

Year-at-a-Glance 2011

Top Specialty Referrals for 2011

| | |
|------------------|-----|
| Orthopedics | 11% |
| Gastroenterology | 11% |
| Ophthalmology | 9% |
| Physical Therapy | 7% |
| Gynecology | 6% |
| Dermatology | 5% |
| OTO/ENT | 5% |
| General Surgery | 5% |
| Urology | 5% |
| Neurology | 5% |
| Cardiology | 4% |
| Podiatry | 4% |

Growth in patients, providers and services

In December 2011, state Insurance Commissioner Mike Kreidler announced a grim statistic: **the number of uninsured in Washington state now exceeds more than one million residents.** More than 14 percent of Washington residents have no coverage at all. Kreidler also mentioned charity care provided by hospitals and health care providers rose a staggering 36 percent.

At Project Access Northwest, we saw these numbers throughout the year in the increased numbers of patients referred to us and in the increased numbers of medical and dental clinicians who stepped up to volunteer.

Caring for more patients

In 2011, nearly 4,500 patients were referred to Project Access Northwest for specialty care. Project Access considers a patient enrolled when the referring provider has completed all the necessary paperwork and documentation and the patient is ready for an available appointment in the needed specialty. Project Access continues to meet the goal of enrolling more than 80 percent of the patients referred to us: 3,712 were enrolled in 2011.

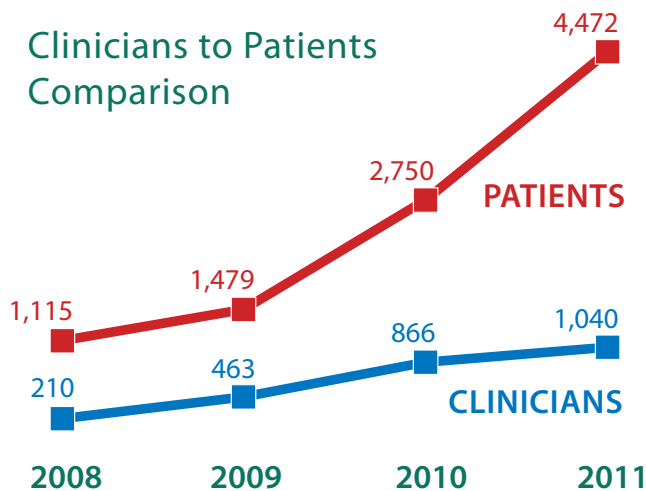
Increase in medical & dental volunteers

In 2011, Project Access continued to expand its network of medical and dental volunteer providers. **More than 1,000 providers are now included in our network**, compared to 866 in 2010.

Selected specialties in high demand

In 2011, Project Access referrals increased to Swedish, Pacific Medical Center, Group Health and Evergreen Medical Center. While we have a large number of specialists in **orthopedics, gastroenterology, and ophthalmology**, we continue to have a high need in these specialties. (See sidebar graph on left.)

Clinicians to Patients Comparison



Dental Care Specialty Referral Program serves first 100 Patients



He was homeless, he needed six teeth extracted and he had anxiety issues about seeing a dentist. Joe had been in and out of dental chairs throughout King County, but the dentists were unable to treat him because of his anxiety issues. Joe couldn't stay in the chair long enough to be numbed sufficiently. He was referred to Project Access. At his first visit, the dentists at Swedish Community Specialty Clinic were able to manage Joe's anxiety issues and successfully extract three of the teeth that were causing him pain. Joe returned for a second visit, had another three teeth extracted and completed his treatment plan. Joe was one of the first dental patients referred to Project Access. (We have changed the patient's name to protect his privacy.)

In fall 2011, Project Access launched its dental program in partnership with Swedish Medical Center, Seattle-King County Dental Society & Dental Foundation, the Swedish Community Specialty Clinic and Washington Dental Service Foundation. The program was designed to help community clinic dental directors refer low-income uninsured patients who needed complex extractions. Joe certainly qualified.

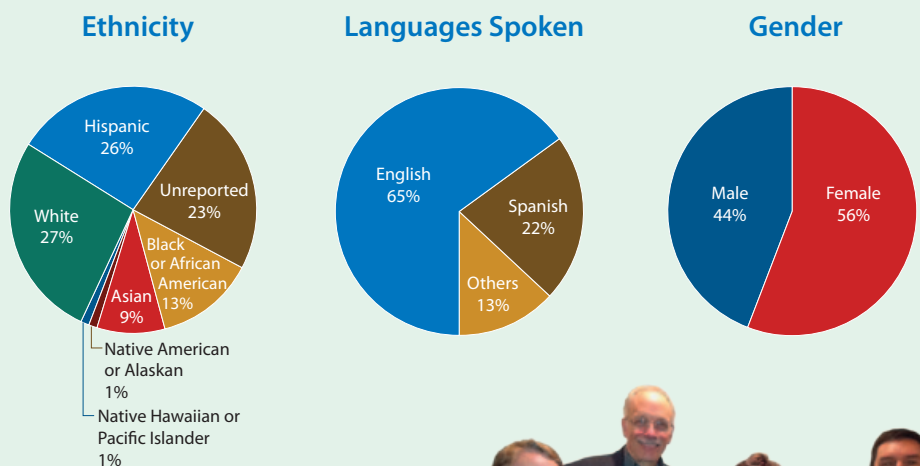
In fact, according to the Kaiser Family Foundation, low-income adults who are struggling with chronic health problems seem to be disadvantaged when it comes to accessing dental care, which could in-turn, compound the

other health problems they are facing.

Here in Washington state, dental access continues to be a challenge for low-income, uninsured residents. According to the Washington Dental Service Foundation, one in five older adults in Washington have untreated dental cavities.

By the end of 2011, more than 100 patients had been referred to this new Project Access program. The initial demographics of the patients referred show a higher percentage of men (two-thirds vs. 44%) and a higher percentage of homeless patients (25%) than the population Project Access typically manages.

WHO WE SERVED IN 2011 (Medical & Dental Services)



Thank you, departing board members

Rosemary Aragon, executive director of the Pacific Hospital Preservation and Development Authority, and **Mark Secord**, executive director of Neighborcare Health, retired at the end of 2011 from the board of Project Access Northwest.

Both were founding board members and instrumental in launching the organization and supporting

our success. Rosemary served as board president during her tenure and brought a passion to the start-up of the organization and a strong commitment to ensuring access to specialists for low-income, diverse populations. Mark served as secretary during his tenure and worked diligently to ensure that Project Access and the community health clinics collaborated closely to best serve the patients. We can't



LEFT to RIGHT: Project Access Executive Director Sallie Neillie, Mark Secord, Rosemary Aragon and Board President Zachary Smulski.

begin to thank them for all the time, effort and commitment they brought to us!

Project Access Solution: Our donors & volunteers

A \$16 return on every dollar spent

Your charitable donation to Project Access Northwest stretches your dollar to help our low-income, uninsured neighbors in King and Snohomish County. In 2011, with expenses under \$863,000, we returned more than \$16 to the community in care and services for every \$1 in Project Access Northwest's costs. It's hard to find a better return on your charitable contribution!

We think that's why 100% of the Project Access Northwest staff made a financial commitment to the organization in 2011. They witness first-hand the important work of Project Access and how it affects the patients in our community.

THANK YOU, Boeing Co., for a generous grant to support our expansion into Snohomish County and South King County, and **PopCap Games**, for surprising us with an unexpected gift! This financial support is clear evidence of these companies' commitment to our community and the mission of Project Access Northwest.

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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PROJECT ACCESS SALUTES:

Henry Li

Polyclinic Oncologist, Volunteer, Donor

Polyclinic Oncologist/Hematologist Henry Li volunteers with Project Access Northwest because he believes his efforts are a small contribution to support low-income, underserved patients.

"People need care, and the economy is bad," he explains.

In addition to being a volunteer, Dr. Li is also a donor to Project Access. He believes it is "the right thing to do" and points out ways that Project Access has helped his staff manage charity care patients.

"The patients are screened, their labs and medical records are complete and, if interpreters are needed, they are scheduled efficiently. I'm pleased to support Project Access in any way I can."

Richard, one of Dr. Li's Project Access patients, believes Dr. Li's support has saved his life. Richard has been a volunteer caregiver for many years. He is well known throughout the hospice community for compassionate, gentle care and for his dog, Atlas, who is always by Richard's side and very special

to his patients. When Richard was diagnosed with cancer, he was referred to Project Access. He was income-eligible for donated specialty care; he had no insurance and no possible way to pay for treatment. Dr. Li and his staff became Richard's specialty care team.

Richard credits Dr. Li with extending his life and Project Access with making it possible for him to not worry about having medical expenses that would be impossible to pay. *(We have changed the patient's name to protect his privacy.)*

Project Access Northwest salutes volunteer clinicians like Dr. Henry Li who support Project Access with their time and their dollars. On behalf of Richard and patients like him, thank you.



Dr. Henry Li, a graduate of Harvard University, has a medical degree from Stanford and is currently in practice at The Polyclinic.

Registered Nurses serve critical role in care

One of the most important aspects of the work we do here at Project Access Northwest is that each and every patient record (related to specialty medical needs) is reviewed by a fully accredited registered nurse. Our nurses fulfill a role unique to Project Access organizations: **They triage all patients needing specialty care services.** Referrals sent to specialty care are vetted to ensure that information needed by the specialist at the first consultation is included with the referral.

Andrea Castell, RN, BSN, MBA was the second employee at Project Access Northwest when it was founded in 2006. Previously, Andrea was the executive director of the Health Care Purchasers Association of Washington and the executive director of the Professional Review Organization for Washington (now Qualis Health). She has provided

implementation consulting services to numerous Washington state-based health plans, community clinics and specialty care providers. Andrea also served as a captain in the United States Army (Nurse Corps).

Liz Langeland, RN, BSN has been with Project Access Northwest since 2011. As a diabetes research nurse/study coordinator at Seattle Children's Hospital Research Institute and a staff nurse, she has worked in the Seattle Children's Medical Unit, EEG Unit and Endocrine/Diabetes Clinic, and in the former Children's at Valley Medical Center Unit. She was also involved in training clinical staff to use the electronic medical records (EMR) system.



Andrea Castell, RN and Liz Langeland, RN ensure that Project Access patients and clinicians have the right information to ensure care.

Project Access Solutions: Increase Efficiency

Help us go greener!

At Project Access, we are proud of our commitment to manage our finances wisely and well. **In 2011, as a result of "going paperless," we saved more than \$8,000 in paper and printing costs.**

Some of you who receive this newsletter via the US Postal Service may want to receive it electronically instead — making sure more of our financial resources go to help the patients we serve.

Let us know what you'd like

We want you to receive our newsletter in the format and at the location you prefer. If you want to change your mailing address, remove a duplicate address or "Go Green" and subscribe to electronic newsletters instead, please contact Aileen at [206-788-4204, ext. 109](tel:206-788-4204) or send email to info@projectaccessnw.org. **Thank you!**

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.

This newsletter is published by:



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Sallie Neillie, Executive Director

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

Special thanks to Molina Healthcare for its support in publishing this newsletter.