

Health Home Program reaches the most vulnerable patients

Reflecting on the impact of this one-year-old program



*Health Home Director
Symone Edwards*

Project Access Northwest's Health Home Program marked its one-year anniversary in April. In 2017, we partnered with **Coordinated Care** to launch the program and provide services to its most vulnerable members. These individuals frequently have multiple chronic, debilitating conditions and, due to limited resources, lack stable housing and reliable access to communication with their providers. Our care coordinators meet these clients in their community and provide personalized care coordination, health promotion, support and resources. Frequently, we work with these members to help them transition successfully from the hospital or emergency department back to home.

Difficult but inspiring work

This intense care coordination work is difficult, but it is also inspiring! We see clients improve their health and obtain jobs and stable housing with the guidance and support of the care coordinator. We help access resources that clients might have struggled to obtain, including glasses, dental exams and durable medical equipment, such as a wheelchair. We can attend medical and behavioral health appointments with the clients, to help advocate and clarify the need, so that the right care is received at the right time. If a client is diagnosed with a terminal illness, we provide emotional support to the client and also to the family throughout the process.

Our clients often express that they feel hopeful and supported by having a care coordinator by their side as they navigate systems where they have been unsuccessful in the past.

By the numbers

Today, four full-time care coordinators serve clients in Snohomish and King counties, with two administrative staff providing internal supports, documentation assistance, outreach and resource referral. And we have had very successful engagement! In the active 8.5 months of 2017, Care Coordinators met with 270 new clients, providing assessment and assisting them with creating a

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Health Home care coordinators help develop patient-centered Health Action Plans to support patients in achieving their goals.

The words of Dr. Martin Luther King, Jr. still ring true... and require a response



Gary Renville
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As we remember the legacy of Dr. Martin Luther King, Jr., on the 50th anniversary of his death, one of his many quotes resonates just as much today as when he first said it to the Medical Committee for Human Rights in 1966: ***"Of all the forms of inequality, injustice in health is the most shocking and the most inhuman."***

From my prior work with the National Kidney Foundation, I know that African Americans, Hispanic Americans and Native Americans have rates of diabetes that far exceed those in non-Hispanic whites. I also know that Hispanic males age 20 or younger have the highest prevalence of obesity compared to non-Hispanic whites and African Americans, and that African Americans are more likely to die of cardiovascular disease than non-Hispanic whites.

These of course are just a few of the health inequities that not only affect individuals or specific populations but also impact the overall health status and health care costs facing those we serve.

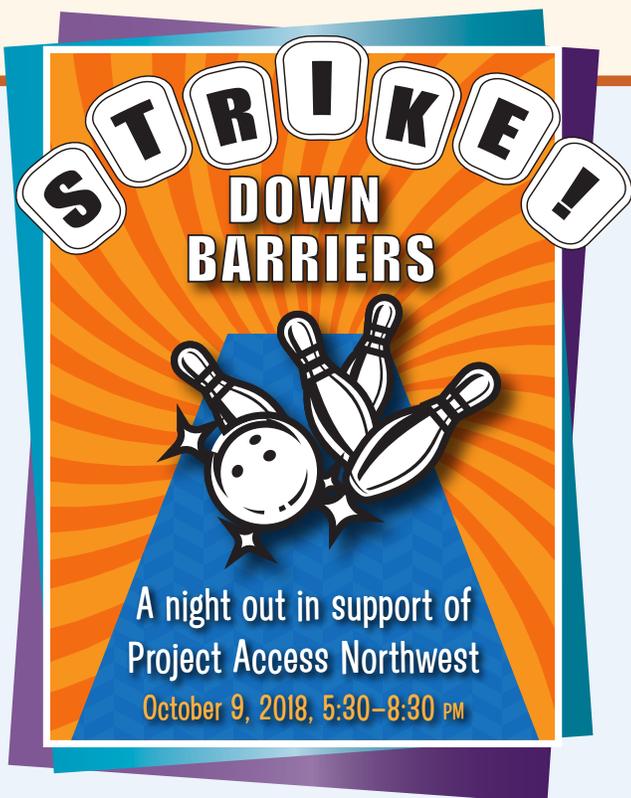
Volunteer board members answer the call

Dr. King also said, ***"Life's most persistent and urgent question is, 'What are you doing for others?'"***

Our volunteer board leaders—past and present—have a good answer for that question. Through careful stewardship of our mission and attention to our Care Coordination, Premium Assistance and Health Home programs, each of our amazing leaders is leaning in to help us increase access to specialty care and eliminate the health care disparities that still disturbingly affect the underserved and underrepresented.

We offer special thanks to our new board president **Terri Rambossek** and to recently appointed ex-officio member **Nancy Belcher**. And we extend our best wishes to immediate past president **Chrissy Yamada** and to board member **Kristina Larson**, who have just completed their terms. Together these leaders are helping to eliminate disparities in health care, and we thank them for their service.

Interested in volunteering? Contact Melissa Johnson at melissaj@projectaccessnw.org or 206.496.1591.



Join us as we Strike down barriers to health care!

Project Access Northwest is holding its first ever fundraising event! Please join us at Garage on Capitol Hill for a fun evening in support of Project Access Northwest. There will be opportunities to bowl, play pool, network, visit with friends and learn more about the important work we are doing to ensure every person has access to appropriate health care.

SAVE THE DATE! This casual and relaxed event will be held **Tuesday, October 9, 2018**, at **Garage** at 1130 Broadway, Seattle. It will run from **5:30–8:30 PM** and feature heavy appetizers, hosted beer and wine, a short presentation and an opportunity to spend time with your fellow health care leaders in our community. **Learn more at projectaccessnw.org/strike!**

Familiar faces, new titles and responsibilities

We are thrilled to announce the recent promotions of leaders in our organization. They possess and help to instill the skills and values of impact (getting results) and influence (spreading passion for the work), and they inspire others to be their best.

Melissa Johnson

Melissa Johnson joined the organization as development director in 2015 and has been promoted to **deputy executive director**. This is an exciting new role for Melissa and a first for Project Access Northwest!

H. Scott Shurtleff

H. Scott Shurtleff first came to us in 2009 through a placement with Companis, an organization that places skilled volunteers with non-profits. In the following year, Scott joined the staff as operations manager, and in 2013 he was promoted to operations director. As **senior program director**, Scott now oversees all programs for the organization and ensures stewardship and network growth of 1,700+ medical specialists.

Please join us in congratulating our two newly promoted employees!



Melissa Johnson
Deputy Executive Director



H. Scott Shurtleff
Senior Program Director

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Health Home Program:

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Health Action Plan that will help them meet health goals and overcome barriers to health needs. Care Coordinators also provided 733 face-to-face follow-up appointments during this time to continue to address the ongoing needs of these clients. Now, Health Home care coordinators follow approximately 52 clients per month, providing 35–45 face-to-face visits monthly.

“We remain excited about the Health Home Program and the profound impact it has had on the lives of our most vulnerable patients,” says executive director Gary Renville. “The thank you notes and other comments we receive from patients prove that this approach is working. We’re helping patients get the care they need and reach the goals they’ve set for themselves.”



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No one should be denied quality health care

Hundreds of thousands of people in our state are denied access to the health care they need. They either don't qualify for insurance under the Affordable Care Act or they qualify but still can't afford the out-of-pocket expenses. Through our comprehensive care coordination services, Project Access Northwest matches patients in need to the providers who want to help them. We make it simple for donors, too. Visit projectaccessnw.org/give for details.

Remember us on Wednesday, May 9, 2018.

And GiveBIG for all.



This newsletter is published by:



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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.