When our volunteers prevent cancer, repair a hernia, or restore someone’s mobility or vision by donating medical care, they do more than just treat an illness. They make life better for patients and their families. And they help unify our community in support of human dignity for all.

We serve the most vulnerable people, no matter where they were born. We work with partners to respond to the needs of our community. Help us care for those with no other alternative; our patients need your support to live and work to their full potential.

THANK YOU for building a healthy, just, and inclusive community.

Total # of surgical procedures and diagnostic services: 1,715 (July 1, 2017 – June 30, 2018)

YEARS OF COMMUNITY CELEBRATING 25

BOARD OF DIRECTORS

Lorne Rosenfield, MD, Board Chair
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Jason Beers (ex officio)
President & CEO Operation Access

Over 300 services per year
100-300 services per year
Under 100 services per year
Potential expansion counties

Thank you for building a healthy, just, and inclusive community.
ROBERTO’S STORY

Roberto is a construction worker who moved from Mexico to California to build a better life for himself and his family. He remolds homes and sends most of his earnings to his mother and sister.

In 2018, Roberto’s primary care provider (PCP) at Point Reyes Medical Center recommended he get a fecal immunochemical test (FIT) because of symptoms he was experiencing, and his family history of cancer. With a father and sister who both suffered from cancer, Roberto was no stranger to the toll the disease could take. During his sister’s fight with breast cancer, Roberto supported her emotionally, physically, and financially.

After taking the FIT, Roberto’s PCP informed him that he was at risk of colon cancer, and referred him to OA. Dr. Elizabeth Ross, a gastroenterologist at Kaiser Permanente San Francisco, performed a colonoscopy.

Roberto recalls that, on the morning of his procedure, he was “very nervous about the outcome of the colonoscopy.” After arriving at the hospital and being greeted by the team, Roberto said, “I felt so much better as I was being prepped. I was very happy to see that there are people out there who really want to help others.”

Dr. Ross removed polyps and sent the specimens to pathology. Soon after, she informed Roberto that he was cancer-free. Roberto looks back on this experience as a wakeup call to stay healthy by visiting his community clinic more often. Roberto now encourages people to have regular health checkups to prevent and treat illnesses before it’s too late.

“I am grateful for the volunteers who helped me. Thank you for helping people in need, like me.”

Elizabeth Ross, MD
Gastroenterologist, Kaiser Permanente San Francisco
Volunteer since 2012
Services provided: 76

Why I volunteer: “It feels great to help people and to give back to the community while using my unique skills as a GI specialist. And the staff at OA are always so thorough and eager that it’s such a pleasure, and the work feels like a routine part of my day.”

Jonathan Pritikin, MD
Gastroenterologist, Kaiser Permanente San Francisco
Volunteer since 1999
Services provided: 158

According to Dr. Ross: “Dr. Pritikin is the definition of stability and reliability. He has been practicing gastroenterology for almost thirty years and he has patients who fly across the country to see him. He is dedicated, loyal, and has helped countless OA patients.”

Kaiser Permanente San Francisco was the:

- First hospital to hold a surgery session.
- First hospital to accept referrals from the entire Bay Area.
- First hospital to hold a Super Saturday surgery session in March 2006, where more than 20 patients received care in one day.

OUR VOLUNTEERS

Over the past year:

- 6,919 donated hours of service
- $942 average cost per service
- 100+ participating medical groups
- 144 specialists served at least four patients

Over the past 25 years:

- 64,901 donated hours of service
- 2,696 volunteers
- 19,258 donated services
- 214 specialists served at least twenty-five or more patients

AVERAGE ANNUAL INCOME:

Individual: $13,070
Family of 4: $25,198

PATIENTS WE SERVE

We coordinate care for low-income, uninsured Bay Area residents. Approximately:

- 83% need an interpreter
- 97% arrive on-time and ready for their appointments
- 94% are of Latin American origin
- Prior to OA, 74% reported pain of at least 5 on a 10-point scale*
- 67% report changing their health habits to maintain their health post OA procedure*
- 65 days is the median wait time between referral and specialty consult
- Prior to OA, 27% of patients resorted to the ER*
- 94% reported improved health or quality of life**
- 99% were very satisfied or satisfied with their experience**

* 18% of patients participated by phone interview.
** 32% of patients participated by mailed survey.
1993

Drs. Paul Hofmann, Doug Grey, and Bill Schecter launch OA to harness the energy of local medical volunteerism. The first all-volunteer Saturday surgery session takes place at Kaiser Permanente San Francisco.

1997

Service area grows to four counties by launching program in the East Bay.

1999

Expansion to Marin and Sonoma counties.

2000

2008

First year coordinating over 1,000 donated procedures.

2010

OA makes it easy to give back to the community. I just want to do kind things for people who do not have any other way of getting help. Everyone should have a right to health care and this is the way I could help. I want to give people their health back, that's what's important for me. It is so nice to work with a team with the same goal of helping people.”

— Chandra Dey, RN, 190 hours donated

2010

Expansion to Napa County through partnerships with St. Joseph Health, Adventist Health, and Kaiser Permanente.

2013

Launches annual Make a Difference Day initiative by serving over thirty people on the 4th Saturday in October. Eye Care Institute and 4th Street Laser and Surgery Center were the inaugural volunteer teams.

2014

Strengthens partnership with Sutter Health through annual Gift of Surgery Month.

2015

First annual “Get Your Rear in Gear” 5K to support our growing colorectal cancer screening program.

2016

Our volunteers have donated more than 11,000 services, valued at over $180 million in charity care.

2018

John Muir Community Health Fund begins a seven-year funding relationship sparking significant program growth in Contra Costa County.

“OA makes it easy to give back to the community. I just want to do kind things for people who do not have any other way of getting help. Everyone should have a right to health care and this is the way I could help. I want to give people their health back, that’s what’s important for me. It is so nice to work with a team with the same goal of helping people.”

— Chandra Dey, RN, 190 hours donated

“I empathize with OA’s patients - earlier in my life, I had jobs that didn’t pay very well and did not offer health insurance, so I understand what it feels like to not be able to afford the care you need. Now that I have a good job, I feel it is important to volunteer for this great cause so that I can help those who are in need.”

— Mark Wadley, ORT, 208 hours donated

“Surgeries coordinated by OA change lives. I remember one patient who was suffering before his hernia repair. After the procedure, I noticed an immediate difference; he was at ease and knew he would no longer be in pain. OA let me use my skills to help people in such a meaningful way.”

— Amrit Mann, RN, 203 hours donated

John Muir Community Health Fund begins a seven-year funding relationship sparking significant program growth in Contra Costa County.
Many people suffer from treatable conditions because they lack health insurance. By taking care of all the administration and coordination, I’m able to volunteer as a gastroenterologist, free to focus on patients and make my modest volunteer efforts as effective as possible. The reward: the priceless smiles and thank yous from grateful patients.”

Tim Sowerby, MD  |  Gastroenterologist, Marin Gastroenterology
Volunteer since 1997

“I can help patients who live and work near me by donating consultations and operations that allow them to continue to be active, contributing members of our community.”

Elaine Yutan, MD  |  General Surgeon, Kaiser Permanente
Volunteer since 2001, Former Board Member

“I’ve been a volunteer for 16 years and during this time every OA patient I’ve treated has been so grateful. Their comfort and relief mean so much more to me than any payment ever would. The smiles on their faces stick with me. I feel so lucky to be part of the OA team.”

John Ngai, MD  |  General Surgeon, Kaiser Permanente
Volunteer since 2002

Operation Access is like the perfect medication: 100% effective with only good side effects!”

Lorne Rosenfield, MD  
Plastic and Reconstructive Surgeon, Peninsula Plastic Surgery
Volunteer since 2011, Current Board Chair

“Operation Access is good for patients, volunteers, and hospitals. When I introduced the idea of partnering with OA to hospital administrators, they agreed to give it a try. We never looked back, and it has been very gratifying to help those who need it most.”

Kevin Hiler, MD  |  General Surgeon, California Pacific Medical Center
Volunteer since 2001

TOGETHER THESE VOLUNTEERS HAVE PROVIDED:

1,156 donated procedures

1,800+ hours of service

$11 million+ in donated medical care

IN THE WORDS OF OUR MOST ACTIVE VOLUNTEERS
For every dollar spent, OA arranged:

Operating Revenue $1,898,481
Cash Expenses $1,622,805
Charity Care $23,975,000**

* Operating Revenue excludes funds designated solely for future years.
** Donated in-kind medical services (charity care) are calculated according to the total estimated amount of medical provider and hospital charges that were waived through Operation Access.
Additional financial information is available at operationaccess.org.
We partner with hospitals and ambulatory care centers throughout the Bay Area. In 2018, the value of donated care exceeded $23 million.

**PARTNERS**

**John Muir Health**
- John Muir Medical Center, Concord and Walnut Creek
- John Muir Health Medical Imaging, Brentwood and Walnut Creek

**Kaiser Permanente**
- Antioch
- Fremont
- Martinez
- Oakland
- Petaluma
- Redwood City
- Richmond
- San Francisco
- San Leandro
- Vallejo
- Walnut Creek

**St. Joseph Health**
- Advanced Surgery Institute
- Petaluma Valley Hospital
- Queen of the Valley Medical Center
- Santa Rosa Memorial Hospital
- Santa Rosa Memorial Hospital Surgery Center

**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 Medical Center, Burlingame and San Mateo
- North Bay Regional Surgery Center
- Novato Community Hospital
- Palo Alto Medical Foundation Surgery Centers, Fremont, Los Altos, Mountain View, Palo Alto, San Carlos, San Jose
- Peninsula Eye Surgery Center
- San Francisco Endoscopy Center
- San Leandro Surgery Center
- Santa Rosa Surgery and Endoscopy Center
- Surgery Center of Alta Bates Summit Medical Center
- Sutter Pacific Advanced Imaging
- Sutter Santa Rosa Regional Hospital
- Walnut Creek Endoscopy Center

**Additional Hospitals**
- Adventist Health St. Helena
- Marin General Hospital
- Sequoia Hospital, Dignity Health

**Additional Facilities**
- 4th Street Laser and Surgery Center
- American Canyon Oral Surgery
- Dallas H. Hickle, DDS
- Endoscopy Center of Marin
- Eye MD Laser and Surgery Center
- Eye Surgery Center of San Francisco
- Francis J. Pestana, DMD
- Oral Maxillofacial Surgery
- Greenbrae Surgery Center
- Laser Light Vein Treatment Center
- Marin Ophthalmic Surgery Center
- My Beauty MD Skin Care Center
- Mynsberge & Ruggles: Oral, Maxillofacial and Dental Implant Surgery
- Napa Valley Plastic Surgery Center
- Peninsula Plastic Surgery
- Premier Surgery Center
- Presidio Surgery Center
- San Francisco Surgery Center
- San Francisco Vein Center
- Sequoia Surgical Pavilion
- Sirona Vascular Center
- Sonoma County Oral Surgery and Dental Implant Center
- Sonoma Vein Center

**Medical Groups (partial list)**
- Adventist Health Physicians Network
- Affiliated Pathology Medical Group
- Alta East Bay Pathology
- Anesthesia and Analgesia Medical Group
- Anesthesia Care Associates
- Medical Group
- Anesthesiology Consultants of Marin

**BASS Medical Group**
- Bay Imaging Consultants Medical Group
- Blue Eagle Anesthesia Group
- Brown and Toland Physicians
- California Advanced Imaging Medical Associates
- California Pacific Pathology Medical Group
- CAMP Laboratory
- Central Anesthesia Service Exchange Medical Group
- Contra Costa Pathology Associates
- Diagnostic Pathology Medical Group
- East Bay Anesthesiology Medical Group
- El Camino Pathology
- Eye Care Institute
- Hill Physicians Medical Group
- Inform Diagnostics
- John Muir Physician Network
- LabCorp
- Lyons Huber Anesthesia
- Marin Medical Laboratories
- Medical Anesthesia Consultants Medical Group
- Mentage Medical Network
- Microtone Audiology
- Northern California Anesthesia Physicians
- Northern California Medical Associates
- Pacific Pathology Associates of Napa
- Palo Alto Medical Foundation
- Peninsula Pathologists Medical Group
- Prima Medical Group
- Radiology Medical Group of Napa
- Redwood Radiology Group
- St. Joseph Health Medical Group
- Sutter East Bay Medical Foundation
- Sutter Pacific Medical Foundation
- Valley Radiological Associates
- Medical Group
- Veracyte

**Thank you to our in-kind donors and all our medical volunteers.**

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

**DONORS**

**$300,000 and above**
- Kaiser Permanente - Northern California

**$100,000 - $299,999**
- Contra Costa County Health and Human Services
- John Muir Health
- St. Joseph Health Sonoma
- Sutter Health
- Tipping Point Community Emergency Relief Fund

**$50,000 - $99,999**
- Marin County Health and Human Services
- Medtronic Foundation
- Queen of the Valley Foundation
- Redwood Credit Union Community Fund

**$20,000 - $49,999**
- Buck Family Fund of MCF
- Colon Cancer Coalition, Get Your Rear in Gear-San Francisco
- George H. Sandy Foundation
- Koret Foundation
- Marin General Hospital
- Mills-Peninsula Medical Center
- Queen of the Valley Medical Center
- Ramsay Family Foundation
- Sisters of St. Joseph Healthcare Foundation
- Stanford Health Care
- Sutter Health Valley Area

**$10,000 - $19,999**
- American Society of Cataract and Refractive Surgery Foundation
- The California Endowment
- California Pacific Medical Center
- Community Foundation Sonoma County
- Concord/Pleasant Hill Health Care District
- Goodman Family Supporting Foundation of The Jewish Community Foundation of the East Bay
- The Grey Family Foundation
- Hellman Foundation
- Kenneth A. Lester Family Foundation
- The Laszlo N. Tauber Family Foundation, Inc.
- Maverick Capital Foundation
- Meritage Medical Network
- OLE Health - Napa County Health and Human Services
- Gina and Lorne Rosenfield, MD
- Taube Foundation for Jewish Life and Culture

**$2,500 - $9,999**
- Anonymous Fund of MCF
- Barth White Family Fund
- Blue Shield of California
- Evolution Surgical, Inc
- Fremont Bank Foundation
- Jonah Frohlich and Elizabeth Ann Payne
- Genentech Biotechnology
- Hilltop Foundation
- Jackson Square Partners Foundation
- Laboratory Corp of America
- Levine Family Charitable Fund
- Lewis Greenwood Foundation
- Geoff McHugh
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- Pacific Foundation for Medical Care
- Pacific Outreach Foundation
- Cynthia Parenteau and John Kirk, MD
- Partnership HealthPlan of California
- Rosenbluth Family Foundation
- Shared Imaging
- Alex Stack and Nina NI, MD
- Stanley S. Langendorf Foundation
- Union Bank

**$1,000 - $2,499**
- Alan & Carole Kushner Charitable Fund
- Anonymous
- Jason Beers and Jane Zimmerman
- Bill and Patty Blanton Fund of MCF
- Blue Note Napa Valley
- Mary Burchill and Mark Maxson
- California Bank & Trust
- Mary Burchill and Mark Maxson
- Andrew Chang and David Sukovich
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- Sandra Englund
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- Jacobson Degennhardt Charitable Fund
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- The Lagunitas Brewing Company
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- Efren Rosas, MD
- Gregg Sass and Patricia O’Connell-Sass
- Summit State Bank
- Eileen and Albert Varner, MD
- Vesper Society
- Ronald Wyatt, MD
- Monique Zmuda and Phil Arnold