We Are Expanding

Our volunteers restore the health of Northern California’s most vulnerable people. They make life better for patients and their families, thereby strengthening our communities.

And the communities we serve are growing in number. Thanks to support from the County Medical Services Program (CMSP), we have been invited to introduce our model of care coordination in rural counties throughout Northern California. In early 2020, we launched a five-year initiative to collaborate with local experts and partners to advance access to specialty care for those in need.

With 27 years of experience coordinating care for uninsured people in the Bay Area, we are poised to learn from and collaborate with new partners in these new communities. We are committed to serving needs throughout the Bay Area and beyond to restore health to more Californians than ever before.

We appreciate your support as we expand our program.

“It is an exciting time to be part of Operation Access. Expansion into additional counties in California will bring the organization’s high quality services to a larger population of people who otherwise could not afford health care.”

— Geoff McHugh, Board Chair
Our Volunteers

Over the past year
- 8,170 donated hours of service
- 405 specialists volunteered
- $813 average cost per service
- 200 specialists each served four or more patients

Since 1993
- 77,375 donated hours of service
- 1,045 specialists volunteered
- 22,187 donated services
- 247 specialists each served twenty-five or more patients

Patients We Serve

We coordinate care for uninsured Californians
- 97% arrive on-time and ready for their appointments
- 96% report improved health or quality of life
- 91% report reduction in ER visits
- 92% report a reduction in pain
- 99% are very satisfied or satisfied with their experience
- 55% report changing their habits to maintain health post-procedure
- 91% speak a language other than English as their primary language
- 91% are of Latin American origin

Average Annual Income
- Individual: $11,900 ($992/month)
- Family of 4: $27,870 ($2,322/month)

*15% of patients participated by phone interview 6 to 9 months post-procedure.
**25% of patients participated by mailed survey.
Our Finances

Funding*

- Grants: 67%
- Contract and Government: 17%
- Donations and Events: 16%

Expenses

- Program: 82%
- Management and Fundraising: 18%

Medical Impact

For every dollar spent, we arranged

- $1,740,959 in Operating Revenue
- $1,695,711 in Cash Expenses
- $30,440,000 in Charity Care

*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.
As a tax-exempt charitable organization, we embrace the values of accountability and transparency. Additional financial information, IRS Form 990s, and independent audit reports are available at operationaccess.org.

Our Program

Patients Served

<table>
<thead>
<tr>
<th>Year</th>
<th>Referrals Received</th>
<th>Appointments</th>
<th>Services Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>2,432</td>
<td>4,873</td>
<td>2,134</td>
</tr>
<tr>
<td>2018</td>
<td>2,133</td>
<td>3,914</td>
<td>1,784</td>
</tr>
<tr>
<td>2017</td>
<td>1,753</td>
<td>3,296</td>
<td>1,544</td>
</tr>
</tbody>
</table>

Service Distribution

- Operating room procedures: 32%
- Minor procedures, radiology: 30%
- Gastroenterology procedures: 23%
- Evaluations, diagnostic screenings, medical therapy: 15%

Service Distribution By Specialty

- Colorectal/Gastroenterology: 27%
- General Surgery: 17%
- Vascular: 12%
- Gynecology: 11%
- Head and Neck/Oral Surgery: 8%
- Ophthalmology: 6%
- Dermatology/Plastic Surgery: 3%
- Orthopedics: 3%
We partner with medical volunteers and facilities throughout Northern California. Our partners donated over $30 million in health care in 2019. A diverse group of hospitals and health systems work with us to donate care.

**Partners**

**Sutter Health**
**Kaiser Permanente**
**Independent Facilities**
**Providence St. Joseph Health**
**John Muir Health**
**Adventist Health**
**Dignity Health**

**Referral Sources**
Over 100 community health centers refer patients to our program and provide ongoing primary care.

**Donors**

**$300,000 and above**
- County Medical Services Program
- Kaiser Permanente - Northern California

**$100,000 - $199,999**
- Contra Costa County Health and Human Services
- John Muir Health
- St. Joseph Health of Sonoma
- Sutter Health

**$50,000-$99,999**
- Marin County Health and Human Services
- Medtronic
- Queen of the Valley Foundation
- Queen of the Valley Medical Center
- Stanford Health Care

**$20,000 - $49,999**
- Adventist Health St. Helena
- Buck Family Fund of MCF
- Colon Cancer Coalition, Get Your Rear in Gear - San Francisco
- George H. Sandy Foundation
- Koret Foundation
- MarinHealth Medical Center
- Nancy H. and James Kelso Fund
- Ramsay Family Foundation
- Sisters of St. Joseph
- Healthcare Foundation

**$10,000 - $19,999**
- American Society of Cataract and Refractive Surgery
- Community Foundation Sonoma County
- Concord/Pleasant Hill Health Care District
- Genentech Biotechnology
- Maverick Capital Foundation
- Sequoia Hospital
- SFO Charity Golf Tournament
- Stanley S. Langendorf Foundation
- Taube Foundation for Jewish Life & Culture
- VW Lackey & Don S Fund of MCF

**$5,000-$9,999**
- Blue Shield of California
- Lynn Barr and Robert Campbell
- Palo Alto Medical Foundation
- Ritual Coffee Roasters
- Rosenbluth Family Foundation
- Steve and Linda Monosson, Herbst Foundation
- United Way Census Outreach Grant

**1,000+**
doctors, nurses, and other medical professionals, and

**100+**
medical groups donate their expert professional services. Services include specialty care, anesthesia, pathology, radiology, and physical therapy.
We want to hear from you. Reach out and let us know how you are, sign up to volunteer, or donate what you can.

As we expand to serve a larger area in California, we could use your support. If you or your contacts can help, connect with us.

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