

2020: Year in review



Gary Renville
Executive Director
garyr@projectaccessnw.org

The year 2020 led to a number of changes at Project Access Northwest, but one thing remained unchanged — we continued to serve our patients. A global pandemic certainly changed up processes at Project Access Northwest. All 15 of our staff moved home to work remotely. Phones were adapted, laptops were purchased, and our IT contractor worked tirelessly to ensure everyone had remote access. Servers were upgraded and our entire IT infrastructure was reinforced to accommodate this new reality. The result was impressive. Our team didn't miss a beat with our patients. Since our model has always been fully telephonic, work continued with patients receiving the services they have come to expect from us.

While a number of providers closed their doors for extended periods, in 2020 we still made more than 2900 specialty care appointments in 38 specialties. We helped patients navigate in-person visits, and we also began supporting telehealth visits when possible. We checked in with our patients, educated them about best practices during COVID-19, provided them with resources and worked to combat the social isolation so many were feeling. When provider offices opened back up, we scheduled appointments, helped navigate transportation and helped direct patients to COVID-19 tests, when needed.

As a snapshot of our year, here are some interesting statistics:

- We provided appointments in 38 specialties from audiology to vascular surgery
- We provided telephonic interpreters in 29 languages, including new ones such as: Fula, a language from West and Central Africa; Igbo, a Nigerian language; Mandinka, spoken in Guinea and The Gambia; and Wolof, spoken in Senegal, The Gambia and Mauritania
- More than 80% of our patients were between 31 and 64 years of age
- 97% of our patients were uninsured
- 71% of patients lived below the Federal Poverty Level
- 58% of patients identified as female
- Despite a global pandemic, the no-show rate for appointments was less than 6%

As we look to 2021, we are excited to grow our new gender-affirming care and HIV-PrEP clinic, we are looking to add some behavioral health services, and we strive to grow our volunteer provider list to 1800. We also desperately hope to see a reduction in deaths and hospitalizations from COVID and increased access to vaccinations.

If you have questions about our work, please reach out! We love to hear from our friends and investors. Executive Director Gary Renville is always happy to connect. garyr@projectaccessnw.org



Creating healthy communities
by fostering skilled volunteer service



Michael Welke

Welcome Michael Welke

Michael Welke joined our staff as our new Provider Relations Manager in early February, thanks to **Companis**, a Seattle-area nonprofit that matches skilled professionals with volunteer and stipend-supported service opportunities throughout King and Snohomish counties. Companis has matched us with 31 professionals since our founding in 2006.

Michael will be building our network of licensed massage therapists, chiropractors, acupuncturists, eastern medicine practitioners, and wellness and fitness coaches. He will also identify specialties where we need more providers and work to fill gaps in particular regions of our service area that lack good access.

Michael has a fascinating background. Those with children may know him as an integral part of the **Not-Its!**, a world-renowned band focusing on children's music. They have traveled the globe and are eager to get back to live performances. If you are a bit older, you may remember him as the drummer, from 2005–2009, for **Harvey Danger**, an alternative rock band with great success in the US and abroad.

Michael is also a newlywed, marrying in Mexico just before the pandemic hit. His 13-year-old son was his best person, and Michael personally made the wedding outfits for both himself and his husband. (Michael has also recently started a clothing brand!)

In addition to his many talents and hobbies, Michael has a background rich in project management and event planning. He comes to us with a wide range of experiences, and we are so excited to see how he tackles this next role.

We look forward to sharing the great results of Michael's work as we grow our provider network.

We also want to thank our partner, Companis, which strives to create healthier and stronger communities through the focused engagement of its service-inspired professionals. Their work enables their nonprofit partners to grow and build capacity, and meet new challenges.



Thank you and best wishes!

We bid farewell and thanks to retiring board members *Shirley Bishop, Tracy Corgiat, Kit Herrod, and Kara Morse*. We appreciate their leadership, wisdom and hard work in support of our mission.

Welcome new board members

Project Access Northwest is governed by a volunteer board of directors. Our members bring a variety of professional skills, including but not limited to legal, medical, fundraising, health planning and ability to create and sustain strategic partnerships across nonprofit, corporate and private sectors. The board meets six times a year, and board members serve three-year terms.

Kevin Wang, MD

Faculty Physician,

Swedish Family Medicine First-Hill

Medical Director, Swedish LGBTQI+ Initiative

Dr. Kevin Wang has years of experience working with Project Access Northwest specialty clinics. His areas of focus in the residency program include GYN health and ensuring everyone is able to provide care to the LGBTQI+ community, including gender-affirming care. Dr. Wang is the medical director for Swedish's LGBTQI+ Initiative. He also provides cesarean deliveries

to residency program patients and for patients of community Family Medicine providers.

Dr. Wang is currently serving as a board member at Planned Parenthood of the Great Northwest and Hawaiian Islands, Seattle Pride, the National LGBTQ Task Force, and he is a member of Planned Parenthood Federation of America's National Medical Committee. He is regularly engaged with the LGBTQI+ community working with various LGBTQI+ community-based and advocacy organizations. He also has the honor of chairing University of Washington's LGBTQI+ Health Disparities Course.

William (Bill) Gerardi, MD

President, The Phillips Road Group

Dr. Gerardi is a highly experienced health care executive with a demonstrated history of working in the insurance industry. He is skilled in health plan strategy and operations consulting, clinical program development for commercial, ACA, Medicaid and Medicare markets. Immediately prior to his position as president of The Phillips Road Group, a health plan and life-science consulting firm, Dr. Gerardi was Senior Vice President Health Management and Chief Medical Officer of Blue Cross and Blue Shield of Minnesota.

MTI Physical Therapy helps meet a critical need for our patients

One highlight of 2020 was adding MTI Physical Therapy to our roster of volunteer providers. Formed in 1998 by three practicing therapists, the organization has since grown to seven locations across the region.

MTI prides itself in its providers — a fun, caring and highly educated group. All providers at MTI have a high level of advanced training. The majority of MTI's providers have completed their Orthopedic Manual Therapy Residency through the Ola Grimsby Institute, a post-graduate education consortium, or they have completed their Sports Residency through MTI's own program, which was started in 2020. They also have Fellowship opportunities through the Ola Grimsby Institute, and many of the physical therapists continue on a journey of further education as MTI is a teaching clinic.

The result of this education is skilled and motivated therapists who work with leading-edge technology to help patients. Patients are their number one focus always.



mti physical therapy

MANUAL THERAPY • ORTHOPEDICS • SPORTS

According to marketing manager Anna Starikov, "MTI looks at the whole patient — the treatment is entirely patient-centered."

They focus on the whole person to determine a customized treatment plan. And patients will never work with an assistant or trainer; they will work the entire time with a licensed physical therapist (PT). A patient will typically start in a private treatment room, where their PT will assess their needs and use hands-on manual therapy techniques. They will then transition to the clinic's gym to focus on strength and therapeutic exercises to rebuild

continued on page 4

continued from page 2

He currently serves on the Scientific Advisory Board of Kaid Health, and he is a founder of DropCite.

Robin Larmer

Counsel, Baker & Hostetler LLP
Robin is a versatile health care regulatory and compliance attorney offering legal and operational guidance to Medicare, Medicaid and commercial health care organizations. Her work includes licensing and registration, regulatory compliance, state and federal agency oversight and enforcement, compliance program development, information privacy and security (HIPAA/CCPA). Prior to her position at Baker & Hostetler LLP, Robin was Chief Compliance Officer for Santa Clara Family Health Plan where she developed, implemented and led Medicare and Medi-Cal compliance and delegation oversight program for local, non-profit MMP in Santa Clara County.

Kirsten (Lundell) Koester

Of Counsel, Stoel Rives LLP
Kirsten Koester's corporate law practice at Stoel Rives LLP is concentrated on middle-market company mergers, acquisitions and recapitalizations, with an emphasis on transactions involving private equity sponsors. She has experience in debt and equity financing, joint ventures and other collaborative legal structures. She also advises private companies on formation, structure, equity compensation, and corporate governance matters. She is an active member of the American Bar Association, the Washington State Bar Association, and the King County Bar Association. Prior to her position at Stoel Rives LLP, Kirsten was an attorney at Polsinelli PC (2018–2019) and at Foster Pepper PLLC (2006–2018). Earlier in her career, she worked as assistant vice president, asset management, in the Customized Fund Investment Group at Credit Suisse First Boston.

Michael Madden

*Senior Of Counsel
Bennet Bigelow & Leedom, P.S.*
Mike Madden has more than 30 years of wide-ranging trial and appellate experience at every level of the state and federal court systems. His current practice focuses on medical liability and regulatory matters, Medicaid and health insurance payment issues, class action litigation (including employment disputes), constitutional litigation, and related appeals. He has been lead counsel on more than 50 appeals resulting in published opinions.
Mike served for 18 years with the Washington Attorney General's Office. During his tenure, he represented and advised state agencies and officers in highly complex litigation. Among Mike's honors: he is a fellow in the American College of Trial Lawyers. He was also named "Lawyer of the Year" by Best Lawyers for Healthcare Litigation in 2019 and again for Medical Malpractice law — Defendants in 2020.

Project Access Northwest Board of Directors

PRESIDENT

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

VICE PRESIDENT

Dan Howell
*Director
West Monroe Partners*

TREASURER

Lindsey Pervinch, CPA, MBA
*Director of Finance, Finance Site Lead
University of Washington
Medical Center/University of
Washington Physicians Network*

SECRETARY

Henry Veldman
*Retired, Vice President Operations
PeaceHealth Medical Group*

Gregg Aoyama

*Director of Payer,
Employer & D2b Initiatives
EvergreenHealth*

Gregory Clark

*Chief Administrative Officer
Pacific Medical Centers*

D. Chris Douglas, MBA, CMPE

*President and CEO,
Douglas Healthcare Consulting LLC*

Penny Edlund, RN, BSN, MBA

*Senior Healthcare
Management Consultant
Milliman, Inc.*

Kathleen Fondren, MBA, MT (ASCP)

*Chief Executive Officer
CellNetix Pathology & Laboratories*

William (Bill) Gerardi, MD

*President
The Phillips Road Group*

Kirsten Koester

*Of Counsel
Stoel Rives LLP*

Robin Larmer

*Counsel
Baker & Hostetler LLP*

Mike Madden

*Senior Of Counsel
Bennett Bigelow & Leedom, P.S.*

Robert Sims, MD

*Senior Medical Director
Seattle Genetics*

Kevin Wang, MD

*Faculty Physician
Swedish Family Medicine
Residency — First Hill
Medical Director, Swedish
LGBTQ+ Initiative*

Erik Wilterding

*Principal, Strategy & Transformation
Grant Thornton*

Gary Renville

*Executive Director
Project Access Northwest*

MTI Physical Therapy helps meet a critical need for our patients

continued from page 2

and/or recover from injury, using state-of-the-art equipment. Patients are then sent home with an exercise plan that can be done in the privacy of their own homes, so that healing can continue.

We are so grateful to MTI for providing services for our patients — none of which would have happened without physical therapist and Project Access Northwest donor, Rebecca Catlin. Becca came to us a couple of years ago to see how she might serve patients and become more involved. She shared, “Bottom line for me personally is that I feel compelled to help meet the tangible needs of people in my neighborhood who are struggling.

When I looked around at various volunteer opportunities, I kept coming back to the reality that the greatest skill I have to share is my ability to improve people’s function, reduce pain, and augment quality of life through physical therapy. Health care access is a huge stumbling block for many people, and I am excited to be able to share my knowledge and passion around PT with people who would otherwise be left out of these important aspects of care.”

Physical therapy is a critical specialty for Project Access Northwest. Almost 10% of our patients received PT in 2020. They see PTs in order to pursue more conservative therapies, to build strength

prior to surgery, to aid post-surgical recovery, or to avoid surgery altogether.

When we asked Becca why she felt Project Access Northwest was the right fit for her talents and to share with the MTI team, she replied, “Project Access Northwest was a great fit because they take on the logistics and roadblocks that I would incur trying to connect with people who need our services. MTI has been supportive in this process, allowing any PT who wants to participate to take patients at any of our locations.”

We truly appreciate Becca and MTI for their expert treatment of our patients!

FOCUS ON FUNDING: GiveBIG

GiveBIG to help create a healthier community

No one should be denied quality health care

As we contend with this ongoing global health crisis, we can see clearly how we are connected. The health and well-being of each member of our community are key to our overall strength and resilience. Yet 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. You can make a difference! With your support, our neighbors in need can receive affordable care. Please visit projectaccessnw.org/give to learn more. You can donate directly on our website or use the GiveBig site, available April 20 for early giving and culminating in a 48-hour giving event on May 4–5.

This year, GiveBIG for a healthier community.

All donations made through May 5 will count toward our spring appeal goal.



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.