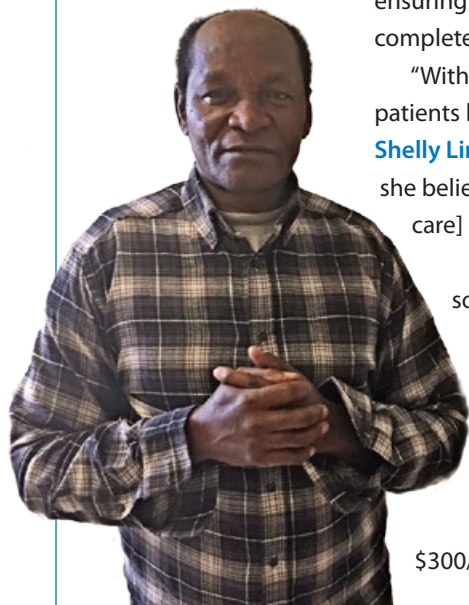


## Community partnerships serve low-income orthopedic patients:

Hospitals and volunteer providers collaborate to meet patient needs close to home

*Bernard Mutisya, who came to the United States from Kenya for a work opportunity and has no medical insurance, is grateful for the help he found through the Acute Specialty Access Clinic.*

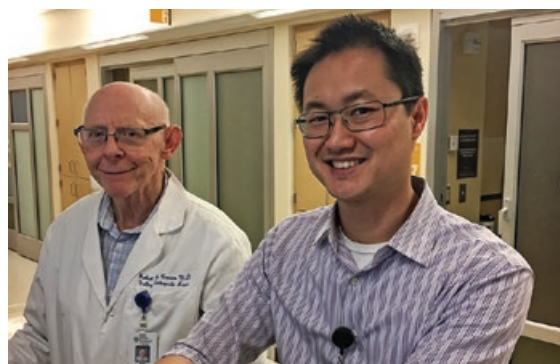


Once a month, retired orthopedic surgeon **Robert Cancro, MD** visits the emergency room. He's not there to receive care but rather to give care, as a volunteer provider at the **Acute Specialty Access Clinic**. Since 2009, this once-a-month clinic has been hosted by **Valley Medical Center**, which invites Dr. Cancro, second-year resident **Will Kwan, MD**, and our own operations nurse and co-founder **Andrea Castell RN, BSN** to use Valley's emergency department to evaluate and treat low-income and uninsured, nonemergent orthopedic patients in Renton.

Patients are referred to the clinic by local primary care providers, and Project Access Northwest coordinates their care—scheduling appointments, ensuring that required lab tests and imaging are complete, and providing interpreters as needed.

"Without care coordination, we couldn't treat the patients here," explains Valley Medical Center nurse **Shelly Lindsay**, who also assists at the clinic because she believes it's important. "It is not a perfect [health care] system, but this is a perfect solution."

In January, 61-year-old **Bernard Mutisya** sought help from the clinic. He traveled to the United States from Kenya last year, leaving his wife and two children behind, to pursue a job opportunity. Now, without medical insurance, he has trouble accessing the health care system here and cannot afford the \$300/month cost of medication he requires.



*Retired orthopedic surgeon Robert Cancro, MD and second-year resident Will Kwan, MD volunteer and treat patients at the Acute Specialty Access Clinic.*

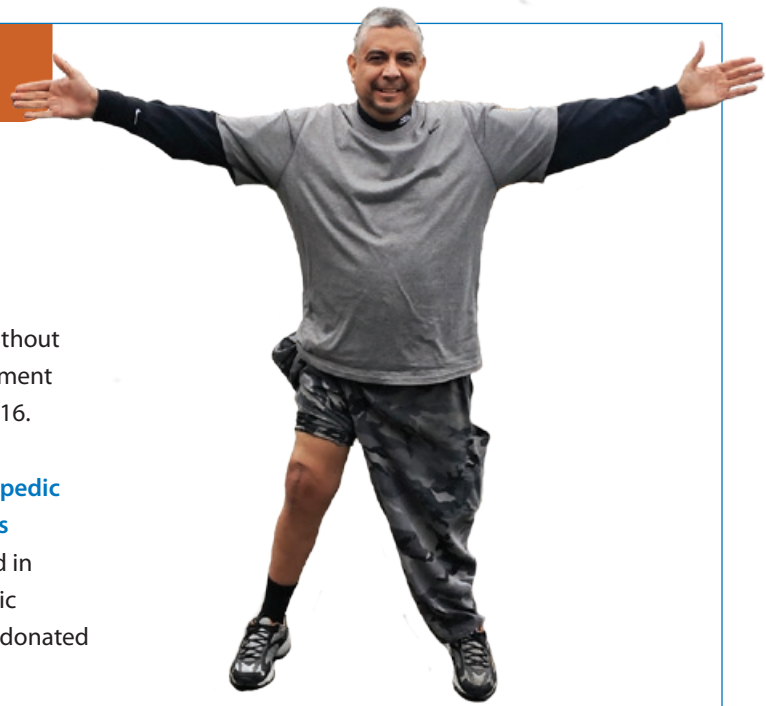
Project Access Northwest coordinated his care with Dr. Cancro and has also connected him with the Prescription Drug Assistance Foundation.

"Our programs cross all borders and all specialty groups," explains Andrea Castell. "Our goal is always to offer what is best for the patient."

Busy resident Dr. Kwan makes time to volunteer because it allows him to give back to the community, hone his skills during the longer, 45-minute patient appointments, and gain expertise from Dr. Cancro.

Dr. Cancro enjoys teaching the residents and using his skills to help people in need. He particularly appreciates how care coordination allows him to focus solely on treating the patient.

"This should be a national standard," he says. "It makes it so easy to take care of people."



## Local patients regain mobility through life-changing joint replacement surgeries



*Operation Walk USA is an independent medical humanitarian organization that provides free hip or knee replacement surgeries to patients in the US. Operation Walk USA benefits US citizens and permanent residents who do not qualify for government assistance programs and cannot afford surgery on their own. Learn more at [opwalkusa.com](http://opwalkusa.com).*

**P**ablo Bautista can stand and walk without assistance, thanks to a knee-replacement surgery he received in December 2016.

In cooperation with **Operation Walk USA**, **Project Access Northwest**, **Swedish Orthopedic Institute**, **Orthopedic Physician Associates** and **Physicians Anesthesia Service** worked in partnership to provide four local orthopedic patients in need of joint replacement with donated medical, surgical and rehabilitation care.

At age 48, Mr. Bautista suffered from a severe deformity of his right knee. He had struggled with increasing pain for years but didn't have the resources to get treatment. Out of desperation, he made a homemade brace that allowed him to walk, but working was very difficult.

Then Mr. Bautista learned about Project Access Northwest through his primary care provider, **Richard Kovar, MD**.

"My doctor...told me about it," he explains. "I met Dr. Kovar for the first time at Country Doctor Community Clinic... He sent out the claim by mail to Project Access Northwest and gave me directions to get the help."

Mr. Bautista knows he is one of the lucky ones. For some, the wait list is very long or their specific needs cannot be met.

"I think it is a combination of time being lucky... and the most important: a GOD miracle," he says.

Mr. Bautista, who supports his son, is very grateful and feels very positive about the future.

"Project Access Northwest helped change my life 180 degrees," reflects Mr. Bautista. "Why? ... Before [Project Access Northwest's] help, I was very unsecure about me and my people because the performance in my job was not good and I didn't know [how long] I could ... handle it."

*Patient Pablo Bautista can stand and walk without a brace following his knee replacement surgery.*

"After [Project Access Northwest's] help, I can be sure about a better future for me and my family," he continued. "My life quality is better ... I'm a healthy guy, so I won't be ... a charge for government."

In addition to Mr. Bautista, three other patients were the recipients of knee- or hip-replacement surgery as part of Operation Walk USA 2016.

These patients received life-changing surgeries at no cost to them, with support from local community partners and providers, including:

- **James P. Crutcher, MD, Alexis Falicov, MD, PhD, Frederick B. Lee, MD** and **Laura Matsen Ko, MD**, orthopedic surgeons with **Orthopedic Physician Associates (OPA)**;
- anesthesiologists from **Physicians Anesthesia Service (PAS)**;
- staff and providers at **Swedish**, who provided hospital care;
- **Stryker, Zimmer Biomet** and **DePuy Synthes**, which provided replacement joints and parts; and
- **Project Access Northwest** referral coordinators, who managed appointments and coordinated care between the primary care providers and specialty care providers.



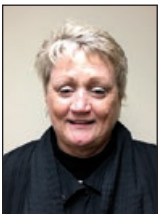
**SWEDISH**



### Welcome new board members



**Penny Edlund, RN BSN** is vice president of Medical Management for Coordinated Care Health, where she oversees medical management services for 200,000 Medicaid and 35,000 marketplace enrollees. Penny has extensive experience as a nurse and nursing administrator and has a master's degree in business administration.



**Kit Herrod** is a public relations and marketing communications professional with experience across a variety of industries, including biomedical research and health care. Her expertise includes strategic planning, community relations, internal and external communications, marketing promotions, event management and development.



**Maureen Hughes**, vice president of Aquilon Software, brings a variety of special skills, including public relations, marketing, fund development and strategic planning. She also has extensive experience helping to design technology-based solutions across key industries. She recently worked as a business development executive at West Monroe Partners. Earlier in her career, Maureen worked as a director at Microsoft and a strategic business developer with Interlink.



**Kara Morse**, an associate at Stael Rives, focuses her practice on providing regulatory and corporate transactional assistance to health care clients. She draws upon her public policy experience, research and legal aid experience to advise clients in a variety of health care-related matters. Kara is an active member of the community, participating in organizations that champion diversity, inclusion and equal access to health care.



**Theresa (Terri) Rambosek** is the vice president, legal services and regional general counsel for Catholic Health Initiatives (CHI), Northwest region. There, she oversees legal services for the Franciscan Health System, based in Tacoma, Wash., as well as CHI's Oregon operations and provides advice regarding regulatory and strategic aspects affecting health care operations, transactions and physician relationships. Previously, Terri worked in-house with Swedish Medical Center and PeaceHealth, and in private practice in Seattle.



*(l to r) Current board president Chrissy Yamada poses with outgoing board members Marcia Wharton, Kerry Radcliffe and Robin Larmer, as well as executive director Sallie Neillie.*

### Thank you and best wishes to our departing board members

With the transition to the new year, we bid farewell and thank you to retiring board members **Marcia Wharton, Kerry Radcliffe** and **Robin Larmer**, who have served on the board since 2011. We appreciate their leadership, wisdom and hard work through these past six years, helping to guide Project Access Northwest through tremendous growth and expansion into new regions and programs.

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Evergreen Health*

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### Thank you to our donors and sponsors

Thank you to all who supported our year-end appeal, which brought in \$12,345. Throughout 2016, we received **more than \$73,000 in individual donations**, and gained the support of **73 new donors**. We're grateful for your generosity! Based on our average care coordination cost of **\$325 per patient**, your donations will help us care for **more than 225 patients in 2017**.

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**We invite your comments and questions.**

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