

COMMUNITY HEALTH ACCESS COALITION



2009 ANNUAL REPORT

*“Helping the Uninsured in the
Eastern Upper Peninsula”*

www.upchac.org

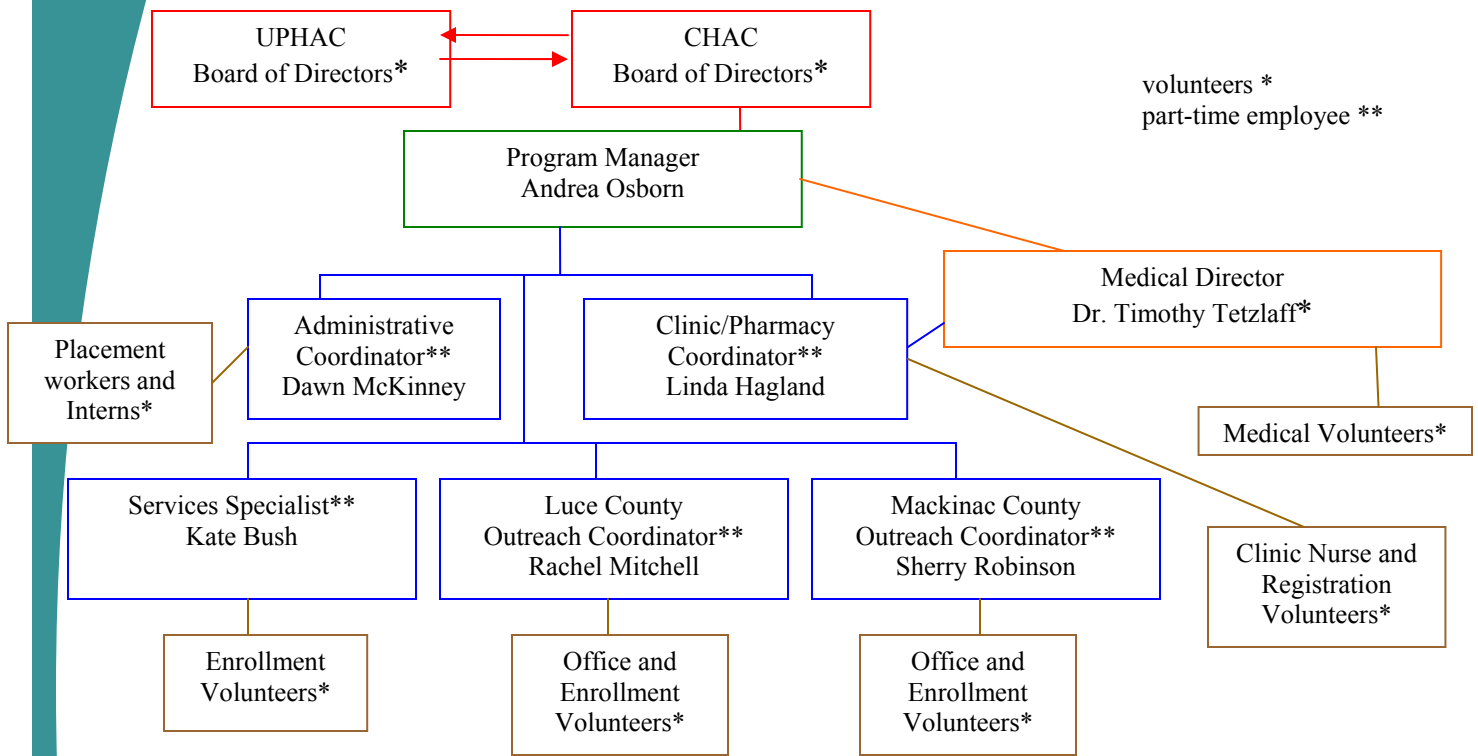
MISSION

Our mission is to provide access to quality health care for the uninsured residents of Chippewa, Luce and Mackinac County by co-ordinating services of various health care providers to offer an affordable, dignified and enhanced continuum of care.

VISION

All people will have access with dignity to quality, affordable health care.

Staff & Volunteers



volunteers *
part-time employee **

Board of Directors

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Jennifer Dunton
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Member
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Member

Chippewa County
906-635-7483
info@upchac.org

Luce County
906-293-8355
luce@upchac.org

Mackinac County
906-643-7253
mackinac@upchac.org



Community Health Access Coalition

www.upchac.org

Friends and Partners of CHAC,

In 2009, Community Health Access Coalition became a stronger community program because of the dedication and teamwork contributed by our new staff members. New staff members have assisted in improving the CHAC program by implementing new procedures, streamlining the enrollment process, and improving volunteer partnerships. These improvements have created a more efficient, client-oriented community program.

In order to better serve the CHAC Volunteer Clinic patients, we established a clinic capacity. This change has resulted in CHAC implementing a "clinic pending" list. These are patients who unfortunately have never had a primary care home or are now in a situation they have never been in before and are unable to pay to see a provider.

CHAC in partnership with the other Upper Peninsula access agencies organized the 9th Annual UPHAC Fall Conference "*Health Care in the U.P. Today...and the Road to Tomorrow*". This year's panel of hospital administrators tasked the access agencies with working towards an improved regional care process for the uninsured. With developments from last year's project to improve patient software, we will be able to report outcomes from our partnerships to the hospitals and also help with regional access.

The Upper Peninsula Health Access Coalition (UPHAC)'s 3rd Annual Hero Awards Ceremony honored an "*Above and Beyond Hero*" from our region. Sault Community Pharmacy has worked with CHAC since 2006 to professionally process and dispense donated medications CHAC acquires from pharmaceutical companies for its enrollees.

CHAC continues to partner with the United Way of the Eastern Upper Peninsula's Volunteer Center recognition spotlight program. The goal is to honor those individuals, groups, and businesses that volunteer to improve our community. CHAC strives to nominate volunteers on a monthly basis and has been fortunate to have so many volunteers recognized. A complete list of honored volunteers is included at the end of our report.

Our strengthened partnerships, improved reporting mechanisms, and increased volunteer commitments have resulted in a better reflection of the services and care provided by our community.

We had significant increases in discounted and donated care in the following categories from 2008 to 2009: Hospital/Facility - 44%, Primary Care – 156%, Specialty care – 145%.

Best regards,

Steven J. Cannello
Board President

Andrea M. Osborn
Program Manager

CHAC's vision to ensure that all people will have access with dignity to quality, affordable health care is a nation-wide goal. Kathryn Thompson came to CHAC looking for services "just in case;" the next thing she knew her doctor recommended a cardiologist referral which ultimately resulted in her needing an emergency cardiac catheterization. CHAC was able to work with War Memorial Hospital, Helen Newberry Joy Hospital, and Munson Health Systems to get Katherine's surgery donated saving her over \$40,072.00.

In her own words, Kathryn shares how her experience with CHAC has been "wonderful" and that she is able to "get all of her medications that she desperately needs to stay alive for free or at an affordable cost." Kathryn also expresses her appreciation to "all the doctors, hospitals, and CHAC staff who have been very kind, supportive and professional."

VOLUNTEER MEDICAL PROVIDERS

Ibrahim Abou Daya, MD
Danny Armstrong, DC
Richard Armstrong, MD
Sharlene Bailey, MD
Steve Bailey, PA-C
Scott Bartz, PA-C
Rebecca Becker, CFNP
Robert Beckman, DO, FACOP
Amy Bolmer, DO
Jeffrey Bomber, DO
Dennis Bridley, OD
Colleen Burton, CFNP
Cynthia Butcher, CFNP
Thilak Chander, MD
Malorie Crawford, CNP
Nelu Cristof, MD
Clare DePue, PA-C
Walleed Doghmi, MD
Kathy Duman, PA-C
Ralph Duman, MD
Allen Dunning, MD
Leslie Freel, NP
Bridget Freeman, MD
Laura Frisch, FNP
Richard Ganzhorn, MD
Joseph Garlinghouse, MD
Elisa Geronga, MD
Patricia Gill, MD
Robert Graham, DO
Krista Groll, FNP
Mohammad Haider, MD
Jonathan Hakim, MD
Kimberley Hanert, DO
Mohammed Hashem, MD
Carl Hawkins, MD
Susan Hepker, MD
Ruth Holthuis, NP
Edward Johnson, MD
Michael Koval, MD
Caryn Kovar, PA-C
Nessrine Ktaich, MD
Teresa Kowalski, MSN, FNP
Kevin Lawson, MD
Alice Lindsey, MD
Jeffrey Lozen, OD
Frederick Ludwig, MD
Chunming Lui, MD
Robert Mackie, MD
Matthew Madion, MD
Frank Magyar, MD
David Meeker, DO

Rachael McCoy, DC
Kim McCullough, MD
Mary McLeod, FNP-BC
Matthew Madion, MD
Phillip Neimi, DO
Paula Nichols, NP
Carol Norman, CNP
Catherine Nowka, NP
John Ockenfels, DO
Timothy O'Connor, MD
Maureen O'Shea, FNP-BC
Jaak Pahn, MD
Jessica Paquette, DO
Amy Postma, DO
Eero Ranta, MD
Peter Ranta, MD
Raghu Rao, MD
Paula Rechner, MD
Julie Reid, CFNP
Carol Richwine, FNP
John Schumaker, MD
Peter Scornaiencki, DC
Tina Siesel, CFNP
Blake Slater, DO
Peter Sneed, MD
Charlene Sweeney, MD
Timothy Tetzlaff, DO
Daniel Thuente, MD
Tariq Vakani, MD
Hermann VonGreiff, MD
Petra VonKulajta, MD
Lisa VanHevel, DO
Jeffrey Wentzloff, MD
Rebecca Werner, MD
Sue Wilson, FNP
Shane Woolever, DO
Catherine Worden, MSN, CFNP
Donza Worden, MD



VOLUNTEERS and COMMUNITY PARTNERS

- 389.25 Office Volunteer Hours
 - 445.00 Enrollment Volunteer Hours
 - 211.00 Fundraising Volunteer Hours
 - 202.25 Board Volunteer Hours
 - 159.50 Clinic Volunteers (Nurse and Receptionist)
- 1407.00 Total Volunteer Hours**

Office/Enrollment/Fundraising Volunteers

Lee Brown
Lillian Clark
Mike Clark
Brian Clement
Judy Hill
Rich Hill
Megan Hoffman
Shelva Johnson

Darren Keller
Tracey Laitinen
Mary Jill Leonhardt
Ruth McCord
Zach Norman
Carol Nygaard
Kathy Olson
Kelly Traynor

Clinic Volunteers

(Nurse and Receptionist)

Adrienne Beckham, RN	Brian Clement
Debbie Colbert, RN	Lynn Farnquist
Courtney Howell, MA	Nancy Greentski
Vicki Ludwick, RN	Sue Shunk
Kelli Verdecchia, RN	Donnie Thompson

Community Partners

Anesthesiology Services—WMH
Arfstrom Pharmacy
Advanced Surgical Care
Bay Pharmacy
Blue Water Behavioral Health
Bridgeview Family Medicine
Bordertown Chiropractic
Cedar Straits Medical Associates
Chippewa County Health Department
Community Action Agency
Community Care Clinic
Department of Human Services
Dickinson Medical Care Access Coalition
Eero Ranta M.D.
ER Services—WMH
Gibson Family Health Center
Glen's Pharmacy
Grand Traverse Ophthalmology Clinic
Great Lakes Allergy and Asthma Center
Helen Newberry Joy Hospital
Hiawatha Behavioral Health
International Orthopedic & Sports Medicine
Kevin Jon Lawson M.D.
Kim McCullough M.D.
Lake Superior State University
Lakeview Internal Medicine
LMAS Distract Health Department
LSSU Clinic
Mackinac Straits Hospital

Manistique Lakes Family Clinic
Mackinac Straits Naubinway Clinic
Medical Access Coalition of Delta County
Medical Care Access Coalition
Northern Neurology
Northern Surgical Services
Paradise Community Health Center
Phillip Neimi, D.O.
Pickford Medical Center
Rite Aid Pharmacy
Riverside Medical
Sault Ambulance and Fire
Sault Community Pharmacy
Sault Health Adolescent Care Center (SHACC)
Sault Vision Clinic
Sault Walk-In Clinic
Sault Women's Healthcare
Snyder Pharmacy
St. Mary's Medical Center
Superior Family Medical
United Way of Chippewa County
U.P. Urology
Upper Peninsula Health Access Coalition
Walgreen's Pharmacy
Wal-Mart Pharmacy
War Memorial Hospital
West Mackinac Health Clinic
Western Upper Peninsula Health Access Coalition

PATIENT INFORMATION

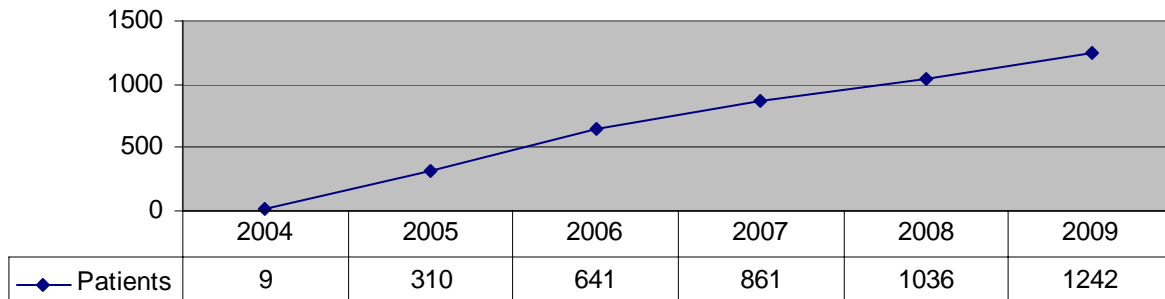
CHAC Patients by Office of Enrollment

	Chippewa	Luce	Mackinac
Enrolled—Active	624	316	215
Disenrolled	711	334	197

CHAC Patients by County

	Chippewa	Luce	Mackinac	Other
Enrolled—Active	651	201	291	12
Disenrolled	740	213	279	10

Number of Patients Served



CHAC Program Statistics

- ◆ 1410 Patient Screenings Performed
- ◆ 1239 Patient Appointments Given
- ◆ 776 Patient Enrollments Completed
- ◆ 909 Patient Referrals to various community organizations
- ◆ 135 Presentations Given &/or Meetings Attended by CHAC Staff

CARE and SERVICES

Primary Care

The enrollment process at CHAC serves as a one stop resource for our patients. Enrollments are completed by CHAC staff or volunteers at one of our enrollment locations. In order to provide the best services possible to our patients and our providers, patients are screened for access to other community programs such as Medicaid, Veteran's Assistance, Health Department services, etc. Once approved for CHAC, the patient is provided with access to primary care through assignment to a physician practice or to our CHAC Volunteer Clinic. Due to the increase in enrollment numbers during 2009, patients without a primary care home were placed on a clinic pending list. The patient also receives assistance in obtaining prescribed medications and access to hospital services at a discounted price. Each patient completes a six month review and is required to re-enroll annually.

CHAC Volunteer Clinic

In 2009, the CHAC volunteer clinic was the primary care home to 264 patients. The clinic provided 312 primary care visits by 7 volunteer medical providers. The clinic is also staffed with a volunteer nurse, a volunteer receptionist, and the CHAC Clinic/Pharmacy coordinator. During 2009 new enrollees to the program without a primary care home were placed on a clinic pending list due to the ongoing need for volunteer medical providers. Clinic space is donated by the Chippewa County Health Department and the Sault Health Adolescent Care Center (SHACC). In November 2009 the Chippewa CHAC office moved to new office space at 143 Arlington Street where clinics are also able to be held on site.

Specialty Care

Individuals enrolled in the CHAC program whose income is between 0–200% of the Federal Poverty Level may be eligible for specialty care services. Participating Specialty Physician visits may be donated or discounted if referred and approved through CHAC.

In 2009, CHAC coordinated over 360 visits/procedures to specialty care providers. CHAC partnerships resulted in a total of \$211,680.39 in donated care.

Partnerships include War Memorial Hospital Community Care Clinic, Anesthesiology Department, Emergency Room, Sault Fire and Ambulance and Sault Community Pharmacy.

Hospital/Facility Care

Patients enrolled in the CHAC program are eligible for a Hospital discount based on their household income in comparison to current Federal Poverty Levels.

Hospital donations in 2009:	Helen Newberry Joy Hospital	\$483,561.05*
	Mackinac Straits Hospital	\$ 51,777.27
	War Memorial Hospital	\$898,279.63
	Munson Medical Center	\$ 27,473.60

*Includes Primary Care

PHARMACEUTICAL PROGRAM

The CHAC Pharmaceutical Program provides medications to our patients in two ways:

- a generic formulary in which the patient pays a \$5.00 co-pay for a generic medication and the CHAC program pays the balance
- through the Patient Assistance Programs (PAP) of the Pharmaceutical companies

Donated Pharmaceuticals

\$767,652.09 PAPs—Pharmaceutical Assistance Program applications

Purchased Pharmaceuticals

\$ 29,102.06 Purchased generic medications—CVS Caremark

Total Pharmaceuticals

\$796,754.15

Patient Quotes:

“Very pleased with acquiring my medications”

“ CHAC has been very helpful in keeping my medications up to date”

DONATED CARE and SERVICES

\$1,461,091.55 donated hospital/facility care*
\$ 44,727.12 donated physician's office primary care
\$ 27,058.00 donated clinic care
\$ 211,680.39 donated specialty care
\$ 10,850.00 donated facilities
\$ 26,423.26 donated volunteer hours
\$ 1,781,830.32 Donated Care and Services

*HNJH Primary Care Included

Total Value of Care Provided in 2008:

Donated Care and Services	\$ 1,781,830.32
<u>Donated Pharmaceuticals</u>	<u>\$ 767,652.09</u>
Value of Donated Care	\$ 2,549,482.41
<u>Purchased Pharmaceuticals</u>	<u>\$ 29,102.06</u>
Total Value of Care	\$ 2,578,584.47

99% in Donated Care
1% in Purchased Care

2009 STATEMENT OF OPERATIONS

		<u>Direct</u>	<u>In-Kind</u>	<u>Total</u>
Revenue				
	Access Funds	\$234,877		\$234,877
	BCBS	16,153		\$16,153
	MDCH	4,902		\$4,902
	United Way	1,285		1,285
	Medical Services		2,523,059	2,523,059
	Interest Income	11,274		11,274
	Donations	5,098	26,423	31,521
	Fundraising	22,964		22,964
	Misc Income	670		670
	Total	297,222	2,549,482	2,846,705
Expenses				
	Salaries	\$127,975		\$127,975
	Fringe Benefits	13,940		13,940
	Equipment & Supplies	10,934		10,934
	Travel	5,723		5,723
	Purchased Services	50,981		50,981
	Medical Services	30,866	2,523,059	2,553,925
	Other	25,611	26,423	52,034
	Depreciation	6,184		6,184
	Total	\$272,215	\$2,549,482	\$2,821,698
Net Income available for future programing				\$25,007

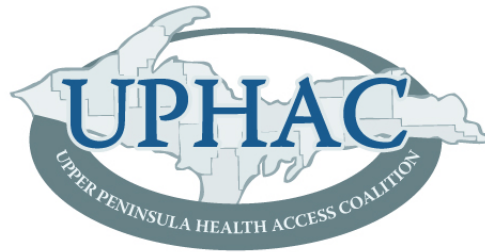
2009 CONTRIBUTORS & SUPPORTERS

Adrienne Beckham
 Ang-Gio's Restaurant
 Bethel Ladies Aid
 C&C Pine Grove Services, Inc.
 Charles & Mary Jill Leonhardt
 Chippewa County Community Foundation
 Chippewa County Health Department
 Christopher Columbus Hall
 City of Sault Ste Marie
 Dafter Lions Club
 Dafter Lions Mud Run
 Democratic Party of Chippewa County
 DHS—Chippewa & Luce County
 Elks Lodge #552 Sault Ste. Marie
 Elks Lodge #1705 Newberry
 Lee & Jean Fallieres
 First National Bank
 Goodwill Store

Great Lakes Recovery for Men
 James & Alice Halsey
 Jennifer Dunton
 JoAnn Allison
 Jo Anne Bulson
 John & Evaline Nobliski
 Kinross Speedway
 LaSalle High School
 Mac's Market
 Moher & Cannello
 Moose Lodge #999 St. Ignace
 Nancy Berkompas
 Newberry Bottling
 Old Mission Bank
 War Memorial Hospital
 William & Marilyn Dickinson
 Patricia Keller
 Pickelman's Pantry

Pickford Presbyterian Church
 Pickford Presbyterian Woman
 Pizza Place
 Radio Eagle
 Rahilly IGA
 Randy Hatch Jr.
 Ron Brown
 Snyder Drugs
 Soo Co-op Credit Union
 Stalwart Presbyterian Woman
 Tahquamenon Senior Citizens
 Thrivent Financial
 Tom & Abby Magnusson
 United Way of the EUP

**We are a proud member of
Upper Peninsula Health Access Coalition.**



Recognizing Area “HERO FOR THE UNINSURED” Winners

2007 ~ War Memorial Hospital
2008 ~ Teresa Kowalski
2009 ~ Sault Community Pharmacy

**We are also a proud member of the United Way
of the Eastern Upper Peninsula**



The United Way of the EUP Recognition Spotlight
“Honoring those that make our community a great place to be.”

March 2005 ~ CHAC Board of Directors ~ 2005 Group of the Year
July 2006 ~ Debbie Colbert, RN
October 2006 ~ Ed Gilhooley Pharmacy
March 2008 ~ Teresa Kowalski MSN, FNP ~ 2008 Individual of the Year
April 2009 ~ Bordertown Chiropractic ~ 2010 Business Neighbor of the Year
May 2009 ~ Sault Community Pharmacy
July 2009 ~ Malorie Crawford, CNP
July 2009 ~ C & C Pine Grove Services, Inc.
August 2009 ~ Dafter Lion’s Club
September 2009 ~ First National Bank
December 2009 ~ Rahilly’s IGA & Mac’s SuperValu