

Operation Access
Bridging the Healthcare Gap

ANNUAL REPORT 2012

“He who has health, has hope. And, he who has hope, has everything.”

– Arabian proverb



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MESSAGE FROM THE BOARD CHAIR AND CEO

Dear Friends and Supporters,

Hope, one of OA's four core values, can provide focus and inspiration during times of change and uncertainty.

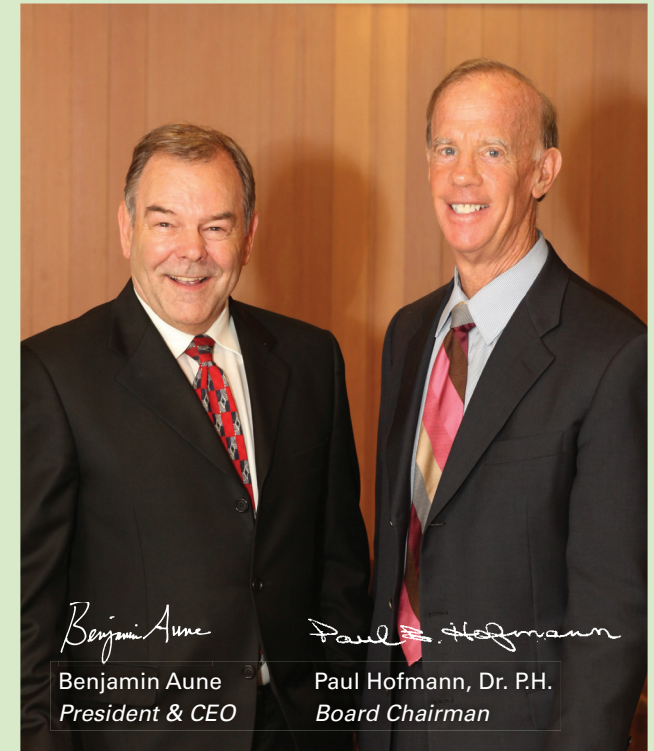
Many of the patients we serve have lost hope. They have learned to live with a painful medical condition without hope of treatment. They have found ways to cope with a job loss without prospects of employment. They have tried to get help in the past but were unable to obtain the care they need due to a lack of both insurance and financial resources.

Fortunately, there is hope for people in need through Operation Access. In 2012 over 1,700 patients received needed surgical care and specialty procedures which enabled them to return to work, care for their families, and have hope for a better future.

Since OA's inception in 1993, over 10,000 patients have received donated care. In 2012, over 1,200 medical volunteers in partnership with 35 medical centers throughout the Bay Area cared for our patients. We thank these providers for

their commitment and the hope they provide to people in need.

We look forward to continuing to address the challenges and opportunities of bridging the healthcare gap in the Bay Area. We thank all of you who share in this vital work, and who help restore hope for so many.



OA CELEBRATES AN AWARD WINNING YEAR

During 2012, our founders and two key volunteers were recognized for their contributions to the community through Operation Access. Along with hundreds of other OA medical volunteers, they have given health and hope to thousands of people who otherwise might simply cope with pain or physical limitation and only dream about what their lives could be if their health problems were resolved.



From left to right: Doug Grey, MD, William Schecter, MD and Paul Hofmann, Dr. PH

OA founders, Doug Grey, MD, and Paul Hofmann, Dr. PH, and William Schecter, MD, recipients of the inaugural Bay Area Schweitzer Leadership Award

The Albert Schweitzer Fellowship (ASF), which perpetuates the legacy and philosophy of physician-humanitarian Dr. Albert Schweitzer, created this award in 2012 to honor individuals “whose life examples have significantly mitigated the social determinants of health in their communities, and whose commitment to service

has influenced and inspired others.” As recipients of the first Bay Area Leadership award, Drs. Grey, Hofmann, and Schecter were recognized for their compassion and vision in founding OA, and as role models for current Fellows preparing for careers grounded in service.

In selecting OA’s founders for this award, the ASF review committee confirmed that the principles which inspired the creation of OA echo the principles embodied in the Albert Schweitzer Fellowship. Their vision has inspired clinicians throughout the Bay Area to volunteer. We are fortunate to have so many medical professionals working with us to achieve health care equity for people in need.

Susan Dean, RN, BSN, MBA *San Francisco Business Times, 2012 Health Care Hero for Nursing*

Susan was recognized for her volunteer efforts to improve the lives of the underserved in both San Francisco and Antigua, Guatemala. She began working as an OR nurse at Kaiser Permanente San Francisco 13 years ago and signed up for the first surgery session held shortly after her arrival.

Susan’s concern for others goes well beyond the Bay Area. She brings her nursing skills to Faith in Practice, which, like OA, assists people who lack access to medical care. Susan has traveled to Antigua every year for the past six years with a 40 person team that includes surgeons, nurses, cooks, and interpreters, who provide surgical care for women and children.

Susan attributes her dedication to service to the “amazing experience (I have) when people let you help them. This work gives you a different perspective on your everyday life; it opens up your world in so many ways.”

Patrick Bennett, MD, Heart of Marin, 2012 Volunteer of the Year

Although Dr. Bennett, who volunteers for both the Marin Community Clinics and OA, was selected for the 2012 Volunteer of the Year Award, his commitment to the community through volunteering has a long history. He has worked with MCC since 1996, joined OA in 1999, and has provided compassionate care to hundreds of underserved Marin County residents during this time.

In 2012, Dr. Bennett demonstrated an exceptional level of commitment. As many of his colleagues began to feel the impact of expanded insurance coverage and pulled back from their volunteer activities, Dr. Bennett not only continued to volunteer, he increased his patient load. And... he continued to provide an unmatched level of care.

As Claudia, one of his OA patients told us, “I am so impressed with the patience and kindness of Dr. Bennett towards us, his patients. Very few times in my life was I treated so well and felt so safe regarding a medical issue. He is a wonderful human being, and I feel privileged to be his patient.”



From left to right: Susan Dean, RN, BSN, MBA and Patrick Bennett, MD
Photo: Ed Smith

OVERCOMING BARRIERS



An estimated 30 million nonelderly residents will be uninsured in 2016.

Congressional Budget Office (CBO) and staff of the Joint Committee on Taxation (JCT), 9/12

“I volunteer with OA because the program identifies people who have a problem that is limiting their life and provides me an opportunity to use my knowledge and skills to fix that problem.”

– Aaron Baggs, MD

Long before Dr. Fernando Otero became the first surgeon in Contra Costa County to perform a laparoscopic cholecystectomy in 1990, he worked as a migrant worker and accompanied his mother to medical appointments as her interpreter. His love of medicine and dedication to giving back to the community grew out of these seminal experiences.

Dr. Otero began his general surgery practice in Walnut Creek in 1998 and joined OA as a volunteer in 2008. Because his group, Bay Area Surgical Specialists, enjoys a thriving practice, Dr. Otero and his partners have been able to increase their volunteer commitment to OA. In collaboration with John Muir Medical Center, over the past few years they have become a critical resource for meeting the rapidly escalating demand for services in Contra Costa County.

Dr. Otero has not forgotten his roots. “It comes from my heart when I take care of patients; I want to make them feel as comfortable as possible.” That was certainly the case for OA patient Jeannette L. who was diagnosed with gallstones in 1986, and waited 26 years to meet Dr. Otero:

“I tried many times to get the operation. I never received help from anyone; I was always at the bottom of the waiting list. My condition worsened. For years, I endured pain, spasms, and a large stomach. I couldn’t eat the foods I liked. I also could not work because I could not bend over, but I continued to live like this. The worst was that I did not have health insurance, and the clinic did not want to give me medical assistance because, I could not present my taxes. This was an obstacle for me. I remained ill.

I had to go to my country to search for homemade medicines. I brought back enough pills to last about two years. This is how I spent the last few years before the operation. I could not sleep at night and, worst of all I began to vomit and it was hard to walk and breathe.

One day I asked God to help me find a light to continue forward, and then I found La Clinica de la Raza. La Clinica tended to me well, I paid little and they had my medicines. They ran my tests and sent them to Dr. Otero. The doctor was an angel, the kind that you do not see here on earth. I placed all of my confidence in him. I remember that I arrived very nervous because I was afraid of the operation, but I felt that God had placed him in my path.

Thanks to Operation Access and to all of the people who made my operation possible. Thank you Dr. Otero. You are an angel, and your hands are magnificent like your generous heart. Operation Access changed my life. Today I am a healthy and happy person. I am excited to live my dreams.”

In 2012, the average yearly income for OA patients with families was \$20,700. The federal poverty level for a family of four was \$23,050.

“You make us feel like real human beings with real health needs. No one wants to get sick, but sickness does not distinguish between race or age. The good thing is that there are still good people in the world.”

– Flora G, patient

IT TAKES A VILLAGE

Michael, a 49 year old carpenter, had a particularly difficult year. In December, 2011, he injured his eye in a boating accident and that same week, his fiancé, Evelyn, was diagnosed with stage 4 lung cancer. Her condition worsened quickly and she died within two months. As one can imagine, even though he was struggling with blurred vision, Michael’s eyesight took a backseat.

Shortly after Evelyn’s death, he began seeing large black dots and his eyeball began drifting outward. Because Evelyn had been a patient at the Marin Community Clinic in Greenbrae, Michael went there for help. Javier Alvarado, a clinic employee who was quite familiar with Michael’s situation, made arrangements for him to see Jahangir Sadeghi, MD, a volunteer ophthalmologist. Dr. Sadeghi determined that Michael had a detached retina which needed urgent surgical attention, and both he and Javier contacted Operation Access to arrange for Michael to see a retinal specialist.

Within days, Dr. Arthur Fu, who practices at CPMC, accepted the case. Michael had no idea how serious his condition was or how involved the procedure would be until his first appointment. Dr. Fu explained that he would have to keep his head down for seven days after surgery and would need a chair built specifically for this

purpose. While most patients usually rent the equipment, Michael knew that he couldn’t afford it. Once again, OA was called upon for help and staff contacted Ben Mapour, of Vitrectomy in Mountain View, who immediately agreed to provide the equipment to Michael free of charge.

Michael had the procedure two weeks after his consultation and was very pleased by his experience at CPMC. “Everything was top-notch. The nurses even sent me a letter in the mail afterward wishing me a smooth recovery.” The 7-day recuperative period went smoothly thanks to a mirror for watching TV and a relatively comfortable sleeping situation. His prognosis is good.

It takes a village...Because each of these people, working in three different counties, took an interest in his case, Michael can continue his work as a carpenter. And he knows that, in times of hardship, there are people who care and who give him hope for the future.

“I was so afraid of not having insurance, but when OA got involved, I was given the best care money can buy...I am so grateful to Dr. Fu and Operation Access, you saved my eyesight. The chance I was given was a godsend.”



About one-quarter of uninsured adults go without needed care due to cost. They are less likely to receive preventive care and services for major health conditions - which leads to more serious health problems for many and significantly higher mortality rates.

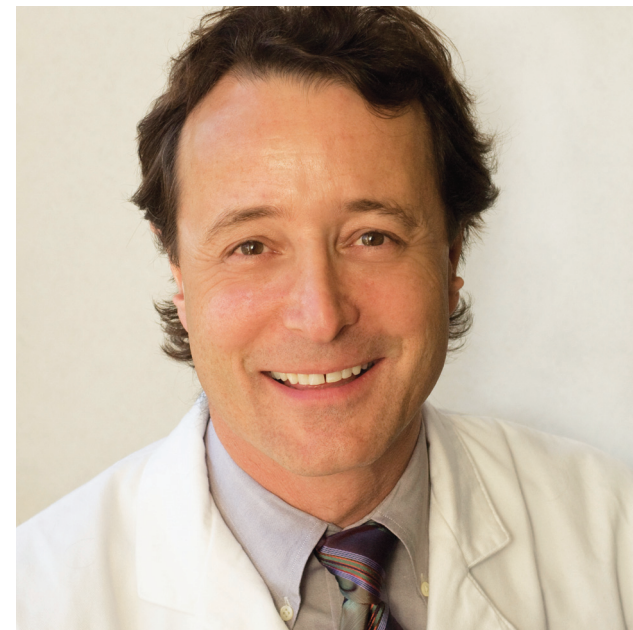
Kaiser Family Foundation, Five Facts About the Uninsured Population, 9/12

“NOW THAT YOU KNOW, YOU CAN’T PRETEND THAT YOU DON’T.”

This statement is an antidote to the social disease of indifference.

Over the years, I have learned about the needs of many others, which, once I “knew”, I couldn’t ignore. My social consciousness in the medical world was stirred by a family trip to one of the most remote Maasai villages in Africa. There, I had the opportunity to contribute to the construction of their first medical clinic and donate surgical supplies. I was asked by the elders to place my handprint in the still soft cement of the clinic floor. That seemingly small act would eventually lead me to my involvement in Operation Access.

I was aware of my fellow plastic surgeons’ missions abroad. But with four children still pulling on my surgical blues’ strings, travelling for weeks at a time was not a viable option. However, the economic downturn of a few years ago presented a similar opportunity in my own backyard. With the help of my extended family, a foundation was created that allowed me to offer charitable reconstructive care within my private office operating room. And, my integral partner in this local “mission” has been Operation Access. Over the last few years I have had the privilege of taking care of dozens of patients in need of reparative surgery. This endeavor not only inspires me every time I place a healing stitch in another grateful patient, but also my entire office staff and extended family.



Operation Access is truly every physician’s antidote to the creeping complacency that we all can experience in our practices. It has been said that one day can bend your life. Well that one day in a hut bent my life forever. And now you know and can’t pretend you don’t!

Lorne Rosenfield, MD, Operation Access Volunteer

OA’s partnership with Dr. Rosenfield began in late 2010. He has served over 60 patients and encourages us to send him any and all plastic surgery cases referred to OA. He provides a broad spectrum of surgical services to our patients, from skin lesion resections and cleft lip revisions to breast reductions and ear pinnings.

“Before my operation my eye was covered with tissue on one side. If I moved my eye from side to side, I could not see. My work requires that I be outside in the sun. After the operation my eye is like new. Without the help of Operation Access I would not have vision in my eye or work to support my family. Thank you for your help and to Dr. Chandra.” – Juan R., patient

WHAT WOULD YOUR WORLD LOOK LIKE WITHOUT OA? “WE’D BE IN A WORLD OF HURT.”

**For every \$1.00 we receive,
OA arranges \$13.80 in
donated medical care
for low-income
uninsured patients.**

Linda Tavaszi, Executive Director of the Marin Community Clinics (MCC), describes herself as having “deep personal roots” in OA, and, indeed, she has been with us every step along the way. When OA was simply a concept, Linda helped Doug Grey frame the approach by sharing her experience working on a similar program in Santa Clara. When she was a Senior Vice President at Marin General Hospital, Linda helped to secure the hospital’s participation and implement OA services. Now, as the leader of MCC, she characterizes OA as “a true partner” whose “extraordinary value to us and our patients is unprecedented. What you’re able to do to get patients on the road to recovery is critical.”

The MCC has had explosive growth in the past four years. The patient volume more than doubled from 14,000 in 2008 to 32,000 in 2012; their annual budget grew by a factor of five and they expanded from two to four sites. With an increased patient load, the clinics have had an increased demand for surgical, specialty and diagnostic procedures. While securing inpatient surgical care can be a challenge, OA is a reliable - and often the only - partner that is able to meet virtually all of MCC’s ambulatory surgical and specialty needs.

In addition to arranging services close to patients’ homes in Marin County, Linda is grateful for OA’s regional

network which enables OA to match MCC patients with medical volunteers in other counties. She is “extremely grateful” that OA program staff are “strong advocates and helpers for patients” and is inspired by the “tremendous commitment” of the volunteers, supporting organizations, and management who have contributed to helping so many people get back on their feet and back in the work force.

As for the future, Linda knows that there will be changes, but, she observes, at the moment “we don’t know what we don’t know.” She is pretty sure that MCC will see more patients, and is confident that OA will continue to be a critical partner in assuring that “patients (get) the help they need so that they can engage in productive lives.”

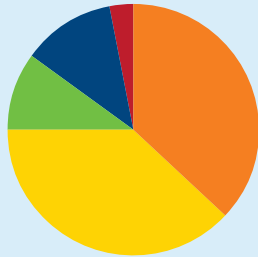


“Despite my positive prostate cancer results, I feel safe and with the strength to be able to fight the disease and continue forward, thanks to the help that you all gave me.” – Juan L, patient

OUR FINANCES (UNAUDITED)

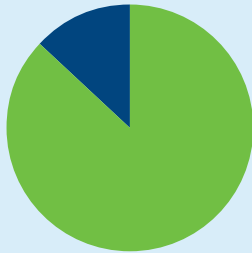
2012 CASH OPERATING REVENUES¹

Foundation Support	37%
Corporate Support	38%
Donations	10%
Bequest Fund	12%
Program Service Revenue	3%



2012 CASH EXPENSES

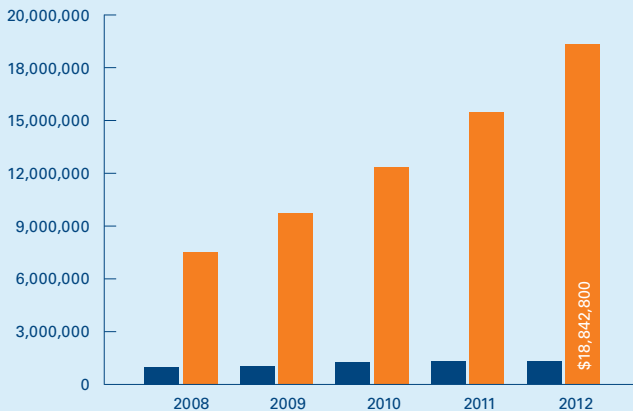
Program	87%
Management and Fundraising	13%



2012 Operating Revenue: \$ 1,404,091
 2012 Cash Expenses: \$ 1,364,936
 2012 Donated Care: \$18,842,800

OA CASH BUDGET VERSUS MEDICAL IMPACT

■ Cash Expenses
 ■ Donated Care Coordinated by OA²



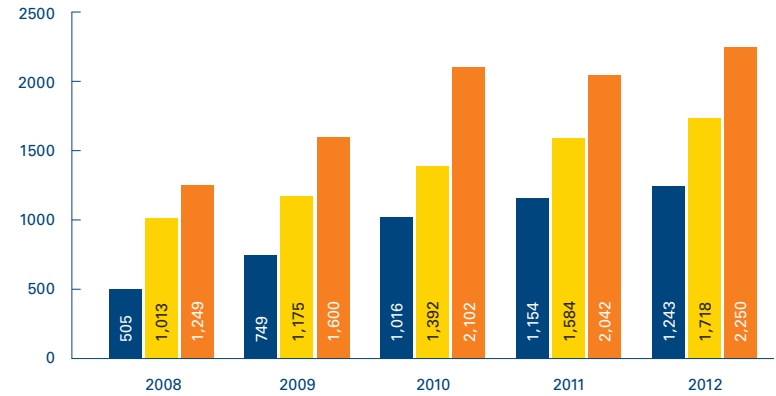
1. Operating Revenue excludes funds designated solely for future years.
 2. Donated in-kind medical services, also known as charity care, are calculated according to the total estimated amount of medical provider and hospital charges that were waived through Operation Access.

Detailed financial information, including audit reports and 990s, is available at www.operationaccess.org

OUR PATIENTS

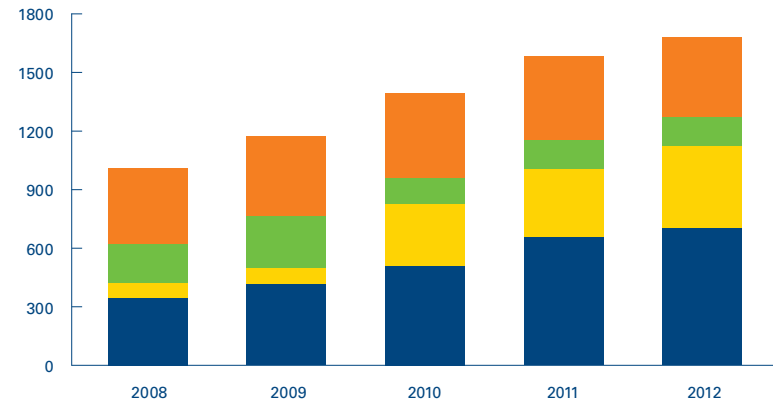
PATIENTS SERVED

■ Medical Volunteers
 ■ Services Provided
 ■ Referral Volume



SERVICE DISTRIBUTION

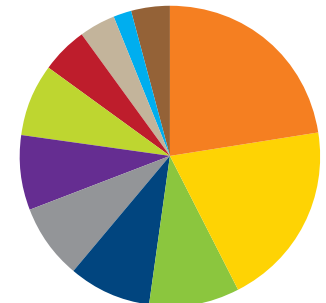
■ Operating room surgery
 ■ Minor procedure, radiology
 ■ Gastroenterology procedures
 ■ Evaluation only, diagnostic screening, medical therapy



SERVICES PROVIDED IN 2012

General Surgery	23%
Ophthalmology	20%
Gastroenterology	10%
Head & Neck Surgery	9%
Orthopedics	8%
Gynecology	8%

Urology	8%
Colorectal	5%
Dermatology & Plastic Surgery	4%
Vascular Surgery	4%
Breast	2%



Patient survey results

OA MAKES A DIFFERENCE IN OUR PATIENTS' LIVES

96% of patients rated their experience with OA as "very good" or "excellent".

For patients who had surgical procedures:

96% had improved quality of life

95% had improved health

94% had improved ability to work

91% had improved mobility

91% of patients having diagnostic and/or non-surgical procedures, reported that they made a lifestyle change as a result of the care they received.

Volunteer survey results

VOLUNTEERS LIKE WORKING WITH OA

96% believe that their volunteer commitment is a "good fit" or they want to do more

96% see themselves volunteering with OA in a year's time

91% rate overall satisfaction with OA as "very good" or "excellent"

51% recruit others to volunteer with OA

OA SUPPORTS PERSONAL PHILANTHROPY

86% see volunteering with OA as an opportunity to help others in the community

69% volunteer with OA because volunteering is part of their value system

DONORS

BEQUEST

Celle Remainder Unitrust - a very generous bequest left by the Celle family, being spent down over several years.

\$300,000 +

Kaiser Permanente – Northern California

\$150,000 – \$299,999

John Muir/Mt. Diablo Community Health Fund

\$50,000 – \$149,999

S.D. Bechtel, Jr. Foundation
California Pacific Medical Center
Sutter Health
Vesper Society

\$20,000 – \$49,999

Blue Shield of California Foundation
Genentech Biotechnology
Thomas J. Long Foundation
Marin Community Foundation
Marin Health and Human Services
McKesson Foundation
Metta Fund
San Francisco Foundation

\$10,000 – \$19,999

Cisco Systems Foundation
William G. Gilmore Foundation
Grey Family Foundation
In Memory of Irene Kroeger
Pacific Foundation for Medical Care

\$2,500 – \$9,999

Autodesk, Inc.
Blue Shield of California Employee Match
Patrick S. Cambas
The Craves Family Foundation
Dava Freed
Hilltop Foundation
Kaiser Permanente Community Giving
Campaign Associates
The Medtronic Foundation
Peninsula Medical Clinic/Affiliated with the Palo Alto Medical Foundation
Ramsay Family Foundation
The Tietz Family Foundation
Union Bank of California
Brooks Walker, Jr. Fund
Wells Fargo Foundation

\$1,000 – \$2,499

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California Bank and Trust
Center for Volunteer and Nonprofit Leadership of Marin
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The Corroon Foundation
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Eileen and Albert Varner, MD
In Honor of Linda Tavaszi
Wells Fargo Foundation

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Laurel and Alden Harken, MD
Seth and Julie Jacobs
In Honor of David Morris
Layers LLC dba Paxti's Chicago Pizza
Marin Medical Society
Dr. Hideyo and Kathleen Minagi
In Honor of Bill Schechter, MD and Doug Grey MD

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Pugh Family Foundation
Julie Richards and Jeff Bosley
Mitch Savitsky, MD and Cheryl Smith
Sher-Right Fund
Sonoma County Medical Association
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Vinyl Wine Bar
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Whole Foods
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Elaine Yutan, MD, FACS and Peter Murphy

\$250 – \$499

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Mindy Geller

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Sandy and Edgar Snyder
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Eric Stern
Donato Stingham
John Tanner
Molly Thomas
Elizabeth Townes
Judith and W. Lane Verlenden III, MD

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Mary Wood
Jerry Yanowitz and Suzanne D'Arcy
Priscilla Yen
Elaine Yutan, MD, FACS and Peter Murphy

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 and be grateful we
 are able to provide
 this gift for others.”**

– Charles Meltzer, MD

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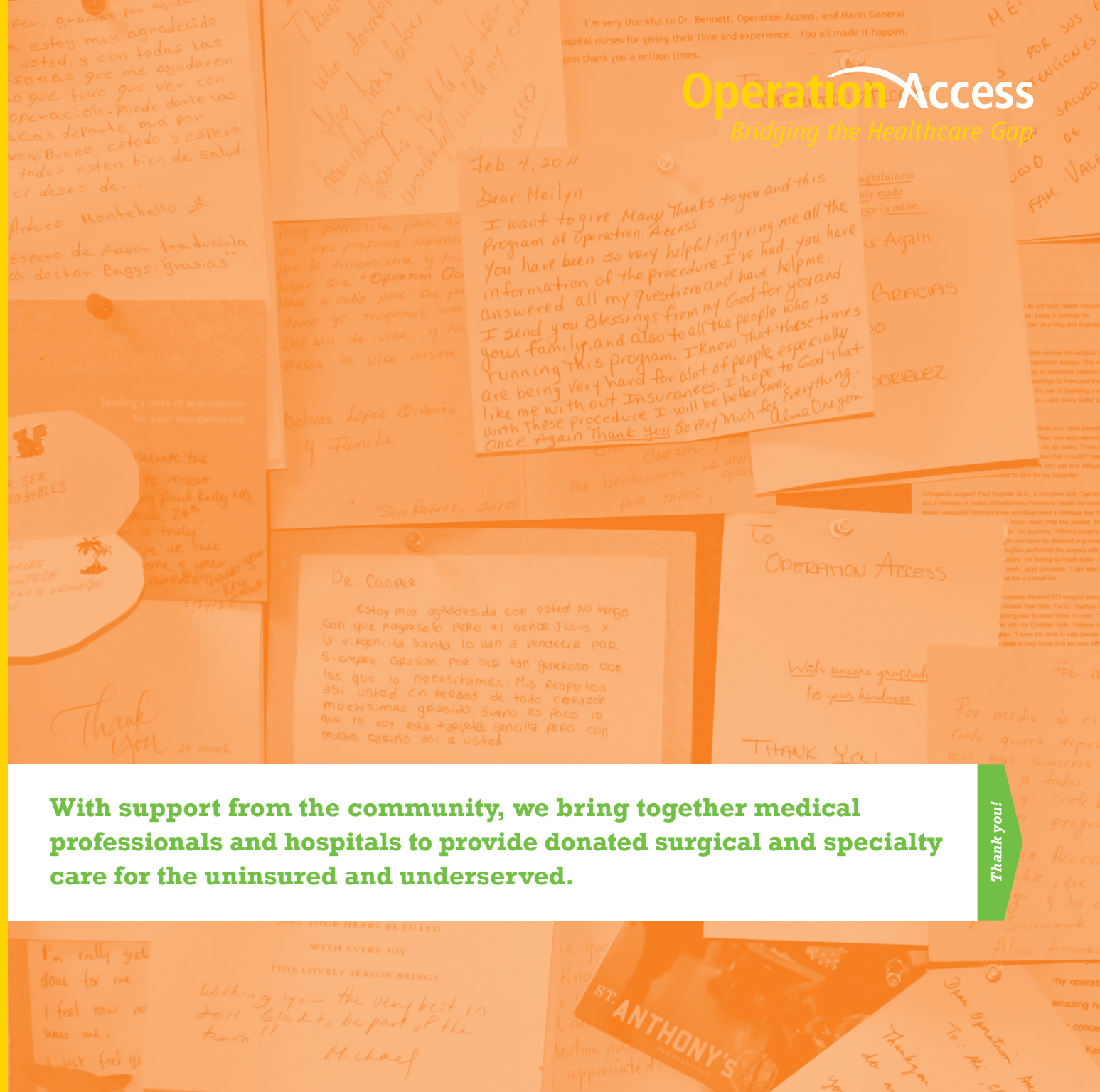
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Operation Access
Bridging the Healthcare Gap



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