Everyone goes into medicine for a reason, and it almost always has to do with service.

RICHARD AULD, MD
OA VOLUNTEER
SANTA ROSA MEMORIAL HOSPITAL
MESSAGE FROM THE OA BOARD CHAIRMAN AND CHIEF EXECUTIVE OFFICER

Service is a tradition that is rooted in Operation Access (OA) and the many community clinics, non-profit medical centers, and medical professionals that comprise the OA network. There are few traditions in healthcare as vital and important as service to others.

Service unites us. One of OA’s founding principles included a commitment to serve people in our community who were uninsured and without the financial resources to obtain needed specialty care.

The case for service is compelling. It helps define who we are as a community and society. Service is about renewing our culture and putting our values into action. It involves improving the lives of others ... and in the process enriching our own lives as well.

Bad times can bring out the best in people. While economic anxiety is causing many to cut back on charity work, it is also inspiring others to give of themselves through volunteer service. This is always evident and even makes the front page news when there are international disasters such as the earthquakes in Haiti and Chile. While not as dramatic, many similar needs also exist here in our local area, in terms of access to medical care.

We are so thankful for the more than 750 medical professionals who now volunteer with OA to provide donated diagnostic screenings, specialty procedures, and surgical care to low-income, uninsured people across six Bay Area counties. We could not improve access to care for people in need without the tremendous support and participation of 31 hospitals and medical centers and 18 medical groups.

We are equally grateful for the corporations, foundations, and individuals who give generously of their financial resources to support the work of OA.

By highlighting the value of service in 2009, we hope more people will become inspired to get involved and help OA continue to promote medical volunteerism, improve access to care, and strengthen the local safety net.

With our deepest respect,

Benjamin Aune
President & CEO

Paul Hofmann, Dr. P.H.
Board Chairman

Thank you for the time and attention you took to refer me to a specialist. Now I feel less worried and more informed about how I should take care of myself.

OA PATIENT

LAUNCH OF THE OA INSTITUTE

We are pleased to announce that the Operation Access Board of Directors approved the establishment of the OA Institute, which officially launched as a new program area within OA in January 2010. The strategic intent of the Institute is twofold:

• To provide technical assistance and consulting advice to organizations interested in designing and implementing a medical volunteerism model tailored to local needs.

• To develop new strategies to integrate medical volunteerism with other approaches that will improve access, reduce disparities, and strengthen the healthcare safety net in communities across the U.S.

The impetus to create the OA Institute largely grew out of the success of AccessOC in Orange County, CA (www.AccessOC.org) – the first organization to replicate Operation Access – and inquiries from other communities. Since launching in May 2007, AccessOC’s thriving network has grown to include six medical centers, 630 medical volunteers, and 19 referring clinics. Since inception, Access OC has provided life-changing surgeries and specialty care procedures to more than 200 patients.

On the heels of AccessOC’s launch, the San Diego County Medical Society Foundation, the California Colorectal Cancer Coalition (C4), and Kaiser Permanente established their own medical volunteerism program with Project Access, which also incorporated program elements based on the OA model. This initiative — called Project Access San Diego (www.CAColoncancer.org) — began in December 2008 and has gained considerable momentum, so far providing 110 donated surgeries and colonoscopies.

The collective energy and success of these initiatives affirm OA’s vision of becoming a national model for medical volunteerism. In the coming year, the OA Institute will focus its efforts on developing a national profile and expanding alliances with relevant organizations locally, regionally, and nationally. The Institute also hopes to guide the formation of a national learning community and annual summit to advance medical volunteerism and share best practices.

For more information about the OA Institute, contact Jennifer Errante at jennifer@operationaccess.org
The Operation Access Story

In 1993, two prominent Bay Area surgeons and a hospital executive founded Operation Access to help underserved people without health insurance get needed surgeries and specialty care. The founders observed that uninsured patients who could not afford care were likely to postpone treatment and experience worsening symptoms until a more costly emergency occurred.

They developed a model that leverages local medical volunteerism to strengthen the Bay Area safety net and improve access to care. Community clinics refer patients to Operation Access, which arranges for medical professionals and provider groups to donate surgical and specialty services. Medical interpreters are available for those who do not speak English. Partner hospitals and medical centers donate space, equipment, and supplies, including medications. The low-risk, outpatient care offered through Operation Access alleviates pain and other symptoms, helping patients resume their regular activities, such as work and caring for their families.

Since its inception 17 years ago, Operation Access has:

- Grown from one hospital, seven referring clinics, and 15 volunteers in San Francisco to an integrated network of 31 hospitals and medical centers, 18 medical groups, over 80 community clinics, and more than 750 medical volunteers across six Bay Area counties.
- Scheduled over 14,000 medical appointments and provided more than 5,500 surgeries, specialty procedures, and diagnostic screenings.
- Facilitated approximately $35 million in donated charity care (in terms of waived medical provider and hospital charges).
- Accumulated the tools and experience needed to help other communities replicate and adapt the proven and effective OA model to help bridge the healthcare gap.

MISSION

To mobilize a network of medical volunteers, hospitals, and referring community clinics to provide low-income, uninsured people access to donated outpatient surgeries and specialty care that improves their health, ability to work, and quality of life.

VALUES

HOPE • COMPASSION • SERVICE • RESPECT

VISION

To bridge the healthcare gap in the San Francisco Bay Area, while becoming a national model for medical volunteerism.

THE OPERATION ACCESS PROMISE

- To improve access to surgeries and specialty care for the uninsured.
- To treat each person served with compassion and respect.
- To facilitate medical volunteerism in the local community.
- To be a trusted partner and valued resource for community clinics.
- To offer a meaningful community benefit/charity care program for partner medical centers.
- To demonstrate effective fiscal stewardship and significant impact to supporters.
The Gift of Sight
In April 2009, Jose, an Alameda County resident, failed the vision test he needed to renew his driver’s license. When his license was revoked, Jose lost his job as a janitor because he could no longer drive to work. Three months later he was referred to Operation Access when his clinic diagnosed him with cataracts in both eyes.

Jose was examined by Dr. Stephen Tanaka at the Kaiser Permanente Union City Eye Clinic, and cataract surgeries were scheduled in November 2009 and February 2010 at the Kaiser Permanente Medical Center in Fremont. During a follow-up appointment in March 2010, the surgeries were confirmed to be a complete success. Jose will receive a new prescription for eye wear (also through the Eye Clinic), and he plans to retake the vision test, regain his driver’s license, and get back to living a full life.

"Now that I have my sight back," said Jose, "I’m going to fulfill my dream of traveling across the United States." Jose plans to enroll in a program to receive a license to drive commercial trucks, something he could not have done before surgery through OA. "I could not have afforded this surgery through conventional means, and I even considered applying for a loan before I learned about Operation Access," said Jose. "I’m very grateful for the help I’ve received. It’s really a wonderful gift."

Demographics of Patients Referred to OA in 2009
In 2009, Operation Access received 1,598 referrals from 83 Bay Area community clinics. Patients qualify for Operation Access if they meet the following criteria:

- Are uninsured and unable to obtain job-based or public insurance such as Medi-Cal
- Earn less than 250% of the Federal Poverty Level
- Have less than $5,000 in savings (plus $780 for each additional person in the patient’s household)
- Require outpatient surgery or specialty care as determined by the referring community clinic

The average age of patients referred to OA in 2009 was 43 years old, and 57% were female. Nearly all (94%) of OA patients are non-elderly adults aged 18-64; older adults and children without private health insurance are often covered by publicly-funded health programs.

Operation Access patients are typically adults with families who are employed in the service sector.

EMPLOYMENT STATUS

<table>
<thead>
<tr>
<th>Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working/employed household</td>
<td>74%</td>
</tr>
<tr>
<td>Non-working/unemployed household</td>
<td>26%</td>
</tr>
</tbody>
</table>

AVERAGE ANNUAL INCOME

<table>
<thead>
<tr>
<th>Type</th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>$7,827</td>
<td>$8,305</td>
</tr>
<tr>
<td>Family of four</td>
<td>$20,411</td>
<td>$18,278</td>
</tr>
</tbody>
</table>

Operation Access is committed to reducing disparities by providing culturally competent care to our diverse patient population. About 60% of OA patients need interpreters. Collectively, our staff is fluent in English, Spanish, and Portuguese, enabling us to speak the patients’ primary language 96% of the time. OA also arranges for interpreters as needed at all medical appointments (roughly 1,700 appointments in 2009).

ETHNICITY

- Latino: 78%
- Caucasian: 9%
- Asian/Pacific Islander: 8%
- African American: 4%
- Other: 1%

Below left to right: Novato Community Hospital & Petaluma Valley Hospital Volunteer Michael Bozuk, MD, with patient Maricela Contreras (photo by Bob Minkin); Novato Community Hospital Volunteer Mark Lawler, MD, with patient Elenterio Ramos (photo by Sidney Erthal); Anesthesiology Consultants of Marin Volunteer Keith Chamberlin, MD & Marin General Hospital Volunteer Tim Sowerby, MD, with patient Salvador Padilla (photo by Stuart Lirette).
Services Provided in 2009

In 2009, Operation Access provided 1,175 surgeries, specialty procedures, and diagnostic screenings to 952 individuals. OA staff process clinic referrals to determine if patients meet our eligibility criteria, and last year 84% of all referrals to OA were appropriate and the patients were eligible for OA’s program.

Operation Access staff take many steps to ensure that patients attend their scheduled appointments and procedures, including sending appointment letters and making reminder calls in the patients’ language. In 2009, OA’s case management procedures resulted in patients keeping their appointments 96% of the time. The compliance rate for operating room and gastroenterology procedures was even higher, at 98%.

Outcomes Reported by Patients in 2009

93% of all patients rated their experience with Operation Access as “excellent” or “very good”. Patients who had surgeries reported the following outcomes as a result of the care that OA provided them in 2009:

- 94% had improved health
- 93% had an improved quality of life
- 91% had relief of pain/symptoms
- 89% had an improved ability to work
- 87% had improved mobility

90% of surgical patients reported “excellent” or “very good” results. One in four (24%) of these patients had already been seen in the emergency room at least once for the same medical condition for which they were referred to Operation Access.

93% of patients who had specialist evaluations and/or procedures felt they benefited from the care they received through OA; of these:

- 63% said they felt less worried or concerned, and
- 58% said they felt better informed about the condition for which they were referred.
Community Clinics: A Place to Call Your Medical Home

A patient’s medical home plays a significant role in our organization, from making the initial referral, to offering support throughout the process, to providing follow-up care after the procedure. We are regularly inspired by the degree of attention and support our patients receive from their medical homes, despite the current rise of uninsured people due to job loss and decreasing public health funding.

The Samaritan House Clinic in Redwood City is a great place to call a medical home and is our highest referring clinic in San Mateo County. Jason Wong, MD, works part-time as the clinic’s Medical Director and provides very valuable feedback and medical advice to assist in the surgical process. Gracie Medina, Referral Coordinator, has been an amazing resource for her patients, always willing to go the extra mile to get her patients the care they need. Maria Oropeza and Elvia Torres, who both work at the clinic, also volunteer as interpreters at OA surgery sessions. The humble crew at Samaritan House works compassionately to provide quality healthcare to the neediest people in San Mateo County.

Referring Community Clinics

Operation Access partners with more than 80 local community clinics to provide access to surgical and specialty services for patients who meet our eligibility criteria. Primary care clinics in the Bay Area often have limited options when it comes to finding affordable specialty care for their patients, and OA is often described as “the safety net to the safety net,” underscoring our critical role in bridging the gaps in public health insurance and coverage programs.

The following partner community clinics referred twenty or more patients to Operation Access in 2009.

| Alliance Medical Center – Healdsburg | Petaluma Health Center |
| Ashland Free Medical Clinic – San Lorenzo | Point Reyes Medical Center |
| Brookside Community Health Center – San Pablo | RotaCare – San Rafael |
| Chanate Family Practice – Santa Rosa | Samaritan House Medical Clinic – San Mateo |
| La Clinica de La Raza – Oakland | Samaritan House Medical Clinic – Redwood City |
| La Clinica de La Raza – Monument – Concord | San Francisco Free Clinic |
| La Clinica de La Raza – Pittsburg | Southwest Community Health Center – Santa Rosa |
| Marin Community Clinic – Greenbrae | Tiburcio Vasquez Health Center – Hayward |
| Marin Community Clinic – Novato | Tiburcio Vasquez Health Center – Union City |
| Marin Community Clinic – San Rafael | Tri-City Health Center – Fremont |
| Marin Health and Human Services – San Rafael | West Berkeley Family Practice |
| Order of Malta Oakland Clinic | For a complete list of all clinics that refer patients to OA, visit www.operationaccess.org |

Volunteerism is important to me. Operation Access makes it easy to help people in my own community and at my own hospital.

MARK LAWLER, MD, OA VOLUNTEER, NOVATO COMMUNITY HOSPITAL

Volunteers: the Heart & Soul of OA

As surgeon co-founder Dr. Doug Grey likes to say, “Operation Access provides the stage, but the volunteers make it all happen.” In an increasingly expensive and inaccessible healthcare system, OA volunteers donate their skills and time to give outpatient surgical treatment and specialty care to people who would otherwise go without it. Operation Access provides meaningful opportunities for medical professionals to make a difference locally, within a framework that ensures high-quality care.

At year end, 749 medical professionals were volunteering with Operation Access, serving an average of 3.2 years each. Together, they contributed an estimated 5,150 volunteer hours. An additional 70 non-medical volunteers contributed roughly 570 hours, including administrative and interpretive services.

<table>
<thead>
<tr>
<th>OPERATION ACCESS VOLUNTEERS ARE FROM THE FOLLOWING PROFESSIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurses and technicians</td>
</tr>
<tr>
<td>Surgeons and physician specialists</td>
</tr>
<tr>
<td>Anesthesiologists, nurse anesthetists, and anesthesia technicians</td>
</tr>
<tr>
<td>Non-medical volunteers</td>
</tr>
</tbody>
</table>

In 2009, 244 new medical volunteers and 45 new non-medical volunteers joined Operation Access, expanding the range of services available and increasing OA’s capacity, in turn allowing us to help even more patients. For a complete list of all volunteers and participating medical practices, or for more information about how to volunteer, please visit www.operationaccess.org
Participating Hospitals & Medical Centers

In 2009, Operation Access added eight new hospitals and medical centers to our network, bringing the total to 31 and improving access to specialty and surgical care for low-income uninsured people in six Bay Area counties. Participating medical centers provide significant charity care and community benefit through their partnership with OA, donating surgical facilities and supplies, laboratory services, and medications.

**The Operation Access network currently includes:**

Alta Bates Summit Medical Center, Alta Bates Campus – a Sutter Health Affiliate
Alta Bates Summit Medical Center, Herrick Campus – a Sutter Health Affiliate
Alta Bates Summit Medical Center, Summit Campus – a Sutter Health Affiliate
California Pacific Medical Center, San Francisco – a Sutter Health Affiliate
David E. Marcus, MD, Cosmetic Surgery and Laser Center, Santa Rosa
Endoscopy Center of Marin, Greenbrae
Eye MD Laser & Surgery Center, Oakland
John Muir Medical Center, Concord – John Muir/Mt. Diablo Health System
John Muir Medical Center, Walnut Creek – John Muir/Mt. Diablo Health System
Kaiser Permanente, Antioch
Kaiser Permanente, Fremont
Kaiser Permanente, Hayward
Kaiser Permanente, Oakland
Kaiser Permanente, Redwood City
Kaiser Permanente, Richmond
Kaiser Permanente, San Francisco
Kaiser Permanente, San Rafael
Kaiser Permanente, Santa Rosa
Kaiser Permanente, South San Francisco
Kaiser Permanente, Union City
Kaiser Permanente, Walnut Creek
Marin General Hospital, Greenbrae – a Sutter Health Affiliate
Marin Ophthalmic Surgery Center, San Rafael
Mills Health Center, San Mateo – a Sutter Health Affiliate
North Bay Regional Surgery Center, Novato
Novato Community Hospital – a Sutter Health Affiliate
Peninsula Eye Surgery Center, Mountain View
Peninsula Medical Center, Burlingame – a Sutter Health Affiliate
Petaluma Valley Hospital – St. Joseph Health System
San Francisco Endoscopy Center, San Francisco
Santa Rosa Memorial Hospital – St. Joseph Health System

**Participating Medical Groups**

Independent medical groups affiliated with each medical center typically donate hospital-based services, such as radiology, pathology, and anesthesia.

**The Operation Access network currently includes:**

Alta East Bay Pathology
Affiliates in Imaging Medical Group
Anesthesia and Analgesia Medical Group
Anesthesia Care Associates Medical Group
Anesthesiology Consultants of Marin
Bay Imaging Consultants Medical Group
California Advanced Imaging Medical Associates
California Pacific Pathology Medical Group
Contra Costa Pathology Associates
East Bay Anesthesiology Medical Group
Marin Medical Laboratories
Medical Anesthesia Consultants Medical Group
Medical Center Magnetic Imaging
Peninsula Pathologists Medical Group
Northern California Anesthesiology Physicians Medical Group
Sports Therapy Associates
Wilber & Associates
Ygnacio Pathology Medical Group

*Operation Access is not only a blessing to patients whose lives are improved, but to all the volunteers, for allowing us to practice our profession with love in favor of those who can never repay us, and will never know who we are.*

JOSE ALVARADO, RN
OA VOLUNTEER, KAISER PERMANENTE SAN FRANCISCO

Thank you to all those who generously supported our work in 2009

BEQUEST
Celle Remainder Unitrust – a very generous bequest left by the Celle family, being spent down over several years

$300,000 OR MORE
Kaiser Permanente – Northern California
Sutter Health

$150,000 - $299,999
Bohannon Foundation

$100,000 - $149,999
S.D. Bechtel, Jr. Foundation

$50,000 - $49,999
Baxter International Foundation
Blue Shield of California Foundation
California HealthCare Foundation
Marin Community Foundation
Marin Specialty Access Coalition
RGK Foundation
San Francisco Foundation
Thomas J. Long Foundation (pledged for 2010)
Wayne and Gladys Valley Foundation
Y & H Soda Foundation

$10,000 - $19,999
Cisco Systems Foundation
Community Clinic Consortium
George Sandy Foundation
Grey Family Foundation
Medtronics Foundation
Mount Zion Health Fund of the Jewish Community Endowment Fund
Stanley S. Langenberg Foundation
Vesper Society

$5,000 - $9,999
1200 Foundation
Brooks Walker, Jr. Fund
Brown & Island Medical Group
Chevron Richmond Refinery
Lakeside Foundation
Pacific Foundation for Medical Care
Ramsey Family Foundation

$2,500 - $4,999
American College of Surgeons –
In Honor of Drs. Bill Schecter and Doug Grey
Autodesk, Inc.
Blue Shield of California
Dr. Arnold Levine and Mary Levine
Freid & Associates
Hilltop Group Charitable Foundation
Union Bank of California
Wells Fargo Foundation

$1,000 - $2,499
Benjamin Aune – In Honor of Jessica Galeria
Carrolton Foundation
Donald O. Collins Foundation
Gail Arnold
Joseph Romson, MD, PhD
Josh Glidden and Mary Gregory
Kaiser Foundation Health Plan
Laurence F. Yee, MD, FACS and Rupsa Yee
Marcia and George Argyris
Mary Burchill and Mark Masson
Paul Hofmann, Dr.PH and Lois Hofmann
Susan and John Dean

$500 - $999
Access Orange County
Allan and Nancy Herzog – In Honor of Paul Hofmann, DrPH
Bobby and Angela Chang
Bohannon Foundation
Brian Callahan and Heidi Adler
Dr. Hideye and Kathleen Miraghi – In Honor of Dr. Mark Wilson
Dr. William and Gisela Schecter
Farion and Cynthia Lee
Jane Collins Greisberger
Julie Richards and Jeff Bosley – In Honor of Dava Freed
Lucy Song, MD
Nancy Turak

Pugh Family Foundation
Sang-iick Chang, MD, MPH
Shani Trudgian
She-Right Fund
Steven F. Webster, MD, FACS
United Way Bay Area
Wayne Gilbert and Dr. Diane Sklar

$250 - $499
Ana Valdes, MD
Bay City Capital
Carrie Ewing, RN, CNOR, MSN
Dr. and Mrs. Craig Lubbock
Duayna Pucci, RN, MSN, MHA
Ellen J. Murphy
Eva Ramirez
Faye Potts
Georgia Westdahl
Joseph Elson, MD and Rebecca Ets-Hokin
Lucie Congi
Margaret H. Johnson
Michael P. Walwick, DD
Michael Spiegel – In Honor of Dava Freed
Mitch Sanyog, MD and Cheryl Smith
Patricia A. Caplan and Jonathan Siminoff – In Honor of Dava Freed
Reva Gould and Rick Lipton – In Honor of Lois Gould Snyder
Rhoda Wynn, MD
Richard Aron and Cinna
Tram Dau, MD

$100 - $249
Ann Bruner-Welch
Bill and Lou Brown – In Honor of Ronald E. Cooper, MD
Bruce Sams, MD and King Sams
Carmen Almandos & Abel Ponce de Leon
Catherine Alischion
Cliff Veltenea
Cynthia Raczko, OT
David and Ruth Stimson
David G. Fraser, MD and Lousia Fraser
David Galland, MD
David Hofmann – In Honor of Dr. Paul Hofmann
Dean Kannath
Dennis Lewis
Donato Stingen
Dr. Christina H.Y. Shih
Dr. John Edwards
Dr. Michael and Lori Moore
Elaine Yutan, MD, FACS and Peter Murphy
Emily Mendel – In Honor of Dava Freed
Emily Nguyen-Tao
Gary Clark, MD
Henry and Charlotte Martens
Henry and Evelyn Elson
Howard Herskowitz
Jason Beers and Jane Zimmerman
Jeannequine De Shadaverian, MD and Mary Alam
Jennifer Taylor
Jessica Galeria – In Honor of Ben Aune
Jewish Community Relations Council – In Honor of Bill Schecter, MD
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Melanie Jackson Morris
Michael Chin
Myra Nathan
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Nick & Karen Schmit

Norman Bookstein
O. Howard Frazier, MD and Rachel Frazier
Pablo Olmedo-Castella
Ella Dominguez
Patricia Howson, MD
Paul Bayard, MD and Yaneth Oliva – In Memory of Louis Bayard
Pedro Reyes
Peter and Judy Coy
Ralph and Claire Brindis – In Honor of Doug Grey, MD
Randy Marsh
Richard and Barbara Bennett – In Honor of Mara McGrath
Richard Auger and Mary Radu
Richard Gansuale
Richard Rubenstein
Robert and Lynne Hofmann
Robert C. Lint, MD and Canolee Lim – In Honor of Drs. Bill Schecter and Doug Grey
Robert Edmondson
Robert Hermann, Jr. and Dan Jornaastad – In Memory of Lilian Hermann
Robert K. Thornwald and Juliana E. Kipps
Ronald Wyatt, MD
San Duong
Sanford Ma and Gloria Fong Ma, MD
Sayed Shamsa
Stella Petersen
Stephen Follansbee, MD
Ted Reich and Theresa Walner
Thomas M. Krummel, MD and Susie Krummel – In Honor of our parents
Tina Minilovich
William Surrill, MD
Yi-Mei Cheng

$99 OR LESS
Allan and Susan Bernstein
Anne Stow
Barry Beyer
Benett Coplan
Carina Hansen
Cheryl Silva
Clarissa Johnston
Cliff McQuitter
Daniel I Rabin – In Honor of Jessica Galeria
Danielle Key
Dannett Land
Darley McGrundermole
David and Stefani Shanberg
Deborah Gold, MD and Michael R. Goldstein
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Flo Chan, RN
Gennifer Vega
Heather Jane Wright
Helen Munasyac
Helene Ferreris
Hong-Hanh Ton-Nu
Jacqueline Dang
James Walker Burton
Janet Leventhal
Jennifer Mata
Jessica Hanserd
John Osborne
John Torres
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Kathleen Meyer
Kathryn Ann Kermis
Kathryn Fong Brown
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Kevin and Lane Kress
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Kimberly Kralovec and Sunny Ho – In Honor of Shani Trudgian
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Lilia Lukan
Lily Roark
Linda Bine
Linda Woody-Wood
Luis Gaitan
Maria de la Paz Preciado
Marie Cichy
Mary Barco
Mary Dilger
Melissa McGraill

Monic Mady
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Nancy Leibowitz, RN
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Kaiser Permanente Diablo Area
Valerie Wolfe
Vicki Oppenheim – In Honor of Bill Schecter, MD

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Alma Del Tango
Amici’s East Coast Pizzeria
Berkeley Repertory Theater
Better Living Through Dentistry –
Natalia Ann Lee, DDS
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Cafe Madeleine
Caffe DiVino
Carport Gallery at Russian River Studios
Clairant Diagnostic Services, Inc.
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E&O Trading Company
Fast Print
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Gallo Family Vineyards
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Lawrence Foundation
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Marin Brew Company
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Peet’s Coffee & Tea
Peninsula Cardiovascular Specialists, Inc.
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Pure Skin
Richard Tenaza
Russian River Studios
Rustic Brazil
San Francisco Symphony
Sports Basement
Sundance Cinemas Kabuki Theatre
Taproot Foundation
Total Care Dental Medical Equipment
UTAP Printing Company, Inc.
Vino!
Yoga Tree San Francisco
Z-Coil Footwear

We appreciate each and every one of our supporters who donate the resources to make this program possible. If our list is incomplete or inaccurate, please accept our sincere apologies – and let us know so we can update our records!

To inquire about funding opportunities, please contact Ellen Kaufman, Development & Communications Officer, at 415.733.0059, ellen@operationaccess.org, or visit our website at www.operationaccess.org
Operating Revenues and Expenses

<table>
<thead>
<tr>
<th>CASH OPERATING REVENUES</th>
<th>12 MONTHS ENDING DEC. 31, 2009</th>
<th>12 MONTHS ENDING DEC. 31, 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation Grants</td>
<td>$279,500</td>
<td>$242,000</td>
</tr>
<tr>
<td>Corporate Grants</td>
<td>555,700</td>
<td>652,313</td>
</tr>
<tr>
<td>Donations</td>
<td>119,404</td>
<td>114,691</td>
</tr>
<tr>
<td>Bequest Funds</td>
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<td>–</td>
</tr>
<tr>
<td>Consulting &amp; Technical Assistance</td>
<td>44,500</td>
<td>4,330</td>
</tr>
<tr>
<td>Interest Income</td>
<td>7,414</td>
<td>12,147</td>
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<tr>
<td><strong>Total Cash Support</strong></td>
<td><strong>1,181,518</strong></td>
<td><strong>1,025,481</strong></td>
</tr>
</tbody>
</table>

CASH EXPENSES

| Program Services        | 840,943                        | 766,719                        |
| Management & General    | 114,420                        | 128,701                        |
| Fundraising             | 89,269                         | 101,184                        |
| **Total Cash Expenses** | **1,044,632**                  | **996,604**                    |

IN-KIND SERVICES

| Donated Surgical & Specialty Care | 9,714,600 | 7,536,020 |
| Other Donated Services          | 48,753    | 32,815    |
| **Total In-kind Services**      | **9,763,353** | **7,568,835** |

NET OPERATING SURPLUS

| 136,888 | 28,877 |

Statement of Financial Position

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>DEC. 31, 2009</th>
<th>DEC. 31, 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash in Bank</td>
<td>$622,777</td>
<td>$458,712</td>
</tr>
<tr>
<td>Bequest CDs</td>
<td>466,054</td>
<td>627,429</td>
</tr>
<tr>
<td>Promises to Give</td>
<td>136,670</td>
<td>235,828</td>
</tr>
<tr>
<td>Promises to Provide In-kind Services</td>
<td>50,000</td>
<td>50,000</td>
</tr>
<tr>
<td>Prepaids</td>
<td>11,825</td>
<td>12,032</td>
</tr>
<tr>
<td>Deposits</td>
<td>5,984</td>
<td>8,320</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>1,293,310</strong></td>
<td><strong>1,392,321</strong></td>
</tr>
</tbody>
</table>

LIABILITIES

| Accounts Payable | 17,946 | 18,594 |
| Accrued Expenses | 45,618 | 30,148 |
| **Total Liabilities** | **63,564** | **48,742** |

NET ASSETS

| Running Grant Balance at Year End | 35,700 | 17,000 |
| Grants Pledged for Future Years | 145,000 | 204,000 |
| Service Grants in Process | 50,000 | 50,000 |
| Unrestricted | 532,992 | 445,150 |
| Bequest Fund (Unrestricted) | 466,054 | 627,429 |
| **Total Net Assets** | **1,229,746** | **1,343,579** |

NET OPERATING REVENUE

| Interest Income | $639,838 | $917,958 | $1,025,481 | $1,181,518 |

OA CASH BUDGET VERSUS MEDICAL IMPACT

| OA's cash expenses | $3,544,000 | $4,500,000 | $7,536,020 | $9,714,600 |

2009 EXPENSES

| Program & donated surgical care | 98% |
| Management & general | 1% |
| Fundraising | 1% |

2009 CASH OPERATING REVENUES

| Corporations | 47% |
| Foundations | 23% |
| Bequest | 15% |
| Individuals | 10% |
| Consulting & technical assistance | 4% |
| Interest | 1% |

Detailed financial information, including audit reports and 990s, is available on www.operationaccess.org
As of January 2010

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REGIONAL PROGRAM MANAGER  
North Bay

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PROGRAM ASSISTANT

Meilyn Silveira  
PROGRAM COORDINATOR  
North Bay

The thing that lies at the foundation of positive change, the way I see it, is service to a fellow human being.

LECH WALESA  
POLISH POLITICIAN AND HUMAN-RIGHTS ACTIVIST

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Bridging the Healthcare Access Gap

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