

Overview

Operation Access (OA) coordinates donated specialty care for low-income, uninsured people, with an emphasis on providing care for those who lack any other means to access care. The need for OA among undocumented immigrants has remained high throughout implementation of the Affordable Care Act since 2014. OA's program is even more important to vulnerable people in 2018 given the challenging environment for immigrants and safety net healthcare programs with respect to rhetoric and policy changes from the federal government.

Core Strategies

I. Provide efficient patient care and volunteer coordination.

II. Build sustainability through diversity of partnerships and funders.

III. Implement strategies that address specific needs in each county.

IV. Commit to technological and organizational efficiency.

Key Outcomes

1. By coordinating prompt, upstream specialty intervention for clients whose conditions would otherwise become acute, OA's services prevent colorectal cancer, medical emergencies, poor health outcomes, and economic distress.
2. Alleviates costs and inefficiencies in the health system; community health centers have a responsive referral resource, hospitals and medical centers have an efficient method of providing community benefit services.
3. Specialist medical professionals are able to volunteer locally, knowing that logistical and interpretive support from OA ensures patient compliance and continuity of care.

Program Scale

Our organization and a network of 79 Bay Area community clinics have identified more than 12,500 clients in need of care, and matched them with volunteer medical professionals who have donated over 18,000 vital surgical procedures and diagnostic services. OA's network of 1,000 medical volunteers, over 100 medical groups, and 69 hospitals and ambulatory care centers donate a wide scope of outpatient surgical and specialty care to clients. Over \$19 million in donated care is provided annually on a cash budget of approximately \$1.6 million.

OA expects to increase services to provide 1,550-1,750 surgical procedures and diagnostic services for over 1,200 people in 2018.

With support from the community, we bring together medical professionals and hospitals to provide donated outpatient surgical and specialty care for the uninsured and underserved.



Mission:

Operation Access enables Bay Area health care providers to donate vital surgical and specialty care to people in need.

Vision:

We envision health care equity for people facing barriers to care.

Guiding Principles:

- Every person should have access to specialty care when they need it.
- Physicians and nurses want to give back to their local community.
- The entire community is well served when those most vulnerable receive care.

The majority of OA's clients are undocumented adults who do not qualify for coverage through any federal, state, county, or other program. OA is the sole pathway to prompt high-quality care for these clients (undocumented adults in Contra Costa, Marin, Napa, Solano, and Sonoma counties). All clients are uninsured, with household incomes not exceeding 250% FPL.

OA is committed to program innovation that advances the mission and community impact, with a goal to pilot two to three initiatives each year. OA has four criteria for considering potential expansion of services:

1. Need: Would services address a community need that is currently not met (filling a gap)?
2. Funding: Can OA secure enough funding to coordinate the services?
3. Capacity: Can OA secure enough volunteers & partner providers to address the need?
4. Fit: Would OA's core competencies add unique value to coordinating services?