

THE LIVES WE'VE TOUCHED

2020
ANNUAL REPORT



EMPOWERING
OUR PATIENTS



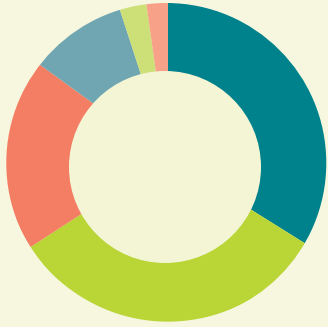
TEAMING UP
GETTING IT DONE



A LIFETIME
OF CARING

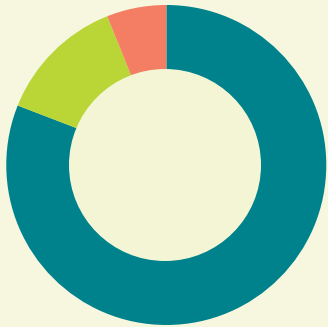


LEADING BY
EXAMPLE



WHERE THE MONEY COMES FROM

- 34% Foundations and Corporations
- 32% Donated Goods and Services
- 19% Individuals
- 10% Special Events
- 3% Government Grants
- 2% Other



HOW WE SPEND THE MONEY

- 81% Patient Care
- 13% Fundraising
- 6% Management/Administrative



CHALLENGES MET

CHANGES AHEAD

Resilient. Determined. This was the BVMI family in 2020. BVMI fought a pandemic and came out ahead. Patients still showed up for visits – mostly via telehealth – while facing scary times and enormous stress. Donors allowed us to put funds to work in the best ways possible. Staff mastered telehealth tools. Volunteers and community partners provided patients with medical care, education, food and more.

Now it's time to look ahead. Thanks to Bergen New Bridge Medical Center, our staff and volunteers are vaccinated. Our clinic has reopened, and we're catching up on annual physicals and well-woman visits. Telehealth has found its place, helping us better monitor patients with chronic conditions. These virtual appointments will also allow us to add patients without adding physical space. And we've hired another part-time nurse practitioner: a gerontologist who will help us expand services to older patients.

We've recruited some new doctors, but could use your help with outreach for more volunteer nurses! Please join us to spread that message.

We plan to reintroduce evening hours and begin Saturday hours later this year. Evolving use of new technologies will help us work more efficiently and integrate our on-site and telehealth programs. Expanding partnerships with social service agencies also remains a priority, because we know our patients do better, physically and emotionally, with access to "non-medical" resources that help with shelter, food and peace of mind. .

BVMI can now safely conduct some in-person fundraising events again, in addition to our virtual ones. Please visit our website to see what's coming up!

When you read the stories and examine the results in this report, you'll see how you helped us keep going in 2020. A simple "thank you" doesn't seem like enough, so consider yourself hugged. We could all use one of those right about now.

AMANDA MISSEY
President/CEO

MICHAEL FAUST, MD
Board Chair

THE LIVES WE'VE TOUCHED

We all need to feel connected to others. In 2020, the COVID-19 pandemic did its best to rob us of that. Instead, the best of the human spirit prevailed. BVMI's primary mission is to provide patients with quality healthcare, accompanied by compassion and respect. With creativity and your support, even last year's events couldn't stop us from doing that. Our patients received the medical care, social services and emotional support they needed. Our staff arrived at their jobs – even when the worksite was “home” – with a stronger sense of purpose than ever. Our volunteers were deeply moved by how much they could offer to people who were counting on them. Our donors and community partners came through as always, asking how they could help us meet greater demands. None of us will forget how our lives were touched in 2020, even as that gift of the human spirit allows us to move forward. And it always does.

WHAT YOU HAVE MADE POSSIBLE ...

TEAMING UP GETTING IT DONE

Working well with others is important. In a “crisis” year, it’s critical.

Elaine Posner, Volunteer Manager at BVMI, knows how to keep people engaged. Rita Prospero, Telehealth Manager, understands why technology is so important to BVMI. Combining their talents in 2020 was a big plus.

“Life was vastly different here last year,” said Rita. “When we closed during the first wave of COVID-19, we knew we had to use technology to stay in contact with patients. Volunteers in Medicine America offered a telehealth platform, and we jumped at the opportunity. We learned all we could, then trained everyone from home.”

Elaine encouraged volunteers to get creative during the pandemic. “They stepped up on all levels,” she said. “Our clinical team worked to get comfortable with telehealth, and non-clinical volunteers delivered food, coats and gift cards. They even got their families involved.”

“We’re impressed with the way our patients handled the technology rollout,” said Rita. “We tried to make it easier for them by providing videos and as much guidance as possible. What we ended up seeing was patients keeping appointments more often, especially mental health sessions and diabetes check-ins. Using technology gave them more flexibility, because they could call or log on from just about anywhere.”

Elaine is especially proud of BVMI’s partnership with the Hackensack Health Department to provide the COVID-19 vaccine to both BVMI patients and residents of Hackensack. “BVMI clinical volunteers are helping administer the vaccine, and non-clinical volunteers assist with scheduling, registration and on-site check-in. We’ve vaccinated hundreds of BVMI patients.”

Rita and Elaine were deeply touched by the events of 2020. “BVMI patients have had even greater needs due to the pandemic,” said Elaine. “It’s reminded us that ‘healthcare’ goes beyond someone’s physical condition.”

“I was very grateful to stay employed in 2020,” said Rita. “And we need to thank our generous donors for making telehealth possible so quickly. Knowing we could still serve patients got us through some dark days. Seeing so many ‘God bless you’ text messages from patients kept our hopes up as we watched the nightly news.”

“Looking ahead, it’s good to know that BVMI is open to new ways of doing things,” said Elaine. “It gives us the confidence we need to handle whatever 2021 brings our way.”

Elaine Posner, Volunteer Manager and Rita Prospero, Telehealth Manager

As a nurse, you teach your patients every day.

Ask a child what she loves to read. Fairy tales? Adventure stories? Not so for Victoria Eftychiou, MSN, APN. She was captivated by her mother's nursing texts. She knew she wanted to be a nurse or a teacher, and has done both. "As a nurse, you teach your patients every day," Victoria said. She's been in nursing for more than 38 years, the last 25 as an advanced practice nurse. Her background includes primary care, women's health, emergency room treatment, and university health center care.

Victoria's role with BVMI goes back to our planning stages, when she invited doctors Sam Cassell and Art De Simone to speak to her chapter of the Forum of Nurses in Advanced Practice (FNAP). She wanted to help us recruit volunteer nurses, and promised that she'd sign up once time allowed.

In 2012, Victoria kept her promise. She provides primary care and sees patients in our Women's Health Initiative. A strong proponent of health promotion and disease prevention, she believes in teaching healthy lifestyle behaviors – and in showing compassion to patients. She does a lot of this, even during telehealth visits. "I was curious about how patients would handle the technology," Victoria said. "But even with the occasional glitch, it's worked for us."

Touched by our patients' stories, she shared one she couldn't walk away from. The woman, in her 40s, was finishing up a telehealth appointment with Victoria and an interpreter. Toward the end, while answering COVID-19 screening questions, that patient dropped a bombshell. Her husband, even after his second vaccination, was in the hospital with COVID-19 – and had been intubated. She hadn't known about the intubation right away and couldn't visit him for safety reasons. Victoria gently explained that emergency decisions like this can happen. She offered to speak to BVMI's nurse manager, to see how communications could be enhanced going forward.

To a potential BVMI nurse volunteer, Victoria would just say, "Do it!" She's clearly committed to her patients, like her mother was, and described her as "a force and an inspiration." We're inspired by Victoria, who herself survived cervical cancer at age 29, while raising two young children. Last year, to celebrate her birthday she raised money on her Facebook page for BVMI. How's that for throwing a party?

Victoria Eftychiou, MSN, APN

A LIFETIME OF CARING



LEADING BY EXAMPLE



Young professionals are making an impact.

A young professional's first experience supporting a nonprofit organization can be a real eye-opener. So, when your employer encourages "community involvement," you want to find the right fit.

Eric Kim, Vice President at Grant Avenue Capital, did some homework before deciding that BVMI was his match. "After about two months of research, I discovered BVMI on Google. Their mission was amazing and they were based in my home county. I thought I could make an impact. After meeting with CEO Amanda Missey, I joined their Board of Trustees."

A lifelong resident of Bergen County, Eric has already made that impact. He co-spearheaded the formation of BVMI's Associate Board – a group of young professionals committed to fundraising and driving forward strategic imperatives, especially among younger donors. They're raising awareness of BVMI in Bergen County and reaching out to medical professionals who might be able and willing to volunteer.

"Fellow board member Zach Meli placed a similar idea on the table a little while back, and I was eager to help it gain momentum," said Eric. "We reached out to a handful of young professionals with ties to Bergen County. From there the Associate Board took on a life of its own. You can just feel their energy and excitement.

"Before joining the Board, I didn't realize how critical every donation is. The money a young professional might spend on one night of business networking – as important as that is – can translate into lifesaving help for a BVMI patient. It might simply be the cost of a blood pressure monitor, or a glucometer to test blood sugar."

That's the kind of thinking that Eric's colleague Buddy Gumina loves to hear. Buddy is the Founder and Managing Partner of Grant Avenue Capital, a healthcare private equity investment firm. The company offers a 2:1 match for employees' donations to nonprofits – if the individual is meaningfully involved. "Grant Avenue Capital team members being actively engaged in community organizations, both financially as well as with their time, is a key part of our culture and one of our core values," said Buddy. "We're proud that Eric can have such an important impact with a stellar organization like BVMI."

Eric is a perfect example of the Grant Avenue Capital philosophy. We're grateful for the day he found us, and for every day since.

Eric Kim, Vice President, Grant Avenue Capital

EMPOWERING OUR PATIENTS

Healthy patients means healthy families.

When it comes to healthcare, a patient's comfort level is as important as the medical help she, or he, receives. BVMI patient Alondra can tell you all about that. She and her husband Hector – who have three children ages 14, 12 and 9 – have been coming to our clinic for just over a decade.

"I was going through tough times in 2010 and didn't have medical care," said Alondra. "A friend told me about BVMI. My husband and I are both diabetic, so we were relieved to know we could register for their services. From the very beginning, the team has always given us the best of themselves. Dr. Sokol inspires us to take good care of our health. The nurses and interpreters are kind and patient. They take the time to make sure we

understand everything we need to know. Because we feel so supported, it's easy to follow their guidance, and we can do our part to stay healthy.

"Looking back at 2020, things weren't as difficult as they could have been, because my whole family benefited from BVMI's support. We were made aware of food resources, provided with nutrition guidance, updated on immigration rules, and offered information on utility and rental assistance. Most important, our regular healthcare was still there, through video calls. Telehealth actually helped my husband keep his medical appointments at BVMI, because it caused less conflict with his work schedule.

"We are much more comfortable here than we had been at other medical centers, and a lot of it has to do with the friendly environment. I know my health is improving, and I don't feel depressed. If I have a doubt about anything, I just call. Because of our great relationship with BVMI, my husband and I believe we can handle the many challenges that resulted from the pandemic. To everyone who works or volunteers at the clinic, thank you for your commitment. You're always looking for ways to help us. Because of you, our children have healthy parents!"

BVMI patient Alondra, with her son.

2020 was a year like no other, but together, we made it through.

Thank you for being there for BVMI and our patients!

BVMI gratefully acknowledges donors who made contributions January 1 – December 31, 2020.

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WHAT YOU MADE POSSIBLE ...

53.7% of patients with diabetes have controlled blood sugar, exceeding the national HEDIS* benchmark of **34.5%**

*HEDIS (Healthcare Effectiveness Data and Information Set) for Medicaid patients

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 Susan Harrison
 Joyce Haun
 Medha Havnurkar
 Roisin Hayes Rizzo

WHAT YOU MADE POSSIBLE ...

Patients received **\$96,000** in food, fresh produce and grocery store gift cards

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 Marsha and Charles Zolot, OD

WHAT YOU MADE POSSIBLE ...

89% of active women patients **40 and over** received a mammogram order; of those, **77%** got the screening, exceeding the national HEDIS* benchmark of **58%**

*HEDIS (Healthcare Effectiveness Data and Information Set) for Medicaid patients

*DECEASED

WHAT YOU MADE POSSIBLE ...

614 patients received **1,200** referrals to **70** outside agencies for food, rental assistance, employment and more

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Network for Good
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