Everyone deserves care
our surgical teams help
Thank you to our volunteers, donors, community clinics, medical facilities, and interpreters for their commitment to building a healthy, just, and inclusive community.

We stand by our mission of serving the most vulnerable among us, including immigrants. We continue to adapt to changes in health policy and will work with our partners to expand our program if access to care is further restricted. Help us strengthen our community by providing care for those with no other alternative. Our clients need your support to stay healthy.

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**2016 Program Highlights**

<table>
<thead>
<tr>
<th>County</th>
<th># of Services</th>
<th>2016 Program Highlights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alameda</td>
<td>89</td>
<td>Services provided in Alameda County increased 20% over 2015, offering needed service capacity to the greater East Bay area.</td>
</tr>
<tr>
<td>Contra Costa</td>
<td>446</td>
<td>Referrals increased 42% over 2015, coinciding with the implementation of the primary care coverage program Contra Costa CARES.</td>
</tr>
<tr>
<td>Marin</td>
<td>327</td>
<td>Partner medical facilities donated 397 services, the highest number of services donated throughout the program.</td>
</tr>
<tr>
<td>Napa</td>
<td>119</td>
<td>Services for Napa residents grew 66% over 2015.</td>
</tr>
<tr>
<td>San Francisco</td>
<td>26</td>
<td>SF surgery centers and hospitals offer significant capacity for OA's growing gastroenterology program, providing 75 colonoscopies and upper endoscopies.</td>
</tr>
<tr>
<td>San Mateo</td>
<td>125</td>
<td>Strong hospital, ambulatory care center, and volunteer partnerships led OA's San Mateo program to have the lowest wait times.</td>
</tr>
<tr>
<td>Sonoma</td>
<td>468*</td>
<td>Highest-need county, with 506 referrals received in 2016.</td>
</tr>
<tr>
<td>Solano</td>
<td>90</td>
<td>Services for Solano residents grew 61% over 2015; and new partnerships in 2017 will enable further growth.</td>
</tr>
</tbody>
</table>

*County Name (# of services by county of residence in 2016).

Four services provided to clients outside of the OA service area.

Total # of surgical procedures and diagnostic services: 1,721

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**Operation Access enables Bay Area health care providers to donate vital surgical and specialty care to people in need.**
Angela loves hearing about her children’s lives — and with seven kids that requires both ears. Because several of her children live in Mexico, many of their conversations take place over the telephone, which makes her ability to hear essential.

From the time Angela moved to Napa nearly a decade ago, she experienced sensitivity in her left ear, but postponed treatment because she didn’t have health insurance. When the pain became unbearable and she began to lose her hearing, Angela knew she couldn’t wait any longer. She made an appointment with her primary care provider at OLE Health, Nurse Practitioner Anna Hines, who referred her to Dr. Kathleen Healey, an otolaryngologist with St. Joseph Health Medical Group, for an exam and a hearing test.

“Angela had a large hole in her left eardrum. The hole was one third the size of the eardrum and it was causing moderate to severe hearing loss,” said Dr. Healey.

Dr. Healey recommended surgery to mend the perforation, but Angela could not afford the operation. Maria Puentes Alfaro, a social worker at Queen of the Valley Medical Center, worked with OLE Health referral coordinator Elia Rubio and Operation Access Program Manager Daniel Rabkin to submit a referral to receive surgery at no cost.

Through this partnership, Dr. Healey performed Angela’s tympanoplasty surgery at Queen of the Valley, with Dr. Eric Huczko administering anesthesia. During the 90-minute procedure, Dr. Healey used a grafting technique to fill the hole on the eardrum. Results from a follow-up hearing test, donated by Microtone Audiology, showed Angela’s hearing had improved and that hearing aids would further improve her hearing.

“The donation of hearing aids was the finishing touch; through our partnership, we were able to improve Angela’s hearing significantly,” said Dr. Healey.

“I am very thankful and appreciative that the surgery and hearing aids were donated,” said Angela. “It’s nice to be able to hear my children and understand what they are saying. Now I am able to truly listen to them and be there for them when they need me.”
Sleepless in Redwood City

“Thank you for helping me! It’s so wonderful I can breathe easily again and not feel like I’m suffocating. I can now sleep through the night and wake up rested, and I can smell and taste everything again. Thank you!”

In the fields of Half Moon Bay, Jose works picking strawberries so that he can provide for himself and his family. For years, Jose suffered from chronic sinus infections and headaches, no sense of taste and smell, and severely obstructed breathing. Uninsured, he was unable to afford the cost of surgery. He struggled with sleeping and was only able to rest a few hours a night. The only way he could rest was to sleep upright. Jose would frequently wake up in a panic with the sensation that he was suffocating. He was in such constant pain that he reports he “felt like the living dead.”

It took Jose twice as long as his colleagues to complete his work; the physical exertion and dust exacerbated his labored breathing and slowed him down. Paid per pound of strawberries picked, he earned less, which made it more difficult to support his teenage son.

Exhausted, Jose sought help from Samaritan House Medical Center in Redwood City. Jose’s primary care provider, Christina Pineda, found that he had large nasal polyps and referred him to Operation Access. OA matched Jose with Dr. David Ellison, an otolaryngologist at Mills-Peninsula Health Services, who provided consultations and surgery at no cost. Shortly after the procedure, Jose noticed positive results; he could taste, smell, breathe, and sleep through the night again. And at work he no longer struggled to keep up.

“My life is full of joy again. I feel rested, I can breathe, and my appetite is back. I have even gained some weight since the surgery; I think it’s because everything smells and tastes so good.”

*Thank you also to Anesthesia Care Associates and Peninsula Pathologists Medical Group for donating care to make this work possible.

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David Ellison, MD

Otolaryngologist, Mills-Peninsula Health Services

OA services provided since 2003: 30
Estimated value of donated services: $750,000
Colleagues recruited to volunteer with Operation Access: 3

Why I volunteer: “We became doctors to help people. Volunteering is good for everyone and strengthens our community.”
**Our Finances**

**2016 FUNDING**

- Donations: 14%
- Program: 81%
- Corporate Support: 52%
- Foundation Support: 25%
- Contract, Public, & Other Revenue: 9%

**2016 EXPENSES**

- Management & Fundraising: 19%
- Operating Revenue: 81%

**RETURN ON INVESTMENT: MEDICAL IMPACT**

- 2016 FUNDING: $1,438,069
- 2016 CASH EXPENSES: $1,402,850
- 2016 CHARITY CARE: $19,650,000

**Our Program**

**CLIENTS SERVED**

<table>
<thead>
<tr>
<th>Year</th>
<th>Appointments</th>
<th>Referrals to OA</th>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>3,077</td>
<td>1,572</td>
<td>1,929</td>
</tr>
<tr>
<td>2015</td>
<td>3,498</td>
<td>1,658</td>
<td>1,841</td>
</tr>
<tr>
<td>2016</td>
<td>3,692</td>
<td>1,865</td>
<td>1,721</td>
</tr>
</tbody>
</table>

**SERVICE DISTRIBUTION**

<table>
<thead>
<tr>
<th>Year</th>
<th>Operating room procedures</th>
<th>Minor procedures, radiology</th>
<th>Gastroenterology procedures</th>
<th>Evaluation only, diagnostic screening, medical therapy</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>1,900</td>
<td>1,800</td>
<td>1,500</td>
<td>1,200</td>
</tr>
<tr>
<td>2015</td>
<td>1,880</td>
<td>1,680</td>
<td>1,500</td>
<td>1,200</td>
</tr>
<tr>
<td>2016</td>
<td>1,721</td>
<td>1,641</td>
<td>1,500</td>
<td>1,200</td>
</tr>
</tbody>
</table>

**SERVICE DISTRIBUTION BY SPECIALTY**

- Orthopedics: 22%
- Ophthalmology: 19%
- General Surgery: 11%
- Head & Neck/Oral Surgery: 10%
- Gynecology: 10%
- Urology: 9%
- Vascular: 8%
- Dermatology/Plastic Surgery: 5%
- Colorectal/Gastroenterology: 5%

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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](http://www.operationaccess.org)
**Our Clients**

OA facilitates care for low-income, uninsured Bay Area residents.

- 83% of patients required an interpreter, paid for and coordinated by OA.
- 96% of patients were of Latin American origin.
- 22% of patients resorted to the ER for their medical condition before receiving OA donated services.
- 65 DAYS is the median wait time between referral and specialty consult.
- English, Spanish, Mandarin, Portuguese, Tagalog, and indigenous languages are spoken.
- 97% of patients presented on-time and prepared for their appointments.
- 94% improved health and quality of life.
- 98% “very satisfied” or “satisfied” with their experience.
- 92% improved ability to work.

**Average annual income:**

- Individual: $9,650
- Family of 4: $24,084

**Client Survey Results:**

- 398 clients participated in the survey (35% response rate).

**Our Volunteers**

- 5,286 total donated hours of service
- 559 medical professionals and over 100 medical groups donated time and expertise, with 156 specialists serving four patients or more.

**Volunteer Survey Results:**

- How do you feel about the frequency of your participation with OA?
  - 57% just right
  - 43% want to do more

- 95% expect to still be volunteering one year from now.
- 98% are “very satisfied” or “satisfied” with their overall experience.

**Average cost per service:**

- $815

**For every dollar spent, OA arranged:**

- $14 in donated medical care.

*90 volunteers participated in the survey (19% response rate).*
For every dollar spent, OA arranged

The Grey Family Foundation
The California Endowment
St. Joseph Health - Sonoma County
OLE Health - County of Napa Health
Hellman Foundation
County of Contra Costa Health and Human Services
American Society of Cataract and Refractive Surgery
St. Joseph Health Community

DONORS

$400,000 and above
Kaiser Permanente - Northern California
$100,000 - $399,999
John Muir Community Health Fund
Sutter Health
$50,000 - $99,999
County of Marin Health and Human Services
Medtronic Philanthropy Grant Fund
Queen of the Valley Foundation

$20,000 - $49,999
Buck Family Fund of Marin Community Foundation
California Pacific Medical Center
Colon Cancer Coalition, Get Your Rear in Gear-San Francisco
George H. Sandy Foundation
Kaiser Permanente Community Giving Campaign
Marin General Hospital
Once Upon a Time Foundation, Philanthropy Lab Ambassadors
Queen of the Valley Medical Center
Sonoma Wine Country Weekend
Stanford Center on Philanthropy and Civil Society
St. Joseph Health Community Partnership Fund

$10,000 - $19,999
American Cancer Society
American Society of Cataract and Refractive Surgery Foundation
County of Contra Costa Health and Human Services
Goodman Family Supporting Foundation of The Jewish Community Foundation of the East Bay
Hellman Foundation
Mckesson Foundation
OLE Health - County of Napa Health and Human Services
Pacific Foundation for Medical Care
Ramsay Family Foundation
St. Helena Hospital Napa Valley (Adventist Health)
St. Joseph Health - Sonoma County
Stanley S. Langendorf Foundation
The California Endowment
The Grey Family Foundation

The Permanente Federation, LLC
$2,500 - $9,999
Anonymous
Blue Shield of California
Evolution Surgical, Inc.
The Eye Care Institute Charitable Fund of the Community Foundation of Sonoma County
Gannett Foundation
Hilltop Foundation
John Muir Health
Kaiser Foundation Health Plan
Geoff McHugh
Mechanics Bank
Meritage Medical Network
John and Kathryn Milligan
Novato Community Hospital
Pacific Medical, Inc.
Rosenbluth Family Foundation
Seton Medical Center
Tegna Foundation
Union Bank
Vesper Society

$1,000 - $2,499
Alan and Carole Kushnir Charitable Fund
Benjamin Aune
Ernesto Avila
Jason Beers and Jane Zimmerman
Mary Burchill and Mark Maxson
California Bank and Trust
Donald O. and Ronald R. Collins Fund
Joel Erickson, MD
Kaiser Permanente

Amy Niles
Fernando Otero, MD
Partnership HealthPlan of California
Adam Petras
Ronald Wornick Jewish Day School
Gina and Lorne Rosenfeld, MD
Gregg Sass and Patricia O'Connell-Sass
Shared Imaging
Timothy M. Sowerby, MD
Marin Gastroenterology
David Sukovich and Andrew Chang
Summit State Bank
Sutter Santa Rosa
Regional Hospital
Eileen and Albert Varner, MD
Jennifer and Steven Webster, MD
Ronald Wyatt, MD
Rhoda Wynn, MD
Monique Zmuda and Phil Arnold
Thank you also to our in-kind donors.

PARTNERS

We partner with hospitals and ambulatory care centers throughout the Bay Area to improve the lives of our clients. In 2016, the value of donated care exceeded $19 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

Providence 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
Mid-Peninsula Endoscopy Center
Mills Peninsula Health Services
North Bay Regional Surgery Center
Novato Community Hospital
Palo Alto Medical Foundation
Peninsula Eye Surgery Center
San Francisco Endoscopy Center
Santa Rosa Surgery and Endoscopy Center
Surgery Center of Alta Bates
Summit Medical Center
Sutter Santa Rosa Regional Hospital
Sutter Solano Medical Center
Walnut Creek Endoscopy Center

Additional Hospitals

Marin General Hospital
St. Helena Hospital Napa Valley (Adventist Health)

Additional Facilities

Dallas Hickle, DDS
Endoscopy Center of Marin
Eye MD Surgery Center
Fourth Street Laser & Surgery Center
Laser Light Vein Treatment Center
Marin Ophthalmic Surgery Center
Marin Specialty Surgery Center
Matthew Mynsberge, DDS
Peninsula Plastic Surgery Foundation
Premier Surgery Center
San Francisco Vein Center
Sequoya Surgical Pavilion
Sirona Vascular Center
Sonoma County Oral Surgery and Dental Implant Center
Sonoma Vein Center

Medical Groups (partial list)

Affiliated Pathology Medical Group
Alta East Bay Pathology
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 Pathology
Medical Group

Central Health Services
Exchange Medical Group
Certified Neuro Electro
Diagnostic Services
Contra Costa Pathology Associates
East Bay Anesthesiology
Medical Group
Eye Care Institute
John Muir Physician Network
Loyola University Stritch School of Medicine
Marin Medical Laboratories
Medical Anesthesia Consultants
Medical Group
Microtone Audiology, Inc.
Miraca Life Sciences
Medical Center of Altic Imaging
Northern California Anesthesia
Physicians Medical Group

If our lists are incomplete or inaccurate, please accept our sincere apologies and send your corrections to communications@operationaccess.org

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Peninsula Cardiovascular Specialists
Peninsula Pathologists
Medical Group
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Radiology Medical Group of Napa
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Medical Group, Inc.
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St. Joseph Health Medical Group
Sutter Pacific Medical Foundation
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Medical Group
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Marisol Ponce de León (cover), Daniel Rabkin, and Marilyn Sanchez.