## Operation Access in the San Francisco Bay Area/ Logic Model: Plan and Intended Results for 2011

GOAL: To reach a level and range of donated surgical care and specialty services that (1) keeps pace with growing demand, (2) engages more medical volunteers, (3) increases OA's service capacity.

Rationale	Assumptions	► Inputs	• OA Network	Activities	Outputs	Outcomes	Impacts
Due to dramatic public health budget cuts and recession, many people have been left without healthcare coverage Demand for outpatient surgeries and specialty care among low- income, uninsured residents has increased sharply in some counties Community clinics that serve this population provide mainly primary care services Operation Access has been steadily expanding its program each year in response to increases in need to help bridge this healthcare gap	Medical professionals in the San Francisco Bay Area are willing to volunteer locally Hospitals and clinics see value in OA's facilitation of donated services Access to care, and providing specialty care to underserved populations, is a funding priority for many foundations National healthcare reform will not significantly decrease demand for donated services during the next several years	OA Program Managers, Program Coordinators, and Program Assistants Other OA Staff OA Board, Advisory Council & Program Committee Foundations and their priority areas. Community Partners (Clinic Consortia, coalitions & others) OA Database & Case Management Protocols Communication & Marketing Opportunities Evaluation (both internal & external)	Hospitals & Medical Centers Medical Volunteers Referring Community Clinics Low-income, Uninsured Patients	Cultivate strong hospital relationships Recruit the participation of new medical centers Coordinate a high volume of charity care, with a ROI of 10:1. Cultivate strong volunteer champions Utilize, retain & recognize current volunteers Recruit targeted volunteers Research feasibility of expanding scope of services (e.g. geographic and medical) Strengthen relationships with clinics and community partners (visits, communication) Pursue technology and system improvements to streamline health information exchange Adhere to well defined eligibility guidelines Provide culturally competent & efficient case management	Provide 1400-1600 donated services (that are safe, efficient, effective, patient-centered, timely & equitable)   Plan & execute 50 surgery sessions and eye clinics   Increase volume of services through integrated models   Increase Community Benefit & PR opportunities   Maintain or expand OA's network of over 1,000 active medical volunteers   Increase OA service capacity to match geographic and medical specialty referral volume/need   Invite volunteers to regular volunteer celebration events   Maintain ≥ 85% overall eligibility rate for patients referred to OA   Maintain ≥ 95% patient compliance rate   Provide prompt service by securing the first appointment with a specialist within 60 days of referral (median), and the procedure within 90 days of referral (median)	Up to 15% increase in services provided (2011 over 2010) 90% of patients report improved health, quality of life and ability to work 90% of patients report being less concerned & more informed about their condition Increased visibility of OA among participating hospitals & increased awareness among prospective hospitals 90% overall volunteer satisfaction 75% retention rate for active volunteers 75% of active volunteers participate at least once a year Increased scope of services Increased clinic awareness of appropriate referral process & sustained referral volume 90% overall clinic satisfaction & 90% overall patient satisfaction Increased awareness of OA in the community & better understanding of community needs by OA	A strong, sustainable community network of stakeholders that provides a strengthened safety net A culture of medical volunteerism and community benefit established among participating hospitals Increased access to quality surgical & specialty care for low-income, uninsured people Positive patient outcomes