





2024
IMPACT REPORT











# **OUR VISION**

To ensure every man, woman and child in Southern Nevada has access to health care.

### **OUR MISSION**

To provide quality health care and support for people without access to health care in Southern Nevada within a culture of compassionate caring.

### **OUR VALUES: T.R.U.S.T.**

- **T Teamwork:** Working with one another as a part of a team, treating fellow staff members with respect and acknowledging that each staff member is a valuable member of the whole.
- **R Respect**: Treating those we serve and with whom we work with compassion, demonstrating a high regard for the dignity and worth of each person.
- **U Urgency:** Working in accordance with the urgency of situations that may arise, making sure matters are prioritized and taken care of in a timely manner.
- **S Service:** Going beyond expectations of one's duties in order to serve our patients in the best way possible.
- **T Transparency**: Being honest and communicating clearly, demonstrating integrity and straightforwardness. Demonstrating the ability to communicate in a way that fosters a shared understanding.

# **OUR SERVICES**

### A Culture of Compassionate Caring, Trust and Giving

Since 2010, VMSN has provided high-quality, comprehensive health care to members of our community who need our help. These individuals are typically low-income earners whose jobs don't include access to health insurance. They make just a little too much each month to qualify for Medicaid, but don't make enough to afford health insurance.

As a nonprofit health organization, VMSN provides care and support at no cost to these individuals who are falling through the cracks of our health system. We are able to do so because of the many caring health care practitioners and other individuals who volunteer their time to help our neighbors in need, and because of the generous financial and in-kind service contributions given each year by businesses, foundations and individuals.



#### 2024 FISCAL YEAR AT A GLANCE



#### **HIGHLIGHTS FROM 2024**

14,083 Total Patient Service Encounters Completion of Pharmacy Expansion Launching of the Kirk Kerkorian School of Medicine **UNLV** Community Clinic

**MEDICAL** 

8,175 Appointments 1,385 Unique Patients

453 Mammogram Screenings

132 Cervical Cancer Screenings

376 Colorectal Screenings 1,022 Vaccinations

144 Maternity Care Patients





#### **DENTAL**

12,344 Dental Services 2,944 without x-rays **483** Unique Patients Seen 1,064 Screenings & Cleanings

1,497 Cavity & Periodontal Care 143 Replacement & Correction \$1,451,012 Total Value of Services

#### **PHARMACY**

116 Prescriptions Dispensed Daily 23,196 Total Prescriptions Annually \$7,289,154 Value of Prescriptions





#### SOCIAL & BEHAVIORAL HEALTH

230 Therapy Appointments 1,429 Care Coordination Appointments



500 Number of Volunteers 20.264 Total Hours \$500,000 Total Value





#### **PHILANTHROPY**

\$2,358,135 Gifts & Pledges \$2,335,533 Grant Dollars \$2,728,095 In-Kind Donations

#### **LOCATIONS**

Ruffin Family Clinic 1240 N. Martin Luther King Blvd., Las Vegas, NV 89106

Paradise Park Clinic 4770 Harrison Dr., Las Vegas, NV 89121

702-967-0530 • Online Donations: vmsn.org

#### **FOLLOW US**



Volunteers in Medicine of Southern Nevada



VolunteersinMedLV



The true measure of a civilization is how willing people are to help others discover their dignity. We rise by lifting others.

My husband produced a documentary called The Spirit of Ubuntu, meaning "I am because we are. We are because I am." It emphasizes our interconnectedness and the positive impact we can have on our communities. VMSN is a reflection of how people can unite to support those in need and create meaningful change.

Our free clinic is a medical home, offering wrap-around care, including medical visits, medications, dental services, behavioral health, and social services. But healthcare goes beyond physical care. Mental health, loneliness, and isolation are also critical factors in a person's well-being. Nevada is the loneliest state in the U.S., and loneliness is a significant health determinant. At Volunteers in Medicine, we assess every patient's mental health. To address this, we've launched the Institute of Spirituality and Health Center, offering essential life skills like meditation, yoga, and wellness seminars to build resilience.

Modeled after the Texas Medical Center's Institute of Spirituality and Health, our center provides mindfulness programs for patients and staff to better cope with loneliness and isolation. Research shows that hopelessness negatively impacts health outcomes, and spirituality can be a powerful remedy for depression.





Our Social and Behavioral Health Department regularly evaluates patients for depression, hopelessness, and loneliness, enabling us to better address their overall well-being. Our priority is helping patients achieve and maintain optimal health.

At Volunteers in Medicine, we believe everyone deserves dignity, a sense of belonging, and the opportunity to reach their potential. By providing compassionate care and hope, we help patients discover their true potential. We are proud of our work but are committed to doing more. We invite you to join our dream of a community united by love, compassion, and hope. These values are our North Star.

Florence Jameson

Board Chair and Founder

It is with great pride that we report VMSN making tremendous strides in 2024. Key advancements that have transformed our wraparound services include 1) the addition of state-of-the-art dental equipment helps us offer more comprehensive and efficient dental services, 2) pharmacy expansion ensures we deliver critical medications for better health outcomes for our patients and learning opportunities for more pharmacy interns, and 3) the launch of free prenatal care services support expectant mothers with proper medical care, reducing the time that babies spend in NICU. These improvements are a direct result of your unwavering support, and together, we are making a profound difference in the lives of those we serve.

Desiree Zapinsky, RN
Chief Executive Officer

### HISTORY OF VMSN

In 2008, a group of visionaries recognized a significant community problem; many southern Nevadans did not have any access to affordable health care. At the time, there were more than 400,000 men, women, and children in Clark County, NV who lacked access to medical treatment. That was about 20% of the Valley's population. Our community needed a solution for our uninsured neighbors in need.

The uninsured are unlikely to have access to health care outside of the emergency room. Uninsured adults are more than 30% less likely than insured adults to have an annual checkup. They often go without screenings and preventative care, and are more likely to be diagnosed with a disease in an advanced stage such as diabetes and hypertension. People with diabetes who do not have health insurance have 60% fewer physician office visits and are prescribed 52% fewer medications than people with insurance coverage—but they also have 168% more emergency department visits than people who have insurance.

After much research and planning, our founders decided to replicate a national model of free care which harnesses the collective will of the community to come together and compassionately serve their neighbors in need. Created in 1994 by Dr. Jack McConnell, Volunteers in Medicine opened its first clinic in Hilton Head, South Carolina. This scalable national model has grown to include 94 Volunteer in Medicine free clinics and is now part of the National Association of Free and Charitable Clinics (NAFC).

Founded in 2008, Volunteers in Medicine of Southern Nevada (VMSN) was created to serve the low-income, uninsured children and adults living in southern Nevada who do not qualify for Medicaid and are unable to afford private health insurance. Even with the advent of health care reform, it is currently estimated that approximately 350,000 Nevadans are still without access to health care.











# **BOARD OF DIRECTORS**



Dr. Florence Jameson, MD Founder and Board Chair



Frank "Gard" Jameson Co-founder and Treasurer



Philis Beilfuss Registered Nurse



Shazad Contractor Certified Public Accountant and LMFT



Conor P. Flynn Associate General Counsel, Optum Health



Juan Carlos Garcia General Manager, Casino Royale



Rebecca Edgeworth, MD Medical Director and Assistant Professor, Touro University



Eric Schmacker Plan President, CEO, SilverSummit Healthplan



Elizabeth Buechler, MD



Gabriela Wyett VP Healthcare Business Banking, Nevada Commissioner on Minority Affairs



Jason Gray VP Government Affairs, MGM Resorts International

# **SENIOR LEADERSHIP TEAM**



Desiree Zapinsky, RN Chief Executive Officer



Michael O'Hanlan, MD Medical Director



Danait Fessahaie, MPH Volunteer & HR Director



Lariza Soto, LMSW SBHIS Director



Samson Yimamu, PD Pharmacy Director



George Ibrahim, DDS Dental Director



Jeanette Duncan Finance Director



Joan Klein, RN Director of Nursing



Tommy Thompson Operations Director

### **STAFF**

#### **Medical Department**

Left to Right: Joan Klein, RN, Stephanie Wyman, RN, Arlene Lopez, Melissa O'Donnell, RN, Adriana Ortiz, Christian Alverez, Ariel Lopez, Manuel Herrera, Maritza Tiros Garcia, Dr. O'Hanlan, Desi Zapinksi, RN



#### **HR** and Volunteer Department

Left to Right: Yesenia Castro Lopez, Danait Fessahaie, MPH, Paula Diaz



**Pharmacy** 

Brenda Ruan, PT, Samson Yimamu, PD, Camila Martinez, Senior PT



**Dental Department** 

Dr. George Ibrahim, Annali Contreras, Kayanna Smith, Neda Valdez







**Eligibility Department** 

Aileen Garrido, Sarah Hall, Sintia Murillo-Chavez







Rhonda Blond Meyer, Lacey Frantz

#### **Operations Department**

Tommy Thompson, Pierre Malloy

### **MEDICAL SERVICES**

#### A CULTURE OF COMPASSIONATE CARING

Our Ruffin Family and Paradise Park clinics provide our patients with adult and pediatric preventative, chronic, and acute primary medical care. We also offer women's care, pediatric checkups and immunizations, colorectal, breast and cervical cancer screenings, and laboratory and imaging services. In addition, we offer on-site specialty clinics in collaboration with a comprehensive network of in-house, referral, and residency program providers.

#### **SPECIALTIES WE OFFER**

**Obstetrics** 

and Gynecology

Dermatology
Geriatrics
Orthopedics
Immunology
Pediatrics
Infectious Disease
Internal Medicine
Nephrology
Neurology
Pophthalmology
Pediatrics
Podiatry
Psychiatry
Pulmonology
Rheumatology

8,175 Appointments

1,385 Unique Patients

1,022 Vaccinations

376 Colorectal Screenings

Women's Health

453 Mammogram Screenings

144 Maternity Care Patients

**132** Cervical Cancer Screenings

**FY2024 Medical Service Highlights** 

# PHARMACY SERVICES

The pharmacy inside the Ruffin Family Clinic provides eligible patients with access to medications and medical supplies to treat a variety of life-threatening conditions, including diabetes, asthma, heart disease, high cholesterol, hypertension, infections, depression, and other illnesses. In conjunction with the Roseman University School of Health Sciences College of Pharmacy, VMSN offers one-on-one medication management consulting for patients. Additionally, the pharmacy is a training site for Roseman University Intern Pharmacists for 240-hour rotations, and PIMA Pharmaceutical Techncians. They send their students on rotation to be exposed to practical pharmacy practice.

#### **FY2024 Pharmacy Service Highlights**



### DENTAL HEALTH SERVICES

The expanded Ruffin Family Dental Clinic team offers comprehensive oral health care services and includes both full- and part-time professionals. We've strengthened our capabilities by adding a dedicated full-time dentist that allows us to provide a full range of dental services.

The NV Energy Foundation Oral Health Clinic is our newest addition and is strategically located alongside our Paradise Park Medical Clinic. This facility focuses on both pediatric and adult oral hygiene, while the Ruffin Family Dental Clinic specializes in more advanced dental procedures.

We have also introduced cutting-edge technology to our services. Our state-of-the-art 3D printer enables us to craft high-quality upper and lower dentures, as well as custom crowns. The new Planmeca Mill allows for precise milling of porcelain crowns and bridges, significantly enhancing the quality of our restorative services and reducing lab fees. To further improve patient care, we have the Vatech handheld X-ray device, which offers greater convenience and comfort during diagnostic imaging.

Our dental services are provided by a dedicated team of VMSN dental staff and volunteers, with potential future collaborations with UNLV School of Dental Medicine, College of Southern Nevada, and Roseman University. This collective effort ensures the highest standard of care while fostering the development of future dental professionals.

### **FY2024 Dental Service Highlights**

12,344 Dental Services483 Unique Patients Seen1.064 Screenings & Cleanings

1,497 Cavity & Periodontal Care143 Replacement & Correction\$1,451,012 Total Value of Services



# SOCIAL & BEHAVIORAL HEALTH INTERVENTION SERVICES

VMSN's Social and Behavioral Health Intervention Services department provides patients with access to care coordination, individual therapy, and group intervention services. Our care coordinators develop patient-centered care plans to connect patients to internal and external resources that will improve their overall health and wellness. Patients are seen for a variety of issues, such as food insecurity, legal concerns, child care needs, transportation barriers, domestic violence, history of trauma, mental health needs, history of substance abuse, and financial insecurity. Our behavioral health team provides individual therapy to assist patients in effectively navigating distress related to depression, anxiety, trauma, grief and loss, and/or daily stressors while developing positive coping tools.

### FY2024 Social & Behavioral Health Intervention Services Highlights



230 Therapy Appointments

**139** Educational Support Visits

1.429 care coordination appointments

1.149 depression screening

# **EDUCATIONAL AFFILIATE PARTNERS**

Arizona College of Nursing

College of Southern Nevada

Herzing University

Nevada State University

Northwest Career College

Pima Medical Institute

Touro University, Nevada

University of Nevada, Las Vegas

University of Nevada, Reno

United Education Institution

Texas Woman's University

Roseman University of Health Sciences

Simmons College



Nellis Air Force Base Family Practice Residency

The Valley Health System Family Medicine Residency

University of Nevada, Las Vegas

- Family Medicine Residency
- Internal Medicine Residency
- Pediatric Medicine Residency

Mountain View Family Medicine Residency

### **SPONSORS**

Ruffin Family

**Engelstad Foundation** 

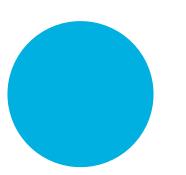
Tony and Renee Marlon Charitable Foundation

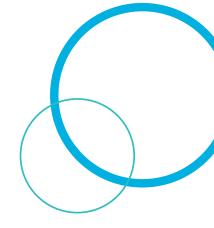
Intermountain Health

San Manuel Band of Mission Indians

**NV Energy Foundation** 

Delta Dental





### PATIENT TESTIMONIAL

Maria, a 56-year-old woman from Cuba, faced a series of daunting health challenges when she and her husband, Luya, arrived in Las Vegas in 2022 to join their son. Diagnosed with melanoma, pre-diabetes, arthritis, and hypertension, Maria's health seemed overwhelming. However, thanks to the unwavering support of Volunteers in Medicine of Southern Nevada (VMSN), she feels transformed.

From the moment they stepped into VMSN, Maria and Luya were welcomed with warm smiles starting with the Eligibility Department. The medical and social behavioral staff made sure they had everything they needed. "We were welcomed by every person here," Maria recalls. "The providers, staff, and volunteers treated us with respect, love, and kindness."

Despite their numerous health issues, Maria and Luya found solace and exceptional care at VMSN. Maria's pre-diabetes is now carefully managed through regular monitoring, and her melanoma is in remission. The arthritis and hypertension that once plagued her are now under control, allowing her to lead a more productive life.

In addition to managing their chronic conditions, Maria and Luya also received transformative dental care. Thanks to Dr. Ibrahim, VMSN Dental Clinic Director, and his dedicated team, Maria now has partial dentures, and Luya has full dentures. "At VMSN, we even got a new smiles," Maria beams.

The comprehensive and compassionate care at VMSN not only restored their health but also their independence. "Everyone here treated us like family," Maria says. "If it weren't for VMSN's unconditional support and help during our most difficult time moving from Cuba, we would not be able to work." Now, with their health restored, both Maria and Luya have found employment and no longer need VMSN's services, though they remain eternally grateful.

Maria's message to VMSN is one of profound gratitude and encouragement: "Keep up the hard work, and the world will be a great place!"

In Maria's journey, we see the transformative power of community and compassionate healthcare. VMSN provided not just medical support but a lifeline, helping Maria and Luya navigate their new life in Las Vegas with dignity and hope.

#### LUYA PEREZ AND MARIA RODRIGUEZ





Luya and Maria with Dr. Ibrahim













# **VOLUNTEERS**

VMSN's service model is a testament to the power of community collaboration. Every volunteer brings unique qualifications to help our patients, whether by providing a diagnosis or offering a friendly welcome at our front desk. Our volunteers come from diverse backgrounds and contribute varied skill sets that are essential to our work across administrative, dental, medical, OBGYN, pharmacy, and social services departments.

Our healthcare professional volunteers enable us to provide life-changing support to patients who need it most. They represent every stage of the healthcare journey, from students, interns, and residents to practicing professionals and recent retirees. Their expertise and empathy empower patients to improve their health.



**500** Number of Volunteers

20,264 Total Hours

\$500,000 Total Value



"Volunteers do not necessarily have the time; they just have the heart."

- Elizabeth Andrew

Our volunteers also include community leaders, students, and good Samaritans who want to give back. They assist with patient care by serving as scribes, interpreters, eligibility assistants, and more. These individuals contribute out of the goodness of their hearts, and many are aspiring healthcare professionals themselves, making VMSN an important part of their journey. We are proud to prepare the next generation of healthcare professionals.





### PATIENT TESTIMONIAL

AUNG HTET AND DAUGHTER, YOON MAY

Patients since 2024



Aung and his young family had just escaped the civil war in Myanmar to live with his aunt in Las Vegas when his 9-year-old daughter, Yoon May, complained of breathing difficulty. Deeply concerned and unsure where to turn, Aunt Grace, having heard about Volunteers in Medicine of Southern Nevada (VMSN), urged Aung to seek their help. With guidance from VMSN, they navigated the eligibility process, and soon the entire family became patients.

Yoon May was promptly seen by Dr. Lausanne Orendain, a compassionate volunteer pediatrician at VMSN. Recognizing the seriousness of her symptoms, Dr. Orendain referred Yoon May to the Children's Heart Center. There, in June, she received a diagnosis of Patent Ductus Arteriosus (PDA), a congenital heart defect requiring specialized care.

Not long after this initial visit, Aung found himself back at VMSN with Yoon May, who was now suffering from fever and vomiting. Understanding the urgency, VMSN swiftly arranged for her to receive immediate care at the emergency room. It was a critical moment that highlighted the invaluable support and rapid response that VMSN provides to its patients in times of medical crisis.

Reflecting on their experiences with VMSN,
Aung expressed profound gratitude. "VMSN has
meant everything to us," he shared earnestly.
"Everyone here is so kind and caring, especially
towards my daughter. It means a lot because starting
a new life in a new country has been incredibly
challenging. The respect and support we receive
from VMSN make all the difference."

For Aung and his family, VMSN not only offered essential medical care but also a sense of belonging and compassion during a time of upheaval and uncertainty. As they continue their journey in Las Vegas, they find solace in knowing that they have a dedicated community at VMSN standing alongside them, providing both medical expertise and heartfelt support.

# **PHILANTHROPY**

Supporters of VMSN not only believe in our vision and mission but also see the value of our services. Good health is priceless. Unfortunately, for so many in our community – good health is out of reach because they simply cannot afford it. It is the generous support of our donors that has led to thousands of patients finally achieving better health by accessing health care services at VMSN.

One act of generosity can fund an abundance of health care that positively influences the health and wellbeing of countless patients. Learn more about how you can help by exploring all the different ways to give.

### **FY2024 Philanthropy Highlights**

**294** donors

**\$804.270** gifts & pledges

**\$1,648,838** grant dollars

**\$2,239,006** in kind donations

80% on programs and services

20% on management and fundraising

















### PATIENT TESTIMONIAL

Originally from Ethiopia, Tigst has called Las Vegas home for nearly 15 years. Before moving to Las Vegas, she worked as an accountant, but here she's been able to work as a casino dealer, which she enjoys. The couple feels especially grateful for VMSN, which has been a cornerstone in their lives for the last year while Tigst was pregnant. From the moment she was just three weeks pregnant, VMSN provided exceptional care. Now, with their baby thriving at six months old, they reflect on their journey with immense gratitude.

"VMSN has been a godsend for us," says Berhanu, Tigst's partner and the baby's father. "The care here has been outstanding, and everyone has been incredibly kind, helpful, and considerate. Given the high cost of healthcare, we honestly don't know what we would have done without this support."

They extend heartfelt thanks to Dr. Jameson and Dr. Buechler for their guidance during the prenatal phase, which ensured both Tigst and their baby stayed healthy throughout the pregnancy. VMSN has made a tremendously positive impact on this new family's lives and they cherish every moment with their bright-eyed little one.

Meet Raul, a Las Vegas resident since 2001. Two decades later, Raul and his wife, Guadalupe, celebrate not just their 23-year marriage but a purposeful life they've built with four children and the adoration they reserve for their grandchildren, aged 3 and 1.

Amidst this joyous family life, however, Raul faced a heartbreaking challenge: phantom pains in his legs, remnants of amputations. Until discovering VMSN, his medical care had been limited to necessary surgeries, without the ongoing attention his health demanded. The clinic became a source of hope, where compassionate care merged with professional expertise.

Raul was daunted by being diagnosed with diabetes, hypertension, and high cholesterol as well. However, thanks to VMSN's comprehensive treatment approach that includes medication and education, his health has turned a corner. His A1C levels went from a high of 12.7 to 6.6 within a

year, a testament to the efficacy of the treatments and the invaluable diabetes education classes offered by VMSN.

For Raul, VMSN isn't just a clinic; it is the key to his livelihood and emotional wellbeing. "Without the care I receive here, I wouldn't be able to work, and all I would do is suffer at home," he acknowledges with heartfelt sincerity. The clinic's support doesn't stop at medical care; it extends to empowering Raul to get a job and maintain it and contribute to his family's well-being and to society.

Their story encapsulates the essence of VMSN: a sanctuary where compassionate care meets medical excellence, and where every patient, like Raul, finds not just treatment, but a renewed lease on life.

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#### TIGST ABREHA AND BABY

Patients since 2023





Patients since 2023



### **COMMUNITY PARTNERS**

Access to Healthcare Network
Adopt A Vet Dental Program
Advanced Lighting Services Inc.
Affordable Concepts Inc.
AlphaGraphics
Andrew Family Foundation

Andrew Family Foundation Babies Bounty

Binion Family Foundation
Blackbook Media

Boys and Girls Club

Bridge Counseling Associates
Bristol Myers Squibb Foundation

Casino Royale

Catholic Charities of Southern Nevada

Children's Heart Center Nevada

Cirugia Sin Fronteras (Surgery without Borders)

Cleveland Clinic Lou Ruvo Center for Brain Health

Clinical Pathology Laboratories (CPL)

Compliance Alliance

Delta Dental

Desert Radiology

Dignity Health – St. Rose Dominican

**Direct Relief** 

Dispensary of Hope

DolcRX

Dream Big Nevada

**Engelstad Foundation** 

EyeCare4Kids, Nevada

Goettl

Governor's Office for Consumer Health Assistance

Healthy Technology Solutions (HTS)

Hilco Electric

Holland and Hart

Intermountain Health

JQF Designs

J. Stuart Haldan Charitable Foundation Jewish Family Service Agency

Las Vegas Clark County Library District – ESL courses

Las Vegas Metropolitan Police Department

Las Vegas Urology

Latino Youth Leadership Conference

Legal Aid of Southern Nevada

Lionel Family Trust

LMC Pathology Services

Lyft

Make the Road Nevada

Mexican Consulate

MGM Resorts International

Mi Familia Vota

Mobile Crisis

Mondays Dark

Nevada Cancer Coalition

Nevada Eye Physicians

Nevada GrantLab

Nevada Legal Services

Nevada Pep

Nevada Senior Services

Nevada Welfare - NEON Program

**NV Energy** 

Optum Health

Palomino Consulting

**Project Marilyn Puentes** 

Pueblo Medical Imaging

**Quality Care Consultants** 

Rake & Blow Landscaping

Red Rock Fertility

Rize Credit Union

RTC - Paratransit Program

Safe Nest

S.A.F.E. House

San Manuel Band of Mission Indians

Shrine of the Most Holy Redeemer

Silver State

Silver Summit Healthplan

Small Business Association

Smith Family Foundation

Southern Nevada Adult Mental Health Services

Southern Nevada Health District

Southwest Gas

Spread the Word Nevada

State of Nevada, Health & Human Services

Steinberg Diagnostic Medical Imaging Centers

Sunny Babies

Sunrise Hospital

The Cupcake Girls

The Harbor

The Just One Project

The Nelson Abdella MD Foundation

The Practice

The Ruffin Family

The Shade Tree

Theravada Mental Health

Thomas Dermatology

Thomas & Mack Company

Three Square

Tito & Sandra Tiberti Foundation

Tony and Renee Marlon Charitable Foundation

Tree of Life

United Way of Southern Nevada

University Medical Center (UMC)

**UNLV Immigration Clinic** 

UNLV Maternal Fetal Medicine Clinic

Valley Consortium

Vegas Golden Knights

Women's Health Connection

Werrierro riediiri eerineerier

Women's Resource Medical Centers of Southern Nevada

Wynn Foundation