



# The Heart of the Matter

Centre Volunteers in Medicine • 2520 Green Tech Dr., Suite D, State College, PA 16803 • 814-231-4043 • www.cvim.net • Fall 2011

## Making a Difference—Ken's Story



Having health care is one of those things that, when you don't need it, you don't think about it. However, when you do need it (even for the most minor needs), it's something that requires attention. If your employer provides a health care program, you simply follow protocol and if all goes well, you are good to go and on your way to feeling better. But for those without health care – those who might be self employed and cannot afford it, like myself, a medical issue can become a big deal and even more of a big outlay of money. This was, and is, my situation.

I make my career in the arts. I've been a self-employed artist most of my life, and now a published author of two books. It's been an awesome way of life, but I was never able to afford the high cost of health insurance. So when I needed medical attention a few years ago, I was out of luck. I had heard about Centre Volunteers In Medicine, that they offer free health care to those who can't afford it. But honestly, I thought it was only for the less fortunate or those on the fringe of society – certainly not me. That rather conceited opinion of myself was put to a halt when I picked up the phone and called CVIM because I needed help and had nowhere else to turn.

After a brief consultation with the person on the phone, I was scheduled for a meeting in which I would find out whether I qualified to be a patient – whether my modest income warranted help. You see, they do take care of the "less fortunate" and those on the "fringe," but they also look after folks

like me – able bodied, but not necessarily able to pay the high cost of health care. I qualified, which was a bit humbling (who really wants to know their income, or lack there of, warrants help), but at least I would get the attention I needed and be on my way to feeling better. But even with the grounding realization that I qualified, I still felt uncomfortable as I pulled into the parking lot for my appointment.

Would the services there be, like my income, good but not great? Would the doctor be less than qualified because he or she is "just a volunteer"? Would it be a production line where quantity ruled over quality? These thoughts swirled around my head as I opened the door. But upon entering, my concerns were immediately reduced as I was greeted with a friendly "Hi, welcome to CVIM" by one of the volunteers. I was then directed to the receptionist where I was greeted with another friendly face. So far so good I thought, but what about the medical services?

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## From the Director's Desk



Dear Friends,

Whether you have returned from your vacation or you're squeezing in one last chance to get away, chances are you've had at least one opportunity to slow down and relax a little. But NEED never takes a vacation. During the summer months, the demand for services at CVIM does not decrease. Our waiting room has been full and unfortunately, our waiting list continues to grow. And with the recent changes in the local economy, combined with the reduction of government funds available for health services, we do not see an end in sight.

The start of our new fiscal year has brought changes to our board of directors. We say good-bye to board members Grace Mulligan-Kurtz, Lee Myers and Nathan Elliott. Their guidance and leadership has contributed to the success of CVIM. We welcome Marlene Bannon, Susan Hartman, Rich Wisniewski, Bill Joseph, and Louise Sandmeyer to our board. It's an exciting time to join CVIM!

During the past year the CVIM Board of Directors worked long and diligently on a new Strategic Plan for 2011- 2014 with a focus on long-term sustainability so we may continue to do our good work. Over 80% of CVIM's budget came from the community in our last fiscal year. That percentage speaks volumes about the wonderful, caring community in which we live and work. It is only because of generous donors like you that we are able to carry out our mission to serve and advocate for the medically underserved residents of Centre County--our friends and neighbors.

Enjoy the final lazy days of summer as we head in to the fall and the excitement, the challenges, and the opportunities it brings to our area, our community, and to CVIM!

In gratitude,

Cheryl White  
Executive Director

## About Us

### Mission Statement

CVIM will serve and advocate for the medically underserved residents of Centre County.

### Vision Statement

All Centre County residents have access to health care.

### Contact Information

2520 Green Tech Dr.  
State College, PA 16803  
814-231-4043  
info@cvim.net  
www.cvim.net

### Board of Directors 2011-2012

Kay Salvino (Chair)  
Grace Gorenflo (Vice-Chair)  
Nicole L. John (Treasurer)  
Tom Cali  
Jim Connelly  
John Domico  
Joseph Faulkner  
(Emeritus Director)  
Janine Gismondi  
Susan Hartman  
William James, Jr.  
Bill Joseph  
Lauren Lubus  
Ted McDowell  
Louise Sandmeyer  
Richard Wisniewski  
Cheryl White  
(*Ex-officio*, Executive Director)  
Susan Youtz

### Wish List

Chlorox spray  
Copy paper  
Gift cards - Staples, Wegmans,  
Weis, Walmart or Giant  
Manilla folders - 3 tab  
Paper towels  
Pens, black or blue  
Post-it notes  
Stamps - first class postage  
Staples  
Tissues (e.g. Kleenex)  
Trash bags, 33 gal.

## Making a Difference—Ken's Story

*Continued from page 1*

After I was directed to the exam room, it was only a short time before the doctor arrived. If I could write a job description for the perfect bedside manner, it would be modeled after the physician that attended me. I couldn't have been made to feel more comfortable. He was a true professional with a true heart of compassion. He took his job very seriously, but also had a great sense of humor. All my trepidation and concerns quickly faded away in a conversation of health, well-being, and our mutual love for local craft brewed beer. I also really felt like I was being understood, and he was giving clear and sound advice. From that day on, I felt like CVIM was more about the care of one's health than any industrial "health care" provider could ever be. Since then I've even received dental care. And like the medical services, it's completely cost free, but not free of quality and compassion.

I'm blessed with a very healthy body – I rarely need medical attention. However, if that were to change, I have the peace of mind that these wonderfully compassionate, gifted, and selfless staff and volunteers would be right there to help. The docs and dentists are the best, and they want to give their best to the community. The Hippocratic oath that seems so far removed from the health care industry is a daily practice at Centre Volunteers In Medicine. I believe that anyone, regardless of their economic status or position in life that needs medical attention, has a place that will take them in and do their best to make them well. They did so for me, and I am very grateful. —Ken Hull

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## CVIM Board of Directors: Thank You & Welcome!

As we begin our new fiscal year, we bid a fond farewell and sincere thanks to three departing board members: Nathan Elliott, Lee Myers and Grace Mulligan-Kurtz. Nathan is employed in Finance at Mount Nittany Medical Center and was the chair of our facilities committee. Lee has been on the board since 2008 and is Vice President Community Health at Geisinger Health Systems. Grace, recently retired from Restek, has been active with CVIM since the clinics inception in 2001. She began her term on the board in 2002, most recently serving as Past Board Chair and Chair of the Human Resources Committee. We appreciate all that these valuable volunteers have done and will miss them greatly.

CVIM is proud to welcome six new board members: Louise Sandmeyer, Bill Joseph, Marlene Bannon, Susan Hartman, Lauren Lubus and Rich Wisniewski. Louise is the recently retired Executive Director of the Office of Planning and Institutional Assessment at Penn State. Bill is a Senior VP and Regional Commercial Banking Manager for First National Bank's Central Mountain State College Region. Marlene is Director of Operations at Geisinger Health Systems. Susan serves as CEO at HealthSouth Nittany Valley Rehab. Lauren is a Strategic Services Specialist, Penn State Hershey Medical Group of State College and Rich is Senior VP of Finance, CFO for Mount Nittany Medical Center. We welcome all six and look forward to having their expertise added to our talented board!

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## Welcome to Our New Providers

Centre Volunteers in Medicine is always thankful to greet new professional providers in our clinic. Please join with CVIM in welcoming three new doctors.

*Dr. Cynthia Alexander* is a graduate of the University of Pittsburgh School of Medicine. Dr. Alexander, an internal medicine physician, is married with 3 children and will be volunteering weekly at CVIM. *Dr. Fernando Tejada*, a dentist, is a graduate of SUNY at Buffalo School of Medicine. He lives with his wife and two children in State College. Dr. Tejada is working at SCI Rockview and volunteers twice a month. *Dr. Irphan Gaslightwala* is a Gastroenterologist for Geisinger. He is a graduate of Baylor College of Medicine and will be seeing patients once a month at CVIM.

Without the support of medical and dental professionals, CVIM would not be able to provide services to the thousands of Centre County residents we serve. Thanks to all our providers and welcome Drs Alexander, Tejada, and Gaslightwala to CVIM!



The 8th Annual Give Kids a Smile/Vision for the Future event saw more than 65 kids (ages 3-18) receive dental care, eye exams, and certificates for hearing exams. CVIM thanks our partners Pediatric Dental Care, Nittany Eye Associates, and Albrecht Audiology. Other sponsors include Colgate, Henry-Schein Dental, and Vision Benefits of America. More than 50 professional providers and volunteers donated services.



Patty Madore, wife of the late Dr. Richard M. Madore was presented a plaque recognizing the renaming of the CVIM Dental Clinic to honor Dr. Madore's outstanding efforts in the creation of the dental clinic. The dedication ceremony kicked off a fund-raising campaign for the clinic which raised more than \$75,000. Pictured are Cheryl White, Executive Director of CVIM, Kay Salvino, CVIM Board President, and Patty Madore.



Farewell to CVIM Medical Social Worker Jennifer Michaels, a long time employee of CVIM who began her career as an intern with case management. The farewell party offered a rare chance to photograph all of the CVIM case managers together. Pictured (front row) Elaine Jurs, Anne Cornell (back row) Ellen Houser, Shelley Murray, Kristi Mattzela, Jennifer Michaels, Nada Ottenstein, Janet Mitchell



Participants in the 3rd Annual Cycling for Care event head out for the Metric Century route on a beautiful Saturday morning. Thanks to Fairbrook United Methodist Church for providing CVIM with such a great location and facility to begin and end the routes. Thanks also to The Bicycle Shop, for donating the grand prize--a new bike won by Russell Bloom.

**Please Make a Donation to the Dr. Richard M. Madore Dental Clinic** cut here

Thank you for your donation to the Dr. Richard M. Madore Dental Clinic at CVIM. More than 36,000 Centre County residents are without dental coverage. Your donation will go to support those served by CVIM.

Enclosed is my gift of | \$500 | \$250 | \$100 | \$50 | \$25 | Other \_\_\_\_\_  
 (Note, you may also donate on-line at [www.cvim.net](http://www.cvim.net).)

Name \_\_\_\_\_ (Please complete information as you wish to be recognized.)  
 Address \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone \_\_\_\_\_ Email \_\_\_\_\_

Please charge my | VISA | MASTERCARD or | Check enclosed (payable to CVIM)  
 Card# \_\_\_\_\_ Exp. Date \_\_\_\_\_ 3-digit security code \_\_\_\_\_ Signature (required) \_\_\_\_\_

I do not need a thank-you letter from CVIM. | Please contact me about making a planned gift or bequest to CVIM  
 I would like my donation to remain anonymous.

**Thank you for your support of Centre Volunteers in Medicine!**

Donations can be made on-line or mailed to: CVIM, 2520 Green Tech Drive, Suite D, State College, PA 16803

Centre Volunteers in Medicine is a 501(c) (3) organization and its tax identification number is 25-1897969. The official registration and financial information of Centre Volunteers in Medicine may be obtained from the Pennsylvania Department of State by calling toll-free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement. Q311



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## Save the Date! 4th Annual Battle of the Minds

Which team will take home 1st place honors? Can the Nittany Bank Nit-Wits continue their reign as champs?

Mark **October 27th** on your calendar for the 4th Annual Battle of the Minds Dinner, Auction and Trivia Challenge! Join us and compete for the coveted 1st place medallion.

- Who is buried in Grant's tomb?
- When do we celebrate the 4th of July?

The evening is entertainingly fun, the food tremendous, and the money supports your Centre County friends and neighbors who are in need of medical and dental care.

For tickets, information on sponsorships, or to donate auction items, contact CVIM at 814.231.4043 or [www.cvim.net](http://www.cvim.net)



*Mensa Sponsor*

## Geisinger Expansion Provides Cost Savings to CVIM

In 2008 CVIM moved to our current facility located at 2520 Green Tech Drive. At the time, having come from very cramped quarters at the Easterly Parkway location, everyone wondered what CVIM would do with much of the new, additional space. While most of the space over time has been filled with various CVIM services such as medication distribution, private meeting rooms for case management services, the medical and dental clinic, record storage and common areas not to mention offices and break room, there have been times that we've questioned if space could be used more efficiently.

Geisinger Health Systems is expanding their offices next door and their expansion has presented CVIM with an opportunity! Reduce our square footage, give up some space to Geisinger for their expansion, and, in exchange, they will be remodeling parts of our remaining space to provide us with a more efficient clinic. Because of the reduction in square footage, this change will decrease our monthly rent which equates to a considerable savings for CVIM. It's a win-win situation for all concerned, most importantly of which are the patients. The construction, which is set to begin this fall, will minimally impact clinic space while allowing no disruption in the operation of the clinic. The new floor plan is on display in the clinic and all volunteers and staff are eagerly awaiting the improvements.