

HEALTH CARE ACCESS – CCCF GRANT PROPOSAL NARRATIVE

Organization's history, goals, key achievements and distinctiveness

The Health Care Access (HCA) Programs began as a dental program for uninsured children back in 2000, and vision and prescription programs in 2001. The programs were established in response to a needs study that indicated the lack of dental and vision care available to the uninsured in the Phoenixville area and that the number of uninsured was increasing. The vision and prescription programs were originally administered by another local agency. They were funded by the Phoenixville Community Health Foundation and supported by the Phoenixville Hospital. In January of 2005, all three programs were combined into Health Care Access (HCA). Over the years, additional programs were developed in response to identified needs. In late 2014, Health Care Access successfully obtained both the recognition for the organization and the accreditation for staff member Marjorie Arias from the US Board of Immigration Appeals that allows her to represent clients with immigration cases, and HCA to administer the program and charge only nominal fees. Thus, the birth of our Immigration Services Program.

For the last 18 years, HCA has expanded and helped over 16,181 residents of the 19 boroughs and townships surrounding Phoenixville obtain care they need. We also strive to remove all barriers to care including transportation, language, finances, stigma, and lengthy application procedures.

Our distinct health programs for children and adults now include; Dental, Mammogram, Vision, Prescription Assistance, and Emergency Orthopedic Programs. The Immigration Services Program assists residents with their immigration status issues, provides advice and counsel, assistance with applications and petitions, and offers resource information to those cases that go beyond our expertise.

Health Care Access is unique because of our community provider model. Our model of care has proven to be a successful and a cost-effective way of meeting identified health care needs. We have created a network of local practitioners including; 16 dental practices, 9 vision providers, 2 pharmacies, 1 orthopedic specialist, and the Phoenixville Hospital Mammogram Suite that are willing to provide care for our clients at a discounted fee schedule. The established practitioners provide the care, we provide the funding. Our network of providers allows us to meet the health care needs of the population we serve. By utilizing existing community resources, we can connect clients with the care they need locally while supporting the economic and physical health of the wider community. These partnerships bring value to the health of the patients and economic health to the community as a whole.

In 2011, HCA received the GlaxoSmithKline Impact Award for our innovative programs and their positive impact on the health of the community. Our dental program model was successfully reproduced in Abington PA. In the past, HCA participated in the PANO Standards for Excellence Program.

Funding request

We respectfully request a general operating grant in the amount of \$7,500. This proposal, when funded at any level, will ensure our ability to continue offering the five specialty health care programs, and help us to keep up with the demand in meeting the identified needs for all those we serve. With your investment, our organization can remain committed to our mission of providing access for the uninsured and underinsured to dental, vision, and emergency orthopedic care, assistance with prescription medications, free mammograms, and assistance with immigration issues.

Description of key initiatives

HCA wants to continue to effectively meet the routine dental and vision care needs of our target population, as well as our other services. When clients present with care needs that go beyond routine, requiring specialists and more costly procedures, then we struggle to meet the need. We individualize our decision making on a case by case basis and are able to accommodate most cases. We want to continue to do so, which is our main motivation in securing funds.

Our Key Programs and Annual Goals include:

Dental: Those in need of dental care will apply and receive dental treatment at a local HCA community dental provider. Care will include emergent, preventative and restorative treatment in achieving good oral health. Care includes exams, cleanings, fillings, deep cleanings, extractions, and help with partials or dentures. Those clients presenting with pain and infection will be seen by a dentist within 48 hours. 550+ adults will apply and receive dental care each year. 110 children will receive dental care as well-we provide a wider scope of care for children.

Vision: Those in need of vision care will apply and receive routine vision care at a local HCA provider. 400+ clients will receive vision care. Care will include a comprehensive eye exam and contacts or glasses if needed. Those in need of a consult with an eye care specialist will be seen for a consult and treated if possible within the limits of the budget.

Prescription Assistance: Those in need of emergency help with prescription medications will receive assistance at one of two local pharmacies where HCA will purchase the medications at a discounted price. Those in need of medications long term will be assisted in making applications to the drug company Patient Assistance Programs (PAP's), who will provide free or low-cost brand name medications for up to a year. HCA works directly with the client, the prescribing doctors, and the drug companies on an ongoing basis in securing refills every 3 months for enrolled clients. 150 clients will receive help with prescription needs.

Emergency Orthopedic: Those in need of an emergency consultation with an Orthopedic Specialist for an acute simple injury that can be treated in the office setting will be referred, seen, and treated by HCA provider Rothman Institute in Limerick. Treatment can include x-rays, casting, follow up visits and physical/occupational therapy when indicated. Chronic joint issues go beyond the scope of this program. Up to 15 clients can be served, more budget permitting.

Mammogram: Up to 50 women will be served by the Mammogram Program. Women age 40+ (and men) can apply and receive an annual free mammogram at HCA current provider-Phoenixville Hospital. Funding is available for further diagnostic procedures (ultrasounds, diagnostic mammograms) as needed.

Immigration Service Program: Immigrants in need will receive a consult and counsel to assess what legal options they may be eligible for. This knowledge can be quite powerful in improving their quality of life and well-being by alleviating the fear of the unknown and possibly deportation. HCA provides direct assistance with any applications that can be filed to the US government improving immigration status, which often leads to many more opportunities (like employment) that directly affect one's health and well-being. HCA will charge only nominal fees for services and will waive fees in the case of financial hardship. We will strive to serve as many immigrants in need within the limits of the budget-projected to be at least 50 annually.

Specific needs and issues to be addressed

HCA serves the under-served of the community, those who cannot afford to pay for care and would otherwise go without. Our clients include; Medicaid and Medicare recipients, the self-employed with no insurance, those on Social Security disability waiting the two years for Medicare eligibility, the uninsured that cannot afford or don't qualify for health insurance, those on Obamacare, veterans without full benefits, those in transition or crisis, those with medical insurance via employment with no dental or vision coverage, and children who don't qualify for insurance.

HCA works very closely with the local medical Clinic and provides access to the often neglected parts of health care needs that directly impact overall health. Uninsured clients are able to receive medical care, and because of HCA, the critical ancillary health services as well.

Why it is important to fund this now

We are keenly aware of the ever changing political, healthcare and immigration climate. We expect that insurance and immigration changes could increase the already large number of clients in need of our services. HCA plans to be ready to meet the increase in need.

A general operating grant will not only go towards the expenses associated with our routine vision, dental, mammogram, emergency orthopedic, and prescription programs; but it will help us meet the increased need for more extensive care-particularly for our dental and vision clients. We are working with those who often fall between the cracks; lower income, children, elderly, and disabled with nowhere else to turn. The clients we serve would go without care if not for our programs.

How impact and results will be demonstrated

HCA establishes goals for numbers to be served each fiscal year and tracks results based upon actual number served. This is the most tangible measurable indicator of success in each program area. This is part of the record keeping and purpose of the client database we maintain and pay for monthly. Although impact on client health can be difficult to measure and track, we are encouraged on a daily basis by the positive feedback we receive from our clients. Periodically we do administer satisfaction health surveys, which provide us with indicators of success and the positive impact our programs have on client health, behaviors, and overall well-being. These surveys are anonymous and provide the opportunity for clients to give us constructive criticism about our organization. We are then able to make changes to improve how our programs are delivered and foster continued positive outcomes. Open ongoing dialog with our providers also helps with program evaluation and improvement.

Dental program success is reflected every time a client's tooth pain and infection are resolved by the dental care they receive-for infections-usually the same day they apply. Many of our dental clients, after years of neglect, require deep cleanings-which improve oral health. Every cavity filled is a restorative measure that improves oral health. The benefits from a new set of dentures or partials not only include improved oral health but improved nutrition, self-esteem, and overall appearance. We have seen the positive results of ongoing dental care for the children we serve, indicated by successful six-month checkups with no cavities.

Eye exams and glasses lead to improved vision, which in turn can improve school or job performance. Many health problems can be diagnosed with routine eye exams. HCA has been able to fund some consults and treatment with the eye care specialist (Moore Eye Institute at Phoenixville)- greatly impacting overall health.

Mammograms save lives! Annual mammograms can detect cancer early when it is most treatable and reduces the risk of dying from the disease by 25-30% or more. In fact, mammograms can show changes in the breast up to two years before a patient or physician can feel them. Mammograms can also prevent the need for extensive treatment for advanced cancers and improve chances of breast conservation.

The insulin, heart and blood pressure medications, and antibiotics that we help our clients obtain are life sustaining and saving!

The orthopedic cases HCA helps are all acute simple injuries that need treatment intervention to heal properly.

We are committed to being a safety net for the greater Phoenixville community we serve. We need your support!