

2016 Year-End Program Summary

Program Results 2014-2016

Program Indicator	2014	2015	2016
Services provided	1,379	1,641	1,721 (+5%)
Referrals received	1,527	1,699	1,865 (+10%)
Wait time between referral and first appointment (median, in days)	89	78	65
Client compliance rate (patients who show up on time and prepared for appointments)	97%	97%	97%

2016 Highlights

With help from over 1,000 medical volunteers, 57 partner facilities, 79 referring community clinics, and financial supporters, OA provided donated medical services to low-income, uninsured individuals in all nine Bay Area counties. OA received new funding from County Health Departments in three high demand counties: Marin, Contra Costa, and Napa. OA expanded its oral surgery program as well as its services for Solano County residents. Three new facilities joined OA's network, offering the program greater capacity to serve clients quickly and close to home.

Over 95 percent of OA clients reported improved health as a result of OA's services in 2016. OA bolstered its program evaluation in 2016, launching a new long-term evaluation project which has led to several program improvements and increased data on the individual and community impact of prompt, high quality specialty care.

Financial Results 2014-2016

Financial Indicator	2014	2015	2016
OA Funding	\$1,311,812	\$1,321,666	\$1,438,069
OA Expenses	\$1,307,809	\$1,315,697	\$1,402,849
Charity care provided through OA care coordination	\$15.2 million	\$17.9 million	\$19.7 million
ROI (charity care divided by expenses)	\$11.60	\$13.64	\$14.01
Cost per unit of service	\$948	\$801	\$815

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