

2023-2024 Accountability Report



Providing free integrated medical care
for Northeast Florida's working uninsured.



Only the best...
in free healthcare.

\$1 GIVEN
EQUALS
\$3
WORTH OF CARE

Dear Friends,

Volunteers in Medicine Jacksonville (VIMJAX) is proud to present our 2023-2024 Accountability Report. As CEO and Board Chairman here at VIMJAX, we stand beside our clinicians in the battle to improve healthcare for uninsured workers in Northeast Florida. As we review this past year’s information, we are proud to say that VIMJAX’s quality is unmatched. Our clinic, the volunteers, the staff, and most of all the patient care represents the highest levels of care available anywhere. What exactly does that mean?

For the patients, it means they can receive care at VIMJAX within a short period of time from qualifying for care – often within just a day or two. They will be greeted with respect and treated with kindness by our wonderful front desk staff and triage nurses. It’s important to VIMJAX that each patient leaves the clinic with a better understanding of their problems and a clear care plan. They are no longer alone in their journey. “Quality” translates into peace of mind.

For the medical providers, “quality” is intrinsic to patient care. Many volunteer physicians and specialists entered the medical field because they wanted to share their knowledge and help those who really need them. They define Quality as successful patient outcomes. These can be the result of quality time spent with each patient (with new patient visits scheduled for one hour), and of stronger doctor/patient relationships developed through the years.

For volunteers and staff, the concept of Quality is very tangible. We want patients to have access to everything they need to improve and maintain their health, including free access to medications, critical tests like mammograms or genetic testing, or eyeglasses and devices such as braces and glucose monitors.

For all of us, Quality = Love.

These achievements are made possible by our donors and supporters – thank you! As we move forward into the 2024-2025 fiscal year, we invite you to join us on our quest for Quality and Love. Thank you for your continued support.

With a grateful heart,



Jennifer Ryan
Jennifer Ryan, CEO



Lynn Bauman
Lynn Bauman, Board Chair

OUR MISSION:

To advance the physical, mental and emotional well-being of the working uninsured to improve the quality of life for all.

Approximately 86,274 adults between the ages of 19-65 – roughly 14.2 percent of that population – are currently uninsured in Duval County, according to the City of Jacksonville. While the City's 2023 "Get Covered Jax" campaign helped reduce the number of uninsured adults during the Florida Health Insurance Marketplace's open enrollment period, there are still nearly 90,000 adults without coverage. The cost factor continues to be the major barrier; from 2012 to 2022, total premiums for family coverage increased by 43%, and the worker's share increased by 41% (KFF). For example, according to the 2022 U.S. Census, the cost for family coverage increased from \$13,871 in 2010 to \$21,931 in 2022. The heart of the problem is the mismatch between earnings and the cost of living: Florida's minimum wage in 2024 was \$13 per hour, and of the twenty most common occupations in Florida, 70% are paid less than \$20 per hour.

OUR VISION:

A healthy community where all have access to healthcare.

OUR GUIDING PRINCIPLES:

- We strive to do the best in all we do.
- Our volunteers are the lifeblood of the organization.
- We value the worth and uniqueness of every individual.
- We contribute to a higher quality of life for all in our community.
- We serve each other with heartfelt care and compassion.

MODEL OF INTEGRATED CARE:

We treat the whole person, striving to help each patient achieve their highest possible level of physical, mental, and emotional well-being.

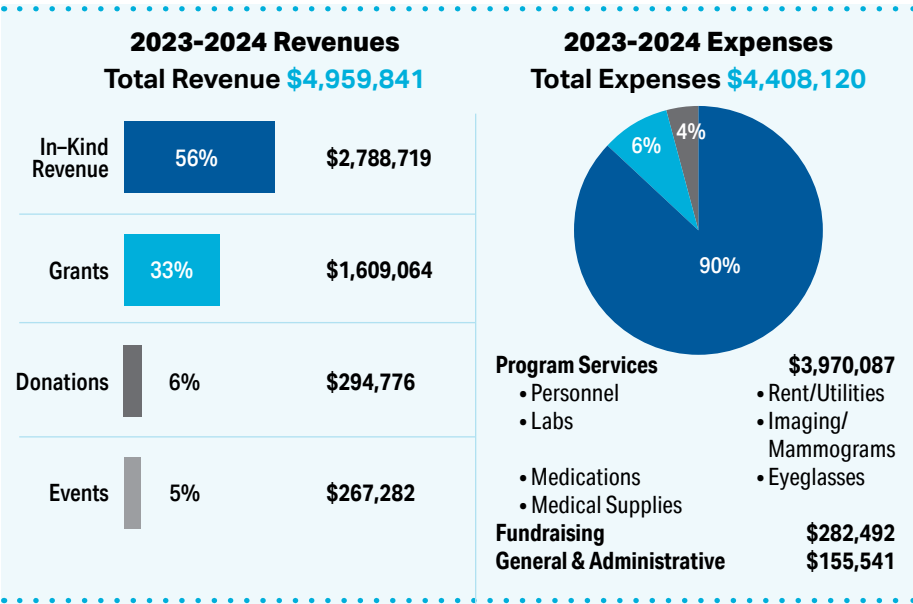
OUR STRATEGIC PLAN:

In 2020, VIMJAX initiated a five-year strategic plan designed to advance the clinic's mission and help fulfill our vision of a healthy community where all members have access to healthcare. VIMJAX has fulfilled that plan's directive to expand access to healthcare, while helping families increase and sustain financial stability. VIMJAX recently completed a new Three-Year Strategic Plan that will carry out VIMJAX's vision through 2027. Our new goals are: to increase the number of patients served; to enhance our ability to improve patient health; and to ensure long-term sustainability and relevance of the organization by adapting to community healthcare evolving needs.

2023-2024 FINANCIAL ACTIVITIES

VIMJAX’s patients are never asked to pay for any service, medication, testing, or referral.

VIMJAX relies solely on private gifts, grants and in-kind donations. Our unique volunteer model makes it possible to provide \$3 in high-quality healthcare services for every \$1 donated. We receive no federal funding.



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Mr. Robin Sorensen
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Terry Family Foundation
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Neely Paul Towe 1998 Trust
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Yoga 4 Change

Volunteers in Medicine (VIM) Jacksonville is the only full-service clinic in Northeast Florida that provides free integrated health care services for the working uninsured. There are 90,000 uninsured working adults living in Northeast Florida.

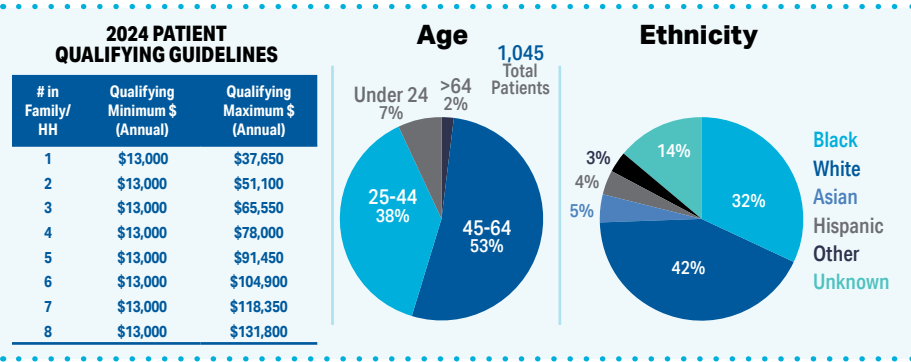


OUR PATIENTS

Volunteers in Medicine Jacksonville serves Northeast Florida’s working uninsured and their families. Our patients work at least twenty hours per week and earn no more than 250% above the Federal Poverty Level.

PATIENT DEMOGRAPHICS

In FY 2023-2024 women make up 70% of our patients, 40% of whom are of childbearing age. The majority of VIMJAX’s patients who reported their ethnicity identified as a minority. Less easily identified were the many ethnicities who are changing the face of Jacksonville, including a growing Hispanic population and an influx of at-risk peoples, including Russian and Ukrainian refugees.



OUR VOLUNTEERS

More than 273 active volunteer medical and administrative professionals perform a wide array of services at our clinics. Administrative Volunteers serve as qualifiers, who are the first to meet prospective patients. Front Desk Volunteers are the face of the agency and our everyday supporters. These are just a few of their roles as they help VIMJAX function smoothly for the betterment of the clinic and our patients.

At VIMJAX, Volunteer medical professionals have the time to form relationships with patients and reconnect with the reasons they were drawn to healthcare. In FY2024, VIMJAX’s medical volunteers included 178 clinicians: 118 clinicians, 48 nurses (RN, LPN, MA, EMT), and 10 pharmacists. VIM’s 33 Specialists included 6 cardiologists, 8 dermatologists, 1 endocrinologist, 4 gastroenterologists, 1 surgeon, 2 gynecologists, 2 ophthalmologists, 1 neurologist, 2 psychiatrists, 1 oncologist, 1 rheumatologist, 2 nutrition specialists, and 1 urologist.



Top row, from left: Kim Marie Barbel Johnson, D.O.,
Susan D. Brandenburg, Ari Jolly, Amy P. Meyer

Second row, from left: Andrea P. Reyes, Pauline J. Rolle, M.D.,
Amanda Emery Stevens, Gladys P. Velarde, M.D.,

Bottom row: Davy Parrish, Dorion-Burt Heart of Gold Honoree

2024 Women with Heart raised
\$277,327

Many thanks to all our 2024 Women with Heart
for their hard work and support for Volunteers
in Medicine Jacksonville!

2023-2024 VIM VOLUNTEERS

Dr. Michael Acevedo Monsanto

Alesia Adams

John Aguilera

William Ahrens RN

Dr. Rashid Alhusain

Lauren Allen

Dr. Leo Alonso

Reagan Alonso RN

Emily Alvarado

Dr. Mohamed Antar

Dr. Loyal Antoury

Dr. Carlie Aurubyn

Deborah Azcuy

Ellen Balanky RN

Dr. Varun Bansal

Dr. Clara Barranco

Dr. Ramez Barsoom

Lynn Bauman

Victoria Bayne

Suerta Benga

Kyrie Bernardi RN

Aida Bibart

Dr. Sabrina Billings

Courtney Binaco

Roxie Blue

Angelina Borisen EMT

Catherine Bosco

Pierre Boucard

Megan Boxell

Danielle Boyett

Erica Bradner

Dr. Bhaumik Brahmabhatt

Christina "Brooke" Brandenburg

Rebecca Brewer

Elaina Brindis

Carley Bryant RN

James Burns

Jim Burt

Lou An Busk

Liana Cannarozzo

Timothy Cannon EMT

Ann Carey

Dr. Chris Chase

Mulekwa Clarke RN

Dr. Gerardo Colon Otero

Dr. Anthony Concilla

Sunnie Confiado RN

Dr. Kenneth Conrad

Peggy Conrad

Michael Corrigan

Amy Coutant RN

Adam Cripps RN

Jennifer Croft

Deborah Crumb PharmD

Emma Curley

Ethan Dano

Barbara Darby

Jon DeBardleben

Dr. Lorvens Decosma

Christina Demps

Ishaan Desai

Dr. Christopher DeStephano

Vincent Doan RN

Dottie Dorion

Marie Dorneval

Evan Dorrian EMT

Sherry Dotson RN

Margaret Douglass

Kevin Duane PharmD

Anita Dunford

Dr. Rachel Dykes

Esinam Ekpeh

Dr. Aya Elalfy

Dr. Samantha Espinosa

Stephanie Fish

Braysila Ford EMT

Stephanie Forhan RN

Jennifer Forrester RN

Jenna Friedman MA

Dr. Marcia Funderburk

Dr. Philip Gaillard

Dr. Santiago Galeano Lovera

Eduardo Gallardo RN

Dr. Nina Garas

Jerile Gonzales Cunanan

Susan Gornto

Dr. Sanjiva Goyal

Dr. Lewis Gravely

Latonya Green APRN

Amy Grob RN

Carol Grysko RN

Brianna Guinn

Lisa Guo

Dr. Yacob Habboush

Donna Michelle Hargraves

Alicia Harrell

Caryon Harris

Dr. Nichole Henkes

Melinda Henry

Dr. Hazem Herbly

Dr. James Higgins

Carolyn Hinckley

Marietta Hodges

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Dr. Alexander Howell

Dr. Steve Hsu

Amy Huveltdt

Dr. Amber Isley

Dr. Brittany Jackson

Courtney Jackson EMT

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Maia Jones RN

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Pattie Lamell RN

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Sheryl Larosa RN

Theresa Lee

Tara Leigh RN

Dr. Ilene Levenson

Shelley Lindsey RN

Dr. Lauren Loeb

Timothy Loftis APRN

Li Loriz

Carolyn Lovejoy

Dr. Steve Lovejoy

Adraine Lyles PharmD

Laine MacWilliam RN

Dr. William Mai

Raphnee Manning

Dr. William Maples

Maira Martelo
 John "Jack" McElroy
 Mary McElroy RN
 Ken McEnergy
 Linda McEnergy
 Dr. Blake McKinley
 Wayne McKissick PharmD
 Dr. Karen McNeely
 Dr. Abigail Meckley
 Nikki Mejido
 Dr. Pamela Melera
 Linda Mello RN
 Ricaina Metayer
 Matthew Miel
 Dr. Michelle Militello
 Dr. David Miller
 Grace Min
 Dr. Tyler Mistretta
 Kaye Moody RN
 Helen Morse
 Leslie Motoya RN
 Dr. Rachel Murray
 (Andrew) Mark Mutz EMT
 Dr. Neha Narula
 Hannah Nguyen
 Dr. Induja Nimma
 William Nimo PharmD
 Dr. Vincent Ober
 Joseph Obiagwu EMT
 Dr. Otto Ohm
 Dr. Sheila Okere
 Dr. Caroline Olson
 Cathye Onur
 Dr. Sina O'Sullivan
 Laurie Page EMT
 Tiffany Palmer
 Dr. Christopher Parker
 Asmi Patel
 Bina Patel RN
 Jyot Patel
 Dr. Parita Patel
 Kiara Perez EMT
 Helen Perry APRN
 Dr. Kevin Peterson
 Levi Pickel RN
 Paula Pierce

Erin Pinckard
 Dr. Marie Plante
 Theresa Pola
 Dr. Akilah Pope
 Barbara Potter
 Maggie Poulsen RN
 Aishwarya Pradeep
 Sala Pradhan APRN
 Tom Prince RN
 Dr. Andres Ramirez
 Ayana Ray EMT
 Dr. Juliana Raymaker
 Gina Reynolds RN
 Dr. Bria Rice
 Tracey Robinson PharmD
 Amanda Rodriguez
 Gianfranco Rosa
 Maybriitt Rozycki
 Dr. Hasan Saleh
 Dr. Leslie Salomone
 Maelle Sanchez Charles RN
 Heidi Sanders
 Dr. Adam Sandin
 Karina Santos EMT
 Susan Savayano
 Samuel Schineis
 Dr. Artur Schneider
 Donna Schneider RN
 Dr. Tim Schneider
 Robert Schreck
 Dr. Dylan Scott
 Dr. Brian Shapiro
 Donna Shelton APRN
 Dr. Raymond Silbar
 Kaleb Sims
 Harjun Singh
 Dr. Rex Siu
 Celestine Smith RN
 YaSheika Solomon
 Rose Speas
 Dr. Nancy Staats
 William Starke PharmD
 Dr. Jason Starr
 Dr. Timothy Sternberg
 Joshua Stewart
 Taneva Stokes RN

Isabel Suazo
 Anita Taylor
 Dr. Kevin Tayon
 Otha Thrower PharmD
 Dr. Paola Torres Laboy
 Bi Trac
 Huyen Tran
 Linh Tran
 Dr. Paul Travers
 Kasimara Turner
 Evelyn Tyler RN
 Dr. Goyal Umadat
 Dr. Edward Urban
 Martha Valent
 Laura VanCuren RN
 Isabel Vasquez
 Sharia Vaughn
 Dr. Maria Vazquez Roque
 Leilanie Vega
 Jeffrey Viau RN
 Dr. Priyanka Vijapura
 Barbara Vitsky
 Jeffrey Vongjesda APRN
 Catherine Wallace
 Dr. Jing Wang
 Lisa Strange Weatherby
 Destiny Webb
 Jessie Wei EMT
 Elise Welle
 Dr. Gary Weltman
 Jeremy West
 Kirsten Whaley
 Shamara Wilburn
 Andra Wilke
 Candace Williams PharmD
 Dr. Claire Wilson
 Jennifer Winn RN
 Tamara Witherspoon
 Dr. Timothy Woodward
 Sara Woolsey APRN
 Sol Wynter
 Tiffany Yarbough
 Dr. Eric Zuberi

FY2023-2024 CLINIC ACTIVITIES

1,226
QUALIFIED
PATIENTS

5,419
APPOINTMENTS

2,810
ACTIVE
PATIENTS

1,045 UNIQUE
PATIENTS

311 well woman
EXAMS



4,262

NON-NARCOTIC PRESCRIPTION
MEDICATIONS DISPENSED

273 VOLUNTEERS

14,530

VOLUNTEER
hours served



\$346.78

AVERAGE COST
PER VISIT AT OUR CLINIC

\$23,221,770

COST OF SAVINGS

to the system by preventing our patients from visiting the ER
(Average ER visit cost \$4,290) x 5,419 patient visits.

Source: Health Planning Council of NEFL 2021 County Health Profile Report Leading ED Visits

FY 22-23 ACTIVITIES VERSUS FY2023-2024

ACTIVE PATIENTS
1,887 to 2,810 (48.9%)

NON-NARCOTIC PRESCRIPTIONS
3,016 to 4,262 (41.3%)

**PRESCRIPTIONS FOR DIABETES
AND HYPERTENSION**
1,270 to 1,855 (46%)

MAMMOGRAMS
318 to 539 (41.3%)

↑
INCREASES

FY2023-2024 CLINIC ACTIVITIES

In-Kind DONATIONS
AND SERVICES

\$2.7 million

DONATED MEDICATIONS
FY23-24: **\$1,178,368**



DONATED PROFESSIONAL FEES
FY23-24: **\$983,866**

DONATED LABORATORY
services: **\$69,579**

DONATED GIFTS-
GOODS: **\$43,031**

DONATED MEDICAL
supplies: **\$43,031**

337 new patient APPOINTMENTS **171** OPHTHALMOLOGY VISITS
153 RECEIVED FREE EYEGLASSES

MENTAL HEALTH **1,820** BEHAVIORAL HEALTH SCREENINGS
1,057 VISITS **439** VIA TELEMED
138 UNIQUE PATIENTS

3,016 PRESCRIPTIONS FOR CHRONIC CONDITIONS
that include diabetes, hypertension, and asthma

662 PRESCRIPTIONS for treatment of diabetes and 608 for hypertension
9 COUNTIES SERVED, (including one in Georgia)

925 RIDES TO APPOINTMENTS AND LABS
PROVIDED FOR FREE TO VIMJAX PATIENTS

2,810 PRIMARY CARE APPOINTMENTS

264 DERMATOLOGY APPOINTMENTS **539** MAMMOGRAMS

TOP VOLUNTEER CATEGORIES

40 RNS / **55** MD/DO PHYSICIANS

44 ADMINISTRATIVE VOLUNTEERS

11 DERMATOLOGISTS / **9** PHARMACISTS

16 QUALIFIERS / **12** EMTS

Our patient care exceeds national Healthcare Effectiveness Data and Information Set (HEDIS) performance measures for having timely mammograms and other cancer screenings, and for controlling their symptoms of hypertension and diabetes.



Percentage of primary care patients whose body mass index (BMI) was documented. *634 unique patients had an appointment. 634 patients had a BMI reading.*



Percentage of female patients 50–74 years of age who have had at least one mammogram to screen for breast cancer *in the past two years. 219 female patients between the ages of 50-74. 166 of those patients had a mammogram performed.*



Percentage of patients with a diagnosis of hypertension whose blood pressure was adequately controlled (<140/90 mm Hg). *266 patients with Hypertension Assessment. 184 hypertension patients had a normal BP of < 140/90mm HG.*



Percentage of patients diagnosed with diabetes (type 1 and type 2) with HbA1c Control (<8.0%). *134 patients with Diabetes Assessment. 82 patients had a A1C test result with 86 patients with Diabetes < 8%.*

.....



Percentage of patients diagnosed with diabetes (type 1 and type 2) who have received an eye exam *in the past two years. 134 patients with Diabetes Assessment. 77 patients had an eye exam.*



Percentage of patients diagnosed with diabetes (type 1 and type 2) monitored for nephropathy within 12 months. *134 patients with Diabetes Assessment. 126 patients had nephropathy screening.*



Volunteers in Medicine Jacksonville is **the only** full service clinic in Northeast Florida that provides free quality medical care for those who work, but are unable to afford the high cost of health insurance or expensive doctor visits.

With **273 volunteer** volunteer doctors, nurses and other professionals we provide free primary care and **over sixteen medical specialties** under one roof to treat these conditions:

- Cancer
- Prediabetes & Diabetes
- Asthma
- Hypertension & Blood Pressure
- Mental Health
- Diseases and Conditions Related to Women's Health
- Diseases and Conditions Related to Men's Health
- Conditions that Cause or Lead to Pain
- Flu, Colds and Other General Health Concerns



South San Marco: 3728 Philips Highway, Suite #34 | Jacksonville, FL 32207 | **904.399.2766**

West Jacksonville: 5927 Old Timuquana Rd. | Jacksonville, FL 32210 | **904.539.3020**

VIMJax.org

Volunteers in Medicine Jacksonville, Inc. is a 501(c)(3) charitable organization (EIN# 75-3002172)

Find us on Social Media at: **VIMJax**

