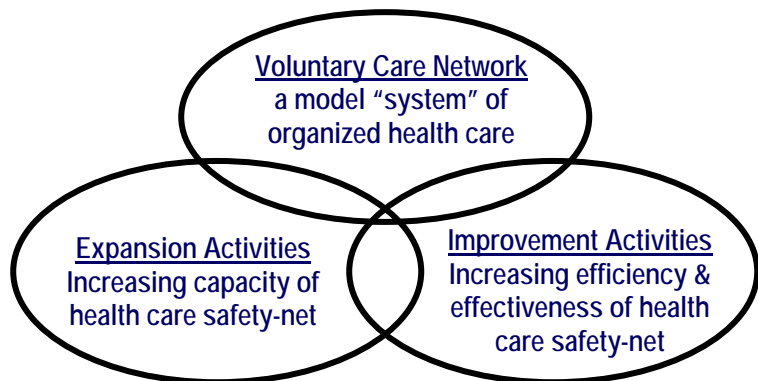


Progress Update

JUNE 2005 NEWSLETTER

BY STRENGTHENING AND EXPANDING OUR COMMUNITY'S
HEALTH CARE SAFETY-NET, ACCESS HEALTHCOLUMBUS IS HELPING
OVER 8,000 LOW-INCOME PEOPLE ACCESS HEALTH CARE



RESULTS TO DATE

[January 2004 through May 2005]

Voluntary Care Network

Low-income uninsured people served:	3,017
Doctors participating:	639
Hospitals participating:	12
Prescription drugs coordinated:	14,544
Transportation services coordinated:	3,345
Medical interpreter services coordinated:	207
Clients (patients) who acquired insurance coverage:	162
Client (patient) reported no-show rate:	6.7%

Value of transportation services coordinated:	\$85,981
Value of medical interpreter services coordinated:	\$5,406
Value of prescription drugs coordinated:	\$529,876
Value of voluntary medical care coordinated:	<u>\$4,477,257</u>
Total value of services coordinated:	\$5,098,520

Expansion Activities (new health care safety-net capacity)

Primary care/medical homes:	5,500
Vision care:	2,400
Dental care:	600
Prenatal care:	180

Improvement Activities (benefiting the health care safety-net)

Additional primary care/medical home capacity available:	1,100
Amount of Medicare reimbursements recovered:	\$242,083

Return on Community Investment

For every \$1 invested by our public-private partners,
over \$5 in coordinated health care services are provided.
A return on community investment of 500%



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Jeff Biehl
AHC, Executive Director

Access HealthColumbus is proud to present results from our first client (patient) satisfaction survey

SURVEY METHOD AND RESULTS: In February of 2005, surveys were mailed to all Access HealthColumbus clients (patients) who had been enrolled in the Voluntary Care Network for more than 90 days. 531 of the 1,086 surveys were completed (a response rate of 48.9%).

Permedion, an independent health care quality review and improvement organization headquartered in Columbus, provided in-kind consulting to assist with the collection and evaluation of the survey.

OVERALL CLIENT SATISFACTION:

- 96% of the respondents rated their overall experience with Access HealthColumbus as excellent/good .
- 97% of the respondents said they would recommend Access HealthColumbus to a friend or family member.

ACCESS TO HEALTHCARE:

- 72% of the respondents reported that their access to health care improved while enrolled in the Voluntary Care Network.

HEALTH STATUS:

- 50% of the respondents rated their health as excellent/good prior to enrolling in the Voluntary Care Network.
- 84% of the respondents rated their health as excellent/good after enrolling in the Voluntary Care Network.

STRENGTHS: The top 3 areas in which respondents had the highest positive ratings were the following:

- Ability to follow treatment advice given by doctor (97% responded excellent/good)
- Scheduling health care appointments with Voluntary Care Network doctors (96% responded excellent/good)
- Use of transportation services and access to prescription drugs (96% responded excellent/good)

AREAS FOR IMPROVEMENT: The area in which respondents had the least positive ratings was understanding the program guidelines at the time of enrollment. (87% responded excellent/good)

The Voluntary Care Network is a model "system" of organized health care -- supported by a collaborative effort to match low-income uninsured people with medical homes (primary care) and coordinate access to specialty, diagnostic, and hospital services. Access to low/no-cost medical interpreters, transportation, and prescription drugs services are also coordinated. Doctors and hospitals pledge voluntary care and Access HealthColumbus' care coordinators help enrolled clients navigate the health care network. As a reminder, eligibility criteria require a patient to be uninsured; with family incomes up to 200% of the federal poverty level; and residing on the Southside (43205, 43206, 43207) and near Westside (43204, 43215, 43222, 43223).

For more information about the Voluntary Care Network, please call 614-884-2441.

Access HealthColumbus appreciates the following individuals and organizations for their support, collaboration and community service

- **The Anthem Foundation** awarded Access HealthColumbus a grant in the amount of \$100,000 to support the expansion of the Voluntary Care Network to serve the near Westside of Columbus (Franklinton, Hilltop).
- **The New Albany Surgical Hospital** has joined our public-private partnership and will be providing inpatient and outpatient services to low-income uninsured people enrolled in the Voluntary Care Network.
- **Geetu Melwani** (Permedion), **Steve Miller** (Permedion), **Orhan Sancaktar** (volunteer), **Donna Woods** (Gladden Community House), and **Anne Nelson** (Central Plains Regional Health Foundation) for their community service working on our first client satisfaction survey.
- **Doctors, hospitals, and staff participating in the Voluntary Care Network.**

If you have any questions or comments, please contact Jeff Biehl, Executive Director at (614) 884-2440 or jbiehl@accesshealthcolumbus.org.

Major funding provided by:

