

ANNUAL REPORT



Greater Bluffton
Jasper County
VOLUNTEERS IN MEDICINE



From the Executive Director



Pamela S. Toney
Executive Director

For 10 years, Bluffton Jasper Volunteers in Medicine has been caring for those in our community without medical insurance and access to quality health care. From the clinic's inception, it has been the goal of the BJVM Board, staff, and volunteers to care for our patients with respect and dignity. Our staff and volunteers have grown each year and with that growth the services we provide have increased. The clinic opened in 2011 with two primary care physicians, two nurses and a small group of caring volunteers. In 2021 we operate with 13 volunteer physicians, 22 volunteer nurses and over 40 administrative volunteers along with a paid staff of eight. It takes 67 medical and nonmedical volunteers to operate the clinics weekly. Medical services not only includes primary care but cardiology, gynecology, endocrinology, podiatry, mental health, optometry, and referrals to specialists in gastroenterology, orthopedics, acute care, surgery, and ophthalmology.

Because we are a true free clinic, we do not charge a fee for any of our medical services but rely on the generosity of the Greater Bluffton and Jasper County communities to meet our monetary needs. This help comes in the form of individual donations, support of our two annual fundraisers, and grants. With the continued hard work of our resource development department, we continue to seek funding sources not only to sustain our present medical services but plan for future growth.

"I wonder if the founding group of Bluffton and Jasper community members envisioned our growth and medical services at their first meeting in 2010. Please enjoy the following pages as we share with you the many accomplishments of BJVM!"

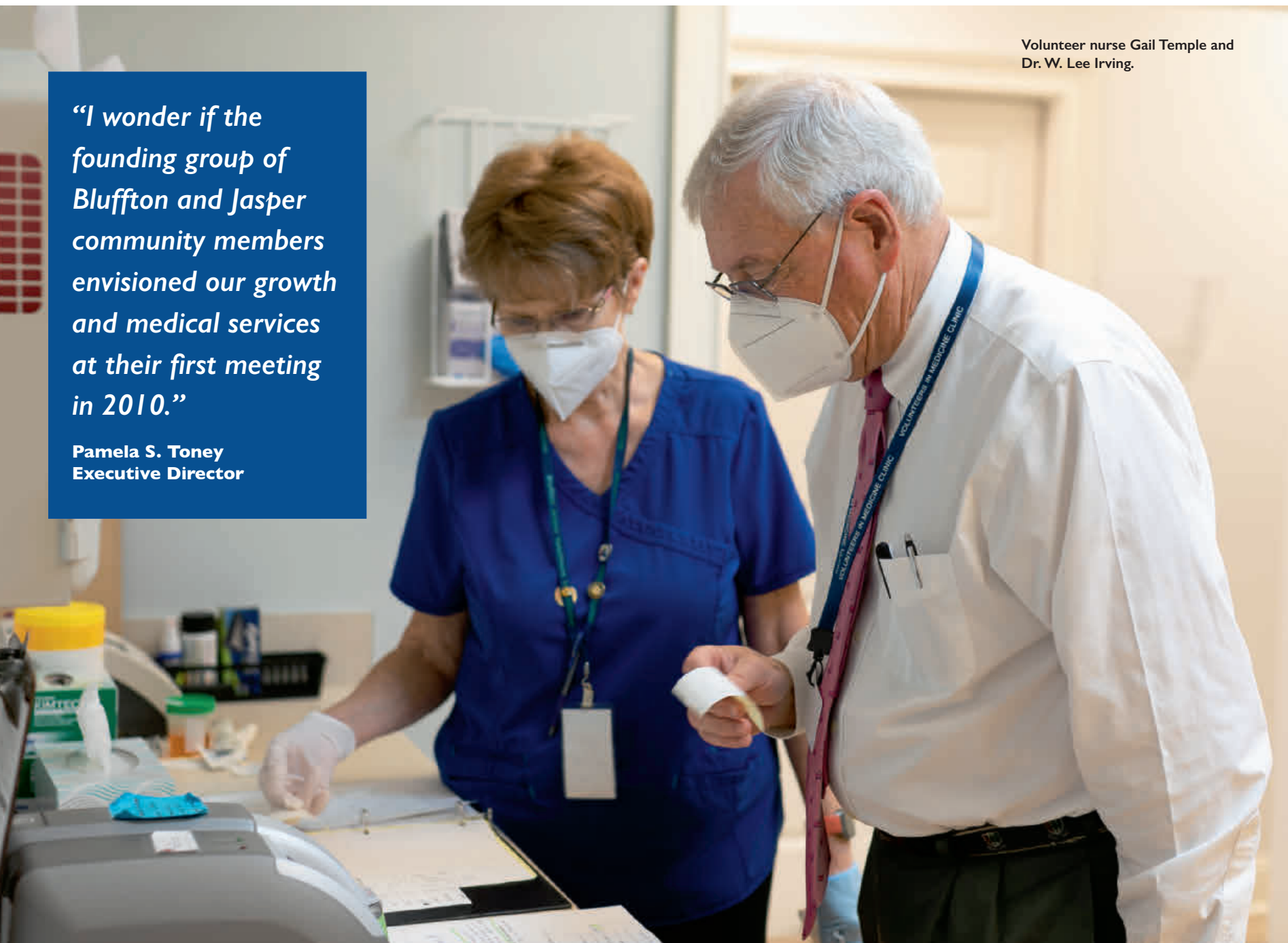
Sincerely,

A handwritten signature in black ink that reads "Pamela S. Toney". The signature is written in a cursive, flowing style.

“I wonder if the founding group of Bluffton and Jasper community members envisioned our growth and medical services at their first meeting in 2010.”

Pamela S. Toney
Executive Director

Volunteer nurse Gail Temple and
Dr. W. Lee Irving.

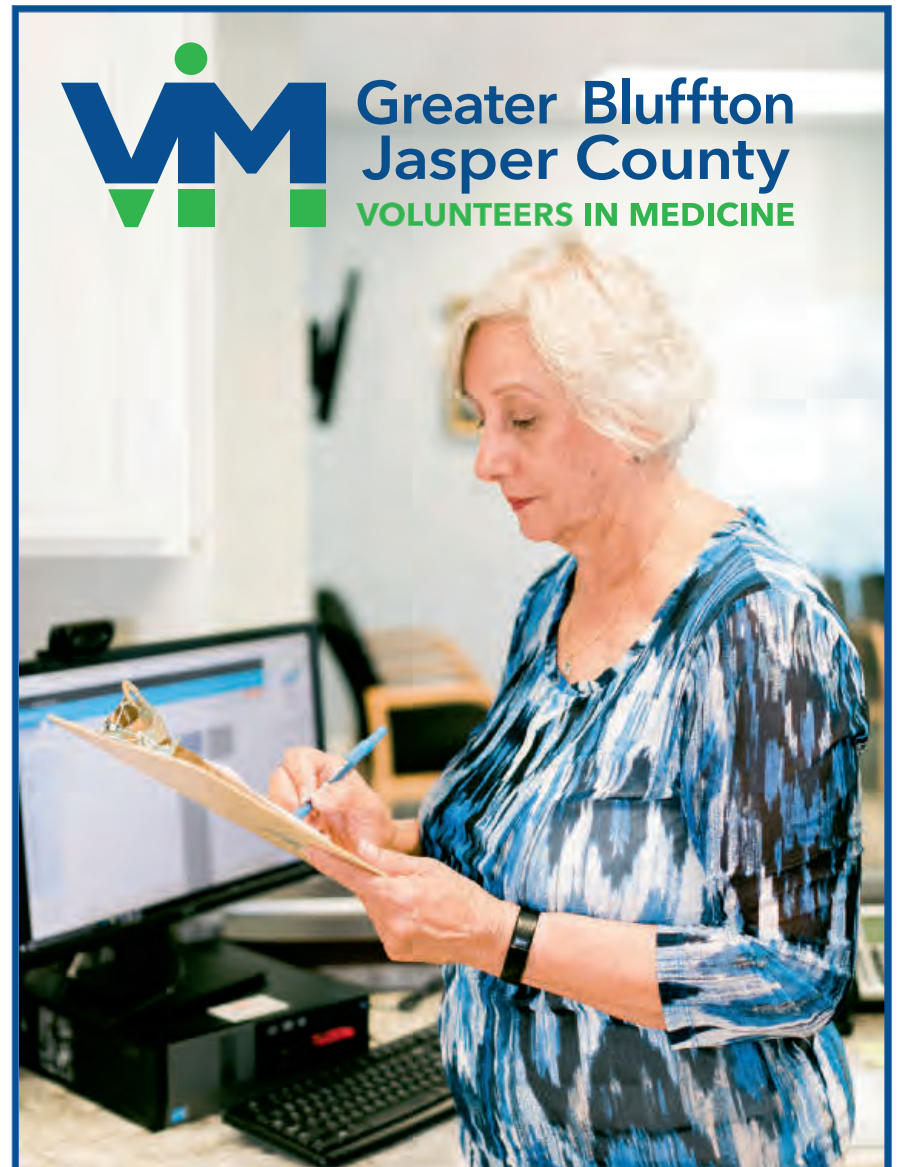


Mission Statement

To provide free medical care in a compassionate and professional manner to the uninsured of Greater Bluffton and Jasper County with an emphasis on preventative medicine and health education.



None-Dispensing Pharmacy



Volunteer Gail Thompson



T.B. Clinic



CPR Training



Diabetes Clinic



Volunteer Recruitment Event–Sun City



Statement of Organizational Values

Bluffton Jasper County Volunteers in Medicine lives out its mission by embracing these core values: Caring, Compassion, Commitment and Community. Grounded in our ties with the Volunteers in Medicine-America, these ideals encourage our actions to provide quality healthcare to those in need.



Administrative work



Dr. Harold Cross



Dental Office



BJVIM Board Meeting

BJVIM *Past and Present*

Volunteers in Medicine (VIM) began in Hilton Head, South Carolina.

In 1992, one out of three people who lived on Hilton Head Island had no access to healthcare. At the same time, several retired medical personnel (physicians, nurses, dentists) began expressing an interest in finding a way to continue practicing their profession on a voluntary, part-time basis to help those without access to healthcare. The VIM model emphasizes the use of retired medical professionals to provide quality healthcare services in free clinics which focus on serving the needs of the uninsured.

In 2010 a group of concerned citizens recognized the need for a free clinic that would serve the town of Bluffton and Jasper County. A group of volunteers headed by Joe Michalcewicz and Reverend Renty Kitty began meeting with others to explore this possibility. The National Volunteers in Medicine office was contacted and soon plans were underway with the help of many in the community. The Community Foundation of the Lowcountry, the South Carolina Free Clinic Association, BlueCross/BlueShield Foundation of South Carolina and the Bluffton Rotary were instrumental in providing the oversight, grants, and donations to begin the clinic.

On the day of dedication Dr. Jack McConnell, the original founder of Volunteers in Medicine joined state and local dignitaries to cut the ribbon on the opening of Bluffton Jasper Volunteers in Medicine Clinic!

In 2010, long range plans for the clinic included adding additional medical services, opening a non-dispensing pharmacy, providing mental health services, offering patient education, opening a satellite office in Ridgeland, and opening a dental clinic. With the help of over 60 community and national grants and community donations, these goals have been met. In addition, in 2018 with help once again from the Community Foundation of the Lowcountry, Palmetto State Bank and Palmetto Electric Trust, BJVIM purchased building 600 at 29 Plantation Park Dr. Bluffton, SC.

In the past 10 years, BJVIM has provided over 55,000 patient visits, referred over 1,000 patients for specialties appointments, provided almost \$10 million worth of medications and provided care to over 5,000 non duplicated patients. The hard work and dedication of so many volunteers has enabled the uninsured of Greater Bluffton and Jasper County to receive quality health care.



Jasper County Chamber of Commerce
2018 Community Service Award



Volunteer Luncheon



Say Boo to the Flu



Peggy Pantano, Volunteer of the Year 2016



Board Members helping at the new clinic



Thank You Coastal Community Foundation



Dental Clinic



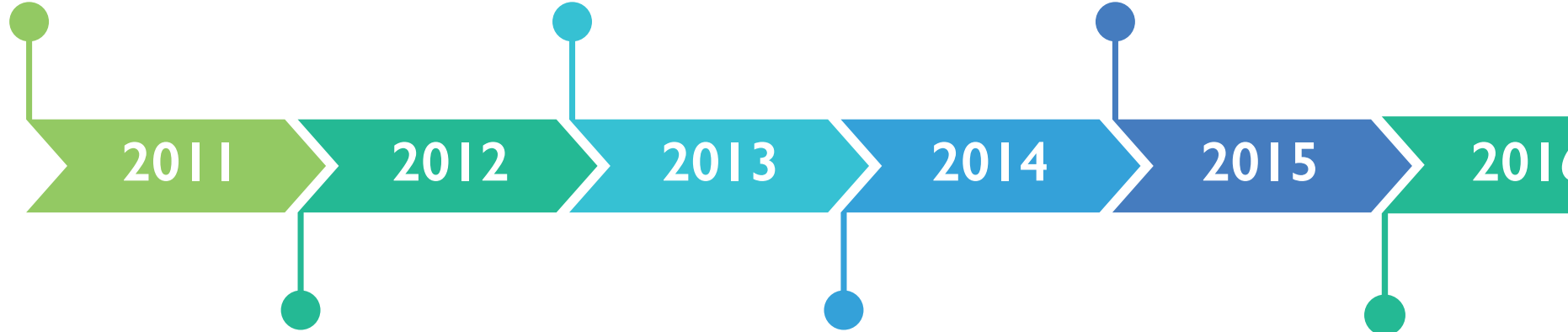
Opened the Clinic



Moved to Burnt Church Rd.



Annual Volunteer Training



Expanded services to
Cardiology and GYN



Hired first Nurse Manager



Opened the Ri



Established 3 Major Fundraising Events



Collaborated with MUSC for Retinopathy Testing



Opened the Magro Dental Clinic

2017

2018

2019

2020

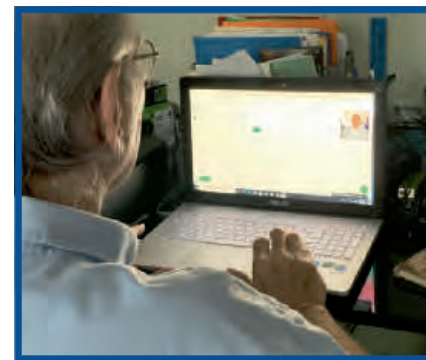
2021



Highland Clinic



Moved to Plantation Park



Began Telemedicine

Sustainability

As a free clinic we are not able to receive funds from the Federal government. This has remained true since we opened in 2011 with the exception of 2020 when we did receive money through the PPP funding during the COVID lock down. In exchange for not receiving Federal funds, we receive TORT insurance through the CDC. Annual budgets are met through fundraisers, grants and donations. In 2019, with a grant from the Community Foundation of the Lowcountry we were able to hire a resource development director and enlarge the resource development department to include the purchasing of Blackbaud/Raisers Edge; a robust donor management program.

Over 40 grants are written annually to both local and national funders. Bargain Box Thrift Store, Berkely Hall Charitable Foundation, Belfair 1811 Foundation, Wexford Foundation, Operation Colleton River, SC Physicians Foundation, BlueCross/Blue Shield Foundation, of SC. Coastal Community Foundation, Calhoun Station, Delta Dental, Truist Foundation, American Foundation of Family Physicians, are but a few of the grants that are received annually. These grants are usually for specific patient programs such as Women's Health, Imaging and services, diabetic care, and patient referrals.

Additional ways of generating income include the annual Christmas in July Weekend Get-Away raffle and the Bourbon & Bubbly Gala which net unrestricted income in excess of \$75,000.00

Community groups such as 100 Women Who Care with groups in Hampton Lake and Sun City have given us over \$25,000.00 for patient care. Local businesses continue to be supportive. Coastal Carolina Hospital, Subaru of America, Charter One, eviCore Health, State Farm Insurance, Nimmer Turf, Malphrus Utilities, Cleland Site Prep, J&S Construction Services, are some of our most loyal donors.

The community support from Greater Bluffton & Jasper County is the reason we have been able to expand services and succeed!.



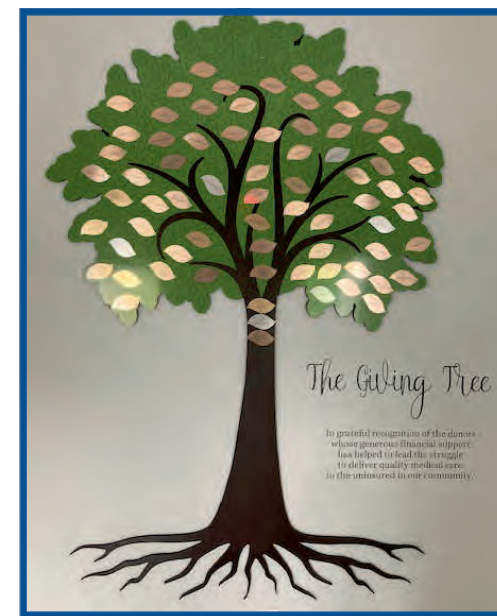
Resource Development Staff



100 Women Who Care-Hampton Lake



Subaru Share the Love Donation



Giving Tree



Bluffton Chamber of Commerce Event



Moss Creek Womens Association

Response to the COVID-19 Pandemic

The Covid -19 Pandemic impacted the lives of us all

and shaped the services delivered at Bluffton Jasper Volunteers in Medicine. From the closing of the clinic for in person visits to losing many of our volunteers, we had to re-organize, re-think and re-deliver quality care to our patients. Our first response after closing the clinic was to turn to the phone to deliver care. For three and a half months we were in constant contact with our patients via the telephone. When this service became too cumbersome, we began a telemedicine program. When we had trouble contacting our patients by phone, we began a robust text messaging program. We refilled prescriptions and consolidated a pickup time on Thursdays. We began a monthly walk-in diabetic clinic and collaborated with Bluffton Self Help to provide food to many of our struggling patients.

Yes, 2020 was a year of uncertainty, change and evaluation of our methods of operation. Throughout, our staff of dedicated medical and non-medical volunteers continued to provide outstanding medical care to those in our community without health insurance!

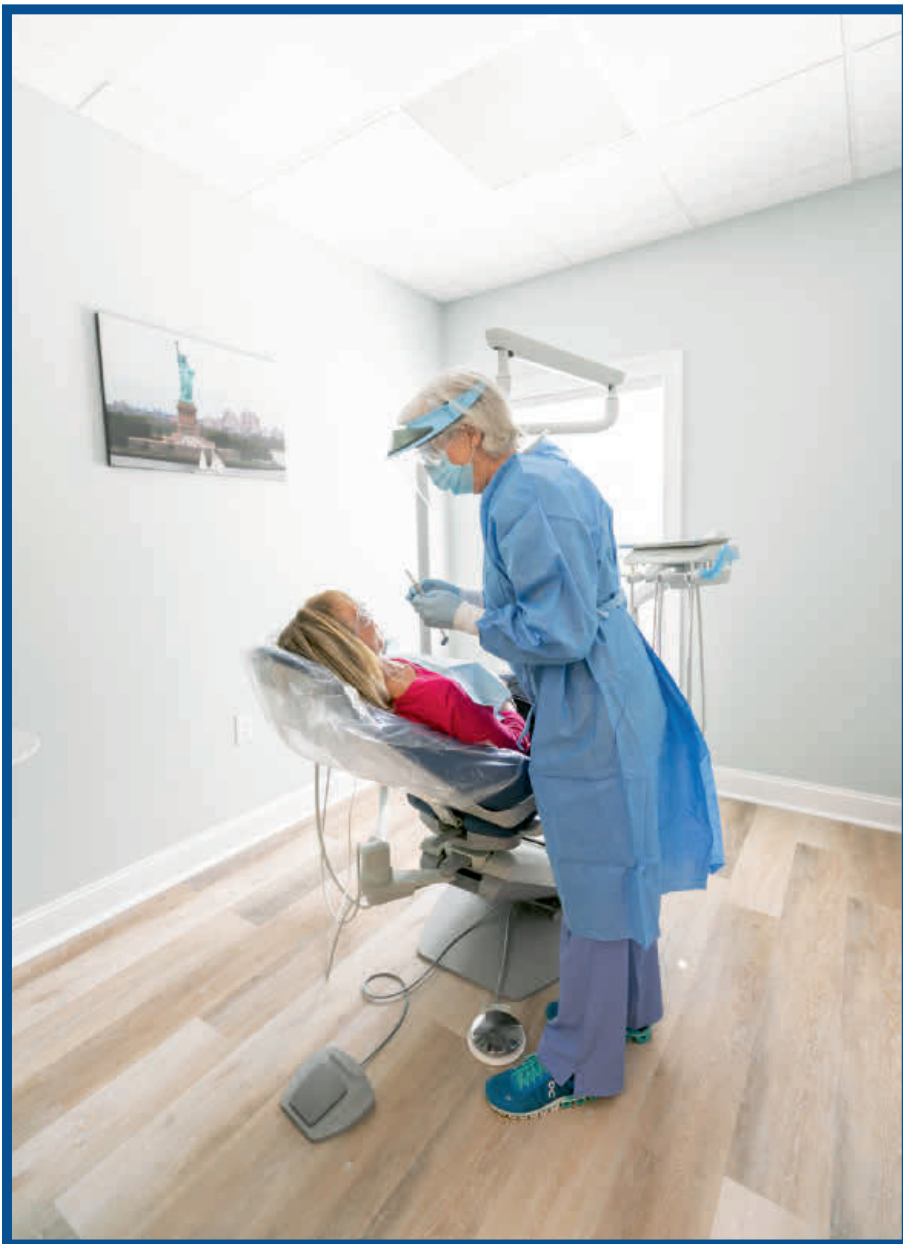




Volunteers at a Covid-testing site



Covid vaccination clinic



William and Sheryl Magro Dental Clinic

With a desire to help those in need, William & Sheryl Magro visited the clinic in 2019 to learn about the Bluffton Jasper Volunteers in Medicine and how they could help support our mission. After discussions it was decided their \$50,000.00 donation would be best used to initiate a dental program for our patients. Over the next few months \$350,000.00 was raised to design, construct and install a state-of-the-art dental clinic. Today the clinic houses two dental chairs, x-ray equipment including a free-standing panoramic x-ray machine, sterilization station, and computers. Initially patients will receive dental education, cleanings, simple extractions, and fillings. The Magro family continues to support the clinic enabling us to hire a part time dental hygienist.



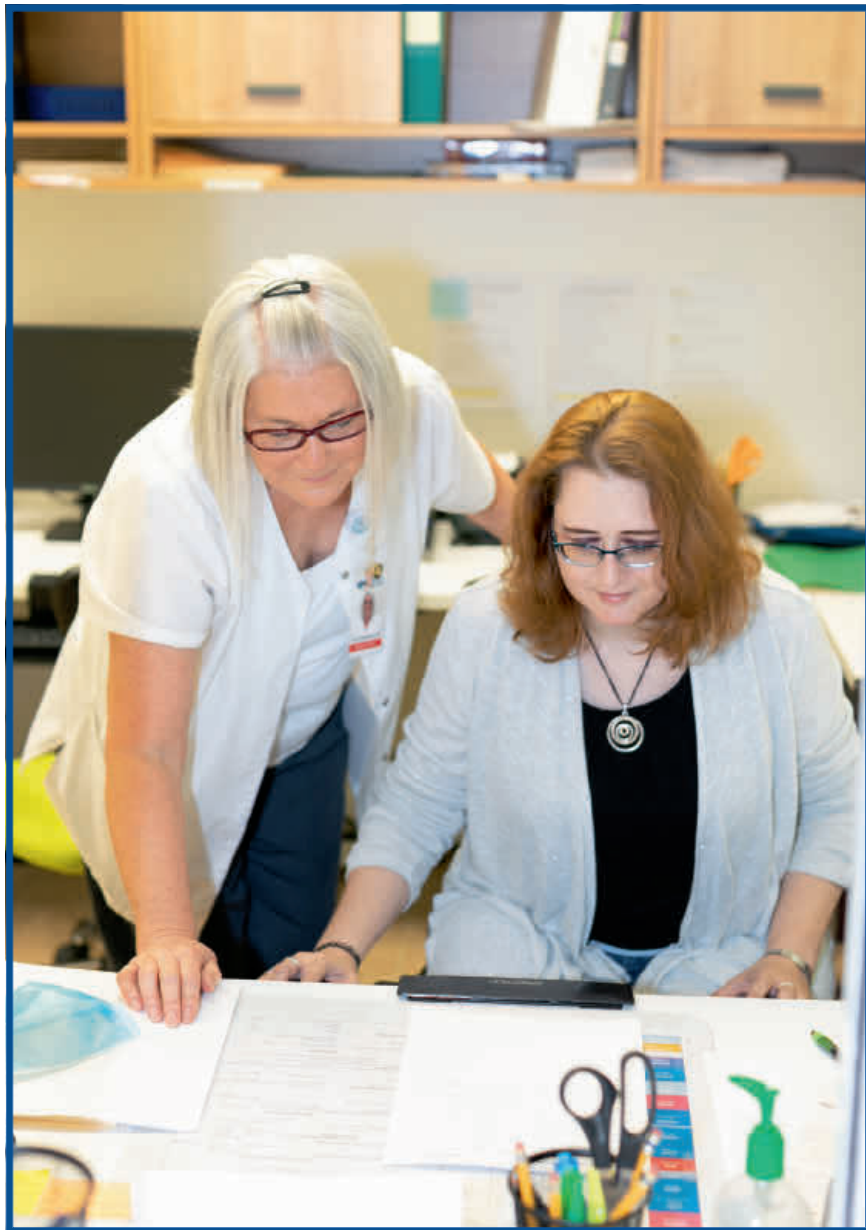
Dr. Barry Chudnofsky



Expansion of the Ridgeland Clinic

In 2021 an anonymous donor gave BJVM a gift of \$85,000.00 for the expansion of our Ridgeland Clinic. With this generous donation we have been able to hire a nurse, and receptionist/translator. We have upgraded our phone system, web page and purchased a telemedicine cart with peripherals to enhance our telemedicine program. In collaboration with the Pregnancy Center of the Lowcountry who occupies one of our exam rooms, the clinic will now be open four days a week delivering services in general medicine, cardiology, gynecology, podiatry, and optometry. Other services will include patient intake, nutrition counseling, and applications for pharmaceutical patient assistance programs.





Ridgeland Clinic volunteers



Words from our Board Chairman

Dear Friends of Bluffton Jasper County Volunteers in Medicine,

As I am sure all of you can appreciate 2020 was a trying time for all of us but especially for the Bluffton Jasper County Volunteers in Medicine (BJVIM). While we had to close for three months, during this time, our professionals still provided for the immediate needs of our patients including critical test and prescriptions. Pam Toney our Executive Director, Dr. Kathleen Casey our Medical Director, Ruth Spinello our nurse manager and others kept our clinic functioning through all the pandemic protocols.

By working with Coastal Carolina Hospital, BJVIM was able to get our volunteers and patients the COVID 19 vaccines. In addition, Beaufort Memorial Hospital provided vaccines to our clinics. Due to the relationships we have with our patients, these clinics were most successful.

In September 2011, BJVIM began offering patient care to the underserved in Greater Bluffton and Jasper County. As we celebrate our first ten years of this much needed care we can give thanks to our staff and volunteers for the exceptional outpouring of care they provide our patients. These services could not have been possible without the generosity of so many in our communities – we thank you for that. BJVIM was able to continue our work even during the trying times of the pandemic. As we celebrate our 10 years of service, please consider supporting the Bluffton Jasper Volunteers in Medicine as we look to the future.

Very truly yours,



G. Thomas Upshaw

Board Chair



Board of Directors



Chris Corkern & Quandal Gray



Rev. Renty Kitty
Ex Officio



Dot Jeger



Rich Reed



Dan Wood



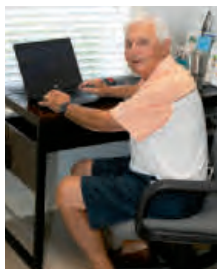
Alexina Harter



Martin Sauls
Ex Officio



Barbara Elbertson
Ex Officio



Joe Pantano



Christina Brzezinski



Laquandra Stevenson



Danny Henderson



Dr. Kathleen Casey
Medical Director



Pam Toney
Executive Director

Staff



Ruth Spinello
Nurse Manager



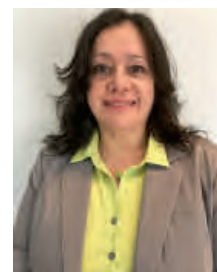
Lee McSavane
Office Manager



Dennis Toney
*Resource Development
Director*



Michelle Wallace
Ridgeland Nurse

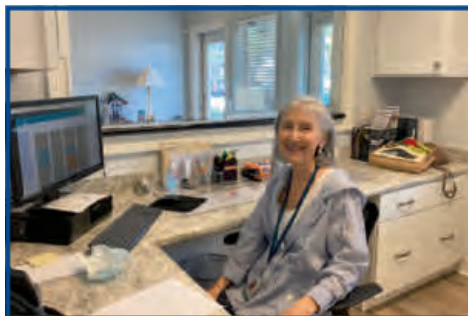


Raquel Solano
*Administrative Assistant
and Interpreter
Ridgeland*



Sara Carley
Receptionist Ridgeland

Volunteers



Why I volunteer at BJVIM

Since I retired over a year ago, I began to look for volunteer opportunities to use my newfound free time to help others. During my working years, I was busy with career and family but now, newly retired, I felt it was time to give back.

My neighbor mentioned to me that he volunteered at Bluffton Jasper Volunteers in Medicine (BJVIM) and found it quite rewarding. He suggested that I check it out. Not being a doctor, nurse or other medical specialist,

I wondered if it would be a good fit for me (my career was in Sales), but I visited the clinic anyway to see for myself. What I found were caring and passionate volunteers whose sole mission was to provide quality medical care for those who need it the most but cannot afford it.

It quickly became apparent to me that even though I have no medical background, my other skills and talents could be utilized in other areas such as Administration, Finance, Development or in other ways that require fulfilling the mission of serving the poor.

I would recommend BJVIM to those looking for volunteer opportunities. It is a special place that offers meaningful and rewarding use of the gifts that God asks us to share with the less fortunate.

Dave Faas



Recently, a dear friend sent me that quote. The understanding of which Jack McConnell writes is profound for me. I have realized that all my volunteer experiences have one common element. That is the recognition that my small role actually does make a difference in the lives of those we serve. When I am at the clinic, I forget the challenges in own my life. Instead, I ask myself how I might make the life of even one of our patients a little bit easier.

It is a cliché to say that I get more from my volunteer time than I give. Nevertheless, it is true. Whether it is the young woman who pulls a five-dollar bill from her purse and asks where the donation box is located, or the man who says, while choking back tears, that the people in our clinic quite literally saved his life, I witness this gratitude, generosity and hope with every hour I spend volunteering at BJVIM.

Martha Girardi



Throughout the whole of my life I have learned and relearned that it is only in service to others that we find and begin to understand ourselves."

Jack McConnell, MD
Founder of Volunteers In Medicine

Why I Believe in BJVIM



I believe very strongly in the work that BJVIM does for the underserved in our community. Having been a volunteer there I saw firsthand the needs and how this organization goes over and above to meet those needs. I have seen the expansion of the program to include additional sites and include dental services for our patients. These are the reasons I give to BJVIM.

Mary Bowers



My husband Bob and I were very blessed with wonderful jobs and good health insurance. We always financially supported our church and our favorite charities, but deep in our hearts we knew we could do a little more. After meeting Ray & Barbara Elberton and learning about BJVIM and the incredible work they do for the uninsured, we heard God's calling to help. When my husband passed in January 2021, I knew I wanted BJVIM to be the recipient of donations made in Bob's memory. I continued to support BJVIM and always will.

"Whatever you did for the least of these, my brothers and sisters you did for me" Matthew 25:40

Ida Isherwood



Not ready to stop being a doctor, I was among a large number of volunteers who got the project off the ground, saw some of its first patients and was, for a brief time, its first Medical Director. Since then, the clinic has grown in size and scope though its mission remains the same: the provision of basic medical and now dental care to uninsured patients in need. Knowing we are obliged to share our gifts and talents, our many volunteers and staff do so gratefully and with great satisfaction. PA students are taught as well and our patients, for their part, receive the acute and chronic care they need.

Dr. O'Malley

How You Can Help

Your one time donation:

- **\$125** provides one patient visit
- **\$250** provides a MRI or CT Scan
- **\$500** provides one month of medical and office supplies
- **\$1,250** provides 20 laboratory tests
- As a free medical clinic, we do not charge for services. Please consider a gift to provide quality health care to the less fortunate in our community. You can donate online any time.

bjvim.org or call **(843) 706-7090, ext. 110**

- You can automatically give to BJVIM through the Amazon Smile program. Amazon will donate 0.5% of the purchase price to your favorite charitable organization.

smile.amazon.com

- You can volunteer! BJVIM is always looking for medical and non-medical volunteers. For more information on how to become a volunteer, visit:

www.bjvim.org

- Volunteer orientations are held on the 3rd Thursday of each month from 3:00-4:00 pm at the Bluffton Clinic, 29 Plantation Park Drive, Building 600.



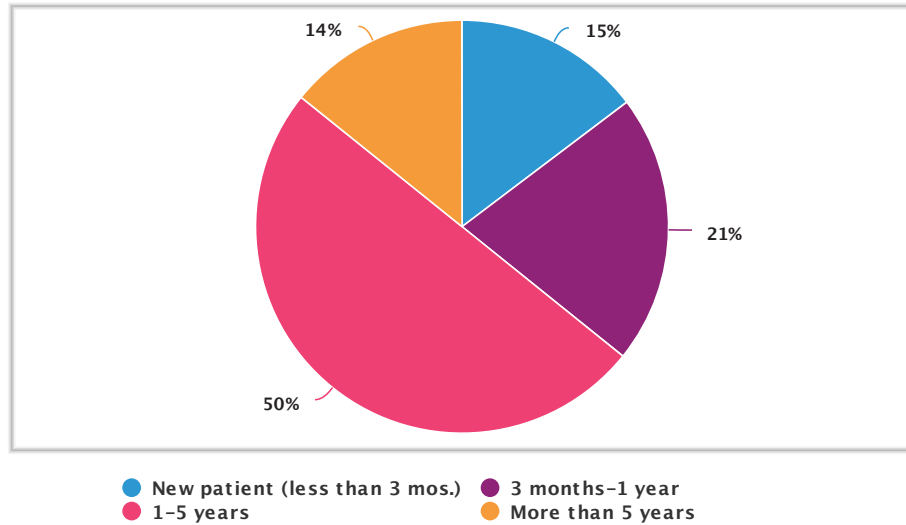
Did you know?

BJVIM made an impact on the Lowcountry's most vulnerable population in 2020. Here's how:

- 85 BJVIM medical and non-medical volunteers donated 6,701 hours of service valued at \$620,000.00
- 5,248 medical visits were completed at the clinics
- A monthly diabetic clinic was added to our services
- BJVIM now offers telemedicine appointments for our patients
- BJVIM Volunteers helped our local hospital to screen over 1,500 patients for the COVID -19 virus
- BJVIM established the Sheryl & William Magro Dental Clinic
- 5,291 prescriptions were dispensed valued at \$201,733
- BJVIM was awarded \$457,964 in community & national grants in 2020

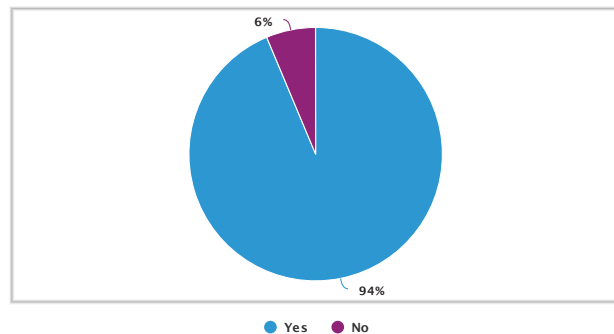
Patient Satisfaction

How long have you been our patient?

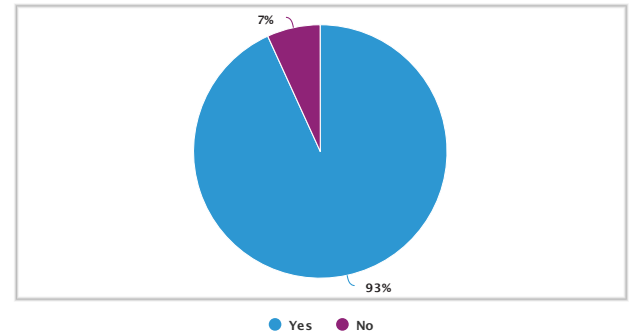


Do you consider us your primary care provider (or medical home)?

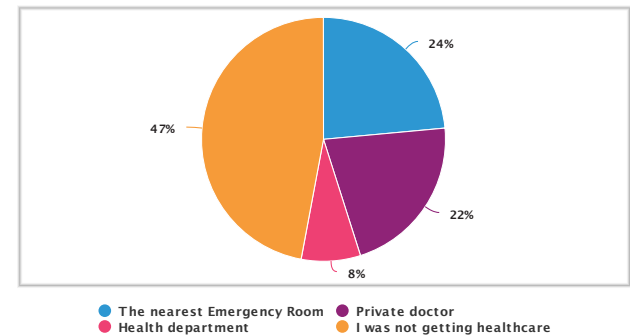
Do you consider us your primary care provider (or medical home)?



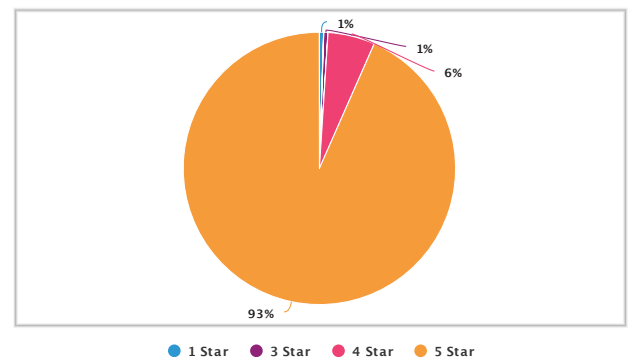
Do you feel your overall health has improved since becoming a our patient?



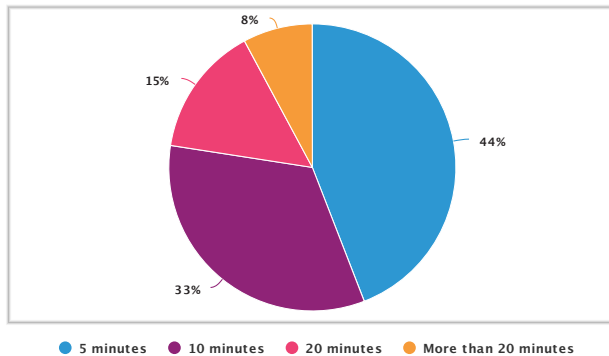
Where did you receive your healthcare before coming to our clinic?



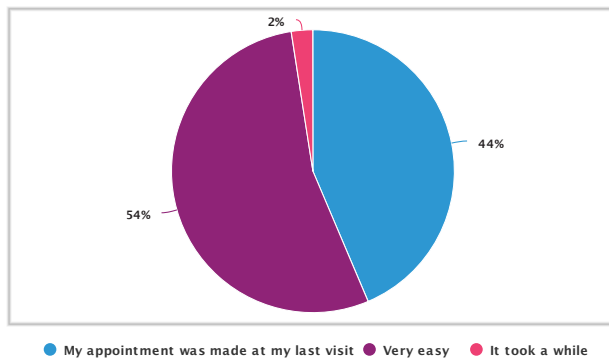
How welcome do you feel at our clinic (5 Star rating)?



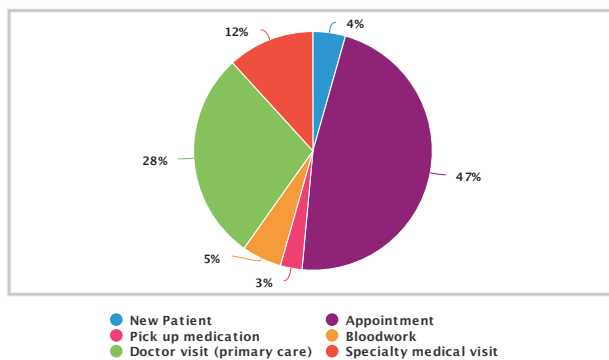
How long did you have to wait to see a doctor?



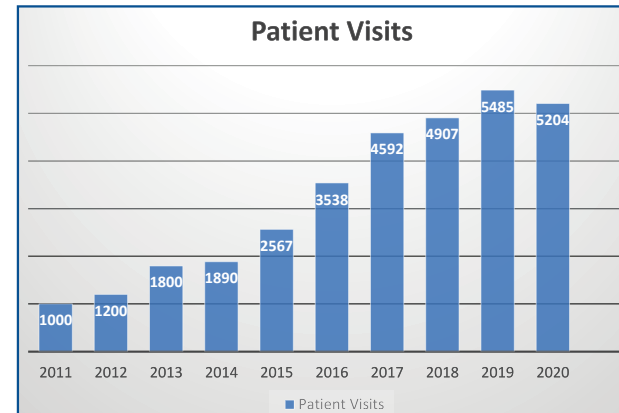
How easy was it for you to make this appointment?



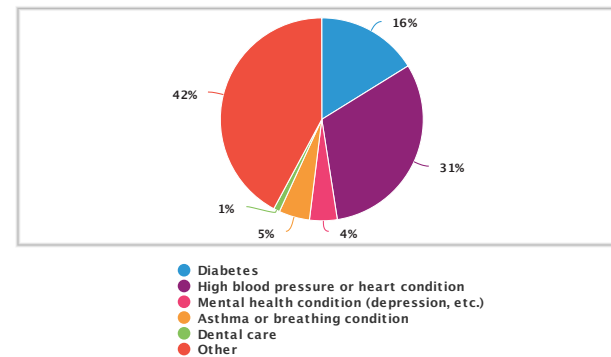
What was the reason for your visit today?



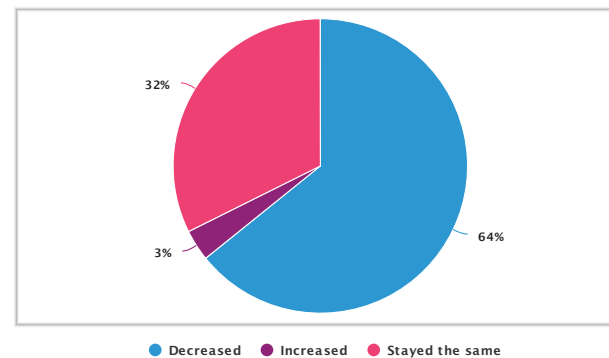
Patient Visits



What is your primary medical condition?



Has the number of your emergency room visits?





Bluffton Clinic
 29 Plantation Park Dr. Bldg 600
843-706-7090



Ridgeland Clinic
 11332 N Jacob Smart Blvd.
843-645-9090