MEASURE of SUCCESS
ANCHORAGE PROJECT ACCESS
ANNUAL REPORT 2017
2017 EXECUTIVE BOARD MEMBERS

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OUR MISSION

The mission of Anchorage Project Access is 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.

OUR GOALS

i. Improve the health outcomes of the low income uninsured population of Anchorage

ii. Increase the primary care treatment capacity in Anchorage

iii. Increase the ability of physicians and other community partners to volunteer their services effectively and efficiently

iv. Increase collaboration within the Anchorage health care community to meet the needs of the low income uninsured population amongst us

ELIGIBILITY REQUIREMENTS

i. Municipality of Anchorage resident; a limited amount of people from outside the Anchorage bowl are served

ii. Gross household income of 300% or less of the Federal Poverty Level

iii. No other form of health or dental insurance

iv. Must have a medical or dental need
By definition a community is a group sharing a common understanding. I am not convinced we all share a common understanding in Alaska; however, we do have a strong sense of community.

From the inception of Anchorage Project Access (APA), community has been a strong driver for our activities. I believe that other than just giving, we have engaged our community to participate. That strengthens our community on many levels.

APA was founded with the idea that we could help improve the lives of some of our community’s most underserved neighbors. By any measure, our work has been a tremendous success. Our network of health care professionals continues to grow and is now at a record level of 624 providers. The number of dental health volunteers added to the program this year jumped up to 27. Our outreach program helped 158 patients find affordable personal health care insurance through the Affordable Care system and Medicaid, which kept them from continuing the cycle of using emergency care as their only access to health care. Patients in our network received almost a million dollars in donated care this year, and the results speak for themselves; the number of days our patients reported “poor physical health” was reduced by 45.1%.

I am proud to be a part of this great organization. As we move forward through yet another year, we continue to fulfill our mission, as well as strengthen our community.

On behalf of our community, I want to thank each and everyone who has contributed to Anchorage Project Access in some way or another. Our community is stronger as a result.

Jerome List, MD
President, APA Board of Directors

“If you can find it in your heart to care for somebody else, you will have succeeded.”

— Maya Angelou
Anchorage Project Access (APA) is a local replication of a national model that has proven to improve health outcomes and reduce emergency department charity care costs in many communities. Residing fiscally and administratively under the nonprofit structure of Christian Health Associates, the project was founded and brought to the implementation stage through the collaborative efforts of many community stakeholders.

APA enrolled its first patient in December 2005. At that time we had a database of approximately 350 health care providers willing to volunteer their time and services. Since then, our database has grown to 624 health care providers, dentists, hospitals, radiology centers, physical therapists, and ancillary organizations.

This year, the dollar amount for our recorded value of donated care went down for the first time in 12 years. But – though that might seem like a setback – it is actually a sign of progress, and an indicator that APA is meeting its mission goals. The drop is directly related to the number of patients APA was able to guide to personal health insurance coverage; 158 patients that now carry their own affordable health care policies, and are no longer dependent on charity and donated care. That’s a huge step toward ensuring that our most vulnerable neighbors have the access to health care they need and deserve.

Last year, APA made dental health access a priority, and our network of dental health providers now stands at 27. This was a huge hole in our available services, and we are thrilled to see so many of our local dental and oral health professionals step up to fill the gap.

Over the last few years, health care has become a national talking point. Anchorage Project Access has had to pivot and adapt to the changing health care landscape, but two things have become abundantly clear – our mission is still as vital as ever to Anchorage and its underinsured communities, and APA is still up to the challenge of providing access to health care for those in our city that would most likely have to go without in other circumstances.

As we venture into 2018, you can count on APA to continue to build our network and bring health services to the needy. We look forward to the challenges and opportunities just ahead. With a stellar staff, a dedicated board, and an unbelievably generous network of health care volunteers, we can’t wait to see what we are able to accomplish next.
OUR SUCCESS STORIES

High marks to APA and the providers for all their help; they truly made a difference in my life. Unemployed and uninsured, needing hand surgery, I didn't know what to do. I have had complete recovery since my surgery, I'm working full time, and I'm thankful I now have insurance.

— APA Patient N.S.

I am blessed that APA providers came to my rescue during the darkest time of my life. Diagnosed with throat cancer, I received the best care from all the doctors you connected me to. I am thankful, I am feeling better, and I can see the light after this year-long battle.

— APA Patient B.D.

I am extremely grateful for all the services received, especially the bra that makes me feel whole again. Thank you and God bless everyone for their kindness to me.

— APA Patient J.M.

I would like to thank the Anchorage Project Access staff, their volunteer, and supporters for assisting me in obtaining a prosthetic leg. I had been in a wheelchair for the previous six months after a revision surgery in March 2017.

The ability to walk again is wonderful! This process has just begun and I will need more assistance as the prosthesis is adjusted. I hope to be able to walk unassisted by early 2018. None of this would be possible without your help. Your involvement has reduced the stress of being uninsured and has given me much needed medical care. Thanks again for everything.

— APA Patient P.C.

Thank you so much for all that you do – especially for giving hope when there is none.

— APA Patient R.W.

J.M. is a 37-year-old Hispanic female who was diagnosed with a malignant neoplasm of the left breast. She has been enrolled in Anchorage Project Access for the last year, receiving donated care for chemotherapy with Katmai Oncology. J.M. received a mastectomy performed by Michelle Thomas, MD in February 2017, and radiation therapy completed in June 2017 through Anchorage Radiation Therapy Center.

Reconstructive surgery is not a donated service through Anchorage Project Access, so Dr. Thomas requested that J.M. receive a prosthesis through the program, as the patient's family has limited income and would not be able to afford it otherwise. Through the generosity of APA, the patient was able to receive her prosthetic.

I am extremely grateful for all the services received, especially the bra that makes me feel whole again. Thank you and God bless everyone for their kindness to me.

— APA Patient J.M.

K.S. presented to the Alaska Regional Emergency Department with tooth pain; he was diagnosed with an abscessed tooth and discharged with antibiotics and a referral to APA. The patient called the APA office and our staff completed an intake assessment, enrolled K.S. in the program, and scheduled an appointment with Dr. Guy Burke of Anchorage Midtown Dental for emergency treatment. K.S. had a tooth extracted five days after his initial phone call. The patient reports he is doing well and working on completing his community service.

I'm grateful for the services, as I had been in pain for a while and now I'm good as new. Thank you so much.

— APA Patient K.S.
For Report Year 2017 – October 1, 2016 through September 30, 2017, 129 new and unique patients were treated by an APA volunteer health care provider. A total of 168 patients were enrolled and eligible for services during this time period.

Figure 1 illustrates the demographic characteristics of these 129 APA clients. For the fourth year running, the Caucasian woman is our primary patient – but this year she skewed younger, between 40 – 49 years of age. She was also as likely to be married as single. Similar to years past, while the majority of our clients are high school graduates, approximately 35% are college graduates or have acquired some college credits. Additionally, 48% are employed full or part-time or are self-employed and do not have access to health benefits. Down substantially from last year, the homeless population continues to be significant with 27% falling into this category.

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<td>High school graduate or GED</td>
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<td>Some college or vocational school</td>
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<td>Employed Full Time</td>
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<tr>
<td>Self-employed</td>
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<tr>
<td>Asian</td>
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<tr>
<td>Multi-Racial</td>
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<tr>
<td>Native Hawaiian or Pacific Islander</td>
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<td>9%</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
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<tr>
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<td>9%</td>
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<td>Separated</td>
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<td>8%</td>
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<tr>
<td>Widowed</td>
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<td>5%</td>
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<tr>
<td></td>
<td>129</td>
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<table>
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<tr>
<td>Rent</td>
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<td>Staying with Family / Non-Family Members</td>
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<td>Community Shelter</td>
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<td>2%</td>
</tr>
<tr>
<td>Homeless</td>
<td>3</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
<td>6</td>
<td>5%</td>
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<tr>
<td></td>
<td>129</td>
<td>100%</td>
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<th>Federal Poverty Level</th>
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<th>Percentage</th>
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<td>51% – 100%</td>
<td>37</td>
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<tr>
<td>101% – 150%</td>
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<td>14%</td>
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<td>151% – 200%</td>
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<tr>
<td>201% – 300%</td>
<td>17</td>
<td>13%</td>
</tr>
<tr>
<td></td>
<td>129</td>
<td>100%</td>
</tr>
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</table>

Figure 1: Characteristics of New Patients Served by APA.
APA patients complete a health and wellness survey when they are enrolled in the program and again six months after their medical need has been met. Survey respondents are asked to rank their health on a scale from 1 (poor) to 5 (excellent).

Figure 2 demonstrates APA patients who completed the program reported marked improvements to both physical and mental health. The number of days reported with “poor physical health” was reduced by 45.1%; “poor mental health” days were reduced by 41.4%, and the number of days they experienced limited activity due to health issues was reduced by 42.4%.

Figure 3 shows the number of patients who were working after they completed the program went up, suggesting their improved health status made it easier to find and keep employment; 39.4% were employed at entrance versus 42.7% at exit of the program.

We also asked our patients to assess their own work limitations. Figure 4 suggests that the number of APA patients who believed they were “limited a lot” or “limited a little” before entering our program were doing significantly better after their health care needs had been met, and the number of patients who said they had no work limitations more than doubled.

All three graphs indicate a significant improvement in our patients’ overall health and a reduction in their limitations due to health considerations.

APA programs, which include medical and dental plus assistance with enrollment in Medicaid and ACA marketplace insurance, strengthen our clients’ overall ability to access the health care they might need – and therefore, their ability to make better choices for their physical and oral health habits.
Once a person is financially eligible for enrollment in the program, APA requires they have a primary care home; and if they do not, they will be assigned one. We can report that 100% of our patients adhere to that premise. This process ensures continuity of care and allows our patients to establish an ongoing relationship with their health care provider.

Typically, our patients are referred to the Anchorage Neighborhood Health Center, Providence Family Medicine Center, or Providence Medical Group Primary Care. Although these clinics operate on a sliding fee scale or patients apply for financial assistance, our patients have access to any ancillary services they might need throughout their lives and have acquired a medical home. If a patient currently has a primary care provider and wishes to keep him/her, they are encouraged to do so.

As the emergency department has historically been the primary care home for many Project Access patients, establishing a relationship with a provider is a new lifestyle that must be learned. This practice creates good health habits, leading to improved overall health in the future. As shown in Figure 5, the latest APA program exit surveys indicated:

- 72.3% of APA patients had a primary care home at one of the local community health centers vs. 62.7% at entrance to the program.
- 96.1% of APA patients planned to remain with their primary care provider vs. 91.7% at entrance to the program.

As illustrated in Figure 6, Radiology was the lead specialty during report year 2017, with 197 appointments being made – followed by Radiation Oncology, with 125 appointments. A typical treatment may include multiple appointments or procedures on behalf of the patient, representing many new specialties.

Overall for report year 2017, APA staff scheduled 1046 appointments on behalf of 168 eligible patients.
Due to major uncertainties facing health care in our nation, now more than ever it’s crucial for Anchorage Project Access to maintain its volunteer network of providers.

Currently, 624 medical and oral health care providers participate in the APA volunteer network, compared to 615 last year. Figure 7 represents our volunteer network listed by specialty. We continue to encounter unmet needs in many areas and are constantly looking to increase provider participation. Our clinical leadership team as well as providers on the APA board of directors are instrumental in recruiting new providers.

If you would like to join the Anchorage Project Access volunteer network or simply want information on how you might participate, please contact the executive director at (907) 743-6651. Naturally, your level of participation is entirely at your discretion and any assistance you can provide to our patients is very much appreciated.
OUR GOALS

DENTAL

In May 2016, APA launched a “pay it forward” dental program modeled after a successful program in Battle Creek, Michigan. The program continues to grow with the successful recruitment of additional dentists to our network and an increase in the number of patients served.

For this report period

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<th>Service</th>
<th>Value</th>
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<td>Unique Dental Patients Served</td>
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</tr>
<tr>
<td>Dental Care Providers</td>
<td>27</td>
</tr>
<tr>
<td>Patients’ Community Service Hours</td>
<td>529</td>
</tr>
<tr>
<td>Value of Donated Services</td>
<td>$64,425</td>
</tr>
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Thank you to our current dental providers, who are committed to serving the uninsured:
- Clark Bassham, DDS
- Kathryn Bickler, DMD
- Gregory Bragiel, DDS
- Guy Burk, DMD
- Frank Cavanaess, DDS
- Christopher Coplin, DMD
- Richard Crosby, DDS
- Kevin Easley, DMD
- Gregory Grubba, DDS
- Clint Henrie, DMD
- Jing Huang, DMD
- Brian Kruchoski, DDS
- David Maisey, DDS
- Kent Marchant, DMD
- Jonathon McNeil, DMD
- Kenley Michaud, DDS
- Ben Mishler, DDS
- Robert Morehead, DMD
- Andy Newman, DDS
- David Nielson, DDS
- Terry Preece, DDS
- Kristina Rabatin, DMD
- Ghazal Ringler, DMD
- Renee Robertson, DMD
- Dustin Slunaker, DMD
- Jessica Smith, DDS
- Meghan Swanzy-Foster, DDS
- Max Swenson, DMD
- Lisa Symonds, DDS
- Shelly Weigelt, RDH

OUTREACH

APA is involved in a number of outreach projects, collaborating with Anchorage organizations to offer our services to the widest possible audience. One APA staff member is a Certified Application Counselor (CAC), assisting clients with Medicaid and ACA Marketplace insurance. APA’s CAC assisted 872 clients and enrolled 158 clients for insurance coverage during this report year.

Community outreach is ongoing and constantly growing. APAs CAC spends a good portion of her time every week at the Municipality of Anchorage – DHHS, St. Francis House Food Pantry, Beans Café, and the Alaska Mental Health Consumer Web.

She also works in close collaboration with the Anchorage Neighborhood Health Center, Providence Family Medicine Center, Providence FICO Team, United Way, and the Alaska Primary Care Associates Health Care Collation.

Outreach has proven to be extremely time consuming, especially when working with translators due to frequent language barriers, and when providing client education – as most of our clients are not familiar with insurance terminology.

“I am so thankful for the dental work I received this last year. My teeth were in such terrible shape, I never smiled. I understand that community service is important in this program, and I was happy to do my part, volunteering at Beans Café. Thank you Anchorage Project Access for helping me.”

— APA Patient G.W.

“The outreach counselor that Anchorage Project Access provides will meet our participants here at The Web and take the time to explain the process and advantages of signing up for health care, which has resulted in a significant number of people signing up for services that benefit them. Without APAs outreach efforts, many of our clients here at The Web would not be educated on their options and would not have applied for Medicaid or the services provided by Anchorage Project Access.”

— Dewayne Harris, Executive Director
Alaskan Mental Health Consumer Web
SCHOOL BASED HEALTH CENTERS

In addition to Anchorage Project Access, Christian Health Associates is the fiscal agent for Anchorage School Based Health Centers, which serves students at select Anchorage School District sites. Since 2010, more than 3,200 medical visits and 1,250 counseling sessions have been provided. Without the services offered by Anchorage School Based Health Centers, some students would not receive health care.

REVOLUTIONS

On Saturday, February 4, 2017, Anchorage Project Access held its 8th annual fundraising event – Revolutions: Spinning for Health Care – at the Anchorage 5th Avenue Mall. Thirteen teams of riders, five volunteer professional spin instructors, and dozens of sponsors joined together and raised more than $52,000.

PROJECT HOMELESS CONNECT

Anchorage Project Access prides itself as one of the major safety net organizations in the community and we strive to always remain a thoughtful community steward. Yearly, APA participates in the Project Homeless Connect event held at the Egan Center. The event is a community-wide collaboration to assist the homeless with their most basic needs – everything from housing and food to healthcare and personal hygiene.

PIZZA OLYMPIA FUNDRAISER

The Maroudas Family once again generously hosted a spaghetti feed, with a percentage of proceeds benefiting Anchorage Project Access. Their terrific food and hospitality raised $510 for our program.

“I know that you will always help me with whatever problems come up. You make the process so simple, and it is easier to use the insurance knowing that someone can answer my questions. Thank you.”

— APA Patient M.L.
Moving Mountains to Help Our Patients

Anchorage Project Access first presented the Mt. Huntington Award in 2008. The award is given to APA providers in recognition of their unfaltering commitment and astonishingly generous service to our medically uninsured neighbors in Anchorage. The award is acknowledged and signed by Alaska’s Governor, Anchorage’s Mayor, and the Commissioner of the Department of Health and Social Services.

In 2007, Richard Willard – who received health care through Anchorage Project Access – presented a large aerial photograph of Mt. Huntington to APA in gratitude for the program. Willard had been unemployed and uninsured and in need of a double hip replacement. After successful surgeries and medical care, all donated by APA’s incredible volunteer medical network, Willard recovered his health and reentered the workforce.

Rising 12,240 feet in the Alaska Range about eight miles south-southeast of Denali, Mt. Huntington is considered one of the most challenging peaks to climb in the world (while overshadowed in absolute elevation by Denali, Mt. Huntington is a steeper peak.) The photo inspired the award, which has come to symbolize some patients’ steep climb to improved health.

Our award recipients in Report Year 2017 included:

- Owen R. Bell, MD
- Anchorage Radiation Therapy Center
- Imaging Associates & Alaska Radiology Associates
- Alaska Neurology Center

Mt. Huntington in the Alaska Range.
**VALUE OF DONATED CARE**

Data for this report is derived from various billing sources for the period October 1, 2016 – September 30, 2017.

The value of donated care is derived from the “billing forms” submitted by APA’s volunteer network of providers and documented by Meritain Health “pro bono.”

Data for Report Year 2017 is based on actual data from Meritain Health as well as from the hospitals, radiology centers, and pathology services. As in past years, many services provided by APA providers were not submitted to Meritain Health for documentation; thus, the actual amount of donated care is actually a great deal higher than is reported.
OVERALL VALUE OF PROGRAM

The documented value of donated care for this report period is lower than in the past due to the restructuring of Anchorage Project Access in order to address the health care challenges facing our nation. In 2017, APA helped 158 patients sign up for their own insurance plans – which meant they did not need to enter our network for care. However, the value of donated care reported is still significant at $959,927. Additionally, since the founding of APA twelve years ago, the total value of donated care is a remarkable $45,873,096.

NOTES:
- Providence Health and Services of Alaska generously contributes $100,000 per year to support Anchorage Project Access. Their donation is made in three year segments, most recently a $300,000 commitment for program years 2018 – 2020. Providence’s support is shown as revenue in the year in which it is committed.
### Private Donors

#### Mt. Huntington Circle
($50,000+)
Providence Health & Services Alaska
State of Alaska DHSS

#### Leadership Circle
($10,000–$49,999)
Alaska Mental Health Trust
Municipality of Anchorage
United Way of Anchorage

#### Major Benefactors
($5,000–$9,999)
Alaska Emergency Medicine Associates
Alaska Nurses Association
ConocoPhillips Alaska
First Choice Health
Barney & Rachel Gottstein
Imaging Associates
Premera Blue Cross Blue Shield of Alaska

#### Partner in Health
($2,500–$4,999)
Alaska Regional Hospital
Anchorage & Valley Radiation Therapy Centers
First National Bank Alaska
Jane & John Hall, MD
NORCAL Group Foundation

#### Champion for Access
($1,500–$2,499)
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