



PREPARED BY

HANNAH BORLA DIRECTOR OF PATIENT CARE

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2022 ANNUAL REPORT

Opening Doors to Healthcare since 2010

A LETTER FROM **OUR PRESIDENT**

Dear Friends and Supporters,

It is with great pride and gratitude that I share the achievements of Pierce County Project Access over the past year Through the dedication of our compassionate volunteers, committed staff, and the unwavering support of our donors and partners, we have been able to make a significant impact on the lives of countless underserved individuals in our community.

This past year, Pierce County Project Access continued its mission to provide comprehensive healthcare services to those who need it the most. Despite the challenges brought on by the global pandemic, we adapted our programs to ensure uninterrupted access to medical care for our vulnerable population. Our innovative telemedicine initiatives allowed us to reach even more patients, breaking barriers of distance and accessibility. Additionally, we worked on expanding our network of healthcare providers and reinforcing partnerships that have strengthened our ability to offer a diverse range of services. The impact of these efforts is evident in the countless success stories we've witnessed, where lives have been transformed through timely and quality healthcare.

None of these accomplishments would have been possible without the steadfast support of our community. Our partners have stood with us through thick and thin, recognizing the vital importance of healthcare equity. We have welcomed a new Executive Director of the organization, Michael Swenson, who began his journey with us in March of 2023. He brings a new and fresh perspective with decades of nonprofit and corporate leadership, and we look forward to how he can bring Pierce County Project Access to new heights in partnership with the dedicated staff who did an incredible job of operating the organization during a management change. As we look toward the future, we are committed to building upon the successes of this past year, striving to reach even more underserved individuals and continuing to make a lasting difference in their lives. Together, we can create a healthier and more equitable Pierce County.

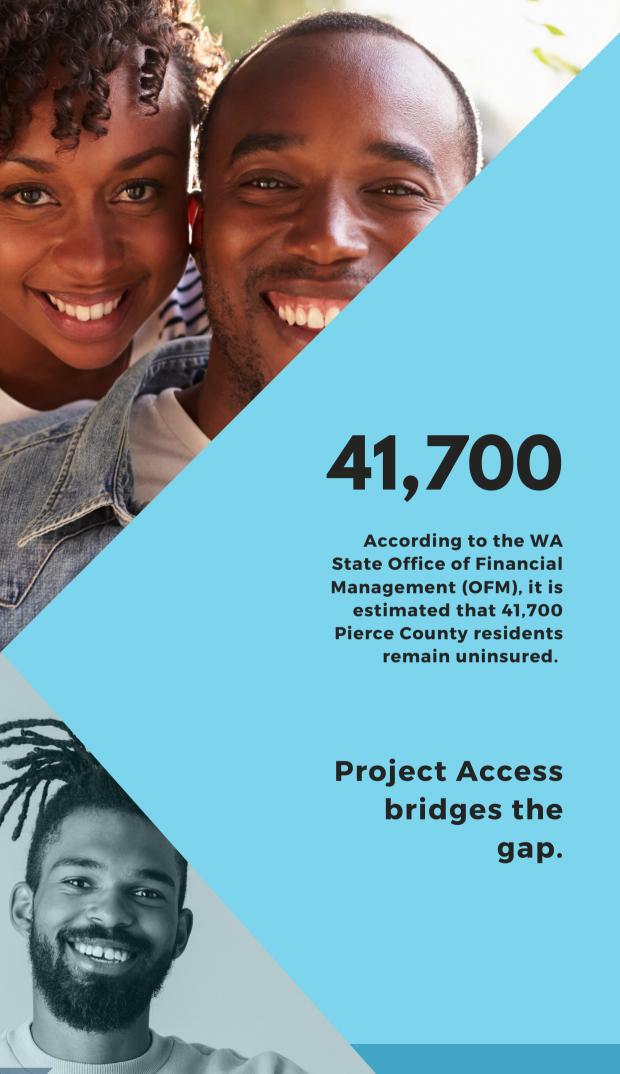
Thank you for your unwavering commitment to our mission and for being an essential part of the Pierce County Project Access family. Your support drives us forward, and with your continued partnership, we are confident that we can make an even greater impact in the years to come.

With gratitude,

Greer Todhunter **Board Chair**

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OUR SCOPE OF WORK

donated care

Our Donated Care program is a network of over 600 physicians and other healthcare providers who agree to donate a controlled number of appointments each year to low-income, uninsured Pierce County residents in need of medical care.

We screen for eligibility, and upon approval, enroll clients for six-month increments until their healthcare needs are met. Donated Care offers access to primary care, ancillary services and specialty care services.

In 2022, our volunteers donated more than 3,783 office visits, procedures, and ancillary services to 646 patients.

premium assistance

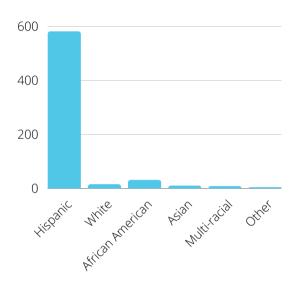
Shortly after the implementation of the Affordable Care Act (ACA), Pierce County Project Access launched a program in 2015 to continue the mission of making health care accessible to all.

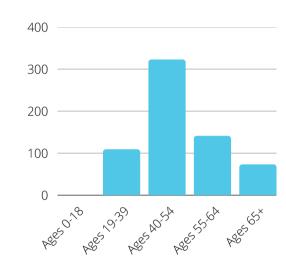
The Premium Assistance program pays the monthly premium for silver-level Qualified Health Plans found on the Washington Health Benefit Exchange for those who cannot afford it on their own.

In 2022, Project Access paid \$440,873 for premiums on behalf of 197 enrollees.

DONATED CARE

Our Donated Care program is a network of over 600 physicians and other healthcare providers who agree to donate a controlled number of appointments each year to low-income, uninsured Pierce County residents in need of medical care.





From the first conversation at the time of enrollment, Project Access staff educates patients about the expectations of being an enrolled member. We emphasize the importance of communication, punctuality, and the differences in healthcare terms and processes.

We reinforce that missing an appointment is unacceptable and encourage them to use their primary care resources for non-emergencies instead of going to the emergency room.

Through those expectations, we have been able to demonstrate a 19.2% reduction in emergency room usage by enrolled patients in 2022, and a 0.5% no-show rate for a population with an expected no-show rate of 45% or higher. These rates have sustained over a five-year period and have contributed to saving our community's health system millions of dollars.

For every \$1 spent on administrative costs. \$33 in care was donated.

19.2%

Emergency room reduction

0.5%

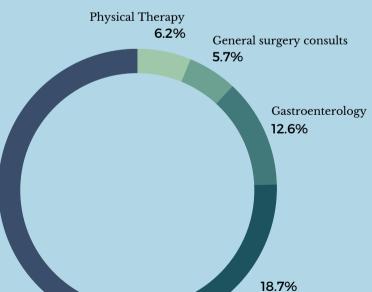
no-show rate

165 Newly enrolled patients

24 other specialties

43.3%

specialties in highest demand



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Labs + Imaging

Surgeries + Anesthesia

\$440K
Total paid premiums

\$245
Average monthly premium cost per person

67
Newly enrolled members

89.8%
Have established with a PCP

net average monthly premium

by age and federal poverty level (FPL).

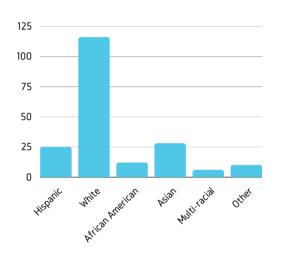
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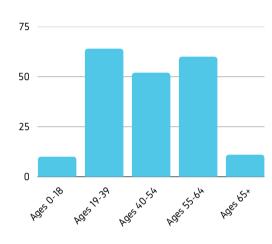
1 = Ages 19 - 30 2 = Ages 31 - 42 3 = Ages 43 - 54 4 = Ages 55+



PREMIUM ASSISTANCE

Shortly after the implementation of the Affordable Care Act (ACA), Pierce County Project Access launched a program in 2015 to continue the mission of making health care accessible to all. The Premium Assistance program pays the monthly premium for silver-level Qualified Health Plans found on the Washington Health Benefit Exchange for those who cannot afford it on their own. The client is responsible for the rest of insurance costs and healthcare needs.





In response to the COVID-19 pandemic, the American Rescue Plan (ARPA) was passed in March of 2021. Shortly thereafter, the Washington Health Benefit Exchange implemented new savings available under ARPA which provided additional assistance to those impacted by COVID-19. Nearly 15,000 Pierce County customers (74%) saw significant savings in their Qualified Health Plan premium as a direct result of ARPA.

On average, this population of impacted members had a premium of \$104 per person. More than 4,000 customers were granted a premium of just \$1 or less. Furthermore, those who had a federal poverty level of 301-400% had a premium average of \$138, a decrease of 78% as compared to what Project Access paid on average in 2020 for the same population (WAHBE, 2021).

In 2022, Project Access continued it's mission to bridge the gap for those who remained unable to afford their premiums despite COVID-19 relief efforts.

WAHBE, 2021. Public Health Emergency Special Enrollment and American Rescue Plan Act Implementation [PowerPoint slides]. http://wahbexchange.org.

PATIENT TESTIMONIALS

Prior to enrolling with Project Access, I felt insecure that on any day that I needed care or an emergency happened to me, I would not know what to do. I do not have any medical insurance, and my eye condition was worsening to the extent that I needed an operation.

When I first enrolled with Project Access, I was a little suspicious of this program. It seemed impossible to me, but I thank God that it was not what I feared.

Project Access helped me make all of my appointments with doctors and specialists, complete my operations, and provided me with interpreters at every appointment so I could communicate well with my doctor.

The impact that Project Access made on my life is something that, especially in these times for us, is difficult to achieve. It has made us responsible for our lives and, above all, emotionally free knowing today that programs like PCPA exist today.

Thanks to God and you, Project Access. Thank you very much for all you have done for my family and me.

[translated from Spanish]

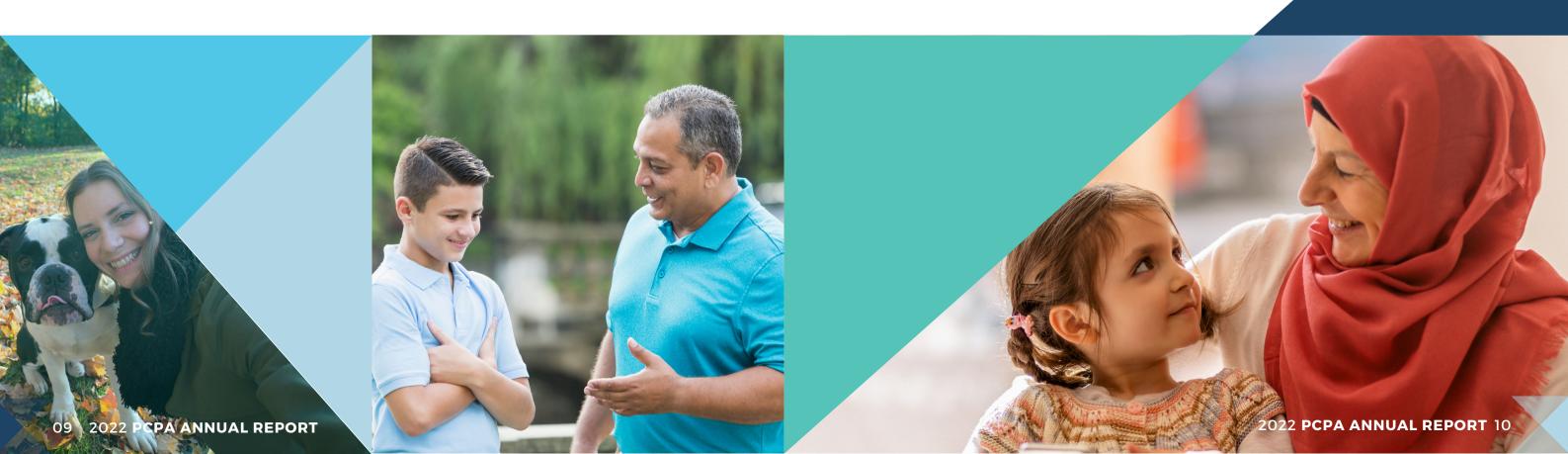
Gabriel A.
Patient since 2017

Being here and living with my daughter, who went through an ugly divorce and is now a single mom, has impacted my health since I have hypertension, high cholesterol, and diabetes. Prior to enrolling in Project Access, I had trouble keeping up with doctors and getting my prescriptions prescribed. It was important to me to be healthy, but it was very difficult to afford to fill my prescriptions and follow up with my doctors. Project Access not only assisted me in maintaining my health, but also prevented me from becoming bankrupt because I lack the necessary means to pay for doctor visits on my own.

My life has been greatly impacted by PCPA. They have helped me avoid developing any other significant health problems and the advantages I receive from PCPA have made it easier for me to support myself, maintain my health, and enjoy spending time with my grandkids. I want to express my sincere gratitude for the help provided by PCPA. The support provided by PCPA has had a tremendous impact on my health and well-being. This program has not only made it easier for me to take care of myself, but they have also given me peace of mind knowing that I am covered in case of certain unexpected health issues. The access to preventative care and health resources has been invaluable, and I truly appreciate the investment that PCPA has made to ensure that their clients are healthy.

I am beyond grateful to PCPA and to the director, who went above and beyond to make sure my health needs were met. I can't thank PCPA enough for all the help that I am getting.

Maysoon A. Patient since 2018



PROVIDER TESTIMONIAL

When I retired from active Internal Medicine practice in 2009, a colleague volunteered me for participation in Pierce County Project Access. I liked the idea of helping to provide care for uninsured patients. PCPA was just starting, and I attended many of the early meetings. My role was to look at the referrals from primary care providers (e.g. at Community Health Clinics or SeaMar) to specialists who were willing to see the patient pro bono. I assured that specialty consultation was needed, and that the consults and provided copies

of records included all that specialist was likely to need. Because I'm able to do these evaluations on line, I'm able to continue this volunteering even while my wife and I are travelling. I really enjoy helping with this care. For a few years, I was also volunteering at the Neighborhood Clinic (in the Hilltop), which allowed me to experience the benefit of Project Access from the viewpoint of a primary care provider.

Due to the pandemic and some other issues, there has been a

lapse of 3 or 4 years since I last reviewed consults. I'm no longer able to work in clinics due to relapse of my MS, so I was missing any volunteering. Recently I've been invited to get involved once again.

Despite the Affordable Care Act and expanded Medicaid, there are still many families who do not have medical insurance. I'm proud and thankful to be involved in helping them.

- Howard Davidson, MD PCPA Medical Director



2022 FINANCIAL POSITION

STATEMENT OF INCOME & EXPENSE				
REVENUE	2022		2021	
Contracts	\$975,490.00	74 %	\$1,054,363.00	74% *
Individual Contributions	\$17,611.00	1.3%	\$35,598.00	2.5%
Grants and Corporate Partners	\$332,860.00	25%	\$344,309.00	24%
Total Income	\$1,325,961.00		\$1,434,270.00	
PATIENT CARE	2022		2021	
Professional & Patient Services	\$473,412.00	49%	\$483,987.00	<i>55</i> %
Premium Assistance	\$440,873.00	** [1]	\$460,889.00	** [1]
ADMINISTRATIVE EXPENSES				
Salary, Wages, & Benefits	\$412,770.00	43%	\$339,829.00	39%
Insurance	\$6,772.00	0.7%	\$3,938.00	0.40%
Facilities	\$27,980.00	2.9%	\$17,460.00	2%
Other	\$40,428.00	4.2%	\$31,468.00	3.60%
Total Expenses	\$961,362.00		\$876,682.00	
ASSETS	2022		2021	
Current	\$1,246,169.00		\$986,250.51	
Total Assets	\$1,246,169.00		\$986,250.51	
LIABILITY & EQUITY				
Current	\$3,659.00	0.29%	\$4,393.11	0.45%
Equity	\$1,242,510.00	99%	\$981,857.40	99%
Total Liabilities & Equity	\$1,246,169.00		\$986,250.51	
DONATED CARE DATA	2022		2021	
Appointment no-show rate	0.48%		\$0.62%	
Community return	\$33:\$1	[2]	\$31:\$1	[2]
•	•		•	- -

^{*} An additional \$117k in expected 2020 income was received in early 2021, so it was recorded in January 2021.



As we conclude another transformative year, we are proud of what we've accomplished and celebrate the significant strides we've made in connecting individuals to crucial healthcare services in Pierce County. At the core of our mission is the commitment to helping those who do not qualify or cannot afford healthcare, and this report exemplifies the positive difference we've made in many people's lives.

In the face of ever-evolving legislation, we understand the importance of adapting to the changing landscape and to be agile and innovative in our approach. The Section 1332 Waiver in Washington State will result in more people qualifying for healthcare, but many will not be able to afford it. We will help with that. As the Public Health Emergency (PHE) unwinds, many people who temporarily gained access to healthcare will no longer qualify for it. We will embrace them. We see these changes as not only an opportunity for us, but our responsibility to demonstrate our unwavering dedication to the health and well-being of people in our community and expand our reach to those who require our support.

I am honored to be a part of this great organization at this pivotal time in our history.

To prepare for the future, we are investing in our human capital, enhancing our infrastructure, improving our processes,

CLOSING STATEMENT

building new relationships, and forging stronger partnerships within the community. This proactive approach will enable us to meet the rising demand for our services and ensure that every person in Pierce County has access to essential healthcare

What sets us apart is our unique approach and genuine passion for the work we do. I am impressed with those who came before me, and the amazing people who dedicate themselves to this work. Our team's love for our mission shines through in every encounter with individuals, families, and the broader community. We are fostering trust and building lasting connections. This unique commitment fuels us to go above and beyond, making a tangible difference in the lives of those we serve.

None of our achievements would have been possible without the incredible support of numerous organizations, partners, health providers, individuals, donors, board, and incredible staff. Your dedication not only sustains our organization but empowers us to grow and make an even greater impact. We extend our heartfelt thanks to each one of you for being instrumental in our journey.

We remain committed to our core values and unwavering in our pursuit of a healthier, more equitable community, and we invite you to continue standing with us as we embark on the next chapter of our mission to connect people to healthcare and transform lives.

Michael Swenson

^{**} Funds spent on premiums were significantly less than previous years as a result of the American Rescue Plan Act.

[1] Included in 'Professional & Patient Services' value.

^[2] Indicates ratio: value of community return for every \$1 spent on administrative expenses.

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PPIERCE COUNTY PROJECT ACCESS

"Opening doors to healthcare"





MISSION

To improve the health of individuals, families and our community by ensuring pathways to health services for Pierce County residents in need.

VISION STATEMENT

For every Pierce County resident to have equitable access to medical care.

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