



# 2007 REPORT TO THE COMMUNITY

*Bridging Gaps in Health Care Access*

## Our Partners

**Partnership.** That's what PHPDA is all about. We partner with organizations to improve health care access for King County residents with no health insurance or inadequate insurance, especially those who need specialty care. We salute these organizations and the work they do serving our community. We are proud to play a part in supporting their work.

- King County Project Access
- Community Health Centers of King County
- Country Doctor and Carolyn Downs Community Health Centers
- Harborview Medical Center
- International Community Health Services
- Pacific Medical Centers
- Puget Sound Neighborhood Health Centers
- Sea Mar Community Health Centers
- Seattle King County Public Health
- University of Washington
- ... and others

**T**he Pacific Hospital Preservation & Development Authority (PHPDA) focuses its support locally to enhance access to **specialty care services** and **culturally appropriate health services**.

### Access to Specialty Care Services

Based on projections from the 2007 Referral Systems Study, **there are an estimated 15,000 patients in Seattle/King County in need of access to specialty care.** The unmet need for specialty care services in our community is critical.

To help address this issue, the PHPDA supports **Pacific Medical Centers (PMC)** and **King County Project Access (KCPA)** by giving grants totaling almost \$1 million, which support the specialty care services they provide for low-income, uninsured patients.



**An estimated 15,000 patients in Seattle/King County need access to specialty care.**

**Unmet Need for Specialty Care**

*There are an estimated 15,000 patients in Seattle/King County in need of access to specialty care, based on projections from the 2007 System Study. King County Project Access and Pacific Medical Centers were able to provide specialty care services for approximately 10% of those patients.*



## King County Project Access

The PHPDA was an original funder of this innovative program in 2006. The PHDPA made a \$100,000 Grant to King County Project Access (KCPA) in 2007, which KCPA was able to leverage to secure additional funding.

PHPDA's financial support represented almost one-third of KCPA funding in 2007. KCPA is an initiative that encourages donations of charity health care services to the uninsured by local specialist physicians and hospital systems. The program model is founded on physicians volunteering their time to see patients for free, and on other community partners, such as hospitals, donating the additional medical services needed. Physicians volunteer to care for a proportional "share" of the uninsured population, typically 10 primary care patients or 20 specialty care patients per year. In 2007, KCPA received



**more than 1,000 referrals** from safety net clinics, and **595 patients had specialty appointments**, an increase of almost 40 percent from 2006.

## Pacific Medical Centers (PMC)

In 2007, the PHPDA provided over \$886,000 to Pacific Medical Centers to underwrite specialty care services for the uninsured. In 2007, PMC provided specialty care to **907 patients**. PMC values the services provided to these uninsured patients as \$1,575,921 in charges.



## SYSTEM STUDY COLLABORATION: Removing Barriers to Care

In 2007, the PHPDA commissioned a study to identify and reduce the barriers for specialty care access. The PHPDA had been tracking a steady decline in the number of uninsured patients seen at Pacific Medical Centers since late 2005.

An Oversight Committee of safety-net organizations was formed to study the referral and eligibility processes that are in place for referring low-income patients from primary care clinics to specialty care providers (Pacific Medical Centers and King County Project Access

volunteer specialists). In 2007, the total investment in this collaborative project was more than \$88,000.

### The initial recommendations included:

- Simplification of eligibility requirements;
- Training and regular meetings of safety net referral coordinator staff;
- Improved communication between safety net clinics, PMC and KCPA; and

- Development of a community-endorsed eligibility application form for patients referred to PMC and KCPA.

These recommendations were implemented in December 2007. The rates of successful referrals are being actively monitored and reported to the Oversight Committee—which continues to meet and follow up on other recommendations in 2008.

**As of March 31, 2008, we have seen an 83% increase in successful referrals.**

## Culturally Appropriate Health Services

The PHPDA supports culturally appropriate health care through partnerships with other community organizations. In 2007, the PHPDA supported the following programs:

### Interpretation Services

Through a matching-funds agreement

with the Washington State Department of Social and Health Services, the PHPDA allocates \$670,000 to provide interpreter services for Medicaid patients. The PHPDA subcontracted with Pacific Medical Centers, which provided **9,405 interpreted medical appointments** in 2007.

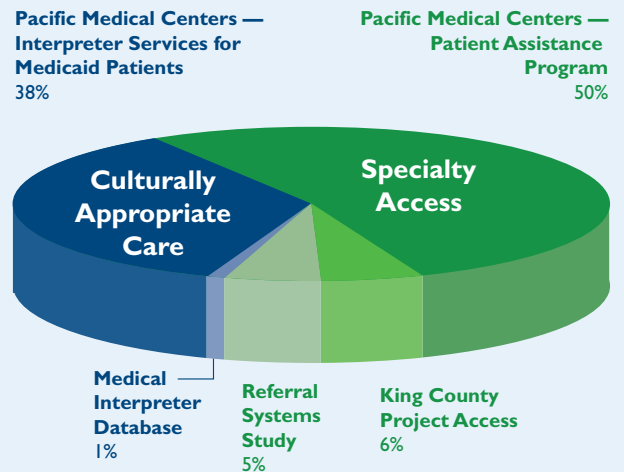
### Interpreter Database

In 2007, the PHPDA invested over \$15,000 to develop a medical interpreter database for use by health care organizations in the Puget Sound region. The database will help to identify and locate interpreters with specific qualities that are in demand. The goal and expected result of this project is to benefit each of the participating organizations by pooling their interpreter resources, which will directly lead to improved care for patients needing interpreters. Construction of the database was completed 2007, and the project is now in the data-gathering and entry phase. Development will continue in 2008. The PHPDA is funding this project in its entirety.

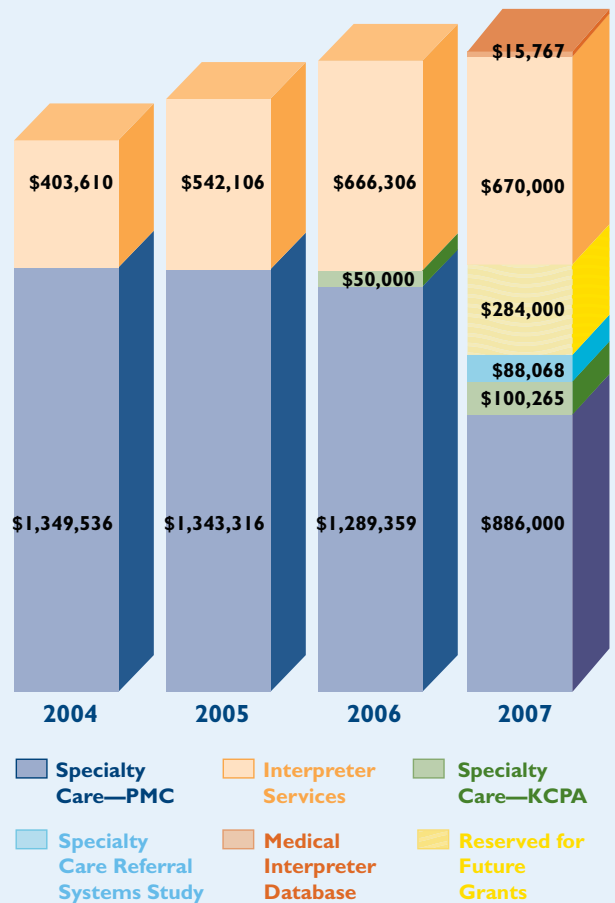


**Well over 30 languages require interpretation during medical appointments in King County, the top two being Spanish and Vietnamese.**

## 2007 Mix of Services



## 2004–2007 Use of Program Funds



# MESSAGE FROM THE EXECUTIVE DIRECTOR

The Pacific Hospital Preservation and Development Authority envisions a community in which all people have access to effective health care that respects each individual's value and circumstance. In particular, we know we will continue to work on increasing the number of uninsured patients receiving specialty care services in our community. We are delighted with the 40 percent increase in the number of patients referred through King County Project Access, but recognize

## Small amounts of money are yielding big results.

that the unmet need is still great. However, early indications from our 2007 Referral System Study are showing significant improvements. As of March 31, 2008, we have seen an 83 percent increase in successful referrals from safety net clinics. Small amounts of money are yielding big results.

We are completing the development of a three-year strategic plan, which will inform our priorities. In addition to specialty care services, we see a role for the PHPDA in bridging gaps in healthcare and removing barriers to access. The PHPDA has approximately \$500,000 available annually for strategic and expanded grant making to accomplish these ends. We will begin making grants in 2008.

The work of the PHPDA would not be possible without the outstanding leadership and commitment of the PHPDA Council members and strategic advisors. Their commitment to improving health care access is demonstrated each year. I thank them for their dedication and the valuable expertise they bring to the organization.



**Rosemary Barker Aragon, MPA**

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Strategic Advisor to Planning Committee

**Margaret Z. Shepherd, RN**  
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Strategic Advisor to PHPDA Council

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