Operation Access (OA) mobilizes volunteer medical professionals to donate specialty care to low-income, uninsured Bay Area adults who do not qualify for affordable health insurance because of immigration status and other factors.

“I volunteer with Operation Access because by providing care I am making a real difference in these patients’ lives.”

With these words, one surgeon describes his motivation for volunteering with OA. Volunteers made a difference in the lives of our clients every day in 2015:

- OA provided its 15,000th service since starting in 1993. The 1,641 surgical procedures and diagnostic services provided in 2015 represent a 19 percent increase over 2014. Gastroenterological diagnostic and preventive health procedures increased by 62 percent during the same period.

- Make a Difference Day, October 24, 2015, was OA’s highest volume day of service ever. Seventy-three clients received 78 procedures. Two hundred volunteers at five facilities made this possible by donating 1,200 volunteer hours and $680,000 in medical care.

- OA partnered with seven Sutter Health Ambulatory Care Centers to serve 44 clients during the Gift of Surgery Month in August.

- OA launched a new, pilot oral surgery program in Marin and Sonoma counties, which we plan to expand in 2016.

Our volunteers are committed to making a difference. We also rely on many others who make a difference: our donors, community clinics that refer patients, and the hospitals and ambulatory care centers that provide space, medical equipment, and support staff. Your generosity helps to alleviate pain, prevent emergencies, and restore health to our community.

We are truly heartened by the contributions of all who make Operation Access possible.

With sincere gratitude,

Paul Hofmann, Dr. P.H.
Board Chairman

Jason Beers
President & CEO

“OA helps us better ourselves and our community.”
– Jeff Fox, MD, MPH
Oliver loves soccer and spending time with his wife and two daughters, playing games and riding bikes in the park near their home. In 2009, Oliver injured his knee during a friendly game of pickup soccer. He went to his primary care doctor, who told him he had torn his meniscus. Without insurance, he was unable to afford proper medical care and suffered years of debilitating pain. Oliver described that his knee would regularly dislocate and he would “pop it back into place.” To alleviate the pain, he occasionally received injections, but this treatment could not repair the damage to his knee. The injury was so severe that Oliver stopped playing soccer and participating in activities with his family, and had difficulty with his job as a landscaper. Eventually the pain became so intense that he could barely make it through the work day. As the sole provider for his family and with no insurance, Oliver was overwhelmed at the prospect of both paying for an expensive knee surgery and fulfilling the physical labor required by his work.

In the winter of 2014, unable to tolerate the pain any longer, Oliver sought help from La Clinica Oakley. There, Dr. Joan Hoffman referred him to Operation Access for a meniscus repair. Oliver could not believe it was true when OA informed him that he qualified for donated care through the OA volunteer network. OA matched him with Dr. Charles Preston, an orthopedic surgeon from Muir Orthopedic Specialists in Walnut Creek. Dr. Preston determined that, in addition to the meniscus repair, Oliver also needed ACL reconstruction to stabilize his knee. Dr. Preston and his colleagues performed the surgery in April 2015 at John Muir Medical Center, Concord, along with anesthesiologist Dr. Dulce Anunciacion from Medical Anesthesia Consultants Medical Group (MAC).

Oliver’s surgery was a great success. As follow-up care, OA coordinated several post-op appointments in which Oliver received instruction for important at-home exercises to increase his mobility. Oliver, with the help of his wife Alma, followed the physical therapy instructions carefully and they even invested in a stationary bike to help him regain strength in his knee and leg.

Six months after his surgery, Oliver returned to work, where he was able to lift heavy equipment and climb trees without pain or fear of further injury. Today Oliver stands for long periods of time, walks, and bends his knee comfortably. He isn’t able to play soccer yet, but Oliver is happy to be active and play games with his daughters. Oliver looks forward to the day when he and his family can finally take a bike ride in the park again.

Oliver is very thankful to OA and the volunteers who helped him get the care he needed. Thanks to the generosity of Dr. Preston, Muir Orthopedic Specialists, John Muir Health, Dr. Anunciacion, and MAC, Oliver is pain free, healthy, and back at work providing for his family once again.

“I really want to thank Dr. Preston and his team for the help and for doing such a wonderful job. I knew I was in good hands. Today, I walk normally again, I work better than I ever did before and it’s all thanks to Operation Access. Thank you! My family and I are indebted to you all.” – Oliver

“IAm very thankful to Operation Access for your great service and support in my surgery. God bless all of you. You are angels in our lives. OA and Dr. Marcus are the best of the best. Thank you so much.”

–Anonymous
Operation Access launched an oral surgery program in 2015 serving clients in Marin and Sonoma counties in response to a need identified by colleagues at Marin Community Clinics (MCC) and Petaluma Health Center. These clients face significant barriers to specialty dental care; many have Denti-Cal coverage, but the wait time can be over a year and timely access for the uninsured is even more limited.

Rodolfo, uninsured and in severe pain, fit this profile. He and his wife Joanna prioritized the health of their children over their own. They even enrolled their children for dental care at MCC, but did not enroll themselves. However, Joanna later enrolled Rodolfo for dental care because she was concerned for his health. When Rodolfo, at age 40, finally visited MCC, it was his first ever visit to a dentist.

The dentist examined Rodolfo's teeth and determined he needed multiple extractions that must be performed in a sterile setting, which MCC could not provide. Without insurance, due to his immigration status, Rodolfo had no affordable options. MCC referred Rodolfo to OA and he was matched with Dr. Matthew Mynsberge, a new oral surgeon volunteer in Greenbrae. The following week, Dr. Mynsberge performed the extractions. Days later, Rodolfo was pain free and back at work supporting his family.

Dr. Mynsberge attributes the severity of Rodolfo’s cavity and infection to his lack of access to preventive care; removal was the only option. If the tooth had been left untreated much longer it would have resulted in a painful and dangerous facial infection, likely prompting a visit to an emergency room to treat the symptoms, but not the underlying dental issue. Now recovered, Rodolfo is very thankful for the care.

“Working with OA has been great. OA patients are wonderful people. They are extremely grateful, appreciative, and thrilled to have our help, which is rewarding for me and my staff because it makes us feel great about what we are doing to help those in need in our community.”

– Matthew Mynsberge, DDS

For the third consecutive year, Operation Access celebrated Make a Difference Day (MDDay), a USA WEEKEND initiative, on October 24, 2015. MDDay was a record-breaking day of services for OA, with over two hundred volunteers participating at five medical facilities across the Bay Area. That day, our volunteers changed the lives of seventy-three people. The procedures addressed vital medical needs in the areas of gastroenterology, ophthalmology, orthopedics, podiatry, otolaryngology, vascular surgery, and general surgery. Participating facilities included Kaiser Permanente Medical Centers in Fremont, San Jose, San Rafael, and Santa Rosa, as well as Fourth Street Laser & Surgery Center in Santa Rosa, where some members of Santa Rosa Memorial Hospital’s staff also volunteered.

The clients OA served on Make A Difference Day now have an improved ability to see, read, drive, and work without visual impairment; they can now hear, without constant pain in their ears; they can now walk, without the pain of a debilitating hernia or varicose veins; and colon cancer was either detected or prevented, averting years of suffering and costly treatment. Moreover, this improved health has ongoing benefits for our clients’ children and families, as well as their communities, as they are now able to provide for their families and reduce the burden on emergency rooms.

Our volunteers also benefited; they were given the opportunity to do what they do best, using their expertise and knowledge to practice medicine and give back to their community. The volunteer experience is contagious, and many volunteers were inspired to increase their involvement with OA by volunteering throughout the year in addition to their annual involvement on MDDay.

For every dollar spent, OA arranged $13.66 in donated medical care for low-income, uninsured patients.
### OUR FINANCES (UNAUDITED)

#### 2015 FUNDING

- **Contract, Public, Other Revenue**
- **Donations**
- **Foundation Support**
- **Corporate Support**

#### 2015 CASH EXPENSES

- **Management & Fundraising**
- **Program**

#### OA CASH BUDGET VERSUS MEDICAL IMPACT

- **2015 FUNDING**
  - $1,321,666
- **2015 CASH EXPENSES**
  - $1,315,697
- **2015 CHARITY CARE**
  - $17,939,600

### OUR PROGRAM

#### PATIENTS SERVED

- Medical Volunteers
- Referrals to OA
- Services Provided

#### SERVICE DISTRIBUTION

- Operating room surgery
- Minor procedure, radiology
- Gastroenterology procedures
- Evaluation only, diagnostic screening, medical therapy

#### SERVICES PROVIDED IN 2015

- Dermatology / Plastic Surgery: 19%
- General Surgery: 17%
- Ophthalmology: 10%
- Orthopedics: 9%
- Urology: 6%
- Gynecology: 5%
- Head & Neck Surgery: 6%
- Colorectal: 3%
- Oral Surgery: 1%
- Urogynecology: 1%

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1 Operating Revenue excludes funds designated solely for future years.
2 Donated in-kind medical services, also known as charity care, are calculated according to the total estimated amount of medical provider and hospital charges that were waived through Operation Access.

Detailed financial information, including audit reports and 990s, is available at www.operationaccess.org.
OUR PATIENTS

OA serves low-income, uninsured patients across the Bay Area. In 2015:

- 81% of patients required an interpreter, a service provided by OA
- 94% of patients were Latino
- 96% of patients were adults aged 18-64
- 95% of patients were aged 18-64
- 26% of patients had been to the ER for their medical condition before receiving OA donated services.

PATIENT SURVEY RESULTS

OA makes a difference in our patients’ lives. Our post-procedure surveys indicate that:

- 94% improved health and quality of life
- 97% “very” or “extremely” satisfied with their experience with OA
- 96% improved ability to work

*456 patients participated in the 2015 survey (38% response rate)

“Operation Access is the antidote to healthcare delivery bureaucracy.” – Tim Sowerby, MD

OUR VOLUNTEERS

Volunteers enjoy working with OA. Our annual volunteer survey results indicate that:

- 100% believe that their volunteer commitment is “just right” or they “want to do more”
- 94% “definitely” or “probably” will be volunteering with OA in one year
- 95% are “extremely” or “very” satisfied with their overall experience with OA

The average annual income of OA patients in 2015 – Individual: $12,475; Family of 4: $24,280.
DONORS AND SUPPORTERS

DONORS

$300,000
Kaiser Permanente - Northern California

$150,000 - 299,999
John Muir Mt. Diablo Community Health Fund

$50,000 - 149,999
California Pacific Medical Center
County of Marin
Sonoma Wine Country Weekend

Sutter Health

$20,000 - 49,999
American Cancer Society
Kaiser Permanente Community Giving Campaign
McKesson Foundation
OLE Health - County of Napa Health and Human Services
Queen of the Valley Medical Center
George H. Sandy Foundation
Linda and Skip Law
St. Joseph Health Community Partnership Fund

The Permanente Foundation

$10,000 - 18,999
American Society of Cataract and Refractive Surgery
Blue Shield of California Foundation
Genentech Foundation
Hellman Gibbs Family Foundation
Marin Community Foundation
Pacific Foundation for Medical Care
Ramsey Family Foundation
St. Helena Hospital

$2,500 - 9,999
Alon Family Foundation
Blue Shield of California
Commonwealth Mission Restaurant
Freed Associates
Fremont Bank Foundation
The Francine Gani Charitable Fund
Louis Geissberger, DDS and Jane Collins Geissberger
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The Grey Family Foundation
Hilltop Foundation
Jamason Family Gift Fund

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Meritage Medical Network
Napa Valley Community Foundation
Pacific Medical, Inc
Rosenbluth Foundation
Rossi Family Foundation
Cynthia and Bruce Russell
Taube Family Foundation
Union Bank
Vesper Society
Danielle and Brooks Walker

$1,000 - 2,499
Alliance for Healthcare Consulting
Benjamin Aune
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Carole and Alan Kushner
Medlend Org.

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We partner with Bay Area hospitals and ambulatory care centers to improve the lives of neighbors in need. The value of donated care in 2015 exceeded $17 million.

John Muir Health
John Muir Medical Centers, Concord and Walnut Creek
Kaiser Permanente
Antioch
Fremont
Martinez
Oakland
Petaluma
Redwood City
Richmond
San Francisco
San Jose
San Leandro
San Rafael
Santa Rosa
South San Francisco

Union City
Vacaville
Vallejo
Walnut Creek
St. Joseph Health
Petaluma Valley Hospital
Queen of the Valley Medical Center
Santa Rosa Memorial Hospital
Sutter Health
Alta Bates Summit Medical Center, Berkeley and Oakland
California Pacific Medical Center
East Bay Endoscopy Center
Golden Gate Endoscopy Center
Santa Rosa Surgery and Endoscopy Center
Menlo Park Surgical Hospital
Mills Peninsula Health Services
North Bay Regional Surgery Center
Novato Community Hospital
Palo Alto Medical Foundation
Peninsula Eye Surgery Center
San Francisco Endoscopy Center
Surgery Center of Alta Bates Summit Medical Center
Sutter Fairfied Surgery Center
Sutter Santa Rosa Regional Hospital
Sutter Walnut Creek Endoscopy Center

Additional Hospitals
Marin General Hospital
St. Helena Hospital

Additional Ambulatory Care Centers
Endoscopy Center of Marin
Eye MD Surgery Center
Fourth Street Laser and Surgery Center
Laser Light Treatment Center
 Marin Ophthalmic Surgery Center
 Marin Specialty Surgery Center
 Peninsula Plastic Surgery Foundation
 Premier Surgery Center
 San Francisco Vein Center
 Sirona Vascular Center
 Sonoma Vein Center

MEDICAL GROUPS
Affiliates in Imaging Medical Group
Alta East Bay Pathology
Ambulatory Consultants
Anadel Medical Group
Anesthesia and Analgesia Medical Group
Anesthesia Care Associates Medical Group

Anesthesiology Consultants of Marin
Bay Area Retinal Associates
Bay Imaging Consultants
Medical Group
California Pacific Medical Group
Central Anesthesia Service
Exchange Medical Group
Genentech Foundation
Diagnostic Services
Contra Costa Pathology Associates
East Bay Anesthesiology Medical Group
Eye Care Institute
John Muir Physician Network
Marin Medical Laboratories
Medical Anesthesiology Consultants
Medical Group
Microtone Audiology, Inc.
Medical Center Magnetic Imaging

Northern California Anesthesia Physicians Medical Group
Northern California Medical Associates
Pacific Pathology Associates of Napa
Peninsula Cardiovascular Pathologists Medical Group
Poplar Healthcare
Prima Medical Group
Queen of the Valley Medical Associates
Radiology Medical Group of Napa
Redwood Radiology Medical Group, Inc.
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