



LAST YEAR, 45%
OF THE GiveBIG
DONORS TO
PROJECT ACCESS
NORTHWEST WERE
NEW DONORS.

ISN'T IT TIME
TO JOIN THEM?

See page 4 to learn
how to GiveBIG.

First patients appointed for Kitsap County

In 2012, Project Access Northwest began working with community leaders to expand into Kitsap County. Thanks to partners like [Harrison Medical Center](#), [The Doctors Clinic](#), [United Way of Kitsap County](#), [Peninsula Community Health Services](#) and [Harrison HealthPartners](#), low-income uninsured and underinsured adults can now be referred for specialty medical care through Project Access NW. There are more than 20,000 uninsured adults in Kitsap County and close to 35,000 adults who are underinsured, so clearly the need is great.

Early last month, the first two patients from Kitsap were appointed with [Dr. Robert Sudduth](#), a gastroenterologist at The Doctor's Clinic. Dr. Sudduth represents an increasing number of providers in Kitsap who are volunteering. The recently announced partnership with Harrison HealthPartners will provide even more appointment availability for a range of specialists. To help expand Project Access NW into the county, [Ruthann Raulsome](#), our community coordinator, works from donated space at Kitsap Public Health District. Raulsome handles case management and provider relations for Kitsap County.



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This recent expansion is increasing evidence of the growth of Project Access NW to meet the needs of our region. Thank you to the community partners who are making that happen.

SPECIAL THANKS TO OUR KITSAP COUNTY FOUNDING PARTNERS:

HARRISON
MEDICAL CENTER



SOLUTION: New technologies

CLARA® and EDIE™ welcomed to the team

Although CLARA® and EDIE™ are named like new staff members, they're actually new technologies available that will enable Project Access Northwest to streamline case management operations, as well as provide information for emergency departments in the Project Access NW service area.

"We're excited about what this new client management database will mean for Project Access NW," explains Jane Gunwaldsen, IT & administration director. "CLARA® will enable us to move from a system that was designed for basic physician practice management to something more reflective of the complex work we do."

CLARA® (Community Linked Assistance Referrals Assessment) is a product developed by Vistalogic, based in Portland, OR. It was developed as a hub for community-based organizations to coordinate access, assessment, enrollment and case management for clients served.

CLARA® enables Project Access NW case managers to eliminate redundant data entry and track case activities more efficiently. Well-organized client information pages reflect work flow processes, efficiently documenting patient progress from first assessment and enrollment, to completed service appointments — maintaining universal and case-specific ID numbers for reporting. CLARA® helps case managers with necessary paper-based communications by building auto-filled forms and letters. The database will also help manage available appointment slots with volunteer specialists, so that those resources are managed effectively. In the past, this required the use of several spreadsheets to find appointment slots, book the appointment and communicate the information to the patient and providers.

"We often have to double or triple enter the same information, which can introduce errors," explains Sean Haines, Project Access

NW case manager. "CLARA® will auto-fill that information and will also help create cleaner and more accurate reporting." Case notes and every contact with the client and our partner organizations and volunteers will be captured efficiently.

As Project Access NW takes an increasing role in care coordination of patients referred for specialty services from medical and dental providers, CLARA® will enable case managers and leaders to track progress toward specific goals or service standards and demonstrate program impact and outcomes. Implementation and testing of the new system is planned for April–June 2013.

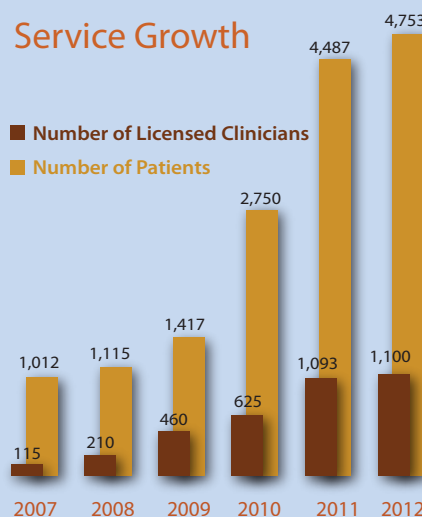
One of the advantages of having the CLARA® database is the potential for integration with EDIE™, Emergency Department Information Exchange, developed by Collective Medical Technologies. EDIE™ is a collaborative care coordination tool being used by the emergency departments in Washington state. Project Access NW will be included in patient chart notes in the system for its patients in King, Snohomish and Kitsap counties.

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YEAR-AT-A-GLANCE: 2012

In 2012, more than 4700 patients were referred to Project Access Northwest and 1,100 providers volunteered. Our top specialty medical need continued to be orthopedics and gastroenterology. However, the growth in the first year of the dental program has been notable and reflective of the unmet need for specialty dental services for the uninsured.

Service Growth



Top Specialty Referrals

| | |
|------------------|-------|
| Dental — Surgery | 16.1% |
| Orthopedics | 8.7% |
| Gastroenterology | 8.6% |
| Ophthalmology | 7.3% |
| Physical Therapy | 5.8% |
| General Surgery | 4.3% |
| Podiatry | 4.3% |
| Gynecology | 4.2% |
| Otolaryngology | 4.2% |
| Hand | 3.8% |

INSPIRATION: We hear from grateful patients

“I don’t have the words.” — Deborah Carruthers

“It’s a miracle. I can’t begin to tell you what it means for me. I don’t have the words,” said Deborah Carruthers. Carruthers recently completed the second of two knee replacements — surgeries provided by **Dr. William Barrett**, an orthopedic surgeon with **Valley Orthopedic Associates** and longtime Project Access Northwest volunteer.

Carruthers has worked in the trucking and warehouse industry for years, but developed arthritis in her knees five years ago. The pain became increasingly more acute.

“I was driving semi-trucks, but the pain got so bad I couldn’t work anymore. I couldn’t climb into the cab of a truck or even use the emergency brake on my own car; I could barely walk any distance across the warehouse floors. Dr. Barrett’s office told me about Project Access NW.”

As the pain in her knees worsened, Carruthers began using a cane, then a walker and eventually a wheelchair.

“The hardest thing was knowing that this was a curable condition, something that could be fixed, but there was no possible way I could afford it,” she says. “I want to be a productive member of

our society and I’m involved in my church and teach Sunday school. I had to give all that up.

“This has given me my life back and taught me a whole new appreciation for the small things — going grocery shopping, taking a short walk. I may still have to rest on a bench during the walk, but the fact that I can even do that is a real blessing.”

Joint replacement surgery and other orthopedic procedures require a complex level of care coordination for Project Access NW staff like **Liz Langeland**, operations nurse, who helped with Carruther’s surgeries. In addition to finding a willing physician volunteer, Langeland coordinates the pre- and post-surgery appointments, arranges for the donation of the artificial joint, and stays in touch with the patient.

“Liz was outstanding, I can’t say enough about her,” says Carruthers. “She kept me informed and I felt like I knew what was happening at every step along the way.”



Deborah Carruthers

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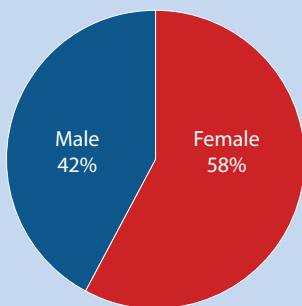
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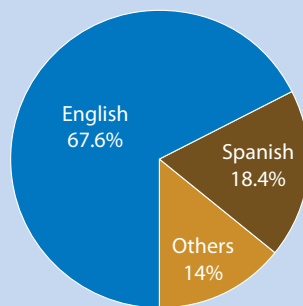
Sallie Neillie
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Patient Demographics

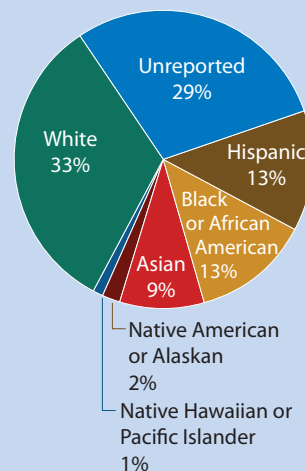
Gender



Languages Spoken



Ethnicity



GiveBIG on Wednesday, May 15

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 \$12,000 from this online event; 45 percent of the donors were new. The Seattle Foundation also matches a portion of our GiveBig donations, depending on the total matching funds available from their donors.

Here's how it works:

Each donation made to Project Access Northwest — *on The Seattle Foundation website only* — between midnight and 11:59 p.m. (Pacific time) May 15, 2013, will go directly to Project Access NW. In addition, Project Access NW will receive a pro-rated portion of the matching funds called the "stretch" pool. The amount of the "stretch"

depends on how much is raised in total donations on GiveBig day. In 2012, our "stretch" match from the Seattle Foundation was more than \$1100.

Here's what to do:

1. **Mark your calendar for Wednesday, May 15, 2013.** Better yet, set an alarm on your smart phone — that way you won't forget, and you can make a donation right from your phone, wherever you are!
2. **On that day, visit The Seattle Foundation website:** www.seattlefoundation.org/GivingCenter/GiveBIG
3. **Make an online donation.**

WATCH FOR MORE INFORMATION via the Project Access NW Facebook page and email. If you haven't already, "like" us on Facebook to get regular updates. Be sure to share our updates with your friends and family and encourage them to participate as well.



CLARA® and EDIE™ welcomed to the team

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"When the patient checks into an emergency department, EDIE™ lets the ED staff know if the patient has already been referred to Project Access NW for specialty services," explains Gunwaldsen. "In addition, when a patient is referred to Project Access NW through EDIE™, Project Access NW staff members know if the patient has been seen in any Washington state emergency department recently and the treatment and follow-up needed."

EDIE™ is also available for safety net clinic primary care providers alerting them that the patient has been seen at an emergency department.

"This exchange of information can really impact the emergency department caring for patients who would be more appropriately seen in a safety net clinic or their provider's office," explains Gunwaldsen.

"It will also help provide greater continuity of care for the patient."

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

Special thanks to Molina Healthcare
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ARE YOU INTERESTED IN VOLUNTEERING?
CALL US AT 206-496-1593. We have ongoing needs for medical and dental clinicians, RNs, case managers and other administrative support.

GO GREEN! To receive this newsletter and other Project Access Northwest updates via email, call Aileen 206-496-1593 and let her know your preference. Or just send us an email at info@projectaccessnw.org. Thanks for helping us go greener and save on postage!