



ANNUAL REPORT 2014



“Project Access Northwest pairs a committed patient with a compassionate, willing provider.”



Elizabeth Pelley
BOARD PRESIDENT

Sallie Neillie
EXECUTIVE DIRECTOR

These words from **Brent Benjamin, M.D.**, a local pathologist, delighted us as we prepared the Report to the Community for 2014. In one short sentence, Dr. Benjamin summarized what we set out to do in 2006, almost 10 years ago.

We have seen dramatic changes in the health care landscape since then. With the implementation of the Affordable Care Act in 2013, more people in Washington state now have health insurance, but medical and dental specialty care access continues to be a challenge. Patients continue to fall through the gaps, and we’ve adapted our program to address emerging needs.

While **case management for patients needing specialty medical or dental services** continues to be our core program — and we provided care to more patients in 2014 than any prior year — we also launched two innovative programs in 2014.

- **Premium Assistance Program** helps individuals who are eligible to purchase private health insurance on the Washington Health Benefits Exchange, but can’t afford the premiums.
- Our **Minor & James Partnership** provides pacing and care coordination for Medicaid patients seeking specialty care with this provider group, enabling the physicians to continue to provide care despite a huge spike in demand.

You’ll find more details on pages 4–5.

A salute to our unseen supporters

We dedicate this year's Report to the Community to the providers and health care leaders who often serve behind the scenes. These are clinicians like pathologists, radiologists and anesthesiologists, who are critical links for patients to get specialty care, but patients rarely see. They are also the health care executives who lead their organizations to collaborate on communitywide challenges or have been long-time supporters of Project Access Northwest.

We are grateful to sponsors, volunteer clinicians and staff members who came together nearly 10 years ago with one simple idea — opening doors for specialty access. *On behalf of the more than 5,300 patients served this year, thank you for your support of Project Access Northwest.*

*On behalf of the more than
5,300 patients served this year,
thank you for your support of
Project Access Northwest.*

Thanks to you, the connection, commitment and compassion that Dr. Benjamin mentioned, continues.



Elizabeth Pelley
BOARD PRESIDENT



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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.

New 2014 programs address gaps in coverage and access

Thanks to the Affordable Care Act and Medicaid expansion, Washington state saw a 40 percent drop in medically uninsured residents last year. At Project Access Northwest, we're seeing this change in action. Over the past 18 months, our case managers have reported a significant difference in the acuity of the patients being referred. Patients are healthier and starting to get the treatment and prescriptions they need. That's good news for everyone.

However, these newly insured patients have created an increase in the demand for specialty services, while the number of specialists accepting Medicaid has not increased to match the demand. In addition, there are some individuals who are not

eligible for Apple Health/Medicaid, but can't afford the premiums on the Health Benefit Exchange.

In 2014, Project Access Northwest worked closely with community partners to develop new programs to address these challenges.

...these newly insured patients have created an increase in the demand for specialty services, while the number of specialists accepting Medicaid has not increased to match the demand.

MINOR & JAMES MEDICAL



Minor & James Partnership

Physicians in our community want to continue to serve Medicaid patients, but in running a medical practice, they also need to ensure that care is delivered as efficiently as possible. In October 2014, Project Access Northwest was invited to work with the leadership at Minor & James, a well-regarded multi-specialty medical clinic. Minor & James is committed to continuing to serve Medicaid patients, and Project Access Northwest is helping to fulfill that commitment. Our staff provides pacing and care coordination, ensuring that the providers aren't overwhelmed, the

patients are all medically appropriate and all required information is included so the specialist's time is well utilized. Other provider groups have expressed interest in this new model, so we expect this program to grow and continue to support much-needed specialty access in our community.

...Some individuals who are not eligible for Apple Health/Medicaid... can't afford the premiums of the Health Benefit Exchange.

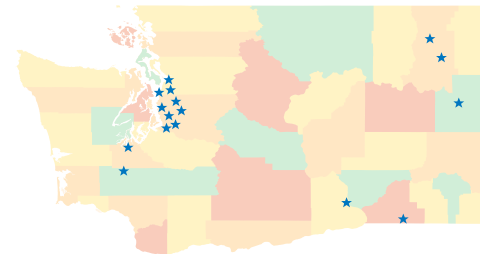
Premium Assistance

While initial reports from the Health Benefit Exchange indicated that most people were maintaining their premium payments, more than 8,000 enrollees ended their enrollment due to non-payment in 2014.

Project Access Northwest piloted a Premium Assistance Program with some of our hospital partners. With their financial support in 2014, we paid the premiums for 115 people who live at or below 200 percent of

the federal poverty level (FPL). Individuals who make below 138 percent of the FPL are eligible for Medicaid/Apple Health, but if they make above that level, they have to buy their insurance through the Exchange.

With the help of our Premium Assistance funders, we were able to help these patients purchase health insurance on the Exchange that they could afford and maintain their health insurance coverage.



The Premium Assistance Program enrolls patients at sites throughout Washington state.

Current Premium Assistance funders include: Multicare Medical Center, Providence Health & Services, Swedish Medical Center, UW Medicine–Harborview and UW Medicine–Valley Medical Center.

Feeling good about being both a volunteer and donor



Brent Benjamin, M.D.

Pathology

Incyte Diagnostics

Valley Medical Center

Renton, Washington

“Project Access Northwest pairs a committed patient with a compassionate, willing provider. I’ve been impressed with the leadership, the organization and the staff. Patients can rest assured that they get the quality care they need. I think that’s important. Volunteering is one way that I could ‘get into the game,’ and I wanted to ‘increase the ante’ a little more by personally donating. I feel good about volunteering and donating to an organization that really does great work.”

Dr. Brent Benjamin is a pathologist with Incyte Diagnostics, which provides pathology services for Valley Medical Center. He is a Project Access Northwest donor and longtime volunteer.

Serving grateful and motivated patients



Deborah Merrill, M.D.

Anesthesiology

Director of Anesthesia

Swedish Orthopedic Institute

Seattle, Washington

“One of the great things about orthopedic care is that you really change people’s lives dramatically. We see patients who are totally incapacitated with joint pain — not able to work, not able to function in daily life. Afterward, they’re back to work or a participating family member again. These patients are so grateful and appreciative; they’ve often waited years for the surgery, and they’re really motivated to move forward.”

Dr. Deborah Merrill is an anesthesiologist with Physicians Anesthesia Services and director of anesthesia at Swedish Orthopedic Institute (SOI), a dedicated facility that specializes in orthopedic surgery. SOI has been an ongoing partner with Project Access Northwest, including work with Operation Walk USA in 2013 and 2014. Operation Walk USA is a national program that provides joint replacement surgery for the uninsured and underinsured one week each year.



Seattle Special Care Dentistry

Seattle, WA

When Bart Johnson and Amy Winston decided to open their dental specialty practice in 2009, they knew they wanted to work with dental residents, and they knew they wanted to provide uncompensated care for low-income patients.

(L-R) Noah Letwin, DDS, Ph.D.; Amy Winston, DDS; and Bart Johnson, DDS, M.S. are partners at Seattle Special Care Dentistry and were instrumental in helping establish the dental specialty clinic at Swedish Community Specialty Clinic. They are longtime volunteers with Project Access Northwest.

Through a partnership with **Swedish, Seattle-King County Dental Society** and **Project Access Northwest**, they were able to help develop a three-chair dental clinic at **Swedish Community Specialty Clinic (SCSC)** in Seattle. The clinic serves patients in need of some form of specialty dentistry, usually extractions.

“Project Access Northwest has really made an impact with our clinic at Swedish,” explains Amy Winston. “Patients are referred to us from the community health centers, the mobile vans and the emergency departments. Project Access Northwest screens the patients, coordinates interpreters, and gets medical histories — everything! When the dentists see the patients at their clinic, they’re there to do dentistry. The patient is ready to treat. This has allowed us to have tremendous

efficiency, a very low no-show rate and incredible satisfaction from the community health centers. Project Access has really impacted the dental community in a way that nobody ever has before. They make this kind of program sustainable.”

Bart Johnson agrees that coordination is essential. “I’ve been doing uncompensated care for most of my career and without a ‘navigator’ like Project Access Northwest, it’s almost impossible. The navigation falls to the dentist or the office staff, and it’s not an efficient way to run a dental operation of any kind. Having Project Access step in to do this makes so much sense because A: they’ve got it down to a science; B: this is what they

Project Access Northwest screens the patients, coordinates interpreters, and gets medical histories — everything!

do, so they’re experts at it. It’s been a dream working with them.”

As longtime volunteers the partners appreciate the flexibility that Project Access Northwest provides.

“There’s something for everyone,” explains Noah Letwin. “If you want to do restorative dentistry, we have the kidney program. If you want to spend your time with residents and do extractions, you can volunteer at SCSC. We have some volunteers who come once a month and we have some who come up once a year, and it’s a good experience for both of them.”

Never thought of not volunteering



Pankai Rajvanshi, M.D.

*Center for Gastroenterology and Liver Disease
The Everett Clinic
Everett, Washington*

“I come from a background with a lot of underprivileged people who have little access to health care. No one should be denied access to health care because they cannot pay. That’s the principle. We have primary care in the community clinics, but access to specialty care is so hard. There wasn’t even a second thought on whether I should volunteer or not. I never thought about NOT doing this.”

Dr. Pankai Rajvanshi was one of Project Access Northwest’s first volunteers in 2006. Before becoming a clinician, he was a liver researcher at Albert Einstein College of Medicine, which led to his interest in Gastroenterology & Liver disease.

L-R: Dr. Rajvanshi and some of his office staff — Ame Holliston, Gayle Prather and Jennifer Marsh.



Manfred Henne, M.D., PhD

Radiologist

InHealth Imaging

Poulsbo, Washington

“My basic goal is to live a purposeful life, which I try to achieve in my radiology practice. Project Access Northwest is a welcome part of this.”

When Kitsap County joined Project Access Northwest in 2012, Dr. Manfred Henne of InHealth Imaging was one of the first to volunteer. InHealth Imaging provides a full spectrum of cutting edge imaging services, including 3-D mammograms, Magnetic Resonance Imaging (MRI) and Computer Tomography (CT). By providing imaging services for low-income and uninsured patients, he provides a critical link in the chain of care for Kitsap County.

Collaborating before competing



Robert H. Malte

Chief Executive Officer
EvergreenHealth
Kirkland, Washington

“Our health care community shares a core calling to serve the greater good. We are committed to taking care of our community and collaborating before we compete. Even with the Affordable Care Act, many Medicaid patients have difficulty seeing a specialist, especially patients who are not part of an organized health delivery system. So Project Access Northwest continues to have a very important role to play — helping people navigate a sometimes overly complex health system.”

2014 Financial Statements

Statement of Activity

Revenue:	Dec. 31, 2014	Dec. 31, 2013
Contributions	\$ 1,051,528	\$ 1,127,948
In-Kind Contributions	18,842	24,214
Government Contracts & Grants	204,500	159,027
Non-Government Contracts & Grants	485,214	445,942
Interest & Other Income	321	952
Total Revenue and Support	1,760,406	1,758,083
Expense:		
Salary, Wages & Benefits	959,107	945,849
Professional Services	580,772	294,264
Facilities	46,571	46,623
Operations	37,495	37,295
Other Expense	78,777	53,725
Total Expense	1,702,722	1,377,756
Change in Net Assets	57,684	380,327

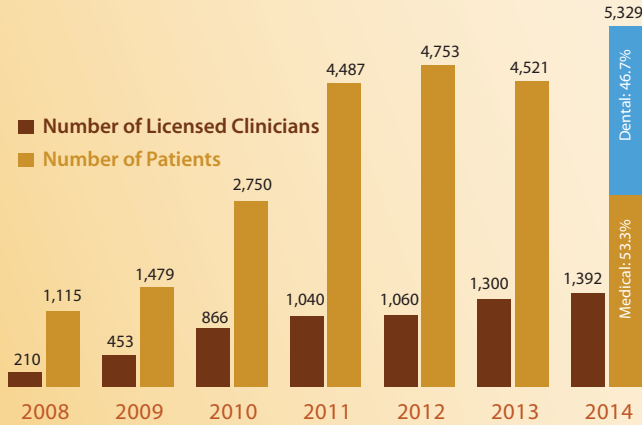
Statement of Financial Position (Balance Sheet)

Assets:	Dec. 31, 2014	Dec. 31, 2013
Current	\$ 939,552	\$ 1,084,334
Fixed	121,741	82,431
Total	1,061,293	1,166,765
Liabilities and Net Assets		
Current	200,827	363,983
Net Assets	860,466	802,782
Total	1,061,293	1,166,765

Audited financial statements and Form 990 available upon request.

Project Access Northwest at a glance

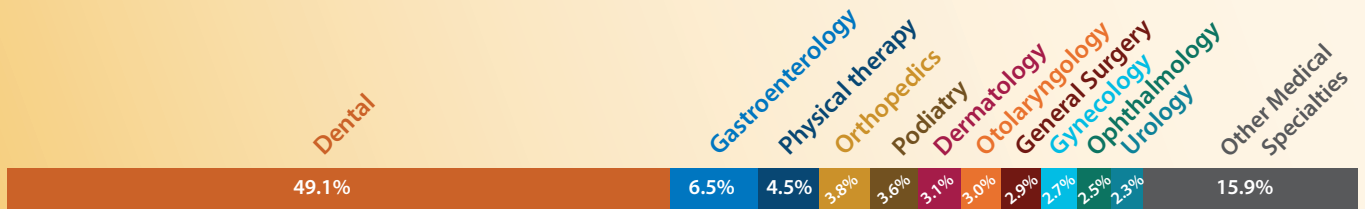
Service Growth



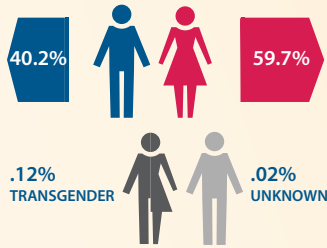
Many high-demand specialty referrals are now covered by the Affordable Care Act, but gaps remain. Increasingly, patients are turning to Project Access Northwest and its partners for life-changing dental care they can't get anywhere else...

Specialty Referrals

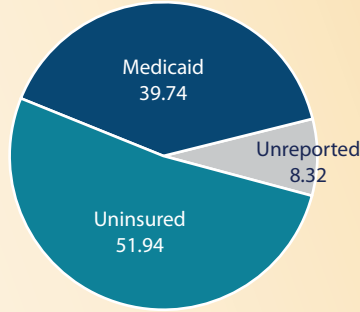
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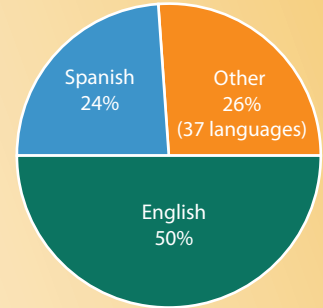
Gender



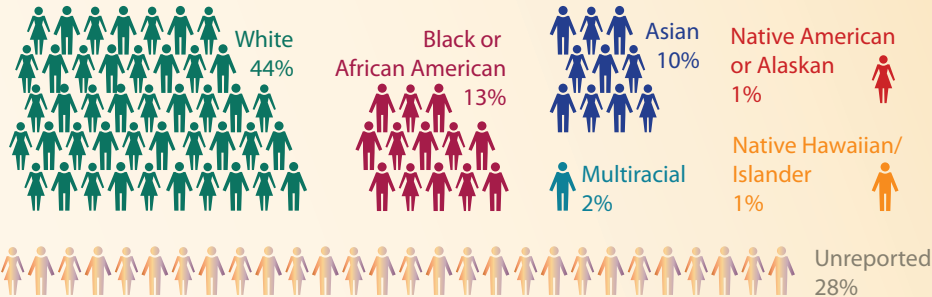
Insurance



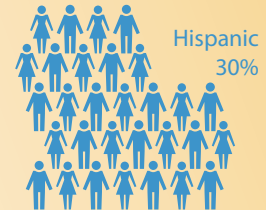
Language



Race



Ethnicity



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There are many reasons sponsors, donors and volunteers support Project Access Northwest. Here are just three:

1 We develop innovative solutions to address the gaps in access and coverage.

We have a track record of developing programs with community partners and sponsors to address gaps in access. Health care continues to be an ever-changing landscape and our core competence in care management is valuable in multiple settings with multiple partners.

Thanks to committed community partners like **Seattle Special Care Dentistry** featured in this report, dental referrals were nearly 47 percent of all referrals in 2014.

We saw that specialty providers were overwhelmed by the surging demand from newly insured Medicaid patients, but didn't want to close their doors to these patients. We worked with **Minor & James** to provide pacing and coordination for their Medicaid patients, enabling them to manage their care load and continue to provide access to dozens of specialties.

We noted the thousands of individuals whose household income was too high for Apple Health/Medicaid, but couldn't afford the premiums on the Health Benefit Exchange. We worked with hospital partners to develop the **Premium Assistance Program**, helping patients continue their coverage.

2 We save health care dollars.

By ensuring that a specialist sees a patient with the right paperwork, imaging and lab reports, we create an **efficient visit**, maximizing the use of a specialist's time. We often hear from providers that they wish all patients were managed as well as Project Access Northwest patients.

By helping patients find care in a provider's office instead of a hospital emergency room, we help improve efficiency, lower costs **and** improve patients' continuity of care.

By enabling patients to continue their insurance coverage through premium assistance, we help them continue to access the care they need while helping hospitals manage their charity care.

Individual donors

3 Our donors change lives. Whether it's a new hip or knee, a gastroenterology procedure, or treatment for a painful and infected tooth, providing desperately needed specialty care can change someone's life. Patients who get the care they need are often able to return to work and take an active part in family life. Our donors help patients "get their life back again."

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*designates provider

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GiveBIG brought big results in 2014!

- We raised a total of **\$22,019**, topping the previous year's total by nearly **\$6,000**.
- **76 donors** — including 13 new donors — helped us reach new heights.
- The average gift of **\$289.72** helped us provide much-needed specialty care services.
- With The Seattle Foundation's contribution from the stretch pool, our total grew to more than **\$25,000**.

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 The Seattle Foundation

Thank you for your support!

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Hospitals, health systems and other providers

Hospitals & health systems

EvergreenHealth
Harrison Medical Center
Highline Medical Center
MultiCare
Overlake Hospital
Medical Center
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
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

Acumen USA Headquarters
Alcon Labs
Associated Valley Ob/Gyn
Association of Emergency
Physicians
Auburn Anesthesia
Belfair Primary Care
Bellevue Healthcare
Bellevue Podiatry
BioMet, Inc
Bremerton Breast Care
Bremerton Cardiothoracic
Surgery
Bremerton Thoracic & Vascular
Surgery and the Vascular Lab
Bremerton Urology
CarePlus Medical Center
Cascade Cancer Centers
Cascade Kidney Specialist
Cascade Primary Care
CellNetix Pathology &
Laboratories
Center for Women's Health
CEP America
Cornerstone Prosthetics
& Orthotics
Country Doctor Community
Health Center

CytoLab Pathology
Services, Inc., P.S.
DePuy Synthes Joint
Reconstruction
DePuy Synthes Joint
Sports Medicine
Dermatology Associates, PLLC
Dermatopathology
Northwest, P.L.L.C.
Duvall Advanced Family
EyeCare, PS
Dynamic Language
Eastside Cardiology Associates
Eastside Endoscopy Center
Eastside Medicine
Eastside Nephrology
Eastside Pathology Associates
Eastside Urology Associates
Edmonds Center for
Outpatient Surgery
Electrodiagnostic Medical
Group & Rehab P.L.L.C.
Evergreen Wound Care Clinic
Exactech, Inc
Family Resource Center
Foot & Ankle Center of WA
Forensic Laboratories
Forks Family Medical Center
Healthpoint
Highline Pathology Associates
Incyte Diagnostics
InHealth Imaging, LLC

Kemp Surgery Center
Kirkland Dermatology
Associates
Kirkland Rheumatology
Kirkland Spine Care
Knee Foot Ankle Center
Laboratory Corporation
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Dermatology
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Medical Imaging
Northwest, LLLP
Medtronics
MultiCare Auburn
Medical Center
Neurological Associates
of Washington
North Seattle Women's Group
North Sound Emergency
Medicine
Northwest Eye Surgeons
Northwest Gastroenterology
Northwest Medical
Northwest Radiologists, Inc PS
Northwest Spine & Sports
Northwest Tumor
Institute, Seattle
Northwest Vision
Institute
Northwest Women's
Healthcare

Hospitals, health systems and other providers, continued

Orthopedic Physicians Associates
Overlake Imaging Associates, PC
Paceline Anesthesia LLC
Pacific Anesthesia Medical Group
Pacific Gynecology Specialists
Pacific Physicians Laboratory
Pacific Sleep Center
PACLAB Network Laboratories
Pathology Associates Medical Laboratories
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, P.L.L.C.
Radia Inc., PS

Rehabilitation Medicine
Renton Dermatology
Richmond Internal Medicine Associates
Roxbury Spine and Wellness Clinic
Seattle Anesthesiologists, P.S.
Seattle Cancer Care Alliance
Seattle Downtown Dental
Seattle Foot & Ankle Clinic
Seattle Hand Surgery Group
Seattle Indian Health Board
Seattle Nuclear Medicine
Seattle Ob/Gyn Group

Seattle Orthopedic Center
Seattle Radiologists
Seattle Surgery Center
Seattle Ultrasound Associates
Seattle Urological Associates
Sightlife
Sleep Apnea Associates
Smith & Nephew
Snoqualmie Valley Eyecare Associates
Spencer Vascular Diagnostic Services, Inc.
Stat Medical
Stephen Markowitz & Associates

Stryker
SW Seattle Orthopedics & Sports Medicine
Synergy Medical Systems, Inc.
The Seattle Arthritis Clinic
The Tumor Institute
The Vasectomy Clinic
Total Joints Orthopedics
UniCare, Inc.
Valley Anesthesia Associates
Valley Diagnostic Imaging Services
Valley ENT
Valley Nephrology
Valley Orthopedic Associates

Vantage Radiology & Diagnostic Services
Valley Surgical Specialists
WA Hand Surgery
Washington Imaging Services
Washington Sports Medicine Assoc
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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
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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

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
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