



ANNUAL REPORT 2013

Letter from the Board President and Executive Director

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

We will continue to evolve and innovate to make certain these patients get the care they need—that's what we do.



Elizabeth Pelley
Board President

Sallie Neillie
Executive Director

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.

Project Access Northwest does all the up-front work.



James P. Crutcher, Jr., MD

Swedish Orthopedic Institute
Orthopedic Physician Associates
Seattle, Washington

“Project Access Northwest does all the up-front work, which makes it very easy to include a patient in your regular surgery day—it’s seamless. For me, the easy part is doing the surgery and taking care of the patient. The hard part is doing all the pre-operative medical clearance and getting everything lined up before the surgery. If we were tasked with doing all the pre-operative testing, it would be more difficult to take care of these patients. The beauty of Project Access Northwest is that all that work is done by the time the patient comes to us.”

Volunteering can have widespread, positive effects.



Brian P. Wicks, MD

*Orthopedic Hand, Foot and Ankle Surgery
The Doctors Clinic
Silverdale, Washington*

“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.

Project Access Northwest sends us patients who [are] very courteous and respectful. They want to get better and are very encouraging patients to treat.



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*

It's a way to do medical mission work right here at home.



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.”

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.

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.

Dental care helps patient regain health and confidence



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

L-R: Sarah Vander Beek, DMD, Chief Dental Officer at Neighborcare Health; Aarika Anderson, DMD, Dentist at Rainier Beach Medical & Dental Clinic; Ginny Evans, patient.

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.”

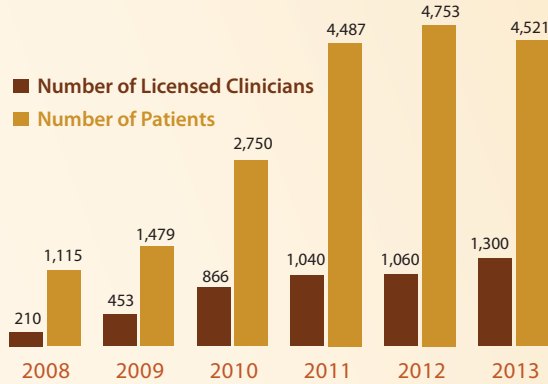
Sarah Vander Beek, DMD, Chief Dental Officer at Neighborcare Health, is enthusiastic about the work of Project Access Northwest and what it means to patients like Ginny.

“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.”

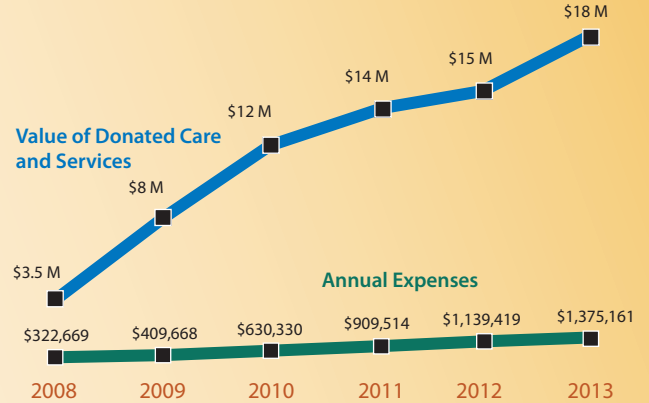
Ginny is self employed as a pet nanny and house sitter and hasn’t had health insurance since 2001. Thanks to the Affordable Care Act, Ginny became eligible for health insurance and now has coverage. Thanks to community partnerships like Neighborcare Health, Swedish Community Specialty Clinic and Project 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

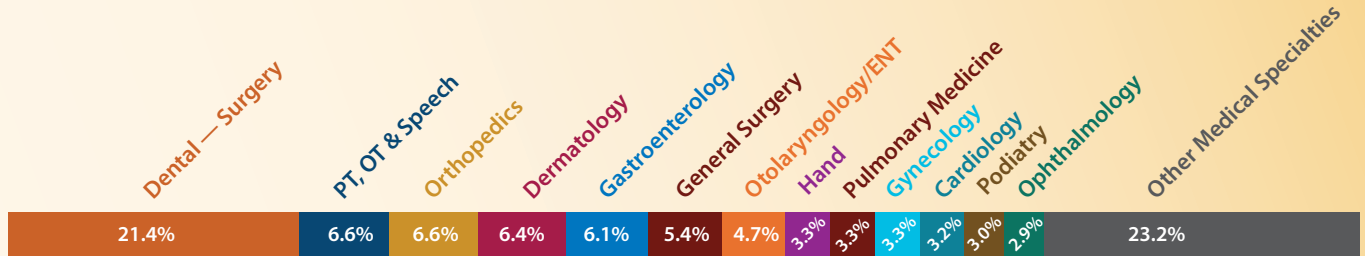
Service Growth



Fiscal Growth



Specialty Referrals

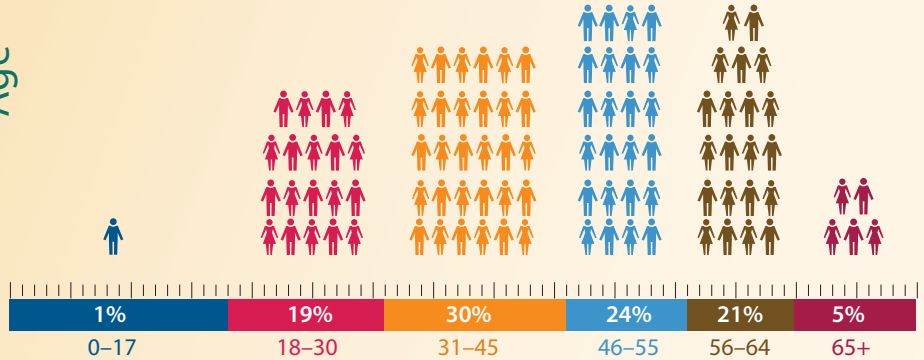


About our patients

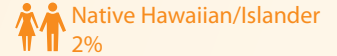
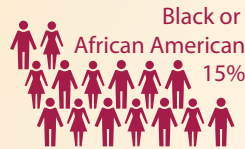
Gender



Age



Ethnicity/Race



2013 Financial Statements

Statement of Financial Position (Balance Sheet)		
Assets	Dec. 31, 2013	Dec. 31, 2012
Current	\$1,084,334	\$531,291
Fixed	\$82,431	\$51,743
Total Assets	\$1,166,765	\$583,034
Liabilities and Net Assets		
Current	\$363,983	\$160,579
Net Assets	\$802,782	\$422,455
Total Liabilities and Net Assets	\$1,166,765	\$583,034

Audited Financial Statements.

Statement of Activity		
Revenue:	Dec. 31, 2013	Dec. 31, 2012
Contributions	\$1,127,947	\$672,093
In Kind Contributions	\$24,214	\$26,858
Gov't Contract and Grants	\$159,027	\$86,507
Non Gov't Contract and Grants	\$445,942	\$507,330
Interest Income	\$178	\$283
Other Income	\$775	\$631
Total Revenue and Support	\$1,758,083	\$1,293,702
Expense:		
Salary, Wages and Benefits	\$945,849	\$772,793
Professional Services	\$294,264	\$252,987
Facilities	\$46,623	\$38,536
Insurance	\$7,849	\$6,159
Other Expense	\$83,171	\$90,522
Total Expense	\$1,377,756	\$1,160,997
Change in Net Assets	\$380,327	\$132,705

Donors see 16:1 return on their health care dollar

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.



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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
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Multi-Specialty Medical Groups

Group Health Cooperative
Harrison HealthPartners
Minor & James Medical
Overlake Internal
Medicine Associates

Pacific Medical
Centers Clinics
The Doctors Clinic
The Everett Clinic
The Polyclinic
Providence Medical
Group, Everett
Southlake Clinic
Western Washington
Medical Group

Ancillary Services & Medical Equipment Providers

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Associates
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Matrix Anesthesia, PS
Medacta USA
Medical Imaging
Northwest, LLLP
Medtronic
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Overlake
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Overlake Imaging
Associates, PC
Paceline Anesthesia, LLC
Pacific Anesthesia
Medical Group
Pacific Physicians
Laboratory
Pacific Vascular, Inc
PACLAB Network
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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

SNOHOMISH COUNTY

- 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
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The Polyclinic—Broadway
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