

CELEBRATING



YEARS

THANK YOU

for building a healthy,
just, and inclusive community.

When our volunteers prevent cancer, repair a hernia, or restore someone's mobility or vision by donating medical care, they do more than just treat an illness. They make life better for patients and their families. And they help unify our community in support of human dignity for all.

We serve the most vulnerable people, no matter where they were born. We work with partners to respond to the needs of our community. Help us care for those with no other alternative; our patients need your support to live and work to their full potential.

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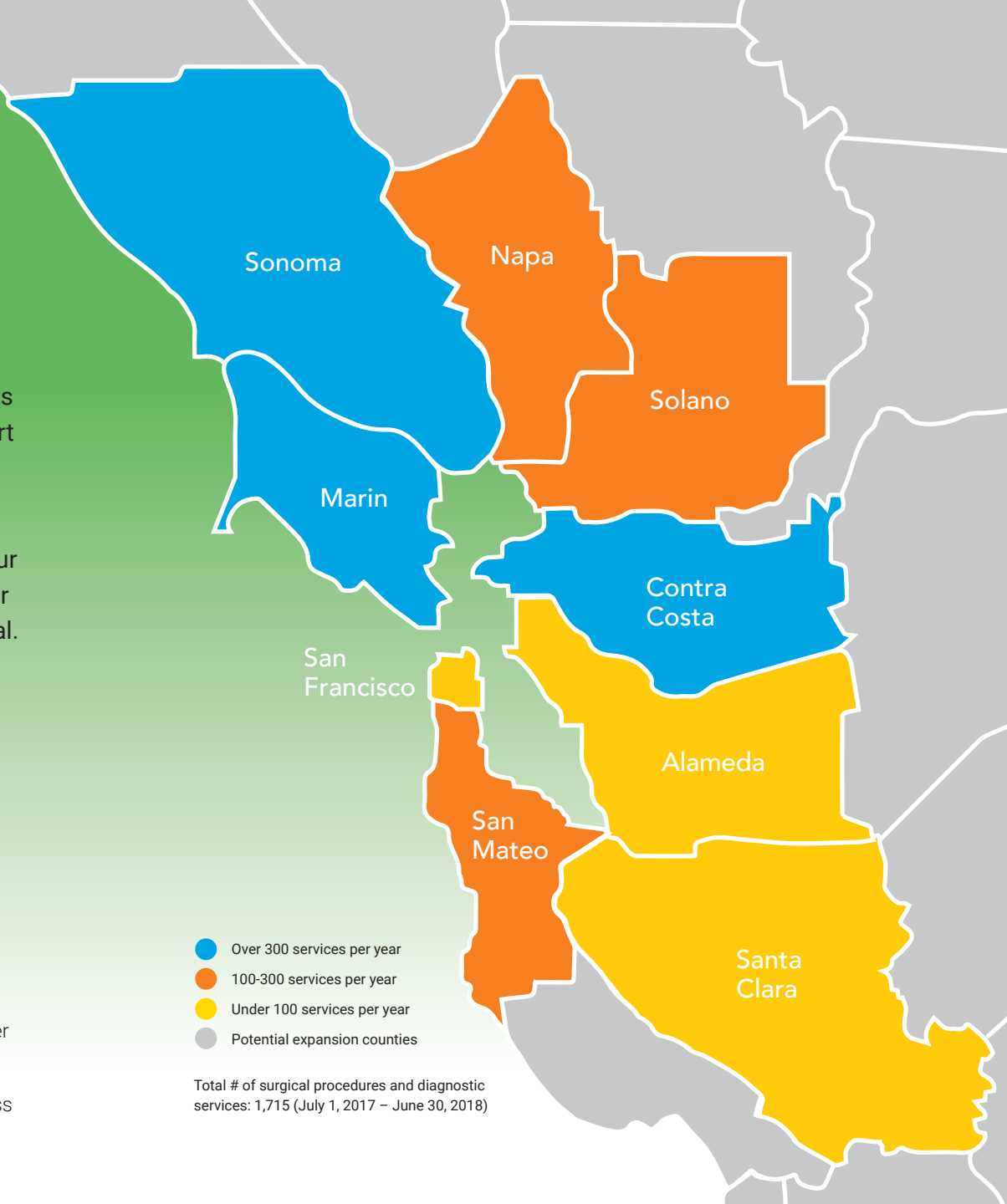
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Jason Beers (ex officio)

President & CEO Operation Access



CELEBRATING

25

YEARS OF COMMUNITY



ROBERTO'S STORY

Roberto is a construction worker who moved from Mexico to California to build a better life for himself and his family. He remodels homes and sends most of his earnings to his mother and sister.

In 2018, Roberto's primary care provider (PCP) at Point Reyes Medical Center recommended he get a fecal immunochemical test (FIT) because of symptoms he was experiencing, and his family history of cancer. With a father and sister who both suffered from cancer, Roberto was no stranger to the toll the disease could take. During his sister's fight with breast cancer, Roberto supported her emotionally, physically, and financially.

After taking the FIT, Roberto's PCP informed him that he was at risk of colon cancer, and referred him to OA. Dr. Elizabeth Ross, a gastroenterologist at Kaiser Permanente San Francisco, performed a colonoscopy.

Roberto recalls that, on the morning of his procedure, he was "very nervous about the outcome of the colonoscopy." After arriving at the hospital and being greeted by the team, Roberto said, "I felt so much better as I was being prepped. I was very happy to see that there are people out there who really want to help others."

Dr. Ross removed polyps and sent the specimens to pathology. Soon after, she informed Roberto that he was cancer-free. Roberto looks back on this experience as a wakeup call to stay healthy by visiting his community clinic more often. Roberto now encourages people to have regular health checkups to prevent and treat illnesses before it's too late.

"I am grateful for the volunteers who helped me. Thank you for helping people in need, like me."

Elizabeth Ross, MD

Gastroenterologist, Kaiser Permanente San Francisco
Volunteer since 2012
Services provided: 76



Why I volunteer: "It feels great to help people and to give back to the community while using my unique skills as a GI specialist. And the staff at OA are always so thorough and eager that it's such a pleasure, and the work feels like a routine part of my day."

Jonathan Pritikin, MD

Gastroenterologist, Kaiser Permanente San Francisco
Volunteer since 1999
Services provided: 158



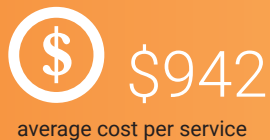
According to Dr. Ross: "Dr. Pritikin is the definition of stability and reliability. He has been practicing gastroenterology for almost thirty years and he has patients who fly across the country to see him. He is dedicated, loyal, and has helped countless OA patients."

Kaiser Permanente San Francisco was the:

- First hospital to hold a surgery session.
- First hospital to accept referrals from the entire Bay Area.
- First hospital to hold a Super Saturday surgery session in March 2006, where more than 20 patients received care in one day.

OUR VOLUNTEERS

Over the past year:



Over the past 25 years:



AVERAGE ANNUAL INCOME:

Individual:

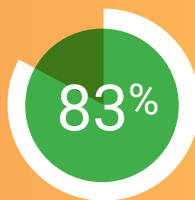


Family of 4:



PATIENTS WE SERVE

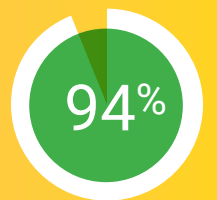
We coordinate care for low-income, uninsured Bay Area residents. Approximately:



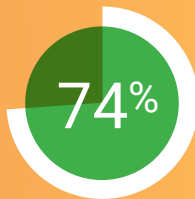
83% need an interpreter



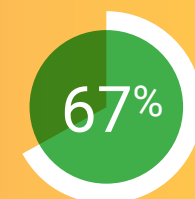
97% arrive on-time and ready for their appointments



94% are of Latin American origin



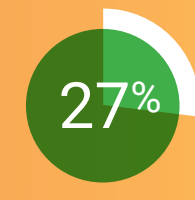
Prior to OA, 74% reported pain of at least 5 on a 10-point scale*



67% report changing their health habits to maintain their health post OA procedure*



65 days is the median wait time between referral and specialty consult



Prior to OA, 27% of patients resorted to the ER*



94% reported improved health or quality of life**



99% were very satisfied or satisfied with their experience**

* 18% of patients participated by phone interview.
** 32% of patients participated by mailed survey.

25

YEARS OF OPERATION ACCESS

1993



Drs. Paul Hofmann, Doug Grey, and Bill Schechter launch OA to harness the energy of local medical volunteerism. The first all-volunteer Saturday surgery session takes place at Kaiser Permanente San Francisco.



Expansion to Marin and Sonoma counties.

2000

Service area grows to four counties by launching program in the East Bay.

1997



“ OA makes it easy to give back to the community. I just want to do kind things for people who do not have any other way of getting help. Everyone should have a right to health care and this is the way I could help. I want to give people their health back, that’s what’s important for me. It is so nice to work with a team with the same goal of helping people.”

– Chandra Dey, RN, 190 hours donated



2006

Bequest from Ruth and Frank Celle enables us to increase staffing and services.

2008

First year coordinating over 1,000 donated procedures.

“ I empathize with OA’s patients - earlier in my life, I had jobs that didn’t pay very well and did not offer health insurance, so I understand what it feels like to not be able to afford the care you need. Now that I have a good job, I feel it is important to volunteer for this great cause so that I can help those who are in need.”

– Mark Wadley, ORT, 208 hours donated



2014

Expansion to Napa County through partnerships with St. Joseph Health, Adventist Health, and Kaiser Permanente.

2013

Launches annual Make a Difference Day initiative by serving over thirty people on the 4th Saturday in October. Eye Care Institute and 4th Street Laser and Surgery Center were the inaugural volunteer teams.

2010

John Muir Community Health Fund begins a seven-year funding relationship sparking significant program growth in Contra Costa County.

Strengthens partnership with Sutter Health through annual Gift of Surgery Month.

2015

First annual “Get Your Rear in Gear” 5K to support our growing colorectal cancer screening program.

2016

Our volunteers have donated more than 19,000 services, valued at over \$180 million in charity care.

2018



“ Surgeries coordinated by OA change lives. I remember one patient who was suffering before his hernia repair. After the procedure, I noticed an immediate difference; he was at ease and knew he would no longer be in pain. OA lets me use my skills to help people in such a meaningful way.”

– Amrit Mann, RN, 203 hours donated



IN THE WORDS OF OUR MOST ACTIVE VOLUNTEERS

“ I can help patients who live and work near me by donating consultations and operations that allow them to continue to be active, contributing members of our community.”



Elaine Yutan, MD | General Surgeon, Kaiser Permanente
Volunteer since 2001, Former Board Member

“ I’ve been a volunteer for 16 years and during this time every OA patient I’ve treated has been so grateful. Their comfort and relief mean so much more to me than any payment ever would. The smiles on their faces stick with me. I feel so lucky to be part of the OA team.”



John Ngai, MD | General Surgeon, Kaiser Permanente
Volunteer since 2002

“ Many people suffer from treatable conditions because they lack health insurance. By taking care of all the administration and coordination, I’m able to volunteer as a gastroenterologist, free to focus on patients and make my modest volunteer efforts as effective as possible. The reward: the priceless smiles and thank yous from grateful patients.”



Tim Sowerby, MD | Gastroenterologist, Marin Gastroenterology
Volunteer since 1997

TOGETHER
THESE VOLUNTEERS
HAVE PROVIDED:

1,156
donated procedures

1,800+
hours of service

\$11 million+
in donated medical care

“ Operation Access is like the perfect medication: 100% effective with only good side effects!”

Lorne Rosenfield, MD

Plastic and Reconstructive Surgeon, Peninsula Plastic Surgery
Volunteer since 2011, Current Board Chair



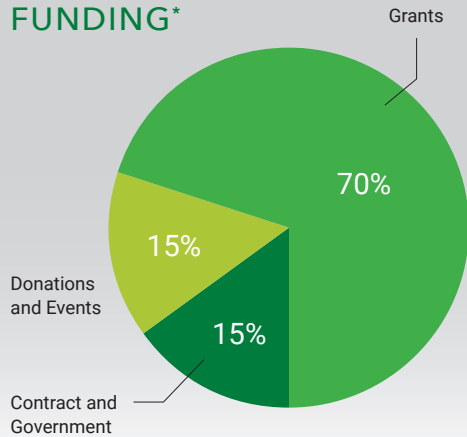
“ Operation Access is good for patients, volunteers, and hospitals. When I introduced the idea of partnering with OA to hospital administrators, they agreed to give it a try. We never looked back, and it has been very gratifying to help those who need it most.”

Kevin Hiler, MD | General Surgeon, California Pacific Medical Center
Volunteer since 2001

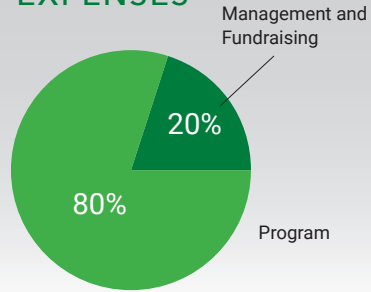


OUR FINANCES 2017

FUNDING*



EXPENSES



OUR PROGRAM 2017



RETURN ON INVESTMENT: MEDICAL IMPACT

For every dollar spent, OA arranged:

\$13

in donated medical care.

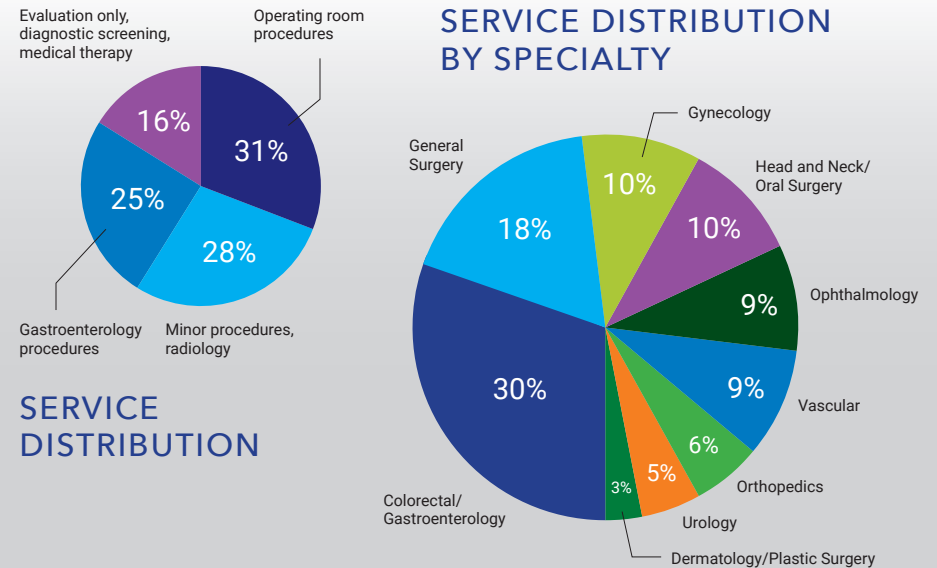
Operating Revenue	\$1,454,201
Cash Expenses	\$1,455,090
Charity Care	\$19,160,000**

* 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 through Operation Access.

Additional financial information is available at operationaccess.org.

SERVICE DISTRIBUTION BY SPECIALTY



SERVICE DISTRIBUTION

PARTNERS

John Muir Health

John Muir Medical Center, Concord and Walnut Creek
John Muir Health Medical Imaging, Brentwood and Walnut Creek

Kaiser Permanente

Antioch	San Jose
Fremont	San Rafael
Martinez	Santa Rosa
Oakland	South San Francisco
Petaluma	Union City
Redwood City	Vacaville
Richmond	Vallejo
San Francisco	Walnut Creek
San Leandro	

St. Joseph Health

Advanced Surgery Institute
Petaluma Valley Hospital
Queen of the Valley Medical Center
Santa Rosa Memorial Hospital
Santa Rosa Memorial Hospital Surgery Center

Sutter Health

Alta Bates Summit Medical Center, Berkeley and Oakland
California Pacific Medical Center
East Bay Endoscopy Center
Golden Gate Endoscopy Center
Mid-Peninsula Endoscopy Center
Mills-Peninsula Medical Center, Burlingame and San Mateo
North Bay Regional Surgery Center
Novato Community Hospital
Palo Alto Medical Foundation Surgery Centers, Fremont, Los Altos, Mountain View, Palo Alto, San Carlos, San Jose
Peninsula Eye Surgery Center
San Francisco Endoscopy Center
San Leandro Surgery Center
Santa Rosa Surgery and Endoscopy Center
Surgery Center of Alta Bates Summit Medical Center
Sutter Pacific Advanced Imaging
Sutter Santa Rosa Regional Hospital
Walnut Creek Endoscopy Center

We partner with hospitals and ambulatory care centers throughout the Bay Area. In 2017, the value of donated care exceeded \$19 million.

Additional Hospitals

Adventist Health St. Helena
Marin General Hospital
Sequoia Hospital, Dignity Health

Additional Facilities

4th Street Laser and Surgery Center
American Canyon Oral Surgery
Dallas H. Hickle, DDS
Endoscopy Center of Marin
Eye MD Laser and Surgery Center
Eye Surgery Center of San Francisco
Laser Light Vein Treatment Center
Marin Ophthalmic Surgery Center
My Beauty MD Skin Care Center
Napa Valley Plastic Surgery Center
Oral Surgery Marin
Peninsula Plastic Surgery
Premier Surgery Center
Presidio Surgery Center
San Francisco Surgery Center
San Francisco Vein Center
Sequoia Surgical Pavilion
Sirona Vascular Center
Sonoma County Oral Surgery and Dental Implant Center
Sonoma Vein Center

Medical Groups (partial list)

Adventist Health Physicians Network
Affiliated Pathology Medical Group
Alta East Bay Pathology
Anesthesia and Analgesia Medical Group
Anesthesia Care Associates Medical Group
Anesthesiology Consultants of Marin
BASS Medical Group
Bay Imaging Consultants Medical Group

Blue Eagle Anesthesia Group
Brown and Toland Physicians
California Advanced Imaging Medical Associates
California Pacific Pathology Medical Group
CAMP Laboratory
Central Anesthesia Service Exchange Medical Group
Contra Costa Pathology Associates
East Bay Anesthesiology Medical Group
Eye Care Institute
Hill Physicians Medical Group
Inform Diagnostics
John Muir Physician Network
LabCorp
Lyons Huber Anesthesia
Marin Medical Laboratories
Medical Anesthesia Consultants Medical Group
Meritage Medical Network
Microtone Audiology
Northern California Anesthesia Physicians
Northern California Medical Associates
Pacific Pathology Associates of Napa
Palo Alto Medical Foundation
Peninsula Pathologists Medical Group
Prima Medical Group
Radiology Medical Group of Napa
Redwood Radiology Group
St. Joseph Health Medical Group
Sutter East Bay Medical Foundation
Sutter Pacific Medical Foundation
TEAMHealth (IPC)
Valley Radiological Associates Medical Group

DONORS

\$400,000 and above

Kaiser Permanente - Northern California

\$100,000 - \$399,999

Sutter Health

\$50,000 - \$99,999

Buck Family Fund of MCF
Contra Costa County Health and Human Services
John Muir Health
Marin County Health and Human Services
Queen of the Valley Foundation

\$20,000 - \$49,999

Adventist Health St. Helena
The California Endowment
California Pacific Medical Center
Colon Cancer Coalition, Get Your Rear In Gear-San Francisco
George H. Sandy Foundation
Marin General Hospital
Medtronic Foundation
Mills-Peninsula Medical Center
OLE Health - Napa County Health and Human Services
Queen of the Valley Medical Center
Sisters of St. Joseph Healthcare Foundation
Sutter Valley Hospitals

\$10,000 - \$19,999

Goodman Family Supporting Foundation of The Jewish Community Foundation of the East Bay
The Grey Family Foundation
Hellman Foundation
Maverick Capital Foundation
Ramsay Family Foundation

\$2,500 - \$9,999

American Cancer Society
American Society of Cataract and Refractive Surgery Foundation
Anonymous Fund of MCF
Atkinson Foundation
Barth White Family Fund
Blue Shield of California
Evolution Surgical, Inc
Freed Associates

Fremont Bank Foundation
Genentech
Hilltop Foundation
Virginia King
Mary Levine and Arnold Levine, MD
Geoff McHugh
Mechanics Bank
John and Kathryn Milligan
Pacific Foundation for Medical Care
Pacific Outreach Foundation
Palo Alto Medical Foundation
Adam Petras
Rosenbluth Family Foundation
Lorne Rosenfield, MD and Gina Rosenfield
Stanley S. Langendorf Foundation
Union Bank
Monique Zmuda and Phil Arnold

\$1,000 - \$2,499

Anonymous
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Summit State Bank
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Jean Yu, MD

Thank you to our in-kind donors.

If our lists are incomplete or inaccurate, please accept our sincere apologies and send your corrections to: communications@operationaccess.org.



Operation Access

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