Securing the Future

Exciting news! CVIM now has a permanent home from which we can provide needed care and services long into the future. As many of you know, we have struggled with space limitations as our programs grew to accommodate the ever-increasing number of uninsured, low-income patients who seek medical and dental care at CVIM. In November 2013, after careful planning and due diligence, our Board of Directors approved CVIM’s purchase of the current building at 300 Lawrence Drive in which we have been renting 10,000 square feet. This strategic business decision has set the stage for CVIM to expand to provide the clinical, administrative and meeting space essential to high quality and personalized care that is the foundation of CVIM. While we will still have other ‘neighbors’ renting portions of our building, space will be reconfigured and changes are planned that will benefit our patients, volunteers and staff beginning this spring.

The expansion and renovation program will provide additional room for clinical, administrative, and support services, as well as meeting spaces for teaching and other group programs. When completed, our patients will benefit from…

- Expanded patient care services leading to an even more enhanced healthcare experience
- Additional patient exam rooms to insure timely access to care
- Improved onsite lab facility enhancing access for patients and clinical staff
- Expansion of wellness and education services
- Dedicated private space for eligibility screenings

During the renovation, we will continue operations at our current location without any disruption to services and programs.

We are very thankful to have the opportunity to expand and to respond to the needs of those we serve in our community. The purchase of our facility was made possible by many generous donors and supporters, who had the vision to conduct the Hope Chest Campaign to create a sustaining fund to secure our financial position for just this very day.

I am honored to share this news with the many individuals and companies that have very generously donated their expertise, talent and resources to make all of our dreams, and our mission, a reality. It is an exciting time for CVIM and I promise to keep you informed as we move forward with plans to renovate, expand, outfit and support the expansion of services and programs.

Our investment to secure the future of CVIM is a reflection of our commitment to serve those in need throughout our community. On behalf of the thousands of lives we will continue to impact as the safety net provider of free healthcare in Chester County – I gratefully say, thank you.

Maureen Tomoschuk
President and CEO
The front office team opens CVIM’s doors at 8am to patients already waiting to be seen. Scheduled appointments are checked-in, phone calls are returned to people seeking care, the ten medical exam rooms and the six dental chairs are filled with patients, eligibility screenings begin, a bus of school students arrive for their dental appointments and then, an unscheduled patient with a life threatening emergency enters the front door…

CVIM provides free care, but is not a walk-in clinic. With more than 100 patient visits provided every day, we have learned to anticipate that the unexpected will walk through the front door. Fortunately CVIM’s compassionate staff and volunteers have learned to master the art of juggling daily schedules to accommodate a patient in crisis. The first one is George…

Recently discharged from the hospital, George can barely walk. Suffering from a seriously infected foot wound, he is triaged by a nurse practitioner and brought back to see a specialty physician and wound care nurse. It is quickly determined that he is experiencing the complications of unmanaged diabetes and without adequate care is facing a potential amputation. The Chronic Disease Management team goes to work – a diabetes educator is called into the room for a counseling session, a medication therapy plan is established, follow-up appointments scheduled and the dispensary prepares his medications. This is all managed working around the already scheduled patient appointments.

Back up front, with a waiting room full of scheduled patients, Susan arrives for an emergency dental appointment. After a night of excruciating pain, the dental team has agreed to fit her into the packed schedule. She is quickly brought back by a dental assistant who takes x-rays. A dentist diagnoses a severe infection; she has broken anterior teeth and needs to have a molar extracted. The dental team treats the underlying infection and establishes a comprehensive treatment plan with future appointments scheduled for the extraction, restorative work and oral hygiene. Susan picks up her medications from the dispensary and thanks CVIM for being the only place she could turn for free dental care.

Over on the medical side, a nurse waits for Cecilia, who called earlier with debilitating stomach pain. Upon arrival, she is unable to stand due to the severity of her pain. The attending physician believes she has acute pancreatitis and recommends she go to the hospital immediately. Through CVIM’s partnership with a local hospital, they agree to provide Cecilia with an emergency CAT scan. Arrangements are made for a Spanish/English interpreter to accompany her. A medical technician quickly takes a diagnostic blood draw, while a social worker helps them make arrangements for the care of their three children. Cecilia ended up having her gall bladder removed and is now recovering from surgery.

These are just 3 of the “average” unscheduled emergencies CVIM handles on a daily basis. It is hard to describe the spirit in the hallways, as sometimes up to 60 clinicians, support professionals, staff and students work together to provide coordinated care to patients in need. It is a labor of love where neighbors help neighbors in need, made possible through the generous philanthropic support of the community and the individuals who choose to give their time, talent, and treasure. YOUARECVIM!
13th Annual CVIM Golf Classic

CVIM’s 13th Annual Golf Classic is scheduled for June 10th at Applebrook Golf Club in Malvern. Serving as CVIM’s premier fundraiser, the golf outing has helped to raise awareness, and thanks to our generous sponsors, players and many longtime volunteers more than $2.7 million in direct support for our programs and services.

CVIM is honored to have Daniel J. Hilferty, President and CEO of Independence Blue Cross as our Honorary Chair. The Co-Chairs for this year’s event are Betty Moran, CVIM founder and current Board member and Jeff March, President and CEO, Citadel. Additional information on the event is available on our website at www.cvim.org or contact Denise Mahal at dmahal@cvim.org or 610.836.5990 ext. 108. Don’t wait too long, our foursomes are quickly filling up!

New Dental Equipment

CVIM is exceedingly grateful to the Longwood Foundation, Welfare Foundation and The Scholler Foundation for their generous grant awards for the purchase of new dental equipment, including dental chairs and stools, fiber optic lighting, a high efficiency endodontic system and digital radiologic equipment. Once completely installed, this state of the art equipment, will help the dental team make a significant difference in the quality of care offered to our more than 2,000 dental patients.

COMMUNITY QUARTERBACK AWARD PRESENTED TO DR. PETER HILLYER

On March 19th CVIM volunteer Dr. Peter Hillyer was honored as one of eleven finalists to receive a Philadelphia Eagles Community Quarterback Award from the Philadelphia Eagles and Teva Pharmaceuticals. The award recognizes individuals who exemplify leadership, dedication and a commitment to improving the communities in which they live through volunteerism.

Dr. Hillyer received a personalized Eagles jersey and a $4,000 award for CVIM. In response to his award he humbly replied, “Actually for me, it is a greater pleasure to have the opportunity to serve at such a spirited facility dedicated to such important work.” Dr. Hillyer has volunteered at CVIM for 16 years and is a former member of the Board of Directors. Congratulations to our very own Community Quarterback!

DONATE ONLINE AT WWW.CVIM.ORG
HONORING CVIM VOLUNTEERS

Turning National Volunteer Week into a local celebration, CVIM was honored to recognize and thank our dedicated volunteers who selflessly help us provide healthcare to the most vulnerable in our community. From April 7th through April 11th we celebrated National Volunteer Week by providing more than 300 volunteers with donated food from community partners, surprise raffles and a small token of appreciation. This year we say thank you to the following businesses who helped to provide special meals and snacks for everyone the entire week: Arianna’s Gourmet Café and Catering, Burlap and Bean, Clay’s Creative Corner Bakery, Carlino’s, Citadel, Frankie’s Fellini Café, Jimmy’s BBQ, Jimmy Duffy’s Catering and Olive Garden.

In addition we thank Polka Dots Boutique (29 Leopard Road, Paoli) who hosted their 3rd “Girls Night Out” shopping event with a portion of all proceeds donated to CVIM. Rounding out the week was our semiannual Breakfast and Business medical meeting attended by County Commissioner Ryan Costello who personally thanked our volunteers for their dedication to the community.

Barclaycard Day of Caring

Thank you to the employees of Barclaycard who came to CVIM on Tuesday, March 11th for a day of caring, helping to give the clinic a “deep clean.”

LEARNING HEALTHIER HABITS

Representatives from the Penn State Extension Program visited CVIM for a month-long “Healthy Links” program this past winter. Working through CVIM’s wellness program, they provided a series of hands-on lessons and activities teaching CVIM patients how to prepare healthy, cost-effective meals on a limited budget. Our patients and their families enjoyed the opportunity to learn how to safely handle and prepare many healthy food options.

CHRONIC DISEASE MANAGEMENT CHANGES LIVES

What does your support mean to CVIM patients – ask Judy who came to CVIM suffering from heart disease, hypertension, and uncontrolled diabetes. She was quickly embraced by the clinical team who manage our Chronic Disease Management (CDM) program. After four months under their watchful care her diabetes is better controlled, she has lost 12lbs., is participating in a cardiac rehab program and most importantly learning the self-management skills to maintain the healthy improvements she has worked so hard to gain. Says Judy, “My CDM team at CVIM gives me more empathetic service and care than I ever expected to receive without insurance.”

The CDM program at CVIM is an in-depth comprehensive model of care that incorporates health and disease prevention education, teaching patients to take charge of their health and supporting them in making lifestyle changes. Our innovative and integrated approach promotes long-term results, access to prescription medication and wellness and education programs. However, the greatest impact of our comprehensive and personalized approach is on patients and families who gain the opportunity to live a healthier life and remain productive members of the community.