If we had to choose one word to characterize 2009, it would be GROWTH. This year marked unprecedented growth in the need for our services and our ability to meet that need.

First, we grew in the number of patients we served to an all-time high of 1,579 in 2009, more than a 40 percent increase over 2008. Nearly 90 percent of those patients successfully completed an appointment with a volunteer specialist—a significant increase from 42 percent when we started.

To serve those patients, we were successful in recruiting even more volunteer specialists; more than 460 were recognized in our annual Thanksgiving advertisement, doubling the number of physicians and other licensed clinicians participating.

We grew in space and geography. In 2009, our board approved expansion to Snohomish County, and we began a partnership with Snohomish County Alliance for Health Access (SCAHA). We began working with safety net providers and Snohomish County specialty partners in summer 2010.

To accommodate the need for growth in our staff and case management services, we moved to a larger office space in the First Baptist Church on Seattle’s First Hill, just steps away from many of the major medical centers.

By using the methodology of lean thinking and process improvement, we grew our understanding of how to create “the efficient visit” for our specialty volunteers. Through a small grant from Pacific Hospital PDA, we were able to interview primary care and specialty providers to develop tools that we are piloting this year.

Of course, all of this growth requires resources and, in 2009, we created a
fund-development plan that will help us move to a more sustainable funding plan and enable us to juggle the inevitable ebbs and flows in small non-profit funding. Growth and diversity in funding remains a priority in 2010.

Looking back on the rapid changes we have experienced over the past few years, we feel a great sense of gratitude. We are grateful to the safety net providers who see our patients on the front lines every day and know first-hand their need for services. We are grateful to the specialty providers who stepped forward to help, and continue to volunteer year after year. And we are grateful to members of the community who have endorsed King County Project Access as an important step in solving the challenges of health care access for the underserved.

This annual report highlights just a few of the individuals who have given their time, expertise and passion to meet this community need. We wish we could highlight them all. Their stories inspire our passion to serve and our gratitude for their leadership.

Rosemary Aragon
Board President,
King County Project Access

Sallie Neillie
Executive Director,
King County Project Access

Our Vision:

King County Project Access continues to develop a system to provide specialty services for eligible low-income uninsured and underinsured patients in King County. The system encompasses a full range of specialty services and involves major medical resources in the community as collaborating partners.
The Value of an Efficient Specialty Referral

When King County Project Access first started a few years ago, we hoped specialty physicians would step up to care for our patients. We knew most physicians provide some level of charity care, but we also knew that there were significant barriers despite their best intentions.

Today, nearly 600 physicians and other clinical providers volunteer with KCPA. With our unique case management model, KCPA continually works to remove the “hassle factor” for physicians. This year we have focused on our work with specialists and safety net providers to determine key elements of an efficient patient visit. How do we make the most efficient use of a specialty provider’s donated time?

As part of “the efficient visit” project, we interviewed a number of specialty providers about the information they needed for an ideal specialty referral. We asked them to identify the specific information they are looking for, what kind of X-rays, lab tests or other ancillary services are required.

As a result of what we learned from these interviews, we will be piloting a tool for primary care providers and referral coordinators that will provide at-a-glance information on any tests, prescriptions or services required before a specialist appointment.

We are also exploring the possibility of working with the electronic medical record provider at some of our safety net clinics to provide a pull down menu of tests, prescriptions, services required. In either option, Project Access case managers will then work with the patient to ensure that any necessary tests are completed BEFORE the specialist appointment.

The volunteer specialists also highlighted some of the enhanced value King County Project Access brings to their charity care or pro bono work. They talked about their desire to serve the community and their appreciation of the Project Access model.

Here’s what they emphasized:

- Provides Continuity of Care
- Relieves the Administrative Burden of Charity Care
- Meets an Identified Community Need
- Prevents Serious Complications and Emergency Room Visits
Kyle Oh, MD
Physical Medicine & Rehabilitation

“I have always done charity work and seen patients pro bono at times. In fact, I think it was one of my patients who first told me about Project Access. I contacted them. I’ve been with them for three years. KCRA works with multiple providers, so it’s not just patchwork care. It enables me to treat patients and have a continuation of care from one provider to another. If the patient needs additional care to solve the problem, Project Access can make that happen.”

Dr. Kyle Oh is a physiatrist, a physician who specializes in physical medicine and rehabilitation. He attended medical school at Rush Medical College of Chicago and completed his internship and residency at Mt. Sinai Hospital where he also served as Chief Resident. He has been in private practice for more than 13 years and has always had an interest in technology. His office uses electronic medical records and has done so for years.
Dr. Thomas Gillette is an ophthalmologist, a physician who specializes in the medical and surgical treatment of eye problems. He received his medical training at the State University of New York and completed residencies in ophthalmology at Washington Eye Center and New York University Medical Center, and a fellowship in ocular immunology at Harvard Medical School.

“If I feel like the patient needs surgery, I call King County Project Access and they can help set it up. If someone walks in off the street on his own, I would have to make a number of calls to set up care. King County Project Access relieves my administrative burden. With Project Access, I think the patient feels less like a charity patient. Patients understand that we’re going to solve this problem and help them get the care they need.”
The physicians in our group have always been committed to giving back through medical mission and charity work. King County Project Access enables us to give back in an organized fashion for patients in our community. We know that these are individuals who have been pre-screened and are eligible for care. These are patients who probably wouldn’t get care if they called most offices on their own.

There are six surgeons with Seattle Hand Surgery Group and all of them are volunteers with King County Project Access. Dr. John Miyano was the first physician to be involved in King County Project Access through his work at Mother Joseph Clinic (formerly part of Providence Medical Center, now part of Swedish). When it became apparent there was a large unmet need for orthopedic expertise for the uninsured, the entire group signed on.
Prevents Serious Complications and ER Visits

Danica Bloomquist, MD
Obstetrics and Gynecology

“The value of a program like this for the community is huge. Everybody has these problems and if you don’t have access to the care that you need, you end up with a problem that grows and grows and can become very serious. Or you end up in the emergency room for something that could have been prevented.”

Dr. Danica Bloomquist is an obstetrician-gynecologist at Group Health Bellevue Medical Center. She attended medical school at New York Medical College and completed her obstetrics and gynecology residency at Kaiser Permanente Oakland Medical Center. Dr. Bloomquist has a special interest in robotic surgery.
Primary care is the first step, the first time a patient comes into contact with the medical system. The Puget Sound region is fortunate to have a network of safety net clinics and providers who care for patients in their neighborhoods and often in their native language.

These providers have advocated for a more systematic way to refer their patients for specialty care they need. They have seen firsthand the need for specialty care and the difficulty in finding providers for uninsured patients.

Often these are the physicians calling on their personal networks to get a patient the care needed. Their advocacy and passion is helping to build King County Project Access. They have worked closely with Project Access to determine the best way to open these doors for patients who have difficulty accessing care.
King County Project Access gets patients the care that they need in a timely fashion with experienced specialists. The specialists have the information they need from the primary care provider, and they know the patient is going to come to their appointment with an interpreter if needed. KCPA brings order and logic to an otherwise disorganized health care system. It’s part of the vision for the future. Sallie Neillie is the visionary who knew that KCPA was the right thing to do, and she made it happen.
“Up until Project Access, it was really a matter of relying on individual relationships with individual specialists or departments within individual institutions to get your patient seen. Project Access is more systematic; more of the community is taking responsibility for providing specialty care for the uninsured.”

Dr. Rich Kovar has been a family practice physician at Country Doctor Community Clinic since 1986 and is currently the Medical Director. He attended medical school at George Washington University in Washington, DC and completed his residency at Oregon Health Sciences University. He has also completed a geriatrics fellowship at Harborview Medical Center.
2009 Financial Statements

### Statement of Financial Position (Balance Sheet)

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### Statement of Income & Expense

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**Net Ordinary Income** | $8,874 | $10,040

*Unaudited Financial Statements.*
Participating Providers (as of October 2009)

Providers
Julie Adam, MD
Bobbie Aflatooni, ARNP
Rosemary Agostini, MD
Shellye Agricola, MD
James Alberto, MD
Jasmine Albrecht, MD
Astier Alem, MD
David Alexander, MD
Victoria Allen, MD
Charles Alpers, MD
Thomas Amidon, MD
Kristi Anderson, PT
Richard Angelo, MD
Warren Appleton, MD
Elizabeth Arias, MD
Russ Arjal, MD
Craig Arntz, MD
Rashimi Arora, MD
Nicolas Arretche, ARNP
Prashanti Aryal, MD
David Atkins, MD
Kevin M. Auld, MD
Kristen Austin, MD
Sarah Babineau, MD
Benis Babusis, MD
David Badger, MD
Diane Bai, MD
Noel Baker, MD
Susan Balich, MD
Robert Ballard, MD
Todd Barnett, MD
Darlene Barr, MD
David Barr, MD
Bill Barrett, MD
Valerie Barres-O’Mara, PA-C
Traci Barthel, MD
Lydia Bartholomew, MD
Nancy Bartholomew, ARNP
Amir Bastawrous, MD
Katherine Batts, PA-C
Donald Bauermeister, MD
John Bauman, MD
Darrel Bell, MD
Gregory Bennett, MD
Janice Benson, MD
Carmen Berger, MD
Ryan Bierman, DPM
Richard Billingham, MD
Tajinder Bisla, MD
Flora Blattner, ARNP
Terence A. Block, MD
Danica Bloomquist, MD
Alfred Blue, MD
Laura Bogh, DPT
Jonathan Borjeson, MD
Alan Boudousquie, MD
Megan Bouse, MD
James Bowen, MD
Kristina Braaten, MD
Ronald Brazg, MD
C. Blane Brinkley, MD
Andrew Brockenbrough, MD
Scot Brower, MD
James Brown, MD
Maureen Brown, MD
Janelle Brown-Chang, MD
Brian Burgoyne, MD
Bennet Burke, MD
Robert Burks, MD
Scott Burks, MD
Maureen Burns, PTA
Roxanne Burns-Vatter, RNFA
Raj Butani, MD
François Cady, MD
Douglas Caldwell, MD
Brian Cameron, MD
Bob Cancro, MD
Richard Candelaria, PA-C
Christopher Cannon, MD
Timothy Carlos, MD
Kara Carlson, MD
Duane Carlson, MD
Molly Carlson, MD
Brant Carroll, MD
Janet Carroll, MD
David Castle, PA-C
Lisa Caylor, MD
Richard Cessna, ARNP
Ian Ch’en, MD
James Champoux, MD
Alan Chan, MD
Christopher Chan, MD
Victor Chan, MD
Trang Chau, ARNP
Vincent Chau, MD
James Chen, MD
Steve Chen, MD
Wynne Chen, MD
Jonathan Chin, MD
Karri Chin, MD
Bokgi Choi, MD
Maria Chong, MD
Jeff Christensen, DPM
Jerru Chu, MD
Sammy Chu, MD
Thomas Chung, MD
Grace Cincircini, MD
John Clark, MD
Nathaniel Clark, DO
David Clawson, MD
Lawrence Clayman, DO
Stephanie Clements, PT
Kelly Clinch, MD
Dominique Coco, MD
Stacy Cohen, PA-C
Howard Colston, MD
Jon Conklin, MD
Steven Connelly, MD
Dominic Connolly, MD
Nancy Corbett, PA-C
David Corwin, MD
T. Spark Corwin, MD
Steven Counter, MD
Jennifer Course, MD
William Crenshaw, MD
Jeffrey Crossman, PA-C
James Crutcher, MD
Samuel Cullison III, MD
Mary Cunningham, MD
Steve Cuplin, MD
Mark Dales, MD
Steven Dawson, MD
Susan Dean, PT
Joseph DeMartini, MD
Jill Ann Denny, MD
Amish Desai, MD
Shilpa Desai, MD
Maria DeSouza, MD
George Diaz, MD
David Djang, MD
Michael Doherty, MD
G. Lee Dolack, MD
Michael Donais, PA-C
Neil Donner, MD
Bassim Dowidar, MD
Philip Dowidar, MD
Paul Drefuss, MD
Philip DuBois, MD
Grace Dy, MD
John Ebisu, MD
Mark Edgar, MD
Paul Edmonson, MD
Shane Edwards, MST
Mindy Ellis, PA-C
Connie Emerson, MD
Sue Eng, MD
Joseph Engman, DO
Todd Erickson, CRNA
Joseph Eskridge, MD
Michael Eulberg, MD
R. Blair Evans, MD
Robert Evans, MD
Sandi Eustace, MD
Linda Fairchild, MD
John Faith, MD
Alexis Falicov, MD
Jay Fathi, MD
Geoffrey Ferguson, MD
Nisreen Fidda, MD
Kim Fitzgerald, MD
Darcy Foral, MD
Janet Ford, MD
Stacey Fowler, PT
Provides Continuity of Care

Participating Providers (as of October 2009)

L. Joseph Fowler, MD
Robert Francis, MD
Leonard Frank, MD
Michele Frank, MD
Jonathan Franklin, MD
Dawn Frankwick, MD
Jeffrey Freed, MD
Daniel Froese, MD
Yiu-Kai Aaron Fu, MD
Robin Fuchs, MD
Stephen Fuhs, MD
Craig Fujisaki, MD
Kenneth Fung, MD
John Fure, MD
Laura Ann Ganhs, PA-C
Archimedes Garbes, MD
Jeff Garr, MD
Alina Gavrila, MD
J. Michael Geier, MD
Lois Gelman, MD
James Gerard, MD
William Getchell, MD
Louis Gianutsos, MD
Thomas Gillette, MD
Thomas Giuliano, MD
Greta Go, MD
Jane Golden, MD
Matt Golden, MD
Justin Goodman, MD
Ann Gorai, MD
Michelle Gordon, MD
Gregory Grabowski, DPM
Gene Graff, DO
Cherie Green, RN
James Green, MD
Thomas Green, MD
Gordon Greenman, MD
Ronald Gregush, MD
Jeff Gress, MD
Jeffrey Grice, MD
Bradford Grimm, OD
Gregory Gross, DO
Kenneth Gross, MD
Robert Grundy, MD
Carla Guerrero, PT
Todd Guyette, MD
Doug Hale, DPM
R. Alan Hall, MD
Jack Handley, MD
Shirley Handley, MD
Robert Hansen, MD
Scott Hansen, MD
Kevin Hanson, MD
Ben Harmon, MD
David Haseley, MD
Dawn Hastreiter, MD
Elizabeth Hayes, MD
Robert Haynes, MD
Ronald Hebard, MD
John Timothy
Hefferman IV, MD
Philip Henderson, MD
John Hendrickson, MD
John Hersman, MD
Kathryn Hettel, MD
Richard Hinke, MD
Vu Hoang, MD
Lawrence Holland, MD
David Honari, MD
Kevin Hori, MD
Michael Hori, MD
Scott Hormel, MD
Matthew Horton, MD
Donald Howard, MD
Jeanna Hoyt, MD
Robert Hsiung, MD
Mindy Hsue, MD
Fred Huang, MD
I-Hua Huang, MD
Paul Huang, MD
Charles Hunter, MD
Garrett Hyman, MD
Timothy Igielski, DC
Gordon Irving, MD
Rebecca Isackson, DO
Christina Isackson, MD
Joe Isner, MD
Mark Jabbusch, MD
Joseph Jereczek, PT
Jill Jesurum, ARNP
Hongxiu Ji, MD
Kaj Johansen, MD
Bart Johnson, DDS
Cherie Johnson, DPM
Dan Johnson, DPM
Marion Johnson, MD
Muriel Jones, MD
Elizabeth Joneschild, MD
Paul Joos, MD
Carolyn Jordan, MD
Alice Josafat, MD
Sarah Jost, MD
Lily Jung, MD
Peter Justus, MD
Barry Kahn, MD
Harry Kahn, MD
Sharyl Kamihara, PT
Kalle Kang, MD
Laura Kates, MD
Larisa Kaukonen, MD
Ernest Kawamoto, MD
Carleton Keck, Jr., MD
Natalie Keilholz, ARNP
Daniel Kelly, MD
Kate Kennedy, ARNP
Bart Keogh, MD
Edward E. Khalfayan, MD
Bradford Kilcline, MD
David Kim, MD
Edward Kim, MD
Pyong Kim, MD
Sang Kim, MD
Yung Kim, MD
Michael Kincaid, MD
Sean Kincaid, MD
Richard Kirby, MD
Carolyn Claar
Kitchell, MD
Robert Klein, MD
Julian Klos, MD
Richard Knierim, MD
Jonathan Knight, MD
Catherine Kocarek, MD
Aimee Kohn, MD
Samuel Koo, MD
Brent Kooy, PA-C
John Kovacich, MD
Richard Kvar, MD
Rodney Kratz, MD
Suzanne Krell, MD
Todd Kreps, PA-C
Kimberly Kressin, MD
Shoba Krishnamurthy, MD
Christopher Krol, MD
Robin Kroll, MD
Bruce Kulander, MD
Brian Kumasaka, MD
Adam Kuten, MD
Dennis Kvidera, MD
Matthew LaBella, DPM
Edwin Lai, MD
Yen-Tsun Lai, MD
Tasneem Lalani, MD
Dan Lantz, MD
William Lanzer, MD
Wayne Lau, MD
Suzanne Laurel, DO
Sumi Lavin, MD
David Lee, MD
Edward Lee, MD
Jeffrey Lee, MD
June Lee, MD
Michael Lee, MD
Steve Lee, MD
James Leggett, MD
Beverly Leite, MD
Edward Leonard II, MD
Randi Leonetti, ARNP
Arnold Levin, MD
Brent Lewis, MD
Howard Lewis, MD
Rayburn Lewis, MD
Henry Li, MD
Carlyn Liebert, ARNP
Erik Lilja, DPM
Joel Lilly, MD
Evelyn Lindenthaler, MD
Thomas Lindquist, MD
John Little, MD
Carolyn Liu, MD
Matthew Lonergan, MD
Mark Lowdermilk, MD
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<thead>
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Sallie Neillie  
**Executive Director**

Andrea Castell, RN, BSN, MBA  
**Operations Nurse**

Patrick “Fergie” Ferguson  
**Office Manager**

Cherie Green, RN  
**KCPA Evergreen Healthcare Liaison**

Sean Haines  
**Case Manager**

Martha Hopler  
**Case Manager**

Molly James  
**Case Manager**

Courtney M. Jeanpierre  
**Development Director**

Cheryl Lau  
**KCPA Evergreen Healthcare Liaison**

Rachel Morrow  
**Case Manager**

Scott Shurtleff  
**Operations Manager**

Teresa Thompson  
**Case Manager**

Maria Brockus-Watson  
**Administrative Support**

Mary Zwerling  
**KCPA Public Health Liaison**