	\$913	\$118	10	1,780
	15	10,000	24,000	100	2	80	234	484	240	250	\$1,700,000	\$170	\$71	8	3,600
	<1	409	670	-	-	-	-	-	-	-	-	-	-	2	171
c	<1	135	135	0	8	2	2	4	18	42	-	-	-	1	560
c	3.5	480	513	0	6	0	0	0	13	8	-	-	-	0	-
c	<1	123	186	0	8	0	0	0	22	53	-	-	-	0	92
c	5	1,653	7,520	23	53	18	42	116	171	113	-	-	-	9.3	1,750
		76,297	270,124	351	989	536	1,049	3,025	3,748	4,264	\$25,249,529			216	39,607

61 clinics responding

a. 12 month budget; clinic has seen patients for 8.5 months; budget includes innovations, equipment, deposits, etc.

b. Operating budget includes start up supplies

c. Total patients and total visits not used in calculating average costs because no budget information was provided.

d. Not included in average cost per patient because total patients information was not provided.

Average cost per patient \$301 (budget/total patients)
Average cost per patient visit \$86 (budget/total visits)