

**MISSION STATEMENT**

To increase access to health care for low income uninsured members of our community by using a volunteer network of providers working in a coordinated fashion to create a compassionate, respectful, equitable, accountable and efficient program of necessary services for those in need.

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**CONTACT INFORMATION**

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Fax: 339-8710

Web: AnchorageProjectAccess.org

**SENATOR BEGICH VISITS APA**



Senator Mark Begich, Susanne Fleek, State Director, and Diane DiSanto, Legislative Assistant, visited the APA offices in August. Executive Director, Charlene Spadafore Vassar and Doctors Catherine Schumacher, John Schwartz and KC Kaltenborn reviewed APA's most recent

data with the Senator and introduced him to the APA staff. Senator Begich was most impressed with the employment data reflecting 46.2% of our patients were employed after their medical need was complete versus 36.5% when originally enrolled. Senator Begich has been a supporter of Project Access since the onset and was instrumental in securing federal funding for the Project for FY2010.

**STATE OF ALASKA, DHSS, SHOWS SUPPORT FOR FY 2011**

The State of Alaska, Department Health & Social Services, displayed their continued support for Anchorage Project Access by including us in the DHSS budget

for \$250,000. The Sate has been a critical partner since the onset of the Project signifying their recognition to the generosity of our volunteer network.

**VICTOR'S MIRACLE**

Victor is one active young man who attends UAA, works in construction, plays music, volunteers at his church and is a coach for his local soccer club. It was at one of these soccer games when he "blew out his knee." With no health insurance and in excruciating pain, he didn't know where to turn for help. Eventually, he talked to someone at the State's Health and Human Services Department who referred him to the Alaska Family Residency Clinic where he was then referred to Anchorage Project Access. Once enrolled, he met Mindy, APA Care Coordinator, who immediately set him up with

an appointment with Dr. John Frost. Within a week, Dr. Frost performed the needed surgery on Victor's knee. Today, he is mending ahead of schedule and can't say enough about the help he received through APA and Dr. Frost. He's back to juggling all his activities, favorite among them is coaching kids in the sport he loves so much - soccer.

Victor best expresses in his own words his gratitude for the excellent medical care he received: "Thank you Project Access and Dr. Frost! **This was the greatest miracle to happen in my life.**"

**'NO SHOW' APPOINTMENT PROTOCOL**

All APA patients sign a patient responsibility form upon enrollment agreeing to keep all doctor's appointments. If they miss two (2) appointments without cancelling at least 24 hours in advance (or whatever time your office requires), they will be dropped from the program as non-complaint. We make reminder calls weekly and if we are unable to contact

the patient directly, we will cancel his/her appointment with your office. These procedures apply to appointments made by the APA office staff and not to any follow-up appointments made directly by your office. Please contact Mindy at 339-8769 if one of our patients is a 'no show'.

## SPECIALTIES WITH A “PATIENT WAIT LIST” AND CURRENT URGENCY LEVEL TIMELINE

As the Project Access model operates entirely with donated care, there are times when our available services become limited. The following specialties currently have a “patient wait list”:

- Orthopedics/Spine •Urology •General Surgery •Gynecology/Oncology
- Ophthalmology (retinal, corneal and glaucoma issues only)

Please be sure to indicate the urgency level when you submit your referral. Date of submission and urgency levels are always considered when processing orders. For NEW referrals the current urgency level timeline is as follows:

Urgency 1: No longer than four weeks. (Unless surgery has already been scheduled and/or treatment is urgent and needs to be evaluated as specified by APA provider.)

Urgency 2: four-five weeks

Urgency 3: five-six weeks

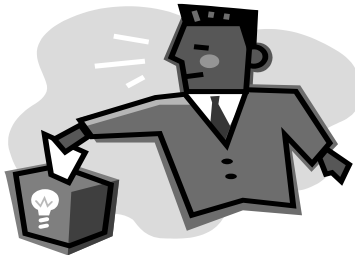
Urgency 4+: six-eight weeks

Primary Care/Self Referrals: six-eight weeks

APA staff does their very best to accommodate all referrals. We appreciate your patience.

## SUGGESTION BOX

It was recently brought to our attention that some APA patients did not have a primary care home. While we’ve always operated on the premise that APA patients do have a primary care home, when a patient is a direct referral from one of our specialists, we are not always cognizant of the patient’s primary care status. In the future, when a patient is referred to APA for eligibility from any source, they will be assigned a primary care physician if they do not have one. Our referral form has been updated to reflect this change. Our sincere thanks to one of our orthopedic surgeons for bringing this to our attention. Please contact the APA Executive Director at 339-8779 with your suggestions, comments or concerns or Fax to 339-8710.



Mt.  
Huntington  
Award  
Most Recent  
Recipient

### DR. PETER MARBARGER

The Mt. Huntington Award is an element of our recognition program to thank providers for their exceptional service.

To view all previous recipients visit [AnchorageProjectAccess.org](http://AnchorageProjectAccess.org).

## MAJOR DONORS

Alaska Mental Health Trust Authority  
Municipality of Anchorage, DHHS  
Premera Blue Cross Blue Shield Alaska  
Providence Health & Services  
Rasmuson Foundation  
State of Alaska, DHSS  
United Way of Anchorage

## COMMUNITY DONORS

Alaska Regional Hospital  
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## WELCOME NEW PROVIDERS

Sleep Centers of Alaska  
Dr. Robert Gieringer, Polar Bear  
Shoulder Care

## BOARD MEMBER PROFILE: BARBARA SYMMES



Barbara Symmes is currently the Lead Change Facilitator for Operational Excellence at Providence Alaska Medical Center. Barbara’s diverse background in the medical field includes serving as Executive Director for Community Home Care, Inc. in Medford, OR; Director of Planning and Marketing at Providence Extended Care Center in Anchorage and Director of Planning at Providence Health & Services, Alaska Region.

Barbara was one of many business professionals instrumental in bringing Anchorage Project Access to fruition in 2005. As a representative for Providence Health & Services, Alaska, her dedication to the Project is tireless. She is the current Chair of the APA Board Development Committee and also serves on the Resource Development and Executive Committee.

An avid outdoor person, Barbara enjoys biking and boating with her husband Jeff.