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LAST YEAR, 46%
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DONORS TO
PROJECT ACCESS
WERE NEW DONORS.
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TO JOIN THEM?
*See page 4 to learn
how to GiveBIG.*

The Project Access Model:

A local solution across the state (and the nation!)

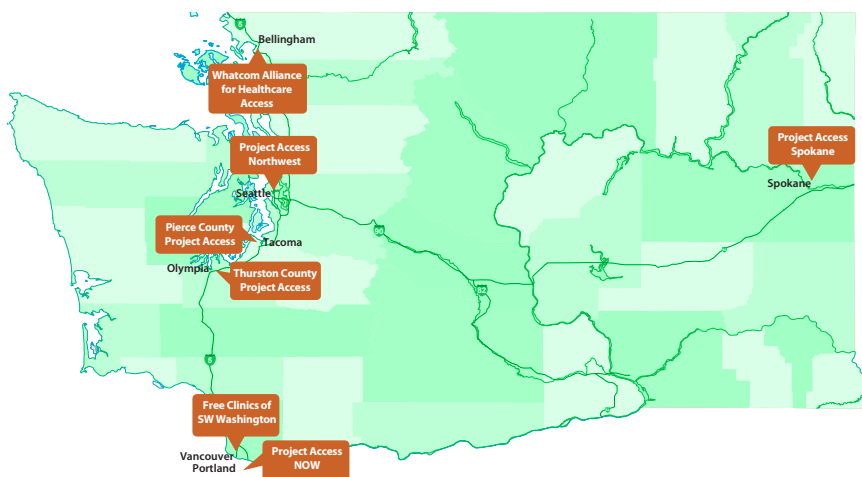
Project Access Northwest focuses on serving the low-income and uninsured patients in King and Snohomish counties here in western Washington. However, it is also a solution across the state and even the nation. There are seven Project Access programs in the state of Washington and more than 50 across the nation. These projects all share common guiding principles, while reflecting their local communities' needs.

The Project Access model makes good business sense. Project Access collaborates with physicians and health system leaders to build a distributed network of charity care. If everyone does a little bit, and contributes what he/she does best, local communities can dramatically change the picture of access to needed health care services for our low-income neighbors.

The Guiding Principles that are the foundation of each Project Access include:

- Health care for the uninsured will be organized, efficient and timely.
- Physicians commit to participating, and each determines how many patients they will serve in a given time period.
- Other services a physician needs will be organized and donated as well.
- Patients will show up on time for their appointments and follow their physician's treatment plan – the local Project Access will help the patient understand his/her responsibility in being a good patient.
- The local effort must be responsive to the physician's concerns.
- Everyone does what they do best – laboratories, imaging centers, ambulatory centers, hospitals and a host of other critical partners support the physician's commitment and provide donated services that the physician needs to treat the patient.
- Everyone does his/her fair share.
- Project Access celebrates and recognizes the physician and health care delivery system's generosity.

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Retired physician and nursing student give back

Evaluating orthopedic patients for Valley Medical Center Acute Specialty Access Clinic

Many of us learned our values at the knees of our parents. **Robert Cancro, MD** did. His mother helped others through her church, and Bob spent many years as a Boy Scout mentoring younger boys through the ranks of scouting. After 30 years performing orthopedic surgery, most recently at Valley Medical Center, he retired from private practice and now volunteers at Valley's Acute Specialty Access Clinic, evaluating and treating orthopedic patients. If the patient needs surgery, he/she is referred to one of Dr. Cancro's former colleagues at Valley Orthopedic Associates.

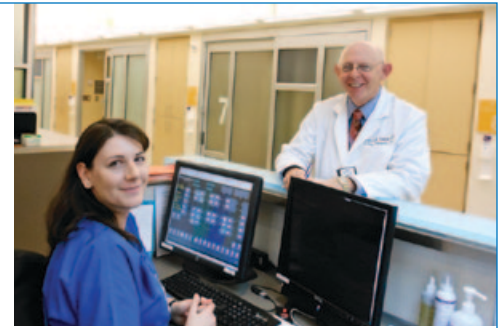
"I'm still doing the work I love, evaluating patients and moving them on to a specialist who helps them get their health and their lives back."

Dr. Cancro, who misses performing the surgery itself, loves the opportunity Valley Medical Center and Project Access Northwest have given him to continue his interaction with patients.

"It's a privilege to help and (after a long career) we're comfortable; it's good to give back without pay," said Dr. Cancro at a recent Thursday clinic.

Working closely with Dr. Cancro at the Acute Specialty Access Clinic is **Stephanie Pott Alvarado, RN, BSN**, currently a student in University of Washington's Nursing Leadership Program who is completing her field placement preceptorship at Project Access Northwest. Alvarado works closely with Project Access' registered nurses, reviewing charts and assessing medical procedural needs, handling referrals, and reviewing our surgery scheduling process to help improve through-put processes, thus getting patients to specialists as quickly as possible. She is also conducting a review of Emergency Department use by uninsured patients to help refine a pilot program in use now on a small scale. She looks forward to graduating with a master's degree in nursing in late summer 2012 and putting all of her nursing experience together in a leadership position.

"With the knowledge I've gained from this experience, I look forward



Stephanie Pott Alvarado, BSN, and Robert Cancro, MD evaluate and treat orthopedic patients at Valley Medical Center in Renton, WA.

to helping communities do more for uninsured, low-income patients," she said.

Cancro and Alvarado both believe that Project Access Northwest's process is helping doctors be more efficient and effective in providing care to those without health insurance. Recently, **Bob Thompson, MD**, VP of Physician Relations for Valley Medical Center, emphasized Valley's commitment to provide support to the growing number of uninsured.

"These efforts, led by Project Access Northwest, illustrate how health systems are refining and coordinating care to manage resources and transform the health care workforce to improve overall health and reduce health disparities in our communities."

Case managers link patients and specialty providers

Managing care from referral to approval to treatment

In 2006, the first full year of operation for Project Access Northwest, its two employees coordinated specialty medical services donated by 112 physicians and clinicians for 487 patients. As we move through our seventh year, we project that close to 4500 patients will be referred to Project Access, and our seven case managers

will coordinate care for more than 80% of those patients — a 1000% increase!

"One of the challenges of providing medical care to an uninsured, low-income population is ensuring that the patient has the appropriate health documentation, lab work and imaging that are required by the physician for diagnosis and treatment," says **Scott Shurtleff**, Operations Director for Project Access, *see the case managers [continued on page 4](#)*



Project Access Case managers work with patients and providers to coordinate all aspects of care. Seated: Jennifer Chin, Rachel Morrow Standing (l to r): Jan Townsend, Theresa Thompson, Martha Hopley, Molly James and Scott Shurtleff. Not pictured: Sean Haines.

Verdant Health Commission: Improving the health of Snohomish County



Verdant Health Commission has made a meaningful and important investment in South Snohomish County as well as a generous financial commitment to Project Access Northwest as we expand and grow throughout Snohomish County. Our organizations' missions are closely aligned, as Verdant's goal is to improve the health and well being of the (South Snohomish) community, and Project Access collaborates to open medical doors to individuals with limited access.

Verdant has four priorities for its work in South Snohomish County — to educate and empower its residents to live healthy lives, to promote health and wellness, to increase access to medical, dental and behavioral health care services and to support programs that employ advocacy and public policy improvements to better meet the health and wellness needs of their constituents.

"Project Access Northwest is a perfect fit with the Commission, because there are no other

specialty care resources for uninsured residents in our community," says **George Kosovich**, Verdant's Director of Programs & Community Investments. "Project Access' network of volunteer medical providers is a great asset to South Snohomish, and we are very pleased to support their work."

Verdant's district, which includes Brier, Edmonds, Lynnwood, Mountlake Terrace, Woodway and part of Bothell, has 240,000 residents. A recent study showed that 15% of those residents went without health care specifically because of cost. In addition, 9% of South Snohomish residents are uninsured and thus have difficulty accessing primary health care, much less have specialty medical care needs met.

We are honored that Verdant Health Commission has placed its trust in Project Access Northwest. We are grateful for their support to remove logistical and financial barriers for patients accessing specialty medical care.

A local solution across the state

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While a network of donated care isn't the long-term solution for the health care system's shortfalls, Project Accesses provide care to patients who can't wait for health care reform – in whatever form it ends up taking. As one physician said, "It's a local solution that both sides of the political aisle can endorse."

By year-end 2010 (the year of the most recent data), these dedicated Washington state clinicians donated close to one hundred million dollars in care for the low-income, uninsured patients. Thanks to the number of partners that have stepped forward, Project Accesses are making a huge difference in the health of our communities, not just locally and statewide, but across the nation.

ARE YOU INTERESTED IN VOLUNTEERING?

Call us at 206-788-4204.

We have ongoing needs for medical and dental clinicians, as well case managers and other administrative support.

You can make a gift to Project Access

Donate Online

www.projectaccessnw.org/donatenow.html

Or send your check by mail:

Project Access Northwest
1111 Harvard Avenue
Seattle, WA 98122

For more information, please contact:

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Project Access Northwest is a 501(c)3 nonprofit organization.

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GiveBIG on Wednesday May 2!

Support Project Access Northwest

The Seattle Foundation's GiveBIG is a one-day, online charitable giving event to inspire people to give generously to nonprofit organizations in our area. Last year, Project Access Northwest received more than \$9000 from this online event; 46% of the donations came from new donors. In addition, The Seattle Foundation matched a portion of our GiveBIG proceeds; that amount was based on the total matching funds available from their donors. We're excited to participate again this year.

Here's how it works:

Each donation made to Project Access on The Seattle Foundation website only, between midnight and midnight (Pacific Time) on May 2, 2012, will go directly to Project Access. In addition, Project Access will receive a pro-rated portion of the

matching funds (or "stretch") pool. The amount of the "stretch" depends on the size of the stretch pool and how much is raised in total donations on GiveBIG day. In addition, donors are chosen at random to have an additional \$1,000 given to the charity that received their donation.

MARK YOUR CALENDARS FOR WEDNESDAY, MAY 2 and visit The Seattle Foundation website www.seattlefoundation.org/GivingCenter/GiveBIG to make your donation.

Watch for more information via the Project Access Facebook page and email. If you haven't already, "Like" us on Facebook to get regular updates. Or scan the handy QR code on the right.



SCAN ME!

Project Access Solutions: Case managers

Case managers link patients and providers

continued from page 2

as the bridge between the specialty care providers and the patients. "Without their efforts, a clinician may have to see a patient two or more times before their specialty care issue can be addressed. In addition, many uninsured residents in King and Snohomish counties speak a language other than English, and the barriers to giving and receiving care may seem insurmountable."

Project Access' case managers ensure that the interaction between a volunteer provider and the patient is a positive experience. Each patient,

upon arrival at a provider's office, is treated no differently than any other patient. They have enrollment cards that look like any insurance card, and there are no conversations that would make anyone think the patient is receiving donated care. If an interpreter is needed, the interpreter is there, with the patient. Smooth, seamless transitions, from referral to approval to treatment, ensure a positive experience and a successful outcome for both the patient and the clinician.

Our case managers make those transitions work!

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Sallie Neillie, Executive Director

We invite your comments and questions.
Visit www.projectaccessnw.org to learn more.

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