

*Photo Credit: Tony Guinn
"Healing Hands"*

Impact Report 2018



600 West Peachtree Street
Lakeland, FL 33815
Phone 863-688-5846
www.lvim.net

www.facebook.com/WeAreLVIM

Wow! Look what we have done since 2001

- ♥ 25,019+ Patients
- ♥ 483,753 Patient Visits
- ♥ 431,356 Prescriptions Filled
- ♥ 24,337 Radiology Exams
- ♥ 121,616 Lab Tests
- ♥ 5,864 Screening Mammograms
- ♥ 5,000+ Volunteers
- ♥ 500+ Doctors, Dentists, & ARNPs who have given of their time

The Mission

Lakeland Volunteers in Medicine provides free, high-quality, out-patient medical, dental, and mental health care to the working uninsured of Polk County in a compassionate manner.



Broadening Scope of Services in 2018

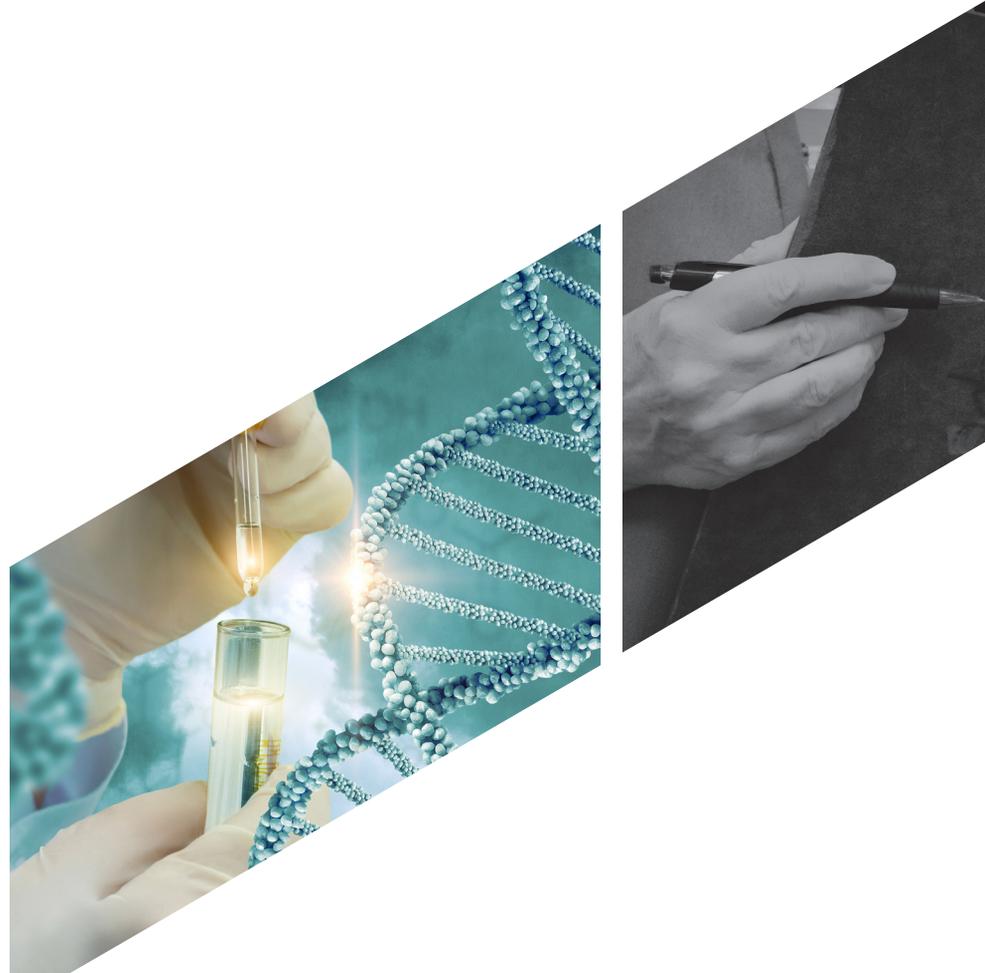
- ♥ Primary & Specialty Care
- ♥ Dental Services
- ♥ Pharmacy & Rx Assistance
- ♥ Ophthalmology & Vision Services
- ♥ Lab Services
- ♥ Limited Surgical Services
- ♥ Pathology
- ♥ X-ray & Ultrasound
- ♥ Patient Education
- ♥ Mental Health

New in 2018

- ♥ Cardiac Catheterization
- ♥ Heart Rhythm Holter Monitors
- ♥ Homebound Blood Pressure Cuffs
- ♥ Mental Health Telemedicine in partnership with Impower
- ♥ Genetic Cancer Testing
- ♥ Diabetes Education
- ♥ Hepatitis C Testing, Monitoring and Treatment

Core Value #1: Quality Healthcare

Every patient receives high quality outpatient healthcare delivered by trained volunteers. The quality of our healthcare and the satisfaction of our patients are measured.



Healthy Highlights: Top 8 of 2018



Healthy People

4,346 Eligible patients
674 New patients
29,835 Patient visits



Healthy Hearts

274 Volunteers
33,000 Volunteer hours



Healthy Bodies

15,081 Prescriptions filled
93% of patients have
improved health outcomes



Expanded Services

Including cardiac catheterization, hepatitis C testing and treatment, diabetes education, genetic cancer testing, plus five other programs



Healthy Minds

566 Mental Health visits



Return on Investment

In 2018, LVIM provided **\$8,167,558** in Healthcare to the community. That's more than \$5.00 for every \$1.00 invested at LVIM.



Healthy Smiles

3,033 Dental Visits
10,335 Procedures
21 sets of Dentures



Happy Patients

97% Patient satisfaction.

Based on Patient survey data & health outcomes

United in the Community



Steps to Good Health

In collaboration with YMCA of West Central Florida and Give Well Community Foundation, LVIM is now offering free YMCA memberships to qualified patients. At LVIM, our goal is to provide resources and opportunities for our patients to be happy and healthy.

Tooth Be Told - PACE

LVIM partners with PACE to bring high quality dental care to girls. Here, Dr. Harper works with a student at PACE to evaluate her dental needs while May Bennett assists.



Doctor of Physical Therapy Program - FSC

Beginning in January 2019, LVIM will partner with Florida Southern College's new Doctor of Physical Therapy program. Thirty-six students will gain valuable learning experience while also expanding LVIM's physical therapy services.



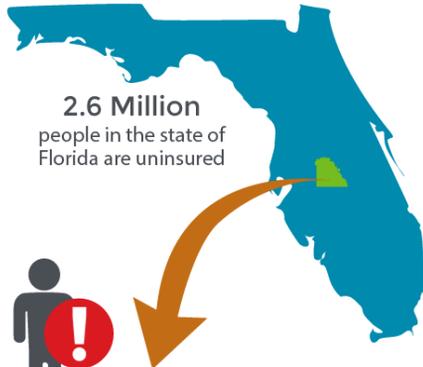
Core Value #4: Strong Community Partnerships

Delivering quality healthcare requires cooperation among medical and community partners. We actively seek partnerships that will improve the health and medical access of our patients.

- ♥ Publix Serves
- ♥ Fright Night at the Federal
- ♥ National Philanthropy Day - AFP
- ♥ YMCA - Mom's Day Out
- ♥ 100 Teens Who Care
- ♥ All Saints Academy- Student Volunteer Fair
- ♥ Lakeland Chamber - Nod to Nonprofits
- ♥ GEICO Cares - Community Day
- ♥ EMERGE Lakeland



Why LVIM? - A Consistent Need



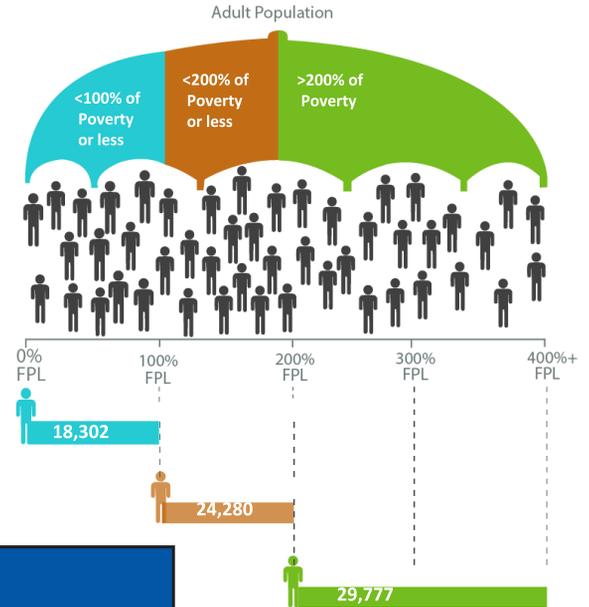
Approximately **83,362** people in Polk County are uninsured

10%

of adults in Polk County are uninsured.

That's 72,359 People!

Statistics and graphics provided by Polk County Indigent Health Division



59%

of Polk households fall below the ALICE Threshold:

- Asset Limited
- Income Constrained
- Employed

ALICE study provided by the United Way of Florida. uwof.org/alice

Household Survival Budget, Polk County		
	SINGLE ADULT	2 ADULTS, 1 INFANT, 1 PRESCHOOLER
Monthly Costs		
Housing	\$684	\$901
Child Care	\$-	\$1,000
Food	\$164	\$542
Transportation	\$322	\$644
Health Care	\$196	\$726
Technology	\$55	\$75
Miscellaneous	\$165	\$421
Taxes	\$229	\$325
Monthly Total	\$1,815	\$4,634
ANNUAL TOTAL	\$21,780	\$55,608
Hourly Wage	\$10.89	\$27.80

2018 Year in Review: Impact by the Numbers

97%

of patients have improved their health as a result of the care they received at LVIM in 2018.

71%

of LVIM patients who are hypertensive lowered their blood pressure to or below 140/90.

19

number of patients who quit using tobacco with LVIM support this year.

\$8,167,558

Value of services provided in 2018.

4,346

Number of patients calling LVIM.

108

number of patients who are obese who have committed to and succeeded at losing weight.

37,928

number of volunteer hours providing compassionate care.

674

New patients.

\$5

For every \$1 invested at LVIM, nearly \$5 was returned to the community in healthcare services.

64%

of diabetic LVIM patients decreased their LDL cholesterol to less than 100.

53%

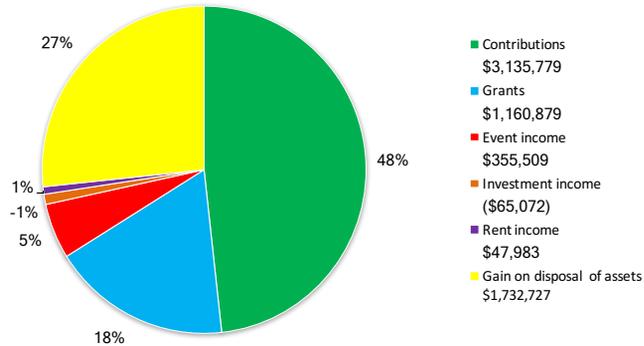
of diabetic LVIM patients decreased A1C levels to 7% or less.

2018 Year in Review: Financials

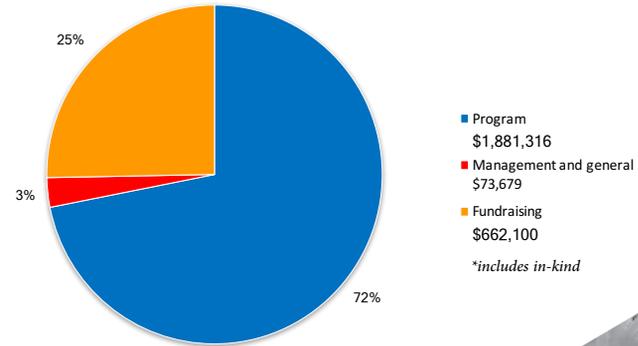
Core Value #3: Financial Stewardship

We recognize and appreciate our donors. We create donor trust and loyalty through transparent reporting, financial prudence and a focus on the community impact and value of donor gifts.

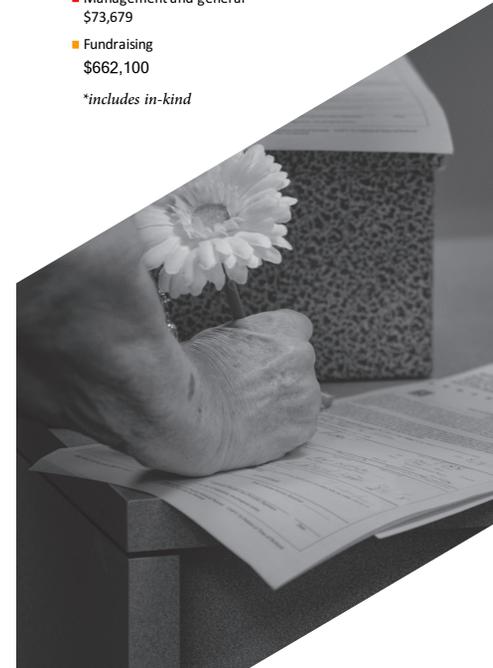
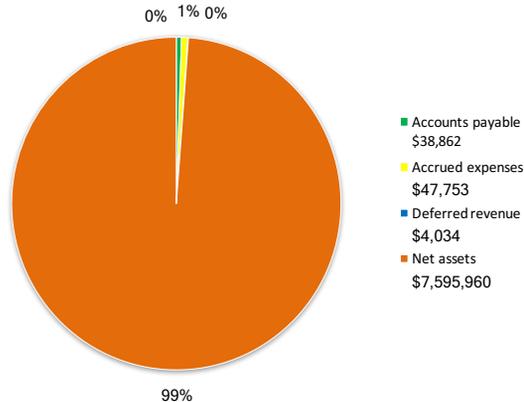
Lakeland Volunteers in Medicine, Inc.
Support and Revenues
Year Ended December 31, 2018



Lakeland Volunteers in Medicine, Inc.
Expenses
Year Ended December 31, 2018

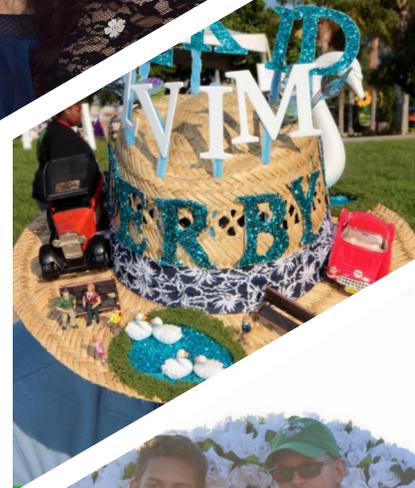


Lakeland Volunteers in Medicine, Inc.
Liabilities and Net Assets
December 31, 2018



2018
THE LAKELAND DERBY
LAKELAND VOLUNTEERS IN MEDICINE

Thank you!
Total Net Revenue
\$198,958.43



Patient Reviews

Core Value #5: Compassion for our Patients

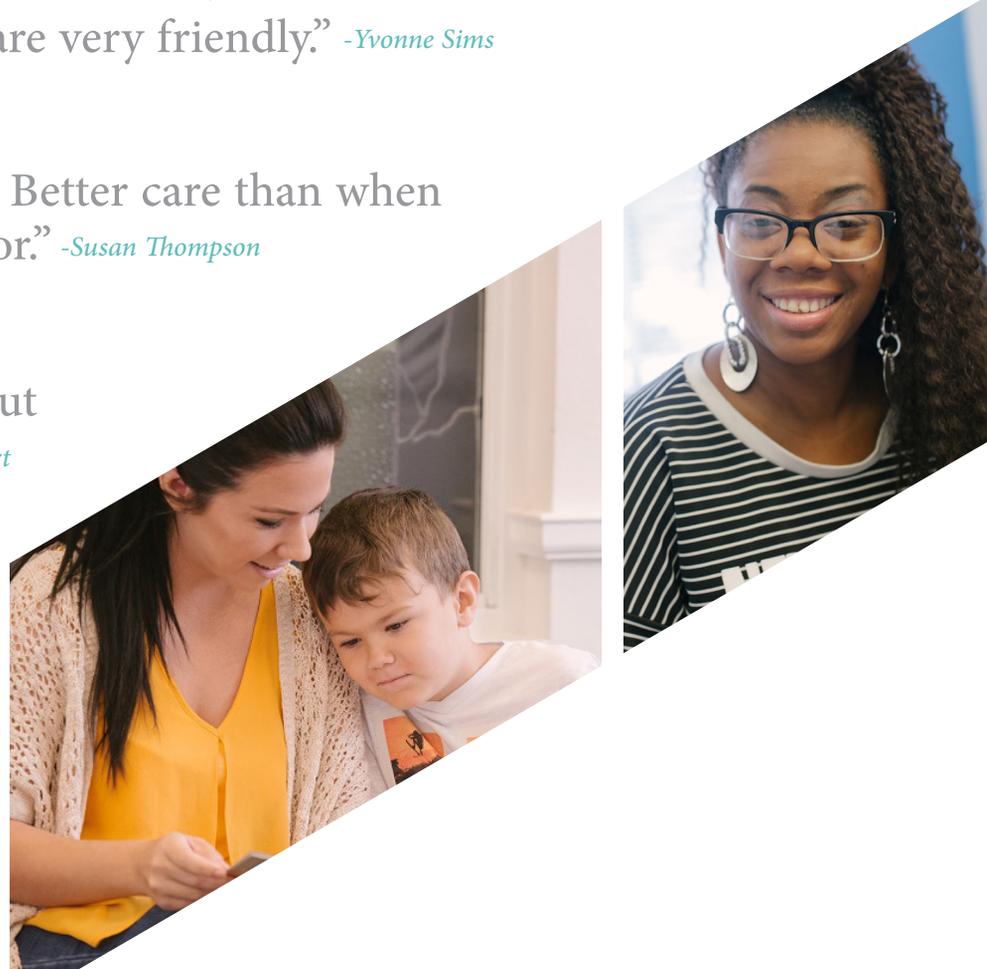
We are committed to a “culture of caring” where all patients are treated with dignity and respect.

“I like the volunteers and the staff because they are always happy to see you. They are very friendly.” -*Yvonne Sims*

“Super friendly staff. Great doctors. Better care than when I was seeing my primary care doctor.” -*Susan Thompson*

“I have been treated with nothing but caring, kindness, respect.” -*Phyllis Lambert*

“The Volunteer staff at LVIM are phenomenal, the program and all facets of health care provided by LVIM are a God sent gift. Thank you!!!” -*Kenneth Nestor*



Patient Story

“LVIM restores my faith that there is still good in the world.”

Meet Doris

Doris Stephens spends her days making life beautiful for others.

Through her work in the aquaculture industry, Doris brings nature indoors by supplying wholesale tropical fish to pet stores and aquarium maintenance companies both locally and throughout the United States. She is the worker of magic behind the aquatic scenes you can see in doctors' offices, restaurants and pet stores.

Doris works hard and enjoys her job. But, in 2013 she wasn't feeling well.

Her employer does not offer health insurance and the premiums available to her through private insurance were, and remain, cost-prohibitive. She had nowhere to turn for help.

That's when Doris found LVIM. Doris picked up the phone and was met by the compassionate voice of a dedicated volunteer on the other end of the line. When she arrived at LVIM for her initial appointment, she was suffering from hypertension, high cholesterol, and was pre-diabetic. Her arthritis was complicated by her weight, causing her severe pain, and though she soldiered through this pain made working difficult.

Through the help of her primary care provider, Emma McMicken, and her own motivation to join a Weight Watchers program, Doris has now lost 72 pounds. She has taken advantage of LVIM's partnership with the YMCA (thanks to a generous grant from the Give Well Community Foundation) and has joined the Wired Up Walking program led by one of LVIM's Physical Therapists, Elsa Nail.

Five years later, Doris has found health and wellness again.

We are happy to report that in addition to her incredible weight loss success, her blood sugar is now normal and she is no longer pre-diabetic. The arthritis that plagued her is now under control and she has been able to stop taking some of the medications she previously needed.

Doris is one of more than 4,000 patients who call LVIM their medical home.

She is one of the many your investment in LVIM has helped.

About LVIM, Doris says, “I am truly grateful for all the volunteers at LVIM. They give of their time so that I – and all of LVIM's patients - have a better and healthier way of life. LVIM restores my faith that there is still good in the world. To all of the donors, partners, and volunteers who invest in LVIM, YOU ALL ARE TRULY AMAZING!”



Our Volunteers Rock



Lakeland Volunteer In Medicine's 2018 Volunteer of the Year PATTIE JOHNSON

Designated as a HEALTH HERO by Central Florida Health News (April 24, 2019)

When a patient makes an appointment at Lakeland Volunteers in Medicine, there's a good chance that somewhere along the way, they will be in contact with Pattie Johnson.

And if that's the case, they are in good hands. Johnson, who has volunteered for the organization for 15 years, was named LVIM's Volunteer of the Year for 2018.

The Volunteer of the Year award is a peer-selected process, and starts with the Volunteer of the Month candidates, according to Kathy Guin, the volunteer coordinator for LVIM.

Pattie Johnson's teacher's heart was earned in Lakeland, where she taught throughout her 30-year educational career. A native of Pennsylvania, Johnson went to Florida Southern College for her degree in education. After graduation, she stayed in Lakeland and taught kindergarten and first grade at Combee Elementary before retiring in 1998. After her retirement, Johnson said she was looking for a different way to get involved in the community.

"I wanted a change, and I knew I enjoyed working with people," says Johnson. "When I saw the opportunity at Lakeland Volunteers in Medicine, I decided to apply."

Johnson became a scheduler, where she makes appointments for patients over the telephone and also schedules follow-up visits for people who have just seen a doctor. As she continued to volunteer, Johnson knew she had found her place.

"This is such a wonderful place," she says. "There are so many people in need in this community and Lakeland Volunteers in Medicine is here to help them. I enjoy being around the people — the staff, the other volunteers."

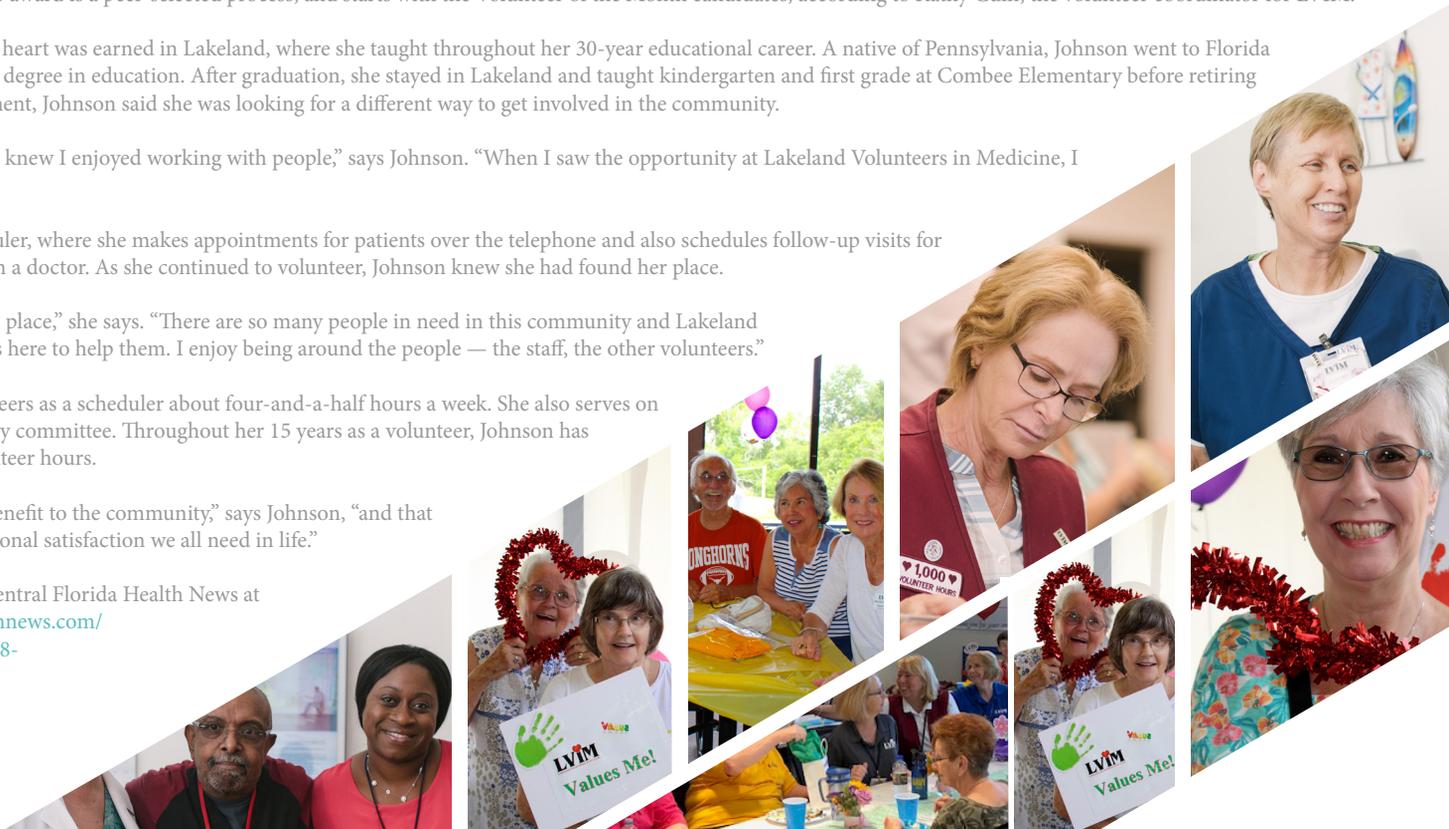
Johnson currently volunteers as a scheduler about four-and-a-half hours a week. She also serves on LVIM's volunteer advisory committee. Throughout her 15 years as a volunteer, Johnson has amassed over 3,200 volunteer hours.

"I feel like I am being a benefit to the community," says Johnson, "and that helps in getting the emotional satisfaction we all need in life."

For the full article visit Central Florida Health News at <http://centralfloridahealthnews.com/pattie-johnson-lvims-2018-volunteer-of-the-year/>

Core Value #2: Appreciate Volunteers

Our success depends on talented and compassionate people who give their time and talents. We appreciate, acknowledge and support all our volunteers.



Groundbreaking

In the Fall of 2018, LVIM broke ground on a new facility that will allow for the expansion of services and programmatic growth as well as provide 50% more clinical space. We **thank you** for your past support; it is because of you and this community that LVIM sits solidly poised for a bright future.

LVIM's new facility opened April 15, 2019.

Bobby Yates Announces Retirement

Bobby Yates, who has been President and CEO since the organization was founded nearly 20 years ago, will retire August 31, 2019



Photo Credit:
Emily Plank

LVIM: Past, Present, and Future

In 1999, Lakeland Volunteers in Medicine was just a dream.

As a result of Dr. Glen Barden's passionate pursuit to find a way to fill the gap in access to healthcare, Dr. Barden and several of his colleagues were inspired by the work of Dr. Jack McConnell, founder of Volunteers in Medicine Hilton Head Island. When Dr. Barden presented the Volunteers in Medicine model to his colleagues at the Watson Clinic Foundation and the community, the idea was enthusiastically embraced. Lakeland Volunteers in Medicine moved from dream to reality and **opened its doors** to the first patient on Valentine's Day 2001.

Today, LVIM stands as an **independent nonprofit organization** governed by a local Board of Trustees. Through nearly 20 years of excellent leadership, LVIM has grown into a thriving and crucial organization for the Polk County community serving the health care needs of over **4,300 eligible patients** each year and providing an average of **30,000** services per year. The organization's 2018 operating budget of **\$1.6 million** has grown from humble beginnings and now boasts a return of over \$5.00 for every \$1.00 raised.

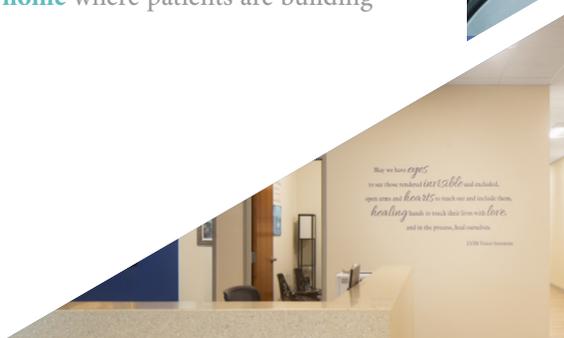
Through the years, LVIM has added a number of services, making LVIM one of the **most successful and impactful** of the 89 Volunteers In Medicine clinics in the country. LVIM has grown from providing sporadic healthcare services at its inception to truly becoming a **medical home** where patients are building **healthier lives**.



Alice Koehler
Named New
President/CEO



Photo Credit:
The Lantz Group





PLEASE JOIN US!



Your gifts will continue giving the gift of good health and help LVIM expand services to more patients.

- \$58 Funds one service encounter
- \$119 Funds one patient visit with a medical provider
- \$274 Average cost of one dental visit
- \$555 Provides ten patients diabetic supplies for three months
- \$724 Furnishes lab work for 20 patients for one year
- \$1,126 Average cost of one year's primary care for one patient
- \$1,827 Supplies medications for 50 patients for one month
- \$2,400 Provides ultrasounds for 80 patients
- \$4,313 Cost to furnish one clinical room at LVIM

THANK YOU!



Special Thanks to our \$10,000+ Partners



The Leighty Fund



George W. Jenkins Foundation



Special Thanks to our \$5,000-\$9,999 Partners



Glenn W. & Hazelle
Paxson Morrison Foundation





Special Thanks to our \$1,000-\$4,999 Partners



Agnini Family Dental

Bank of Central Florida

Bell-Barnett Family Fund

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Commercial Warehousing

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Lakeland Area Chamber of Commerce

Lakeland Electric

Lanier Upshaw, Inc.

LASR Investments and J&S Property Group

Love Chiropractic Center

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Mid Florida Federal Credit Union

Modern Woodmen of America

My Pets Animal Hospital

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Summit Consulting

The Heritage Fund, Inc.

**The Hilda Sutton and
William D. Blanton Charitable Fnd., Inc**

Walmart Foundation

Watson Clinic, LLP

WaWa Foundation



...and to every single individual donor
and volunteer who gave of their
time and resources,

THANK YOU

for making 2018 a fantastic year
at Lakeland Volunteers in Medicine!



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**600 West Peachtree Street
Lakeland, FL 33815**