



# Impact Report 2021



600 West Peachtree Street  
Lakeland, FL 33815  
Phone 863-688-5846  
[www.lvim.net](http://www.lvim.net)

   /WeAreLVIM



## A Note From Our CEO:

We made it! Because of YOU, we made it! Through the challenges that continued through 2021, LVIM emerges strong and poised for growth. This could not have happened without your financial support. But, as importantly, this could not have happened without our faithful volunteers who are the foundation of our mission. LVIM volunteers show up day after day and week after week to give of themselves and make the LVIM mission come to life. It is this dedicated force of volunteerism that ensures LVIM's success, and we are forever grateful for their compassion and commitment.

Last year, your support - donors and volunteers alike - allowed LVIM to continue providing high-quality care to hard working people in our community who have no health insurance. Your contributions allowed us to add some key services that have enhanced our clinic. In 2021, we added on-demand translation assistance so that LVIM's services are more accessible to all patients. We launched a messaging platform to help patients keep track of their appointments and enhance continuity of care. We secured a partner to provide dentures to patients whose teeth must be removed. We hosted Give Kids a Smile in partnership with Traviss Technical College and provided dental care to more than two dozen children from Polk County Public Schools. And, lastly, we expanded in-house lab services and now offer labs five days per week.

**Because of you, LVIM was the medical home to 2,671 enrolled patients,  
505 of whom were new to LVIM in 2021.**

As we look back to look forward, we will continue to build on what those before us created to become an even better, stronger, and more resilient LVIM. Your continued financial support of LVIM will help expand access to a broader range of patients throughout Polk County. We are counting on your continued support to keep making this incredible impact on our community. Will you join us?



*Alice Keckler*



# PLEASE JOIN US!

**As you reflect with us on the accomplishments of 2021, please consider making a gift to help us grow in the year ahead. Your contribution will help LVIM expand services and continue providing compassionate healthcare to our community, no matter what challenges lie ahead.**

**\$63** One Patient Encounter

**\$ 1,200** Full Set of Dentures

**\$275** One Dental Visit

**\$ 4,800** Four Laptops for Training

**\$581** Labs for 20 Patients for One Year

**\$13,000** New Pharmacy Refrigerator

**To learn more about our 2022 needs, please visit:**

**LVIM.NET/DONATE OR SCAN THE QR CODE BELOW**



# THANK YOU

**FOR GIVING THE GIFT OF GOOD HEALTH!**

**600 WEST PEACHTREE STREET, LAKELAND, FL 33815**

# Celebrating 20 years! Since 2001, LVIM has:

- ♥ Seen 33,477+ Patients
- ♥ Provided 577,631+ Patient Services
- ♥ Filled 483,780+ Prescriptions
- ♥ Given 26,826+ Radiology Exams
- ♥ Conducted 128,807+ Lab Tests
- ♥ Ensured 7,263+ Screening Mammograms

## Because of

- ♥ 6,033+ Volunteers
- ♥ 596+ Doctors, Dentists & ARNPs who have given their time

## OUR MISSION

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





# Programs & Services



## PRIMARY CARE

Chronic Disease Management

Early Detection Saves Lives

Specialty Care



## DIAGNOSIS

X-Ray

CT/MRI

Ultrasound

Lab Services

Pathology



## PHARMACY

Generic Rx

Prescription Assistance



## VISION CARE

Vision screenings

Ophthalmology



## DENTAL CARE

Cleanings

Extractions

X-Ray

Fillings

Patient Education

Referrals / Dentures




## MENTAL HEALTH

LMHCs

Tri County Human Services & TeleHealth

**NEW** In 2021, LVIM added these exciting services:

On demand clinical translation services with  Jeenie®

Patient Messaging



Dentures



Give Kids a Smile



Lab services 5 days a week

### Core Value #1: Quality Healthcare

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

# Making a Difference



57%

Patients with hypertension lowered their blood pressure below 140/90



60%

Qualified patients received mammograms



71%

Diabetic patients lowered their A1C levels to below 7%



66%

Qualified patients received PAP Smears



54%

Patients with high cholesterol lowered their cholesterol to below 100



64

Patients lost weight



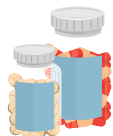
2,131

Dental Patient Visits



5

Patients quit smoking



15,564 Prescriptions filled for a value of  
\$3,461,730 million



95%

LVIM patients feel healthier!

# Collaborative Partnerships

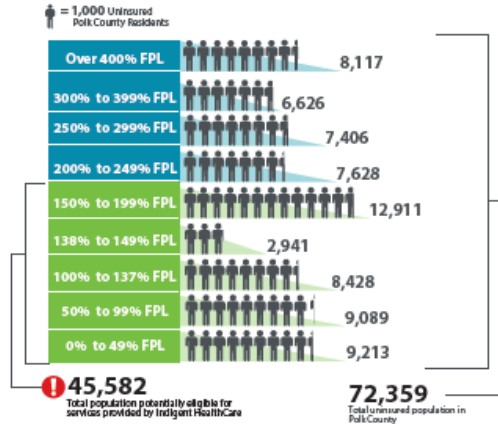


## Core Value #4: Strong Community Partnerships

*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.*

# LVIM: The Need

Polk County Uninsured Adults by Federal Poverty Level



From Polk County BoCC Indigent Health Care Annual Report, 2018

Volunteer Health Care Provider Program  
2022 Federal Poverty Guidelines

Family Size	200%	
	Monthly	Annually
1	\$2,265	\$27,180
2	\$3,052	\$36,620
3	\$3,838	\$46,060
4	\$4,625	\$55,500
5	\$5,412	\$64,940
6	\$6,198	\$74,380

ALICE Household Survival Budget, Florida, 2018

	Single Adult	One Adult, One Child	One Adult, One in Child Care	Two Adults	Two Adults Two Children	Two Adults, Two in Child Care
Housing	\$691	\$765	\$765	\$765	\$939	\$939
Child Care	\$0	\$205	\$616	\$0	\$409	\$1,162
Food	\$289	\$498	\$417	\$600	\$1,001	\$874
Transportation	\$375	\$532	\$532	\$546	\$843	\$843
Health Care	\$200	\$507	\$507	\$507	\$803	\$803
Technology	\$55	\$55	\$55	\$75	\$75	\$75
Miscellaneous	\$186	\$282	\$324	\$287	\$448	\$527
Taxes	\$254	\$261	\$346	\$380	\$408	\$570
Monthly Total	\$2,050	\$3,105	\$3,562	\$3,160	\$4,926	\$5,793
Annual Total	\$24,600	\$37,260	\$42,744	\$37,920	\$59,112	\$69,516
Hourly Wage	\$12.30	\$18.63	\$21.37	\$18.96	\$29.56	\$34.76

**51% of Polk households fall below this threshold**

**Median Household Income:**  
**\$50,584**

2019 US Census Bureau

# 2021 Year in Review

## Impact by the Numbers

**\$8,022,382**

Value of services provided in 2021

**505**

New patients enrolled in 2021

**30,138**

Number of volunteer hours given to provide compassionate care

**\$4.22**

For every \$1 invested at LVIM, \$4.22 was returned to the community in healthcare services in 2021.

**2,671**

Number of eligible patients

**29,889**

Patient visits in 2021

**\$1,270,064**

Value of volunteer service hours

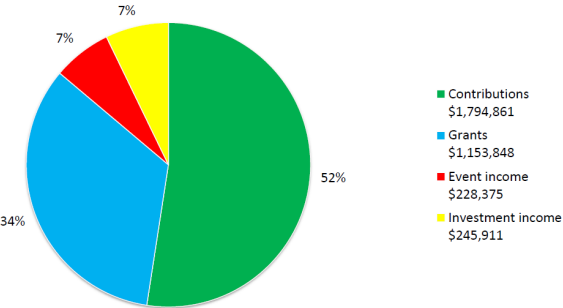
**\$63.53**

Cost per patient encounter

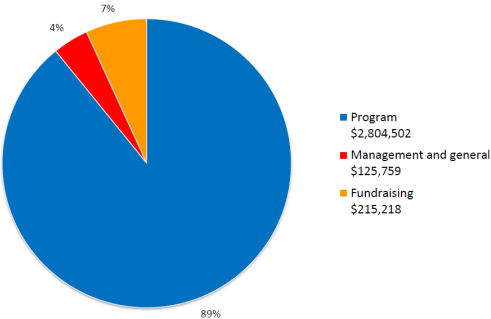
# 2021 Year in Review: Financials

*\*includes in-kind contributions and expenses*

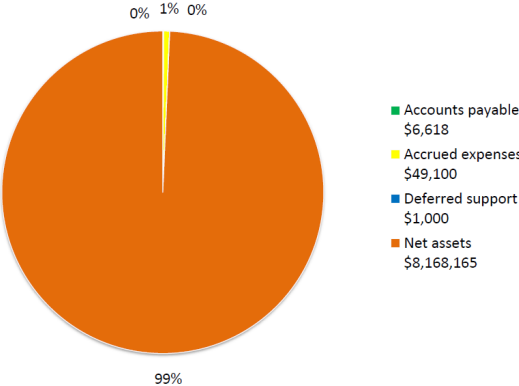
Lakeland Volunteers in Medicine, Inc.  
Support and Revenues  
Year Ended December 31, 2021



Lakeland Volunteers in Medicine, Inc.  
Expenses  
Year Ended December 31, 2021



Lakeland Volunteers in Medicine, Inc.  
Liabilities and Net Assets  
December 31, 2021



In 2021, LVIM maintained  
our ratings:



## 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.*



# 2021 Swan Derby

Thank you!!

Total Net Revenue

\$287,227



# 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.*

"Everyone is so very nice and compassionate, from the front desk to all the medical staff and doctors. You couldn't ask for better care."

"I don't think any improvement is necessary. Even through the pandemic, you guys have been amazing in doing what you guys do for your patients. Thank you!"

"The facility is super clean. The up-to-date equipment and the atmosphere are professional."

"Thank you for the Volunteers that help people who can't afford health insurance get some kind of health care...THANK YOU!"





## **Brian is a true example of how regular medical check-ups, a little self-care and determination can help you live a healthier and happier life.**

Brian works part-time at a local library, loves to read, play board and card games, is an amateur writer, and leads the Dungeons and Dragons teen program at the library. He never thought of his health as a game, but he never imagined that it would cause him so many adversities, at such a young age.

Brian did not have access to health care coverage and when he decided it was time to see a primary care physician, he found LVIM by way of a referral from Polk Healthcare Plan. In early 2015, Brian was seen at LVIM and had his initial blood work done. When he came in for a follow-up visit with Emma McMicken, APRN he was immediately diagnosed with hypothyroidism and placed on levothyroxine. He knew then that he had been dealt a bad hand and would have to take some responsibility for his health. It was necessary that he play his cards right by seeing his primary care provider and taking his medications as prescribed. He thought he was still in the game until he had a severe back muscle strain and was struck with the news that he had a significant and concerning spike in his sugar levels and that his blood pressure and cholesterol were too high. His provider presented a treatment plan to which Brian agreed. They would treat the muscle strain with a short-term steroid, and he would also have to go on lovastatin to control his cholesterol, and a combination of metformin for lisinopril to help control his blood pressure.

It was then Brian decided he needed to take the lead in his health journey and made a commitment to himself to start eating healthier and walking, on a regular basis. He found that this was not as hard as expected and appreciated his own efforts. It didn't take long for him to start feeling and seeing the positive results as a result of his striving. Since Brian's original diagnosis' he has lowered his A1C from 6.9 to 5.5, his triglycerides from 200 to 105, and has lost over 40 pounds! He is now on low, stable doses of all his medications and only has to see his provider every 6 months for routine care. Brian attributes his efforts and winning outcomes to having accessibility to regular primary care visits, an easy process to refill his medications, and the positive environment and encouraging atmosphere the volunteers and staff at LVIM create.



# Promises To Our Volunteers

1. To **VALUE** your contributions.
  2. To **RESPECT** you as a professional.
  3. To **GIVE** you training and support.
  4. To **LISTEN** and **RESPOND**.
- ...and to always say "Thank you"!



**DR. DOUG EBERSOLE**

2021 LVIM Physician of the Year



**TOMAS VIVAS**

The Julius Rhian 2021 Volunteer of the Year

## Core Value #3: Compassion for our Patients

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

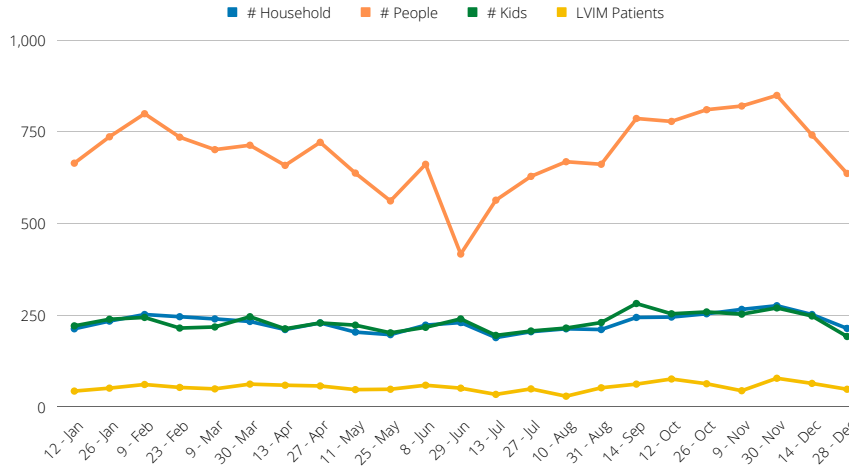
## In Memory Of Annabelle Fisackerly



13,321   
HOURS OF SERVICE

# Mobile Food Pantry

Throughout 2021, LVIM continued providing healthy food to our community in partnership with the George W. Jenkins End Hunger Initiative. As food prices rose and the effects of COVID-19 continued to grip our clients, the food pantry was an incredible resource. LVIM continues this service on the 2nd and last Tuesday of each month.



GEORGE W. JENKINS  
End Hunger  
INITIATIVE

FEEDING  
Tampa Bay

United  
Way  
United Way of Central Florida

5,516

Number of  
Households Served

16,111

Number of People  
Served

1,237

Number of LVIM  
Patients Served

5,350

Number of Kids  
Served



# Special Thanks to our \$10,000+ Partners



United Way  
of Central Florida



**The Leighty  
Fund**





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



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

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**Amazon TPA3  
AmFund  
Bank of Central Florida  
Boring Business Systems, Inc.  
Citizens Bank & Trust  
Clark, Campbell, Lancaster & Munson, P.A.  
Coldwell Banker Realty Cares Foundation  
Custom Drilling  
CWH Real Estate Services LLC  
Eagle Pneumatic, Inc.  
Fidelity Charitable Gift Fund  
Garland Insurance  
Gray Robinson, P.A.  
Hancock Askew & Co., LLP  
Heartland Pools  
Heath Funeral Chapel, Inc.  
Keiser University  
Keller Williams Realty of Polk  
Lakeland Surgical & Diagnostic Center**

**Metrc, LLC  
Micro Path Laboratories, Inc.  
Payne Air Conditioning & Heating, Inc.  
Peterson & Myers, PA  
Prime Meridian Bank  
Regal Automotive Group  
Saddle Creek Logistic Services  
Socia Foundation, Inc.  
Springhill Suites Lakeland  
Summit Holdings  
The Benevity Community Impact Fund  
The Campisi Family Foundation Inc  
The Glenn W. & Hazelle Paxson Morrison Foundation, Inc.  
The H.R. Todd Fund  
The Hilda Sutton and William D. Blanton Charitable Fund, 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 2021 a wonderful year at  
Lakeland Volunteers in Medicine!



## 2021 Board of Trustees

### **Kevin McWilliams**

*Chairman*

Bruce Abels  
Leila Blacking  
Bruce Bulman  
James Cossin  
William Duke  
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**The TREATMENT is free. The CARE is priceless.**

**Stay  
Connected!**



Follow us on Social Media  
**@WeAreLVIM @SwanDerby**

The Lakeland Volunteers In Medicine Clinic, Inc. is a 501 (c) (3) authorized charitable organization. Contributions are tax-deductible under IRS regulations. A copy of our charitable and financial information is available from the State of Florida/Division of Consumer Services. Within Florida, call 1-800-435-7352. Registration does not imply endorsement, approval or recommendation by the state.