

Project Access Northwest leverages partnerships to care for the vulnerable

Theresa* is a 55-year-old single mother of three sons attending college. To care for and support her family, she works more than 40 hours per week as an hourly employee at Value Village in King County. The family lives on \$75 a day, without much support other than the Supplemental Nutrition Assistance Program (SNAP) Theresa uses to make ends meet.

Low-income patients face an impossible choice

Imagine that you are Theresa and you have a health care challenge that requires surgery and the help of a specialist. You need thousands of dollars in care and must decide between that care and paying your monthly utility bill or rent. This scenario is the norm, not the exception, for thousands of people every year in our area. That was the reality for Theresa. Luckily, Project Access Northwest, with the help of many partners, was able to provide her a solution, as we do for thousands of patients every year.

Theresa went to **HealthPoint** in Redmond with knee pain. Theresa's ability to work was starting to be impacted, which threatened her family's security. Recognizing that Theresa needed more than could be offered in primary care, her HealthPoint provider referred her to Project Access Northwest.

This is where the partnership and resources of our friends in the health system were put on display. Theresa started in physical therapy donated by **Swedish Medical Center** in Redmond. When therapy didn't provide adequate relief, Theresa was sent to **UW Medicine/Valley Medical Center** for imaging and an orthopedic consult. They tried an

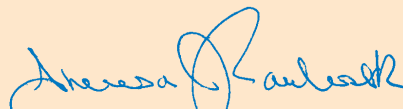
Theresa's story continues inside...



Gary Renville and Terri Rambossek

We are pleased to present this summary of our work in 2018. Our **extensive network of health care partners** and **1,740 volunteer providers** served **5,000 patients** through our **three core programs**.

But those are just numbers. Each of our patients has a unique story, like Theresa's featured here. Please take a moment to read it. Your investment in our mission has improved the lives of thousands of patients like Theresa and helped to build a healthier community. Working together, we are truly making a difference. Thank you.


Terri Rambossek, Board President


Gary Renville, Executive Director

* To protect patient privacy, names and other details have been changed.

Caring for the most vulnerable

Theresa's story, continued from cover page

injection, but the relief was short-lived; Theresa needed surgical intervention. At this point, our partners at **Kaiser Permanente** offered to take over Theresa's care and donate surgery. They partnered with **Overlake Medical Center** in Bellevue, which provided the surgery space and ancillary needs. Once she had her successful surgery, her post-op physical therapy was done at **Kaiser Permanente**.

Care coordinators navigate complex systems

What does it take to care for a patient in Theresa's position? Project Access Northwest oversaw Theresa's 12 medical cases, navigated four health systems, enrolled and re-enrolled her 10 times, arranged for more than 65 appointments and had more than 190 "touches" (individual pieces of work) during her care. Our tremendously skilled care coordinators helped her navigate a system that can be overwhelming.

The ability of Project Access Northwest to navigate so many systems as Theresa's advocate made all the difference in her care and recovery. Our expertise, combined with the remarkable generosity of so many systems and providers allowed Theresa to return to her family, her work and her community free of pain and with a better quality of life.

THERESA'S CARE BY THE NUMBERS

12

MEDICAL
CASES

4

HEALTH
SYSTEMS

10

ENROLLMENTS/
RE-ENROLLMENTS

65

APPOINTMENTS

190

"TOUCHES"

"You have been such a blessing to our family," said her son, with tears rolling down his face, "We don't know what we would have done without Project Access Northwest and the wonderful doctors we've seen."

"We are so grateful to so many," says Theresa, who says the pain had made working unbearable. "I was in so much pain and on my feet all day. And I love my job and caring for my family."

Together with its wide network of generous health care partners, Project Access Northwest forms an integral part of the safety net for our community's most vulnerable members.



“

We are so grateful to so many... I couldn't have kept working at my job. I was in so much pain and on my feet all day. And I love my job and caring for my family.

—THERESA,
CARE COORDINATION PATIENT

”

Raising funds, lifting spirits



West Monroe Partners came out for a fun evening.

A night out in support of Project Access Northwest

Guests raised their paddles to help serve patients.

Emcee Pat Cashman and patient Jean MacKinnon

Artist Lloyd Joynt and high bidder Carol Marsh

CellNetix led the way as our King Pin sponsor.

We held our first annual **STRIKE! Down Barriers to Health Care** event on October 9, 2018. Guests mingled and munched on delicious appetizers, played pool, bowled enthusiastically and then raised the paddle for a good cause. Kathleen Fondren, chief executive officer of our “King Pin” sponsor **CellNetix Pathology & Laboratories**, set the tone for the evening, describing CellNetix’s long-term partnership with Project Access Northwest and its impact on the community. Our **Strike!** level sponsors — **CHI Franciscan Health**, **EvergreenHealth** and **Kaiser Permanente** — played key roles in the event’s success. Together, our 165 guests, in-kind donors and generous sponsors raised **\$93,600!**

SPECIAL THANKS: Our Strike! and Spare! level sponsors provided key support



Community support

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PLATINUM SPONSORS



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Amazon Smiles
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West Monroe Partners

Creative partnerships

Hospital & Health Systems

CHI Franciscan Health
EvergreenHealth
Harrison Medical Center
Highline Medical Center
Kaiser Permanente
MultiCare
Overlake Medical Center
and Clinics
Pacific Medical Centers
Providence Health & Services
Swedish Medical Center
UW Medicine/Harborview
UW Medicine/Northwest
Hospital
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Medical Center
Virginia Mason Medical Center

Multi-specialty Medical Groups

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

Community Health Centers & Free & Faith-based Clinics

Bastyr Center for Natural Health
CarePoint Clinic
Carolyn Downs Family
Medical Center
Cascade Primary Care

Charis Clinic
Christ Community Free Clinic
Community Health Center
of Snohomish County
ConcertoHealth
Cornerstone Medical Services
Country Doctor Community
Health Center
Edmonds Family Medicine
Emerald City Naturopathic Clinic
Fairwood Primary Care
Franciscan Medical Clinic
Guardian Family Care
Harrison HealthPartners
Family Medicine
HealthPoint
Highlands Primary Care
International Community
Health Services
Kent Primary Care
MercyWatch
Molina Medical Clinic
Neighborcare Health
Neighborhood Clinic
Newcastle Primary Care
New Hope Health Center
North Bend Family Clinic
Peninsula Community
Health Services
Port Gamble S'kllam
Tribal Health Clinic
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
Seattle Pacific University
Healthcare Center
Snoqualmie Tribal Clinics
Swedish Family Medicine

Valley Family Medicine
West Sound Free Clinic
Westside Family Clinics

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CellNetix Pathology
& Laboratories
CHI Franciscan Health
Community Health Plan
of Washington
Companis
Computer Troubleshooters, SMB
Coordinated Care
Dynamic Language
EvergreenHealth

First Choice Health
Garage
Health Care for All — WA
Incyte Diagnostics
Kaiser Permanente
NorthWest Kidney Centers
Overlake Medical Center
The Partners Group
PayNorthwest
PhRMA
Physicians Insurance —
A Mutual Company

The Polyclinic
Seattle First Baptist Church
Seattle-King County
Dental Society
Sprague Israel Giles
Stoel Rives LLP
T-Mobile
UpTop Corp
Virginia Mason
West Monroe Partners

“
Thank you for
helping me to heal
and ... be happy
and healthy today.

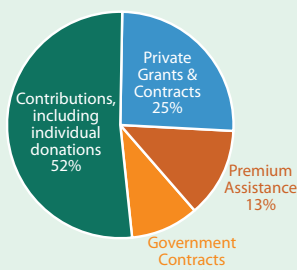
—ALICIA,
CARE COORDINATION PATIENT
”

Generous donors

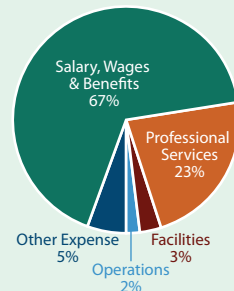
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Income



Expense



Statement of Activity

Revenue	Dec. 31, 2018	Dec. 31, 2017
Contributions	\$1,350,716	\$763,244
Private Grants & Contracts	\$654,885	\$921,438
Premium Assistance	\$335,000	\$265,000
Government Contracts	\$246,223	\$152,381
Interest & Other Income	\$248	\$237
Total Income	\$2,587,072	\$2,102,300
Expenses		
Salary, Wages & Benefits	\$1,374,912	\$1,352,634
Professional Services	\$465,609	\$573,107
Facilities	\$59,353	\$49,694
Operations	\$41,159	\$89,841
Other Expense	\$112,039	\$52,963
Total Expense	\$2,053,072	\$2,118,239
Change in net assets	\$534,000	\$(15,939)

Statement of Financial Position (Balance Sheet)

Assets	Dec. 31, 2018	Dec. 31, 2017
Current	\$1,215,768	\$911,856
LT Promises to give	\$262,500	\$4,500
Fixed	\$45,880	\$59,852
Total	\$1,524,148	\$976,208
Liabilities and Net Assets		
Current	\$166,769	\$152,829
Net Assets	\$1,357,379	\$823,379
Total	\$1,524,148	\$976,208

Audited financial statements and Form 990 available upon request.

Your support is changing patients' lives. Thank you!

Innovative programs

Care Coordination

In 2018, our care coordinators scheduled more than **4,400 specialty care appointments** and placed and answered almost **30,000 phone calls** in service of those appointments. We reduced the costs of the care for our partners, increased access to services, and ensured people were returned to health, their families and their communities.



Health Home

We marked our first full year of the Health Home program in 2018. Our care coordinators created life-changing and life-saving **health action plans** for **more than 245 individuals** who chose to work with us. In addition to these plans, we completed **1,700 face-to-face visits** and placed **more than 2,000 calls** to clients in order to schedule appointments, arrange services and to meet their needs.



Premium Assistance

In 2018, with the support of our generous partners, we were able to purchase health insurance on the Exchange for **70 members** through **five different insurance carriers**. We partnered with CHI Franciscan, UW Medicine/Harborview, UW Medicine/Valley Medical Center, MultiCare, Providence Health & Services and Swedish Medical Center. Through this program, we ensure patients have access to appropriate health care before their medical need results in an emergency department visit or a more extensive problem.



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Members pledge three years of financial support

[Project Access Northwest]
made for me a miracle...

you guys gave me the
force and the will to be
productive again.

—PABLO,
CARE COORDINATION PATIENT

48,000+ patients served

(My care coordinator) has **supported me in all kinds of ways**, from someone who sat in a chair all day long I **feel better both physically and mentally**. She has **encouraged and helped me a lot**.

—MARY, HEALTH HOME CLIENT

Without your help, I **don't know how we would have managed to keep health insurance**.

Even the cheapest options were going to really stress us financially.

—STACY, PREMIUM ASSISTANCE CLIENT

Because of you, I look for **silver linings, believe anything is possible and live with a grateful heart**.

—ERNEST, CARE COORDINATION PATIENT

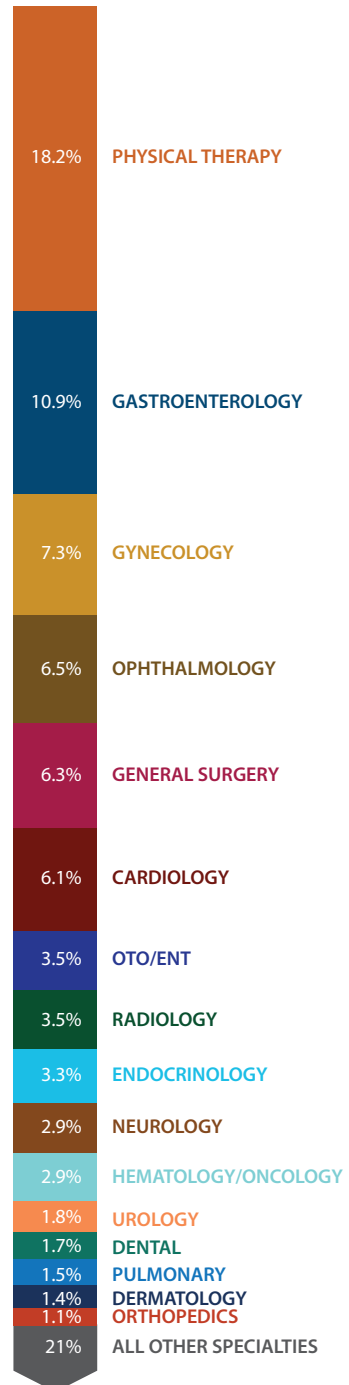
There is no way ... I could have afforded this **life-changing** and even **life-saving surgery**. Without you, it would never have happened.

—ALICIA, CARE COORDINATION PATIENT

Thank you for being there for people like me ... It is my prayer that organizations from all directions will rise up to **support you so you can continue your mission**.

—ZERGI, PREMIUM ASSISTANCE CLIENT

Medical Specialties



Connecting patients to care

2018 AT A GLANCE



1,740
volunteer
providers

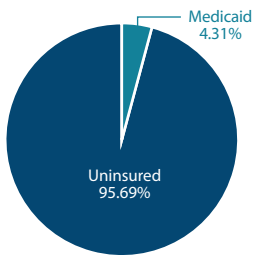


ALL
major hospitals & medical systems
in our service area



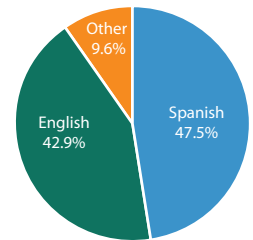
5,000
patients
served

Patient Insurance

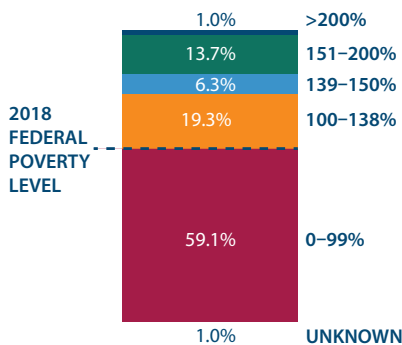


Provided
interpreters for
33
patient languages

Patient Languages



Patient Income compared to Federal Poverty Level



With a patient
no-show rate of just
3.71%
our providers can
count on efficient use
of their time

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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