

## KEYS TO SUCCESS: Collaboration and creative problem solving

The year 2016 launched us into our second decade serving the uninsured and underserved residents of King, Kitsap and Snohomish counties. While the national health care debate rages on, we are focusing on simple, innovative solutions that remove barriers to care for our patients and deliver measurable results for our health care partners. We are building on the vision of our founders and embracing new opportunities to collaborate and serve emerging needs.

We continued to offer our core **Care Coordination Program** in three counties, helped low-income Washington residents to acquire private health insurance through our **Premium Assistance Program**, connected emergency room and hospital patients to

health care homes through our **Primary Link Program**, and laid the groundwork for our new **Health Home Program**, which provides intensive, home-based, care coordination services for individuals with one or more chronic conditions. With the support of **1,640 volunteer providers**, we served **6,304 patients** in 2016 alone, bringing our total to almost 40,000!



Chrissy Yamada,  
BOARD PRESIDENT

As this report goes to press, our organization is undergoing a leadership transition, as founding executive director **Sallie Neillie** retires and **Gary Renville** takes the helm. With her careful planning and collaboration with Gary, we anticipate a smooth transition. Thank you, Sallie!

Thank you also to all who support and partner with Project Access Northwest. Your investment in our mission has improved the lives of thousands of patients and helped to build a healthier community. Working together, we are truly making a difference.

*Chrissy Yamada*

Chrissy Yamada  
BOARD PRESIDENT



New executive director Gary Renville has worked closely with retiring Sallie Neillie to ensure a smooth transition.

# Producing measurable results

## Study reveals powerful impact of simple patient interventions

The encouraging results are in from our **Primary Link** pilot project with five of the Swedish Emergency Departments. The project targeted Apple Health (Medicaid) and uninsured Swedish Medical Center emergency department (ED) users who had health care needs that could be appropriately addressed in primary care. Primary Link staff connected these patients to a primary care provider in one of the community health centers and provided other resources depending on the stated needs of the patients.

The study assessed whether there were reductions in ED use resulting from the Primary Link program. We used a comparison group of patients who met the criteria for being contacted by the

program, but were not contacted due to program capacity.

While there was little or no change in ED visits in the Primary Link-contacted groups, there were significant increases in the comparison group. **The Primary Link program appears to have prevented an increase in ED visits that would have occurred in the absence of the program.**

Translating the reduction in ED visits into cost savings showed that **\$284,000\* was saved in avoided visits** in the six months following our intervention, for Molina Healthcare patients alone. We thank Molina and Kaiser Permanente Washington Health Research Institute for partnering with us in the research part of this effort.

*\* commercial insurance rates*

PRIMARY LINK AT SWEDISH:	
26,738	ER discharges*
16,385	unique patients
6,538	outreach cases
10,518	phone calls
4,998	letters mailed
933	appointments scheduled

PRIMARY LINK AT PROVIDENCE EVERETT:	
2,709	inpatient hospital discharges*
2,174	unique patients
1,445	outreach cases
433	appointments scheduled
91%	appointments within 12 days after discharge.

*\* discharges that met our program criteria*

## 2016 AT A GLANCE: Connecting prescreened patients to caring providers



1,640

Volunteer Providers



3,099

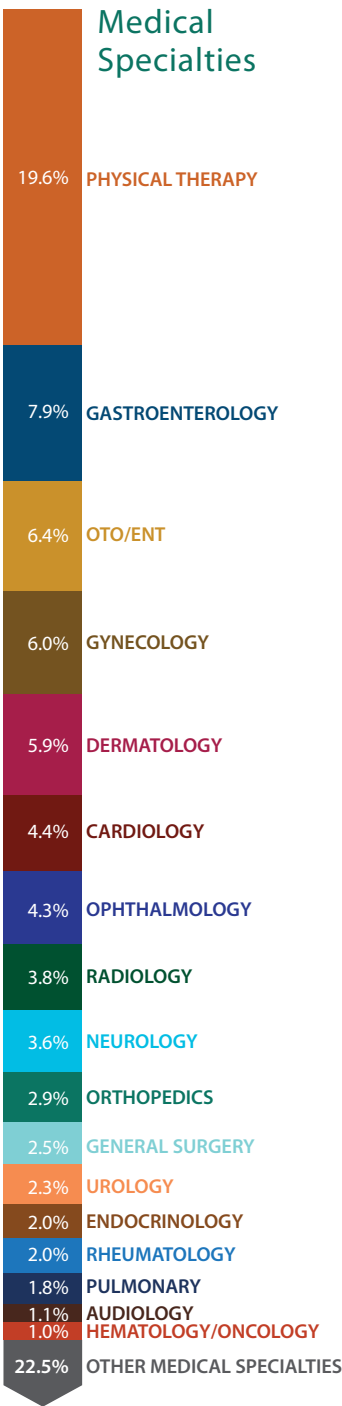
Dental Referrals



3,205

Medical Referrals

# 39,000 patients served



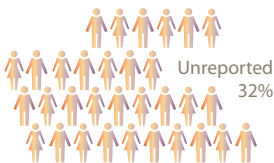
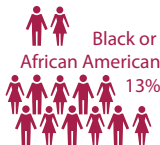
## Patient Gender



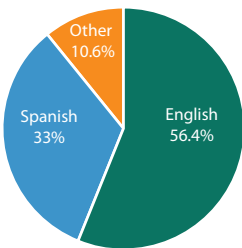
## Patient Ethnicity



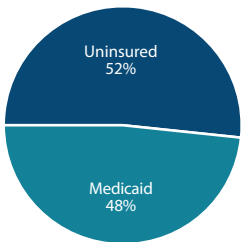
## Patient Race



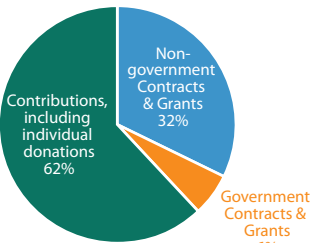
## Patient Languages



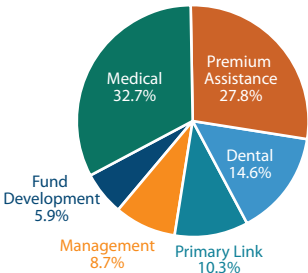
## Patient Insurance



## Income by Source



## Expense by Program



# Removing barriers to care

## PATIENT-CENTERED CARE: Molina Medical Group Clinic in South Everett

Family practice physician **Marcia M. Wharton, MD** understands the many obstacles her patients must overcome to obtain health care. Many are low income or uninsured. Some struggle with addiction or mental illness. Almost all need help navigating the system. So when she got the chance to assist in transforming the way health care was delivered in Molina Medical Group's only outpatient clinic in this state, she jumped right in.

As associate medical director for Washington state outpatient clinics at **Molina Medical Group**, Dr. Wharton has been working with her staff and the Molina Healthcare administration to redesign the care delivery model and create a welcoming, patient-

centered health care home, with comprehensive care on site—from social work and mental health services to primary care and chronic disease management.

"We want our patients to feel that this is their medical home," explains Dr. Wharton. She hopes the clinic can eventually become a one-stop shop for most patients, or at least serve as a central touch point for patients who may need support from other partner agencies.

The clinic also will be using patient navigators to meet patients where they live and try to solve their most urgent needs—which often mean the basics of survival: food, clothing and shelter.

"We will put the patient at the center of the care plan and start by identifying each person's primary



*Marcia M. Wharton, MD*

needs," Dr. Wharton explains. "They may need to move to permanent housing, or they may need food stamps, addiction medicine services or mental health care. They may be covered by Medicaid but not really know what that means," she adds.

"It's completely different than our traditional care model, which we know—for many patients—doesn't work," she says. "We're excited to see the results!"

## A POWERFUL PARTNER IN CARE: Molina Medical Group

Molina Medical Group is a critically important partner in our mission to open doors to quality health care for low-income individuals — as it both **receives referrals for primary care** and **sends referrals for specialty care**.

Through the **Hospital Inpatient Discharge Program** at Providence Regional Medical Center in Everett, Project Access Northwest places many low-income uninsured and Medicaid patients who are soon to be released from inpatient care into follow-up primary care appointments within 12 days of their discharge. This program is designed to reduce the incidents of follow-up care taking place in the emergency department and to reduce the number of readmissions to the hospital for the same health issue.

Project Access Northwest also partners with Molina Medical Group by helping its patients receive specialty care services. Molina Clinic can refer patients to Project Access Northwest for care in more than **40 specialties**.

# Changing lives immeasurably

## WHY OUR MISSION MATTERS: Insights from our care coordinators

Every day we have the ability to **impact someone's life** in a significant way... **the relief** they feel is palpable.

— PROJECT ACCESS NORTHWEST CARE COORDINATOR

We're providing people with a **lifeline** and **helping them move forward.**

— PROJECT ACCESS NORTHWEST CARE COORDINATOR

I experienced a point when I had no insurance, so I **know how difficult it can be.**

— PROJECT ACCESS NORTHWEST CARE COORDINATOR

I am **helping people not be in pain** anymore.

— PROJECT ACCESS NORTHWEST CARE COORDINATOR

It is important to assist patients as it can be **confusing to navigate the systems.**

— PROJECT ACCESS NORTHWEST CARE COORDINATOR

We're helping people access resources that are... **basic human rights.**

— PROJECT ACCESS NORTHWEST CARE COORDINATOR

We once coordinated with the Lion's Club and Pacific Medical Centers to provide a cornea transplant to a young father. When he described **seeing his daughter for the first time** and his **overwhelming joy** and **excitement** at seeing the world... It was incredibly humbling.

— PROJECT ACCESS NORTHWEST CARE COORDINATOR

# Celebrating our partners



Retiring executive director **Sallie Neillie** and longtime supporter and former board member **Rayburn Lewis, MD** were the honored guests at our annual Celebrating our Partners event in May 2017. Dr. Lewis received the second annual *Andrea Castell Access to Health Care* award for his early and enduring support for the organization. Ms. Neillie was honored for her vision and drive in founding this organization in 2006 and for being a tireless advocate for uninsured and underserved patients.

Honoring founders, partners & visionaries who make our work possible

## The Sallie Neillie Founder's Circle

*Members pledge three years of financial support*

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Brent Benjamin, MD & Alejandra Tapia  
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# Community support

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EvergreenHealth  
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Providence General Foundation  
Satterberg Foundation  
Seattle-King County Dental Society  
Snohomish County Dental Society Foundation  
State of Washington Combined Fund Drive  
Union Pacific Foundation  
UW Medicine/Valley Medical Center  
Washington State Hospital Association

### Event Sponsors 2016/2017

Arcora—The Foundation of Delta Dental of Washington  
Ash Consulting  
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Companis  
Coordinated Care  
Dynamic Language  
Incyte Diagnostics  
Jacobsen Jarvis  
Physicians Insurance  
Seattle First Baptist Church  
Seattle-King County Dental Society  
Sprague Israel Giles  
Stoel Rives  
West Monroe Partners

# Creative partnerships

## Hospital & health systems

CHI Franciscan Health  
EvergreenHealth  
Harrison Medical Center  
Highline Medical Center  
MultiCare  
Overlake Hospital Medical Center  
Providence Health & Services  
Swedish Medical Center  
UW Medicine/Harborview  
UW Medicine/Valley Medical Center  
Virginia Mason Medical Center

## Multi-specialty medical groups

Harrison HealthPartners  
Kaiser Permanente  
Kaiser Permanente Physicians Overlake Internal Medicine Associates  
Pacific Medical Centers  
The Doctors Clinic  
The Everett Clinic  
The Polyclinic  
Providence Medical Group, Everett  
Southlake Clinic  
Western Washington Medical Group

## Community Health Centers

Christ Community Free Clinic  
Community Health Center of Snohomish County  
Country Doctor Community Health Center  
HealthPoint  
International Community Health Services  
Neighborcare Health  
Neighborhood Clinic  
New Hope Health Center  
Peninsula Community Health Services  
Public Health—Seattle & King County  
Puget Sound Christian Clinics  
RotaCare Free Health Clinic—Lake City  
RotaCare Free Health Clinic—Renton  
Safe Harbor Free Clinic  
Sea Mar Community Health Centers  
Seattle Indian Health Board

## Ancillary services & medical equipment providers

Acumen USA Headquarters  
Alcon Labs  
Associated Valley Ob/Gyn  
Association of Emergency Physicians  
Auburn Anesthesia  
Belfair Primary Care  
Bellevue Healthcare  
Bellevue Podiatry  
BioMet, Inc.  
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Bremerton Cardiothoracic Surgery  
Bremerton Thoracic & Vascular Surgery and the Vascular Lab  
Bremerton Urology  
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Cascade Cancer Centers  
Cascade Kidney Specialists  
Cascade Primary Care  
CellNetix Pathology & Laboratories  
Center for Women's Health  
CEP America  
Cornerstone Prosthetics & Orthotics  
CytoLab Pathology Services, Inc., PS  
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DePuy Synthes Joint Sports Medicine  
Dermatology Associates, PLLC  
Dermatopathology Northwest, PLLC  
Duvall Advanced Family EyeCare, PS  
Dynamic Language  
Eastside Cardiology Associates  
Eastside Endoscopy Centers  
Eastside Medicine  
Eastside Nephrology  
Eastside Pathology Associates  
Eastside Urology Associates  
Edmonds Center for Outpatient Surgery  
Electrodiagnostic Medical Group & Rehab, PLLC  
Evergreen Wound Care Clinic  
Exactech, Inc.  
Family Resource Center  
Foot & Ankle Center of WA  
Forensic Laboratories  
Forks Family Medical Center  
Highline Pathology Associates  
Incyte Diagnostics  
InHealth Imaging, LLC  
Kemp Surgery Center  
Kirkland Dermatology Associates  
Kirkland Rheumatology  
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Knee Foot Ankle Center

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Northwest Spine & Sports  
Northwest Tumor Institute, Seattle  
Northwest Vision Institute  
Northwest Women's Healthcare  
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Overlake Imaging Associates, PC  
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Pacific Gynecology Specialists  
Pacific Physicians Laboratory  
Pacific Sleep Center  
PACLAB Network Laboratories  
Pathology Associates Medical Labs  
Physicians Anesthesia Services, Inc.  
Plastic Surgery Associates of Seattle  
Proliance Surgeons  
Providence Everett Medical Labs  
Providence Everett Women's Services  
Puget Sound Cancer Centers  
Puget Sound Foot & Ankle Center  
Puget Sound Gastroenterology  
Puget Sound Institute of Pathology, PLLC  
Puget Sound Physicians, PLLC  
Radia Inc., PS  
Rehabilitation Medicine  
Renton Dermatology  
Richmond Internal Medicine Associates  
Roxbury Spine and Wellness Clinic  
Seattle Anesthesiologists, PS  
Seattle Cancer Care Alliance  
Seattle Downtown Dental  
Seattle Foot & Ankle Clinic  
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## Statement of Activity

Revenue	Dec. 31, 2016	Dec. 31, 2015
Contributions	\$1,246,079	\$1,037,635
In-kind contributions	6,417	19,207
Government Contracts & Grants	126,473	168,380
Non- Government Contracts & Grants	648,553	770,712
Interest & Other Income	244	259
<b>Total Revenue and Support</b>	<b>\$2,027,766</b>	<b>\$1,996,193</b>
<b>Expenses</b>		
Salary, Wages & Benefits	\$1,180,578	\$1,077,446
Professional Services	764,122	671,151
Facilities	45,260	56,428
Operations	43,226	48,483
Other Expense	65,214	93,199
<b>Total Expense</b>	<b>\$2,098,400</b>	<b>\$1,946,707</b>
<b>Change in Net Assets</b>	<b>&lt;70,634&gt;<sup>1</sup></b>	<b>49,486</b>

## Statement of Financial Position (Balance Sheet)

Assets	Dec. 31, 2016	Dec. 31, 2015
Current	\$1,064,376	\$1,072,184
LT Promises to Give	14,000	
Fixed	74,688	107,714
<b>Total</b>	<b>\$1,153,064</b>	<b>\$1,179,898</b>
<b>Liabilities and Net Assets</b>		
Current	\$313,746	\$269,946
Net Assets	839,318	909,952
<b>Total</b>	<b>\$1,153,064</b>	<b>\$1,179,898</b>

Audited financial statements and Form 990 available upon request.

<sup>1</sup> due to higher amount of revenue released vs. income received.

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Your support is changing patients' lives. Thank you!

**Mission:** Project Access Northwest collaborates with the health care community to open doors to medical and dental care for low-income individuals with limited access.

**Vision:** Everyone in our community will have appropriate access to health care services.

## Project Access Northwest leadership

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Care Coordinator

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Care Coordinator

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##### **Linh Le**

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Assistance Manager

##### **Peter Merritt**

Care Coordinator

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Executive Director,  
retired June 2017

##### **Kyle Reinhart**

Care Coordinator

##### **Gary Renville, MA**

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hired June 2017

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##### **Joe Stover**

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