## Operation Access (OA) in the San Francisco Bay Area / Logic Model: Plan and Intended Results for 2014

<u>GOAL</u>: To sustain a high level of donated surgical and specialty services that responds to the level of referral demand by region & medical specialty, while implementing technology and building capacity to increase efficiency & impact.

Rationale   Assumptions	Inputs −	→ OA Network	Activities	Outputs	Outcomes	Impact
<ul> <li>Continued public health budget cuts and economic recession have left many without health coverage</li> <li>Demand for outpatient surgical and specialty procedures among low-income, uninsured residents remains high in many counties</li> <li>Community clinics that serve the low-income, uninsured population that is ineligible for coverage through health care reform face limited referral options</li> <li>Operation Access has a tradition of responding to shifts in unmet specialty care needs to help bridge gaps in access to health care</li> </ul>	<ul> <li>OA Program Managers, Program Coordinators, and Program Assistants</li> <li>Other OA staff</li> <li>OA Board, Advisory Council, Strategy and Program Committee</li> <li>Sustained funding from foundations, corporations, individuals, and earned income</li> <li>Community partners (clinic consortia, coalitions &amp; others)</li> <li>OA database and case management systems</li> <li>Communications &amp; marketing</li> <li>Stakeholder surveys</li> </ul>	Hospitals & ambulatory care centers Medical volunteers Referring community clinics and their low-income, uninsured patients	Cultivate strong hospital relationships and recruit the participation of new facilities Assess feasibility of expanding geographic scope (e.g., Napa, Solano, Santa Clara) Collaborate re: Community Benefit & PR opportunities Cultivate strong volunteer champions Utilize, retain & recognize current volunteers Research feasibility of expanding scope of medical services Strengthen relationships with clinics and community partners (visits, communications) Pursue technology and system improvements to streamline health information exchange Adhere to well defined eligibility guidelines Provide culturally competent & efficient case management	<ul> <li>Provide 1500-1600 donated services (that are safe, efficient, effective, patient-centered, timely &amp; equitable)</li> <li>Plan &amp; execute 45-52 surgery sessions, GI and eye clinics</li> <li>Increase volume of services through integrated models</li> <li>Coordinate a high volume of charity care, with a ROI (return on investment) of 10:1</li> <li>Maintain or expand OA's network of over 1,400 active medical volunteers</li> <li>Increase OA service capacity where needed to match geographic and medical specialty referral demand</li> <li>Execute targeted volunteer recognition awards and events</li> <li>Maintain ≥ 85% overall eligibility rate for patients referred to OA</li> <li>Maintain ≥ 96% patient compliance rate</li> <li>Provide prompt service by securing the first specialist appointment within 75-100 days of referral (median), and the procedure within 90-120 days of referral (median)</li> </ul>	Services are safe, efficient, effective, patient-centered, timely & equitable Planned, well-coordinated charity care for vulnerable populations is an integral part of the community benefit practices of participating hospitals Reduced need for inpatient and emergency interventions 90% volunteer satisfaction Increased peer-to-peer communications and subsequent recruitment, outreach, and fundraising Increase the number of high volume physician volunteers Increased clinic awareness of appropriate referral process & sustained referral volume 90% clinic satisfaction 90% of patients report improved health, quality of life and ability to work Increased awareness of OA in the community & improved understanding of community needs by OA	An integrated, regional specialty care network that improves care coordination and adds value to the local safety net A strengthened culture of medical volunteerism and community benefit in partnership with local hospitals and medical professionals Increased access to quality surgical & specialty care for at risk populations, specifically patients who do not have access to insurance provided through Health Care Reform Avoidance of some medical emergencies and reduced need for more expensive interventions