

Increasing access to care for underserved patients in San Diego

April 14th, 2015

Barbara Mandel

San Diego County Medical Society Foundation

J. Nwando Olayiwola, MD, MPH, FAAFP

Ashley Rubin, MS

Center for Excellence in Primary Care

Webinar sponsored by:

The Center for Excellence in Primary Care and the Center for Care Innovations

Care Integration Resource Center funded by:

The Blue Shield of California Foundation

Care Integration Resource Center



Creative Thinking, Smart Resources, Healthy Communities

 SEARCH

WHO
WE ARE

PROGRAMS
& GRANTS

INNOVATION
SPOTLIGHT

KNOWLEDGE
CENTER

NEWS
& EVENTS



TABLE OF CONTENTS

[Specialty Care](#)
[Oral Health](#)
[Diagnostic Imaging](#)
[Pharmacy Care](#)
[Hospital Care](#)
[Assess Your Practice](#)
[References](#)
[Webinars](#)
[About CEPC](#)

[VIEW FULL REPORT](#)

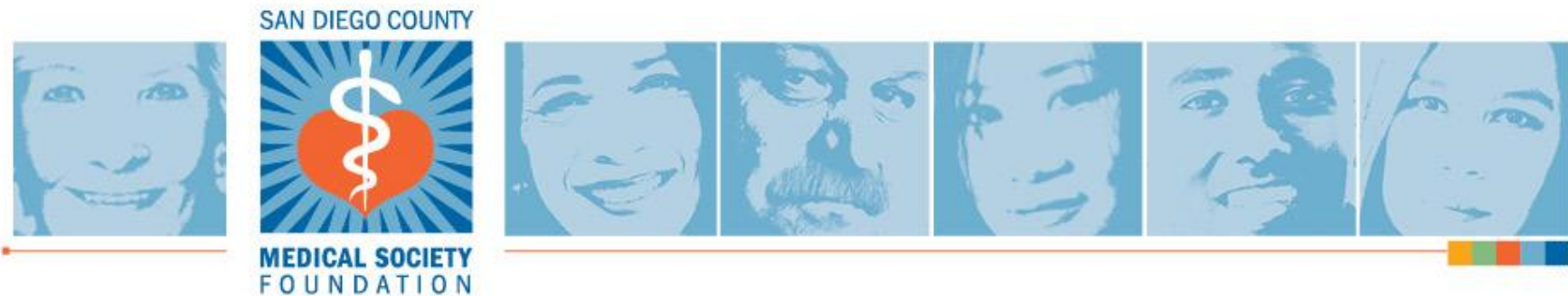
Facilitating Care Integration

Nearly half of adults with health issues report problems with the coordination of their care in the United States. As Community Health Centers (CHCs) and other safety net settings transform into Patient-Centered Medical Homes, their role in the larger medical neighborhood will become pronounced. However, challenges with care coordination are magnified in the safety net setting and continue to be increasingly complex.

In 2014, the [UCSF Center for Excellence in Primary Care](#), with funding from the [Blue Shield of California Foundation](#), completed a comprehensive literature review outlining strategies CHCs use to integrate into the medical neighborhood in the domains of primary care-specialty care, primary care-diagnostic imaging, primary care-pharmacy, primary care-oral health and primary care-hospital care. A conceptual model which was used to classify innovations and strategies for integration can be found in the full report [here](#).



The [UCSF Center for Excellence in Primary Care](#) has partnered with the Center for Care Innovations to develop this online resource center. The purpose of this Care Integration site is to disseminate



Improving Health...



Changing Lives

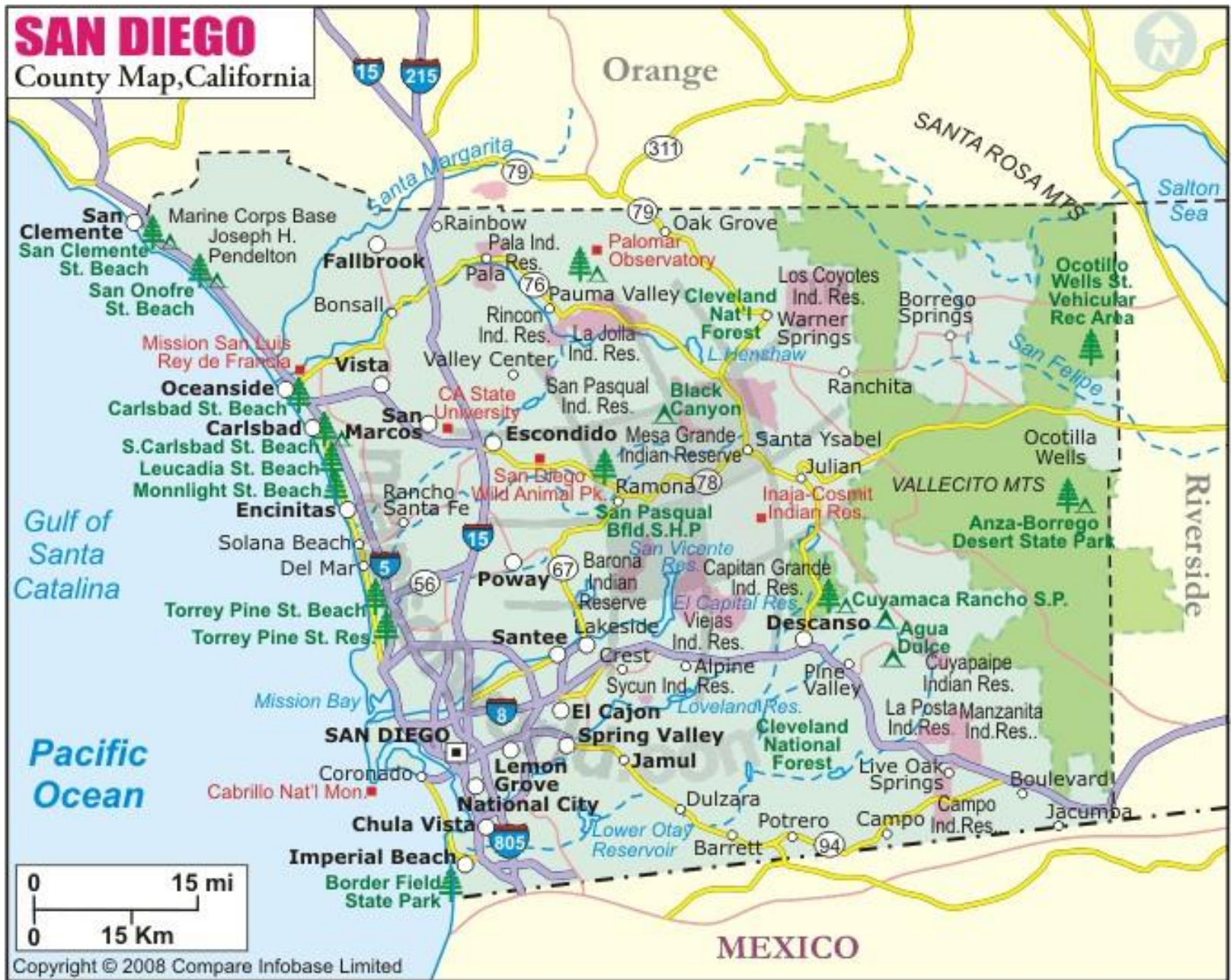


Our Mission:

To improve community health and wellness, access to care for all, and support for physicians through engaged volunteerism.

SAN DIEGO

County Map, California



Copyright © 2008 Compare Infobase Limited





Problem:

- **No publicly funded hospital or primary care system for uninsured.**
- **Inappropriate/excess use of Emergency Departments.**
- **Long-term disability due to lack of care.**



SAN DIEGO COUNTY



MEDICAL SOCIETY
FOUNDATION



1 in
4x5

Adults in
San Diego
County
do not have
health
insurance





Project Access San Diego

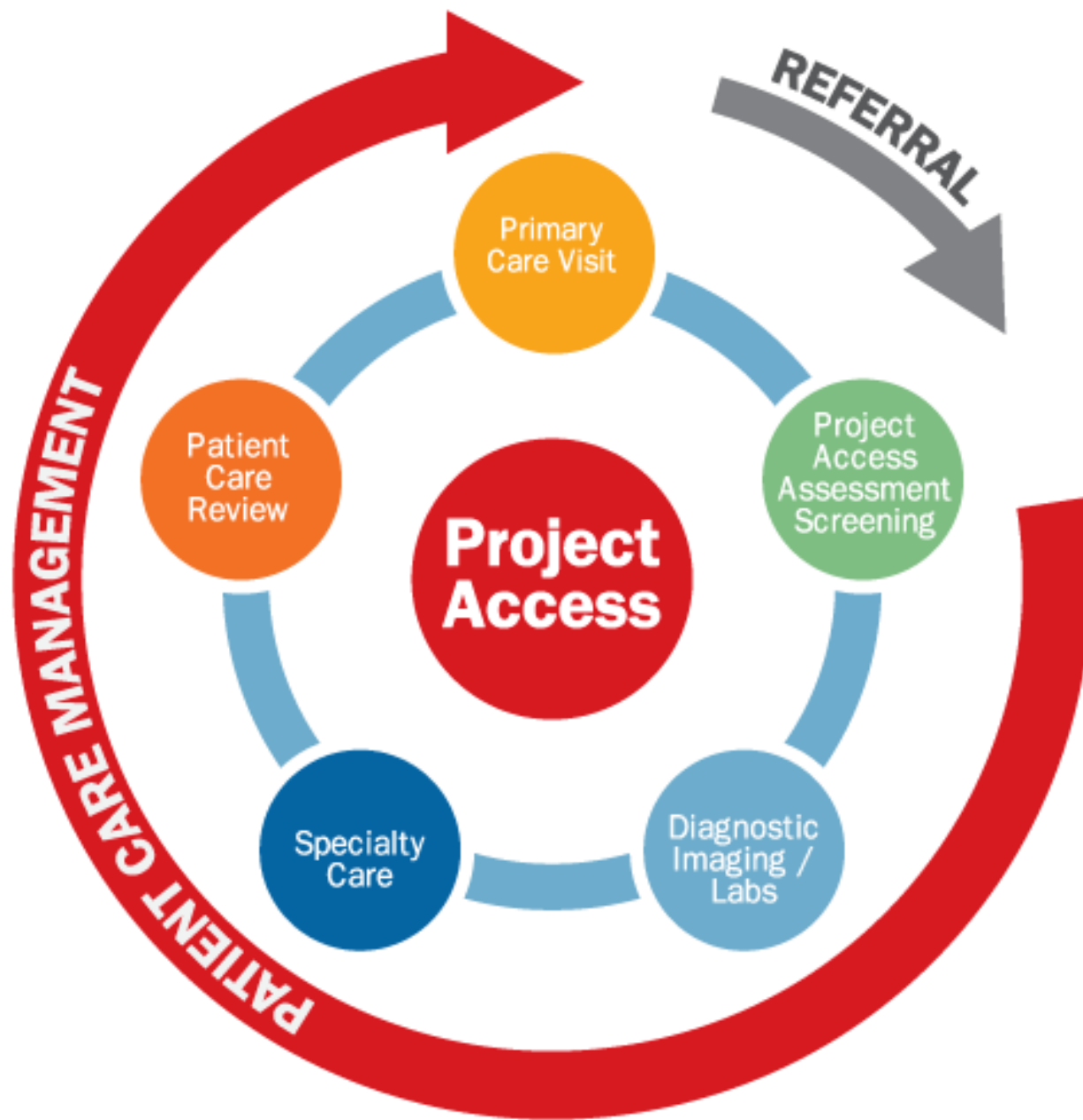
Pro bono specialty and surgical care to low-income San Diego County residents uninsured, with limited access to care.

SAN DIEGO COUNTY



MEDICAL SOCIETY
FOUNDATION







Innovation: Collaboration

- **80+ community clinics**
 - **Serving as safety net's safety net**
- **625+ volunteer physicians, 10 hospitals and 14 outpatient surgical centers**
 - **Integrated and “Saturday Surgery Day” models**

SAN DIEGO COUNTY



MEDICAL SOCIETY
FOUNDATION



625+ Physician Volunteers





Ancillary Health Partners

Provide most testing, labs, imaging, physical therapy, prosthetics, medical devices, and other items pro bono.



Innovation: Patient Care Management

- **Intensive patient navigation**
- **Efficient specialty visits**
- **Enabling services (e.g. translation, transportation)**
- **35% patients require surgery/procedures – improved preparation**
- **Excellent volunteer experience!**



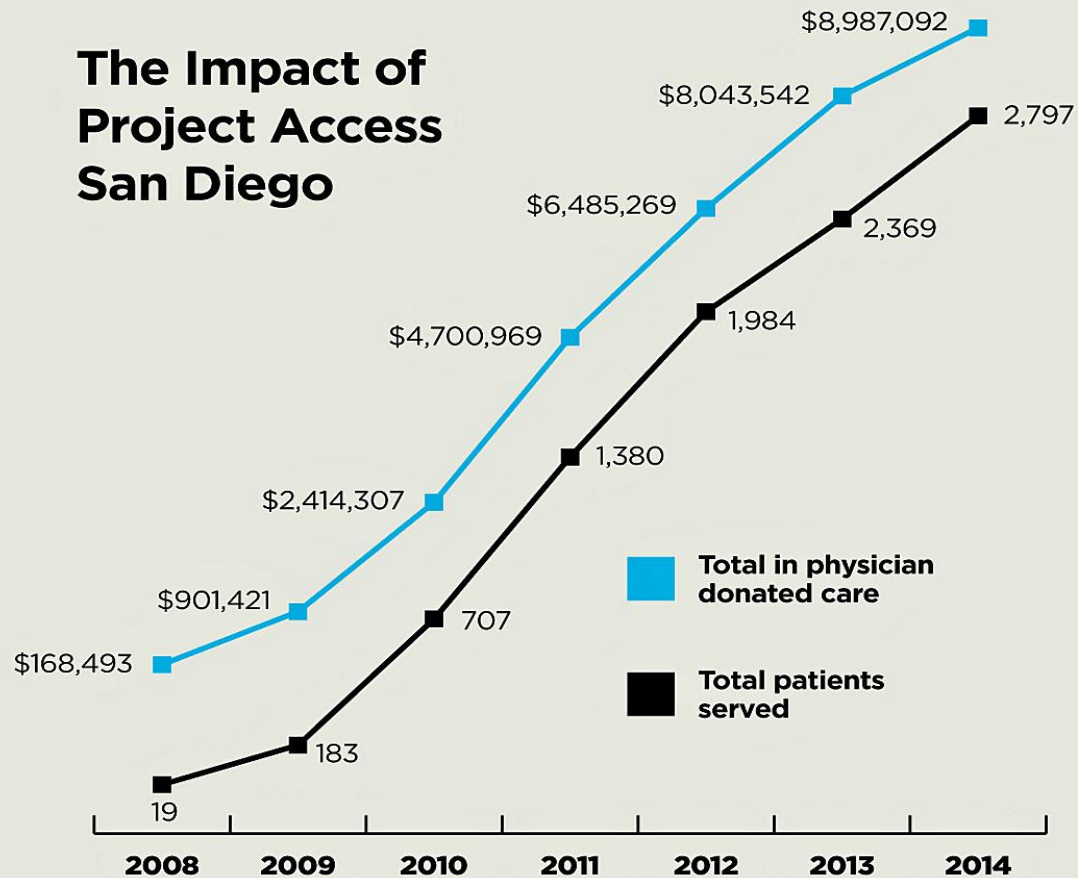
SAN DIEGO COUNTY



MEDICAL SOCIETY
FOUNDATION



The Impact of Project Access San Diego





SAN DIEGO COUNTY



MEDICAL SOCIETY
FOUNDATION



75%
Reduction in
Work Days
Missed

902
Surgeries
and GI
Procedures

9,444
Specialty
Healthcare
Appointments

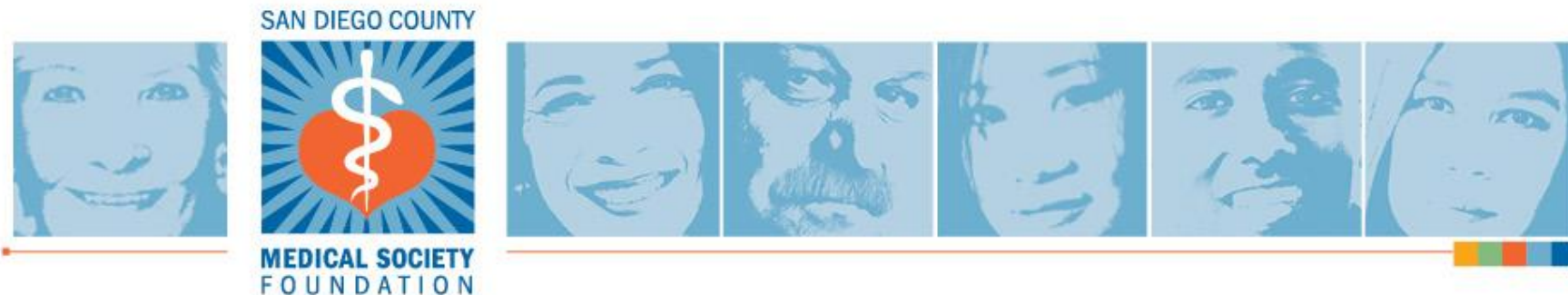
\$8.8 Million
in donated care thanks to Physicians,
Hospitals, Surgery Centers & Ancillary
Healthcare Providers

SAN DIEGO COUNTY



**MEDICAL SOCIETY
FOUNDATION**





Patient Criteria & Demographics

- **Household income < 350% FPL**
 - **90% < 100% FPL**
- **Uninsured and not eligible for public benefits**
- **Reside in San Diego County**
- **Referred by community health center or primary care MD**



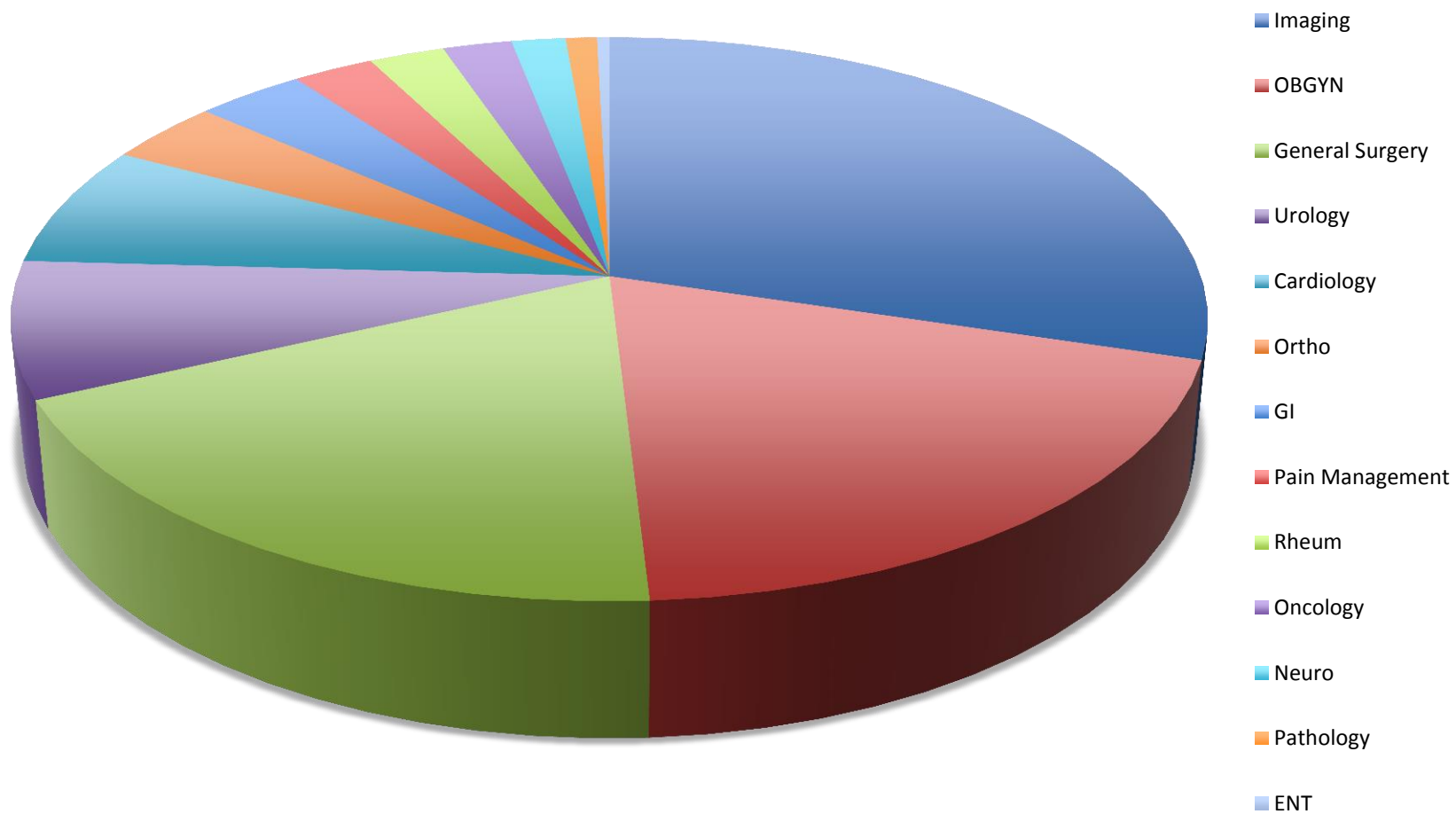
Key Partners

- **Community clinics**
 - **to reach target population**
- **Physician volunteers, 14 surgery centers, 10 hospitals, and other healthcare centers**
 - **to provide pro bono specialty and surgical care**



Diagnostic Imaging Key to Care

- **#1 Need**
- **Few providers – decreasing**





Program Model

- **100 Access-type programs in US**
- **Project Access Dallas model**
- **Unique – both specialty consults and surgeries**
- **West Coast partners**
- **Communities Joined in Action**



San Diego Has Unique Challenges

- **MediCaid not available to undocumented residents**
- **No County-paid hospital or clinics**
- **FQHCs cannot provide broad specialty care**



Funding Sources

- **Corporate and foundation grants**
- **Individual donations**
- **Fundraising events**
- **Limited funding from hospitals**



Funding Challenges

- **Foundation grants typically focused on new programs**
- **Individual donations low**
- **Perceptions re population served**
- **Need to diversify services**
- **Make the case to stakeholders**



Funding Challenges

- **Who do the services benefit, and are they willing to contribute?**



Leverage

- **Every \$1 in contributions leverages \$2.30 in pro bono care**



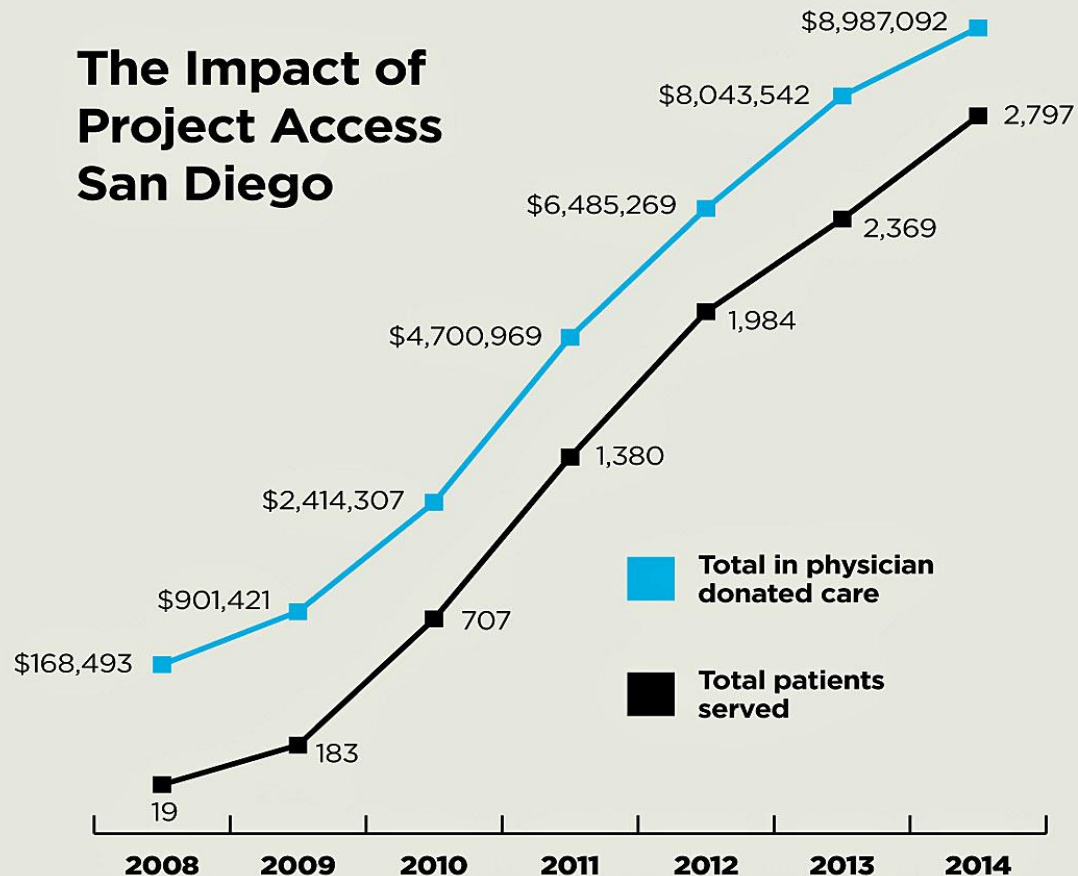
SAN DIEGO COUNTY



MEDICAL SOCIETY
FOUNDATION



The Impact of Project Access San Diego





SAN DIEGO COUNTY



MEDICAL SOCIETY
FOUNDATION





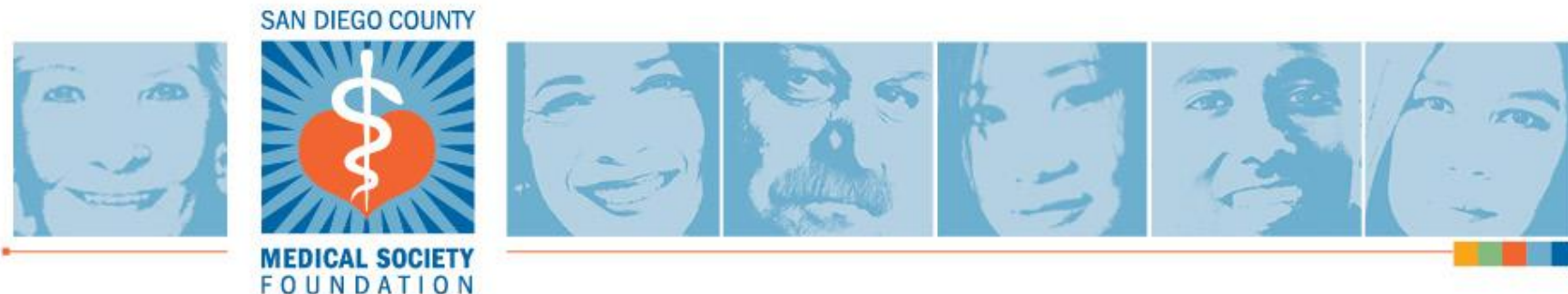
Results

- **2,700+ lives improved**
- **88% reduction in emergency department visits**
- **94% reduction in hospital days**
- **75%+ fewer number of work days missed**



Results

- **Improved Health, Changed Lives**
- **Healthcare system money saved**
- **People back to work,
contributing to economy**



Increasing Capacity

- **eConsultSD – 95% do not require face to face visit**
- **Colorectal cancer screening & diagnostics**
- **Breast cancer screening**



Lessons Learned

- **Relationships are key**
- **Funding can be a challenge**
- **Physician recruitment and retention are factors for success**



SAN DIEGO COUNTY



MEDICAL SOCIETY
FOUNDATION

Questions



Care Integration Resource Center
<http://www.careinnovations.org/knowledge-center/facilitating-care-integration/>

For further inquiries about the San Diego Medical Society Foundation Contact:

Barbara Mandel, MBA
Executive Director
San Diego County Medical Society Foundation
858.300.2780 direct
Barbara.Mandel@sdcms.org

