### Rationale

Continued public health budget cuts and economic recession have left many without health coverage.

Demand for outpatient surgical and specialty procedures among low-income, uninsured residents remains high in many counties.

Community clinics that serve the low-income, uninsured population that is ineligible for coverage through health care reform face limited referral options.

Operation Access has a tradition of responding to shifts in unmet specialty care needs to help bridge gaps in access to health care.

Medical professionals in the San Francisco Bay Area want to volunteer locally.

Hospitals and clinics see value in OA’s facilitation of donated services.

Access to care and ensuring access to specialty care for underserved and residually uninsured populations will remain a priority for many funders.

While Covered California and the expansion of Medicaid are improving access to care, there will still be segments of the population for whom there is a continued need for donated services, especially undocumented people.

### Assumptions

OA Program Managers, Program Coordinators, and Program Assistants

Other OA staff

OA Board, Advisory Council, Strategy and Program Committee

Sustained funding from foundations, corporations, individuals, and earned income

Community partners (clinic consortia, coalitions & others)

OA database and case management systems

Communications & marketing

Stakeholder surveys

### Inputs

- Hospitals & ambulatory care centers
- Medical volunteers
- Referring community clinics and their low-income, uninsured patients
- Stakeholder surveys

### OA Network

- Assess feasibility of expanding geographic scope (e.g., Napa, Solano, Santa Clara)
- Collaborate re: Community Benefit & PR opportunities

### Activities

Cultivate strong hospital relationships and recruit the participation of new facilities.

Provide 1500-1600 donated services (that are safe, efficient, effective, patient-centered, timely & equitable).

Plan & execute 45-52 surgery sessions, GI and eye clinics.

Increase volume of services through integrated models.

Coordinate a high volume of charity care, with a ROI (return on investment) of 10:1.

### Outputs

- Services are safe, efficient, effective, patient-centered, timely & equitable.
- Planned, well-coordinated charity care for vulnerable populations is an integral part of the community benefit practices of participating hospitals.
- Reduced need for inpatient and emergency interventions.

### Outcomes

- 90% volunteer satisfaction.
- Increased peer-to-peer communications and subsequent recruitment, outreach, and fundraising.
- Increase the number of high volume physician volunteers.

### Impact

An integrated, regional specialty care network that improves care coordination and adds value to the local safety net.

A strengthened culture of medical volunteerism and community benefit in partnership with local hospitals and medical professionals.

Increased access to quality surgical & specialty care for at risk populations, specifically patients who do not have access to insurance provided through Health Care Reform.

Avoidance of some medical emergencies and reduced need for more expensive interventions.

### GOAL

To sustain a high level of donated surgical and specialty services that responds to the level of referral demand by region & medical specialty, while implementing technology and building capacity to increase efficiency & impact.

### Assumptions

- Characteristics of specific populations for whom access to care is needed.
- Demographics and needs of particular patient subgroups (e.g., Medicaid recipients, low-income families).
- Ability of hospitals and clinics to provide surgical and specialty services.

### Activities

- Strengthen relationships with clinics and medical specialty referral demand.
- Recruit targeted volunteers.
- Research feasibility of expanding scope of medical services.
- Execute targeted volunteer recognition awards and events.

### Outputs

- Increased access to charity care for vulnerable populations.
- Increased clinic awareness of appropriate referral process & sustained referral volume.

### Outcomes

- 90% clinic satisfaction.
- 90% patient satisfaction.
- 90% of patients report improved health, quality of life and ability to work.

### Impact

An integrated, regional specialty care network that improves care coordination and adds value to the local safety net.

A strengthened culture of medical volunteerism and community benefit in partnership with local hospitals and medical professionals.

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