We are delighted to present the Project Access Northwest annual report for 2013. This past year marked the start of implementation of the Affordable Care Act, and Project Access Northwest has been preparing for this change for several years.

Although we began in King County in 2006, we knew the demand for access for the uninsured and underinsured would continue to grow until health reform became a reality. We drew on our success and expanded into Snohomish County and then Kitsap County. Today, as other project access programs are shrinking or closing, our total referrals have dropped only slightly and our dental referrals have grown by 41.6 percent.

We realized the demand for specialty dental care early on. Project Access Northwest has been partnering with organizations for years to help manage access to services like complex extractions or dentures. Ginny Evans’ story in this year’s report is a great example of a patient whose health and life were improved by access to specialty dental services and our ongoing partnerships with safety net clinics.

We planned for the Medicaid population to grow and adapted to serve this population, recognizing that specialty access will continue to be challenging even with Medicaid coverage. Today more people are covered, and we’re helping our safety net partners navigate the complex web of new insurers and their specialty referral requirements. We’ve been in the forefront of several regional projects that are looking at ideas for reducing inappropriate emergency department use and case management for the newly
insured Medicaid population. We know this population of patients, and our expertise is valued by health systems and providers.

While the impact of the Affordable Care Act is significant, we’ve found that our core competency in case management has prepared us. We are known for our ability to build and leverage relationships with clinicians to provide access for low-income patients. Many of the providers describe the process as “seamless.” We have provided case management for this population of patients since our inception, and today our no-show percentage is less than 5 percent, compared to 30 percent in typical uninsured and underinsured populations.

The implementation and fixes for the Affordable Care Act will continue and so will our work at Project Access Northwest. A patient in Edmonds needs life-saving oncology care, a patient in Silverdale needs his hand repaired through complex surgery and a patient in Seattle needs complex dental work so she can get her diabetes under control. We will continue to evolve and innovate to make certain these patients get the care they need—that’s what we do. Thank you for your support in making it happen.

Elizabeth Pelley
Board President

Sallie Neillie
Executive Director

Mission:

Project Access Northwest collaborates with providers in the health care community to open doors to medical and dental care for individuals with limited access.

Vision:

Everyone in our community will have appropriate access to health care services.
Dr. Crutcher is an orthopedic surgeon specializing in joint replacement surgery of the hip and knee. He was instrumental in bringing to Seattle Operation Walk USA, a national program that provides joint replacement surgery for uninsured patients. In 2013, 11 Seattle-area patients received life-changing surgery as a result of the partnership of multiple specialty providers in orthopedics and anesthesiology and Project Access Northwest.
“I think Project Access Northwest is really the essence of compassionate charity. You help patients who are interested in getting better. Maybe down the road they get a job and are more settled. Maybe they become interested in paying it forward. I think volunteering sets in motion a series of events that are good for society as a whole. The effect is felt further and wider than the individual doctor and individual patient.”

Dr. Wicks is an orthopedist specializing in foot, hand and ankle surgery. He is a former president of the Washington State Medical Association (2007–2008) and served at the president of The Doctors Clinic for 13 years (1999–2012).
We can provide care sooner and be proactive.

When Project Access Northwest first began in King County in 2006, Dr. Roanne Selinger brought the idea to the board at the Eastside Endoscopy Center, a joint venture of Overlake Internal Medicine Associates—Gastroenterology and Northwest Gastroenterology Associates based in Bellevue and Issaquah. As a result, these gastroenterology groups were among the first to volunteer. There’s clearly a family passion for caring for the uninsured. Dr. Selinger’s father, Samuel Selinger, MD, was one of the founders of Spokane County Medical Society’s Project Access program, the first in the state of Washington.

“Before Project Access Northwest began, we sometimes wouldn’t see these patients until they came into the emergency room or hospital, when they’re much sicker regardless of what the issue is,” said Dr. Selinger. “It costs the patient more money, the hospital more money and the taxpayers more money. It’s great when we can provide care sooner and be proactive rather than reactive.”

Dr. Raj Butani agrees. “It seems to work like a well-oiled machine,” he says. “The case manager from Project Access Northwest communicates directly with Bonnie Hagglund, one of our office coordinators, to make sure all the paperwork is squared away. By the time I see the patient, all of that is done. There’s good contact information and good response. I’ve never NOT received the records that I need to help evaluate a patient!”

“Project Access Northwest sends us patients who arrive on time, they don’t miss their appointments and they’re very courteous and respectful. They want to get better and are very encouraging patients to treat,” adds Michelle Steele, nurse administrator of Eastside Endoscopy Center.
Roanne Selinger, MD  
Gastroenterology  
Northwest Gastroenterology Associates  
Bellevue, Washington

Michelle Steele, BSN  
Eastside Endoscopy Center  
Bellevue, Washington

Raj Butani, MD  
Gastroenterology  
Overlake Internal Medicine—GI  
Bellevue, Washington
Dr. Ward is an oncologist at Swedish Cancer Institute. He was one of the first providers to volunteer for Project Access Northwest in Snohomish County.

Jeffery Ward, MD
Medical Oncology/Hematology
Palliative Care
Swedish Cancer Institute
Edmonds, Washington

“In medicine, despite all of the problems that we have, we are still privileged to be able to do what we do. It’s very popular to go to some far away place and go on a medical mission somewhere. Project Access Northwest is a way to do medical mission work on a regular basis right here at home.”
Most people didn’t go into medicine for [a good living] alone.

Mark C. Valentine, MD
Dermatology
Everett, Washington

“I would unequivocally recommend volunteering for Project Access Northwest. Medicine is a wonderful way to earn a good living, but most people didn’t go into it for that alone. Most of us would like to meet community needs as long as the burden isn’t too great. Project Access Northwest is a way to spread that burden around and make sure it is fair and reasonable. More people should support it.”

Dr. Valentine is a dermatologist specializing in diseases of the skin and one of the first specialists to volunteer in Snohomish County. He is a Fellow in the American Academy of Dermatology and has been practicing for 35 years. He is also a Project Access Northwest donor.
When Ginny Evans first came to Neighborcare Health Rainier Beach Medical & Dental Clinic for dental care, she had several challenges. She had severe gum disease with teeth that were loose and not aligned correctly. As a result, she had ugly sores on the side of the mouth due to trauma, and she was having trouble eating. All of this was contributing to Ginny’s difficulty controlling her recently diagnosed Type II diabetes. She was also uninsured.

After examining her, Dr. Aarika Anderson, a dentist at Rainier Beach, referred her to Project Access Northwest. Ginny was a denture candidate, but she
needed to have all her teeth pulled first. She was seen at Swedish Community Specialty Clinic in June 2013, and by November 2013, she had new dentures.

“It’s changed my life,” says Ginny. “I was always self-conscious about my teeth and it really affected my self-confidence. I lived on carbs like mashed potatoes and rice, since my mouth hurt so badly I couldn’t chew.” Since getting new dentures, Ginny is showing off her smile (including posing for pictures for the first time in years). She’s also gotten rid of chronic heartburn caused by not chewing her food thoroughly, and she’s eating healthier to get her diabetes under control.

“Ginny is a great patient,” says Dr. Anderson. “She was self-motivated to get this fixed and followed through with all of her treatment. Patients at community health centers can have multiple barriers in accessing dental care. It is wonderful to have such a positive patient with positive outcomes and great feedback. Project Access Northwest makes all the difference in helping these patients get access to the complex oral surgery they need.”

Sarah Vander Beek, DMD, Chief Dental Officer at Neighborcare Health, is enthusiastic about the work of Project Access Northwest and what it means to patients like Ginny.

“Having a program like this in our community is a lifeline for our patients. They’ve really opened the door for our patients to have access to oral surgery without all the financial barriers. We’re seeing a lot more people get the care they need promptly and professionally. I feel like it’s been a really good partnership.”

Ginny is self employed as a pet nanny and house sitter and hasn’t had health insurance since 2001. Thanks to the Affordable Care Act, Ginny became eligible for health insurance and now has coverage. Thanks to community partnerships like Neighborcare Health, Swedish Community Specialty Clinic and Project Access Northwest, Ginny is smiling regularly for the first time in years and especially enjoying the taste of pineapple—a favorite food she hasn’t been able to eat for years!
Project Access Northwest at a glance

**Service Growth**
- Number of Licensed Clinicians
- Number of Patients

**Fiscal Growth**
- Value of Donated Care and Services
- Annual Expenses

**Specialty Referrals**
- Dental — Surgery
- PT, OT & Speech
- Orthopedics
- Dermatology
- Gastroenterology
- General Surgery
- Otolaryngology/ENT
- Hand
- Pulmonary Medicine
- Gynecology
- Cardiology
- Podiatry
- Ophthalmology
- Other Medical Specialties

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<tr>
<th>Year</th>
<th>Number of Licensed Clinicians</th>
<th>Number of Patients</th>
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<td>2008</td>
<td>210</td>
<td>1,115</td>
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<td>2009</td>
<td>453</td>
<td>1,479</td>
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<tr>
<td>2010</td>
<td>866</td>
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<td>2011</td>
<td>1,040</td>
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<tr>
<td>2012</td>
<td>1,060</td>
<td>4,753</td>
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<tr>
<td>2013</td>
<td>1,300</td>
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<th>Year</th>
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<td>$14 M</td>
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<td>$15 M</td>
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<tr>
<td>2013</td>
<td>$18 M</td>
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<thead>
<tr>
<th>Year</th>
<th>Specialty Referrals</th>
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<tbody>
<tr>
<td>2008</td>
<td>Dental — Surgery: 21.4%</td>
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<tr>
<td>2009</td>
<td>PT, OT &amp; Speech: 6.6%</td>
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<tr>
<td>2010</td>
<td>Orthopedics: 6.6%</td>
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<tr>
<td>2011</td>
<td>Dermatology: 6.4%</td>
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<tr>
<td>2012</td>
<td>Gastroenterology: 6.1%</td>
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<tr>
<td>2013</td>
<td>General Surgery: 5.4%</td>
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About our patients

Ethnicity/Race

- White: 34%
- Hispanic: 21%
- Black or African American: 15%
- Asian: 10%
- Native American or Alaskan: 2%
- Native Hawaiian/Islander: 2%
- Unreported: 16%

Gender

- Male: 41%
- Female: 59%

Age

- 0–17: 1%
- 18–30: 19%
- 31–45: 30%
- 46–55: 24%
- 56–64: 21%
- 65+: 5%
### Statement of Financial Position (Balance Sheet)

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<td><strong>Assets</strong></td>
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<tr>
<td>Current</td>
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<td>Fixed</td>
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<td><strong>Liabilities and Net Assets</strong></td>
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<td>Current</td>
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<td>Net Assets</td>
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<td><strong>$583,034</strong></td>
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### Statement of Activity

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<td>Non Gov’t Contract and Grants</td>
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<td>Interest Income</td>
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<tr>
<td>Other Income</td>
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<td><strong>Total Revenue and Support</strong></td>
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<td><strong>Expense:</strong></td>
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<td>Salary, Wages and Benefits</td>
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<td>Professional Services</td>
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<td>Facilities</td>
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<td>Insurance</td>
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<td>Other Expense</td>
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<td><strong>Total Expense</strong></td>
<td><strong>$1,377,756</strong></td>
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<td><strong>Change in Net Assets</strong></td>
<td><strong>$380,327</strong></td>
<td><strong>$132,705</strong></td>
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*Audited Financial Statements.*
Since Project Access Northwest began in 2006, more than $70 million in medical and dental services have been donated by health care providers, hospitals and ancillary service providers for uninsured and underinsured patients.

There are many reasons why sponsors, donors and volunteers support this program. Here are just three:

1. **We got ready for ACA implementation by building on our core competence.** Project Access Northwest’s core competence is building and leveraging relationships with clinicians. Medical and dental providers and hospital systems choose to work with us because our case management expertise enables uninsured or Medicaid patients to blend seamlessly into a clinician’s practice, requiring little or no more work than the general population. This competency will be invaluable as thousands of newly insured individuals seek primary care and specialty care access. About 10 percent of Project Access Northwest’s work is managing Medicaid populations, and that percentage is growing every day.

2. **We save health care dollars.** It is less costly to see a patient at a provider’s office than at a hospital or emergency room. By helping patients access the specialty care they need, we can help avoid the complications and increased cost of care that’s postponed. Our volunteer providers often talk about the value to taxpayers AND the patient when a patient can seek care sooner rather than later.

3. **Donors see a 16:1 return on the health care dollar.** For every $1 donated to Project Access Northwest, $16 in services is returned to the patient. It’s tough to find that rate of return anywhere else.

$1 donation = $16 in services
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Richard Cessna, ARNP
Pat Chalk, PT
Vincent T Chan MD
Alan D S Chan, MD
Elizabeth Yan Chan, MD FACC
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Jesse Chang, MD
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Samuel C Chao, MD
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William S Getchell, MD
Paul Gianutsos, MD MPH
Jeff Gibbs, MD
Kendra Gil, MD
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Participating Medical Providers, continued

William Klipper, MD
Julian W Klos, MD
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Ann Knapp, PT
Richard Knierim, MD
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Charles Sturgis, MD
Henry Su, MD
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Hospitals, Health Systems and Other Providers

Hospitals & Health Systems
EvergreenHealth
Harrison Medical Center
Highline Medical Center
Overlake Hospital
Medical Center
Pacific Medical Centers
Providence Health & Services
Swedish Medical Center
UW Medicine/Northwest Hospital
UW Medicine/Valley Medical Center
Virginia Mason Medical Center

Multi-Specialty Medical Groups
Group Health Cooperative
Harrison HealthPartners
Minor & James Medical
Overlake Internal Medicine Associates

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Headquarters
Alcon Labs
Angio Dynamics
Arthrex
Bellevue Healthcare
BioMet, Inc
Cascade Cancer Centers
CellNetix Pathology & Laboratories
Cornerstone Prosthetics & Orthotics
CytoLab Pathology
Services, Inc PS
DePuy Synthes Joint Reconstruction
DePuy Synthes Sports Medicine
Dermatopathology Northwest, PLLC
Eastside Endoscopy Center
Eastside Pathology Associates
Eastside Urology Associates
Exactech, Inc
Family Resource Home Care
First Hill Surgeons
Forensic Laboratories
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Highline Pathology Associates
Laboratory Corporation of America
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Medacta USA
Medical Imaging Northwest, LLLP
Medtronic
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Northwest Radiologists, Inc PS
Northwest Tumor Institute, Seattle
Northwest Vision Institute Overlake
Anesthesiologists
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Pacific Physicaians Laboratory
Pacific Vascular, Inc
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SightLife
Sleep Apnea Associates
Smith & Nephew
Spencer Vascular Diagnostic Services, Inc
Stat Medical
Stephen Markowitz & Associates
Stryker
Synergy Medical Systems, Inc
Total Joints Orthopedics
UniCare, Inc

Universal Language Services, Inc
Valley Anesthesia Associates
Valley Diagnostic Imaging Services
Vantage Radiology & Diagnostic Services
Washington Imaging Services
Zimmer
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Project Access Northwest partners with hospital systems and multi-specialty medical groups throughout King, Kitsap and Snohomish counties.

KITSAP COUNTY
1. SILVERDALE
   - The Doctors Clinic

2. BREMERTON
   - Harrison HealthPartners
   - Harrison Medical Center
   - Peninsula Community Health Services

3. EDMONDS
   - The Polyclinic—Edmonds
   - Swedish Medical Center—Edmonds

4. EVERETT
   - Group Health
   - The Everett Clinic
   - Providence Everett Medical Group
   - Providence Regional Medical Center
   - Swedish Medical Center—Mill Creek
   - Western Washington Medical Group

KING COUNTY
5. BELLEVUE
   - Group Health—Bellevue Campus
   - Minor & James Medical—Bellevue Commons
   - Overlake Internal Medicine Associates
   - Overlake Medical Center

6. BURIEN
   - Highline Medical Center

7. ISSAQUAH
   - Swedish Medical Center—Issaquah

8. KIRKLAND
   - EvergreenHealth

9. RENTON
   - Southlake Clinic
   - UW Medical Center/Valley Medical Center

10. SEATTLE
    - Group Health—Capitol Hill Campus
    - Minor & James Medical—First Hill
    - Pacific Medical Centers—Beacon Hill
    - Pacific Medical Centers—First Hill
    - The Polyclinic—Broadway
    - The Polyclinic—James Tower
    - The Polyclinic—Madison Center
    - Swedish Medical Center—Ballard
    - Swedish Medical Center—Cherry Hill
    - Swedish Medical Center—First Hill
    - UW Medical Center/Northwest Hospital
    - Virginia Mason Medical Center

SNOHOMISH COUNTY
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   - The Polyclinic—Edmonds
   - Swedish Medical Center—Edmonds

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   - The Everett Clinic
   - Providence Everett Medical Group
   - Providence Regional Medical Center
   - Swedish Medical Center—Mill Creek
   - Western Washington Medical Group

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   - Highline Medical Center

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    - Swedish Medical Center—First Hill
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