

Volunteers share time and talent to make a difference

From telling our story to coordinating patient care, volunteers get it done!

Since our founding in 2006, Project Access Northwest has relied on thousands of volunteers to bring life-changing care to patients in need. Typically we focus on our 1700+ volunteer providers who donate care for our patients. But we have volunteers of all sorts—from students to retired professionals, both in and out of the medical field—working behind the scenes and supporting our mission.



Freelance motion graphics artist Charlie Bartlett, of Tread, LLC, volunteered his time and expertise to help us create a compelling video about our work.

Telling our story:

Charlie Bartlett and Jean MacKinnon

When we expressed an interest in telling the Project Access Northwest story through a short video, freelance motion graphics artist Charlie Bartlett answered the call. He donated not only his time and tremendous talent, but also his high-tech equipment. His generosity made capturing our story in video possible.

Jean MacKinnon, a patient who received hip replacement surgery in October 2012, volunteered to share her story on screen. It was her way of giving back to an organization that relieved her pain and gave her hope for a bright future. Through her story, she reveals how easy it is for anyone in our community to become uninsured and how important it is for us to help restore a patient's health before they lose everything.

The video is in the editing stage now, and we are excited to see—and share—the final product!

Dan Howell

From the moment we first met Dan Howell, who was interviewing for a position on our volunteer board, we knew he had something special to offer. In addition to his background in health care, he understood data and knew how to use it to tell a story. His skills were perfect for the challenge we faced: How could we measure the value of our services? Dan took on the challenge and within the first 30 minutes of a meeting with key board members, staff and funders, Dan had written an algorithm that would deliver the results we needed. Within a few months, we had calculated the value of gastroenterology services delivered to our patients. **The**

continued on page 2



Patient Jean MacKinnon returned to Project Access Northwest to participate in our new video project. She wanted to “give back” and provide hope for other patients who need help accessing health care.

Resolve to make a difference in the lives of our patients

Share your gifts of time and talent with Project Access Northwest!



Gary Renville
Executive Director
Tel: 206.788.4204
garyr@projectaccessnw.org

Every new year brings a chance for improvement, a chance to better oneself not just in January, but throughout the entire year. **While many of us abandon our goals after just a few days, volunteering time and talent is an objective well within reach.**

At Project Access Northwest, we make volunteering sustainable. Our volunteers give not because of a resolution, but because they share our belief that everyone deserves access to appropriate health care.

Through the volunteer efforts of our 1700+ specialty providers like **Gregory Grabowski, DPM**, a specialist in podiatry and reconstructive surgery, **we will provide access to medical specialty care for at least 3,300 low-income patients this year.**

Former employees like **Juan Orr**, who continues to support us with translation of documents for our Spanish-speaking patients, help ensure that we are **reducing barriers and sustaining our very low no-show rate (<5%).**

And, of course, our amazing governing board and committee members give their time throughout the year to help set the strategic direction of the organization.

Visit our website, send us an email and join our team. We are ready to fuel your passion for giving back in 2018. **Happy New Year!**

*To volunteer your time, talent or treasure, contact **Melissa Johnson, development director, at melissaj@projectaccessnw.org or 206.496.1591.***

Volunteers share time and talent to make a difference

continued from page 1

average value of care is \$3,480—more than a tenfold return on our average cost of care coordination (\$325). Next, Dan determined that **orthopedics returned an average \$4,563 in care—more than 14 times our care coordination costs!** Dan has been an invaluable resource in helping us tell our story, and we continue to research other areas of care.

Reaching out to patients, coordinating care:

Andrea Ondrušek

Former board member Susan Peskura introduced **Andrea Ondrušek** to Project Access Northwest. Andrea needed a 220-hour internship to successfully complete her coursework. She managed basic administrative tasks initially, but she was clearly capable of more. She soon took on important responsibilities in our Health Home and Premium Assistance programs. She contacted patients, scheduled appointments, provided resources and created valuable documents for our new program. When her internship ended, she

generously offered to continue volunteering. She comes in one day each week to assist wherever she is needed. Andrea has become an integral part of the team, and we are so grateful to have her!

Palak Shah, DDS

Sometimes when you need help, all you have to do is ask. That's what happened when we placed an ad for a volunteer Dental Coordinator. **Dr. Palak Shah**, a practicing dentist from Ontario, Canada, volunteered to fill the role. She is living in Seattle this year with her husband and two young children while her husband pursues additional training as a neurosurgeon. Licensed by the Royal College of Dental Surgeons of Ontario but unable to practice in Washington state, Dr. Shah had both time and expertise to share, and she jumped right in, assisting us with all things dental. From reviewing dental referrals for appropriateness of care to the design of the dental program itself, Dr. Shah has provided guidance on messaging and insight into what is realistic in the dental community (specialties, type of care that can be donated without hardship, etc.). She also participated in a dental access meeting in Snohomish county and helped identify next steps for how we might proceed with dental services.

continued on page 3

Welcome to our new, volunteer board members

Project Access Northwest is governed by a volunteer board of directors. Our members bring a variety of professional skills (legal, medical, fundraising, health planning and administration) and represent various segments of the community. The board meets six times a year, and board members serve three-year terms.



Shirley Bishop, now retired, serves as a consultant with 501 Commons, a nonprofit, charitable organization that supports other nonprofit organizations through management and technology consulting and free information

and referral services. She has completed more than 40 projects, primarily in board governance and strategic planning. Previously, she owned her own company, managing a 10-person staff and providing association management services to professional and trade associations in a variety of sectors. She sold the 15-year-old business in 2007. Shirley earned her bachelor's degree from Harvard University and her doctorate in literature from the University of California, San Diego.



Dan Howell, a director in the health care practice of West Monroe Partners, brings to our board more than a decade of experience as a management and technology consultant. Dan recently relocated to Seattle from Chicago, following

West Monroe Partners' 2016 acquisition of Invoyent, LLC, a health care business and technology consultancy for which he was a partner specializing in large-scale technology integration and enterprise transformation. Dan earned his bachelor's degree in business with specialization in computer information systems from Indiana University's Kelley School of Business. He has been helping Project Access Northwest quantify the impact of our services in terms of the value of patient care delivered.

Thank you and best wishes!

We bid farewell and thank you to retiring board members **Laurel Lee** and **Susan Peskura**, who have served on the board since 2012, and **Shannon Diede** and **Sylvia Gil**, who joined the board in 2015. We appreciate their leadership, wisdom and hard work in support of our mission.



Laurel Lee



Susan Peskura



Shannon Diede



Sylvia Gil

continued from page 2

Allison Covey, ARNP and Violet Robb, RN

Looking for ways to give back to their community, nurses **Allison Covey** and **Violet Robb** reached out to Project Access Northwest as volunteers. We quickly put them to work in our Care Coordination program, "scrubbing" referrals (ensuring that patients qualify for care, are assigned to appropriate specialties, have the needed labs and imaging, etc.). They are also helping us determine the value of our services by reviewing referral outcomes and researching the costs of those services.

"I love feeling like I am contributing to patients receiving necessary specialty care," says Covey. "It is in some ways more fulfilling than my job working in the Emergency Room, because without Project Access Northwest, these patients would not be able to receive care!"

"Helping an organization that increases accessibility makes me feel like I'm doing a small part to help those who otherwise may go without the care they need," explains Robb. "It's only a few hours per week, but I know the time I spend here will have a positive impact on the overall health and well-being of [our] patients."

Project Access Northwest Board of Directors

PRESIDENT
Chrissy Yamada
Chief Financial Officer
US Anesthesia Partners

TREASURER
Scott Combs
Chief Financial Officer
Pacific Medical Centers

SECRETARY
Henry Veldman
Retired, Vice President Operations
PeaceHealth Medical Group

Shirley Bishop
Retired, President
Shirley Bishop, Inc

Pat Cooke
Vice President of Business Solutions
EXP Technical

D. Chris Douglas, MBA, CMPE
President and CEO,
Douglas Healthcare Consulting LLC

Penny Edlund, RN, BSN, MBA
Vice President, Medical Management
Coordinated Care Health

Jennifer Freeman
Chief Financial Officer
NorthPoint Recovery Holdings, LLC

Debra Gussin
Executive Director
University of Washington
Neighborhood Clinics

Catherine Herrod
Marketing Communications and
Public Relations Professional

Dan Howell
Director
West Monroe Partners

Maureen Hughes
Client Solution Partner
Metia

Kara Morse, JD
Health Care Attorney
Stoel Rives

Sarah Philp, MD
Washington Permanente Medical
Group—Board of Directors
Family Practice Physician
Kaiser Permanente

Theresa J Rambosek, JD
Vice President, Legal Services
& Regional General Counsel—
Northwest Division
Catholic Health Initiatives

Grace M Wang, MD, MPH
Family Practice Physician
International Community
Health Services

EX OFFICIO MEMBER
Kristina Larson MS, CCO
Executive Director & CEO
King County Medical Society

Gary Renville
Executive Director
Project Access Northwest



1111 Harvard Avenue ■ Seattle, Washington 98122

NONPROFIT ORG.
US POSTAGE
PAID
SEATTLE, WA
PERMIT NO. 1267

Reduce your mailbox clutter!

SUBSCRIBE ONLINE AT projectaccessnw.org/subscribe

Project Access Northwest teams up with Kaiser Permanente at the 2017 Seattle/King County Clinic

When Kaiser Permanente ophthalmologist **Michael Brush, MD** asked Project Access Northwest to help coordinate follow-up care for vision clinic patients seen at the free **Seattle/King County Clinic** last October, we jumped at the chance. During four, 12-hour days, the vision clinic treated 1,385 patients, many of whom lined up at midnight the night before to ensure they could get the treatment they needed. Eyeglass prescriptions were the primary need, and each of these patients received free glasses. Project Access Northwest then coordinated follow-up care—including cataract work, glaucoma testing, and treatment for other conditions that couldn't be addressed on site—for 118 patients. We referred 80 patients to Kaiser Permanente, 36 to the **University of Washington Eye Institute** and two to other sites specified by the referring physician. Kaiser Permanente offered to complete treatment for patients who were either uninsured or covered by Molina and Kaiser Permanente plans.

"Being able to look at the patients and tell them that Kaiser Permanente was going to take care of them was incredible," said development director Melissa Johnson, who volunteered three days at the clinic. "It was very rewarding to work alongside the clinic staff, Kaiser Permanente staff and other volunteers. We were all working together toward the one goal of serving patients in need. The commitment I saw in the Seattle/King County Clinic volunteers and the Kaiser Permanente providers was truly inspiring!"

The annual Seattle/King County Clinic will return in October 2018.

This newsletter is published by:



1111 Harvard Avenue ■ Seattle, WA 98122

Tel: 206.788.4204 ■ Fax: 206.382.3507

info@projectaccessnw.org



**JOIN US ON FACEBOOK
FOR NEWS AS IT HAPPENS**

OUR 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.

We invite your comments and questions.

Visit www.projectaccessnw.org to learn more.