



**Care Harbor Free Clinic**  
The Reef Exposition Center, Los Angeles  
November 17-19, 2017

## **CLINIC RESULTS**

## CONTENTS

---

|                             |    |
|-----------------------------|----|
| 1. Summary                  | 1  |
| 2. Community Engagement     | 3  |
| 3. Clinic Overview          | 4  |
| 4. Patient Demographics     | 7  |
| 5. Medical Services         | 12 |
| 6. Dental Services          | 13 |
| 7. Vision Services          | 14 |
| 8. New Clinic Initiatives   | 15 |
| 9. Preventive Care          | 17 |
| 10. Coverage Counseling     | 18 |
| 11. Follow-up Care          | 19 |
| 12. Value of Care           | 20 |
| 13. Volunteer Organizations | 22 |
| 14. Community Partners      | 23 |

## 1. SUMMARY

---

On November 17-19, 2017, Care Harbor conducted its eighth free mega-clinic for the uninsured and underserved of Los Angeles County who are without access to the healthcare they need. Held at the Reef, a large exposition space in the central city, the clinic provided essential healthcare services to 2,151 of the community's most vulnerable. Patients received free medical, dental, vision and preventive care conservatively valued at \$2,110,000. Those needing follow-up care were connected to medical homes.

Care Harbor's free clinic program is the community coming together to help its own – a massive grassroots response to the challenge of healthcare for those in need. 2,401 healthcare professionals and lay people volunteered over the course of the event. More than 60 hospital systems, clinics, medical, dental and nursing schools, healthcare companies, foundations, and agencies provided resources and support.

The entire community benefits. Early diagnosis allows patients to be treated before diseases reach a critical and costly phase that overloads safety net resources. Correcting vision and dental problems increases employability and productivity. And the free care patients receive reduces their reliance on local emergency rooms for routine care, helping to contain unreimbursed hospital costs.

The Care Harbor clinic provided medical services that included primary and specialty care, diagnostic tests, women's health including Paps and mammograms, a wide range of screenings, and immunizations from flu shots to hepatitis A vaccine. Dental care included cleanings, fillings, extractions, root canals and a preventive oral health component. Vision care included eye health and vision exams, prescription eyeglasses and other services. The Care Harbor clinic also introduced several new initiatives: a successful pilot program for the homeless, a type 2 diabetes prevention and management program, and a health literacy program improving patient compliance and self-care. These are described on page 15.

Preventive care is a priority at Care Harbor. 30 educational stations and exhibits provided counseling on subjects ranging from nutrition to substance abuse to prenatal care. Care Harbor's mission is not only to treat the immediate health and wellness needs of those we serve, but also to provide the resources and counseling that can empower people to lead healthier lives.

Patients with conditions requiring follow-up care were connected to local medical homes, receiving appointments before leaving the venue. Many patients are diagnosed with high blood pressure, asthma, diabetes and other conditions which can be well controlled with proper continuing care.

Because Care Harbor clinics are a magnet for the uninsured, certified navigators were also on site to counsel patients on low cost and no cost coverage and assistance programs available to them. Access to care is a critical need for an estimated 750,000 uninsured in Los Angeles County. Many more are without vision or dental coverage.

Care Harbor is especially grateful to the clinic’s platinum partners – UCLA Health, Tzu Chi Medical Foundation, and L.A. Care Health Plan – who provided supplies and equipment, hundreds of professional volunteers, and financial support. Other sponsors and community partners who made the free clinic possible are listed on page 23 of this report. As in past Care Harbor clinics, Second District Supervisor Mark-Ridley Thomas and his staff provided invaluable support through all of the planning and implementation phases of the event.

## Results of the eight Los Angeles County Care Harbor clinics

**23,155**  
patients served

**126,270**  
medical, dental & vision services

**9,233**  
immunizations

**41,131**  
screenings

**5,352**  
patients connected to follow-up  
care

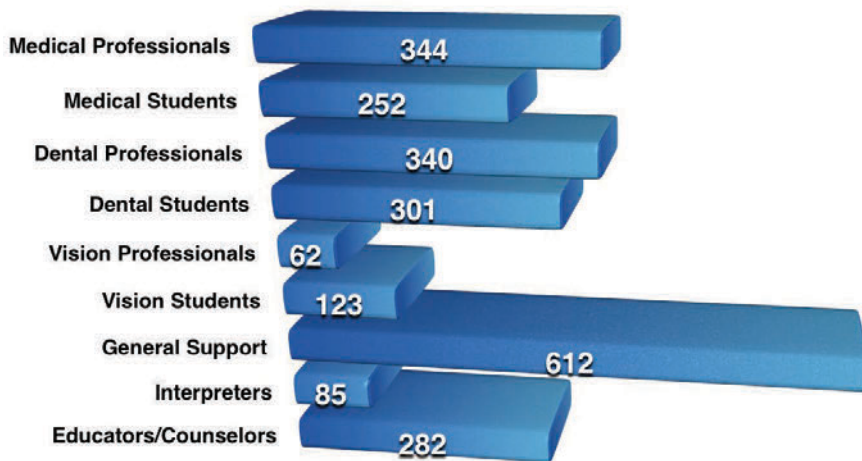
**22,028**  
volunteers



## 2. COMMUNITY ENGAGEMENT

Professional and lay volunteers joined with healthcare providers and other organizations to bring quality care to thousands who have nowhere to turn for the healthcare they need. Care Harbor provides the planning and organization, resource recruiting, management systems, protocols, equipment, software support and clinic environment to make it possible for thousands of volunteers to come together and deliver coordinated, multidisciplinary care.

### 2,401 Professional and Lay Volunteers



*Medical professionals include physicians, nurses, medical assistants and techs. Dental professionals include general dentists, oral surgeons, hygienists and assistants. Vision professionals include ophthalmologists, optometrists and opticians. Students were under the direction of their school supervisors.*

Totals include volunteers registered for morning, afternoon or full day shifts, over all three days. Some worked only one shift; others served for multiple shifts or days. 83% of those who registered online as volunteers checked in for service at the event.

|                       | Registered   | Checked In |
|-----------------------|--------------|------------|
| Medical Professionals | 344          | 80%        |
| Medical Students      | 252          | 100%       |
| Dental Professionals  | 340          | 52%        |
| Dental Students       | 301          | 108%       |
| Vision Professionals  | 62           | 69%        |
| Vision Students       | 123          | 98%        |
| General Support       | 612          | 85%        |
| Interpreters          | 85           | 69%        |
| Educators/Counselors  | 282          | 82%        |
|                       | <b>2,401</b> | <b>83%</b> |



### 3. CLINIC OVERVIEW

---

As patients entered the clinic they were registered at 25 computer stations where their electronic health records were established. Demographic and other data were recorded on the EHR's along with intake triage results and all services provided as patients moved through the clinic. When patients exited, their EHRs were scanned and stored on an encrypted, HIPAA secure site. (This report is compiled from anonymous data drawn from the patient EHRs, and also from written event logs and provider records.)

After registration, patients were processed through intake triage where their vital signs and medical histories were taken at 90 nursing stations. From triage, patients were guided to the Welcome Desk where they received clinic orientation materials, a numbered ticket for their chosen service, and had any remaining questions answered. Volunteers escorted them onto the clinic floor and explained the clinic layout and procedures. Interpreters were available for patients not fluent in English.

There are no waiting lines at Care Harbor. Until a patient's number group was displayed on large video screens, he or she was free to visit prevention exhibits and counselors, receive immunizations and screenings, or consult with coverage navigators. Most took advantage of these opportunities during their waiting time. As patients received their chosen services, clinicians also directed them to prevention resources relevant to their health issues.



**Medical care** was provided in 55 exam rooms staffed by family practice physicians and specialists including internal medicine, cardiology, ENT, dermatology, podiatry, gynecology, endocrinology, psychiatry/psychology (providing mental health evaluations and referrals) and others. A women's health section included Paps and mammograms and other services. Diagnostic equipment included echocardiogram and EKG, abdominal ultrasound, a small onsite medical lab and an offsite pathology labs. Immunizations included flu shots, Tdap,

pneumonia and Hepatitis A vaccines. Patients leaving medical were escorted to a station where nurses reviewed their charts, answered any patient questions about their diagnosis, clarified doctors' instructions and reviewed recommended follow-up and self-care. A team of dieticians consulted with pre-diabetic and diabetic patients. A separate clinic section provided acupuncture treatments in 10 rooms.



**Dental care** was provided in 60 dental chairs and operatories, two digital x-ray rooms, sterilization and supply section and other resources. An offsite dental pathology lab was available for biopsies. General dentists, oral surgeons, endodontists, periodontists, hygienists and dental assistants provided cleanings, fillings, extractions, and root canals. A separate preventive dentistry section available to dental and non-dental patients alike provided one on one consultation with a hygienist, oral health education, and a fluoride varnish treatment. Most dental conditions seen at Care Harbor are preventable.



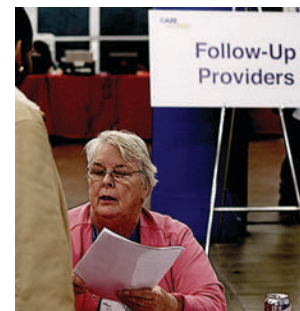
**Vision care** was provided with 15 vision lanes and phoropters, four autorefractors, a lensometer, tonometers, a fundus camera for retina images, and other vision equipment.



Ophthalmologists and optometrists provided eye health and eyesight exams. Patients needing vision correction received eyeglass prescriptions, and opticians helped them select frames at the event. Prescription lenses – single vision, bifocal, and extreme corrections – were made at two offsite optical labs. Eyeglasses were dispensed to patients at a separate Care Harbor event several weeks following the clinic. This system maximizes capacity and assures that precise corrections are delivered to the patients.

**Preventive care** included wellness and self-care resources, from emergency preparedness to chef demonstrations of healthy, low-cost recipes; from kidney health to diabetes prevention. More than 30 exhibitors participated. Screenings included HIV/STD testing, blood glucose, Paps, HPV, mammograms, blood glucose and others. A team of insurance navigators stationed in a separate section on the clinic floor consulted with patients and informed them of low cost or no cost coverage and assistance programs available to them. Enrollments were made on site.

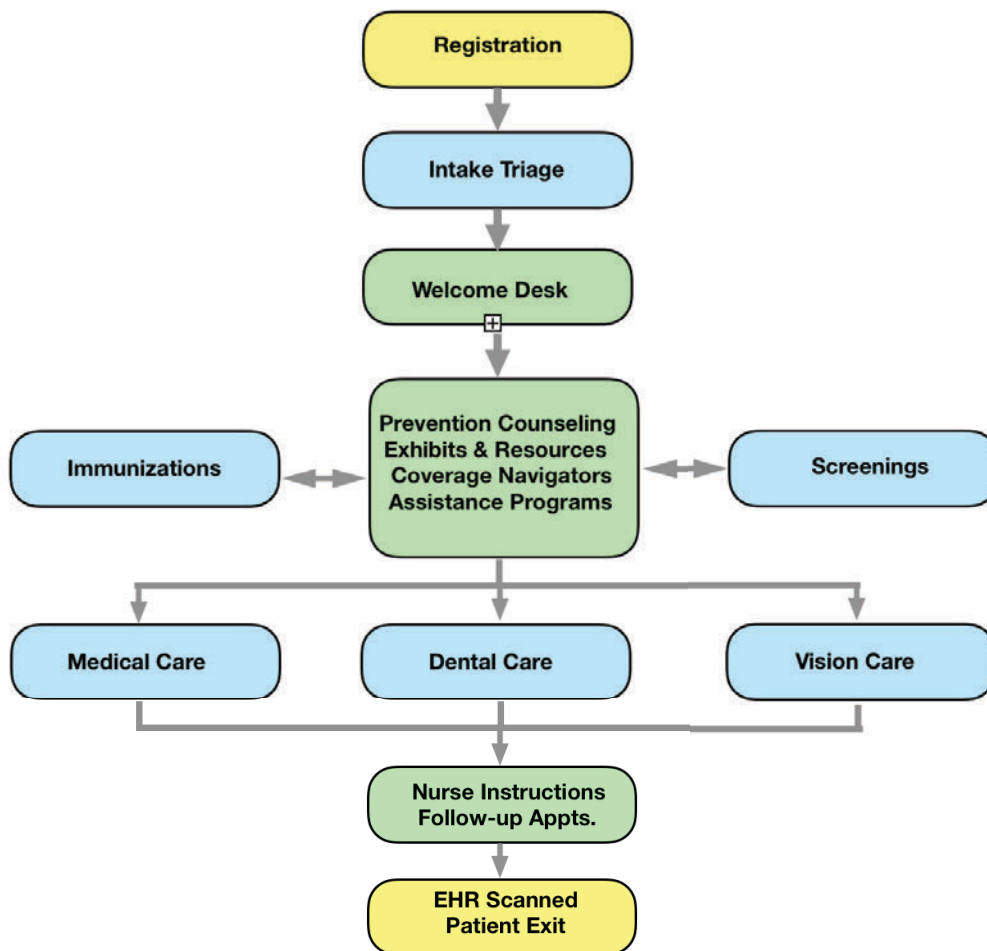
**Follow-up care** was provided by local community clinics and practices. Patients whose charts were marked for follow-up received referrals and appointments to medical homes before leaving the event, connected to clinics with locations and capabilities most suited to their needs. Care Harbor has worked to increase the number of referrals available to dental patients and more appointments were given at this clinic than in previous events.



### Multidisciplinary Care

Clinic departments communicate and work together. If a general dentist needs an opinion for a questionable oral lesion, a volunteer can walk the patient over to the dermatology unit in the medical department for an opinion. If a family practice physician examines a patient diagnosed with type 2 diabetes, that patient can be seen by specialists in the medical section and then be escorted to the vision department for a retina exam by an ophthalmologist – all in one patient visit.

**Patient flow** can be replicated and scaled to any venue and clinic capacity while ensuring efficiency, quality of care and a welcoming patient environment.



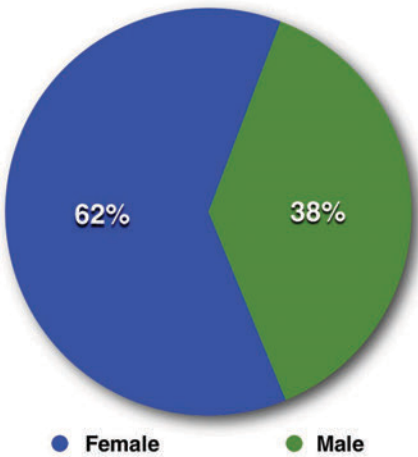


## 4. PATIENT DEMOGRAPHICS

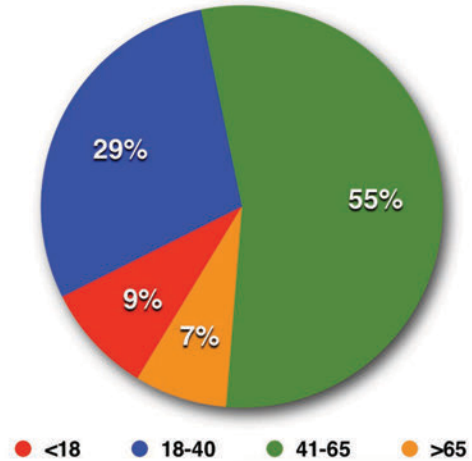
---

**Total Patients Admitted 2,151**

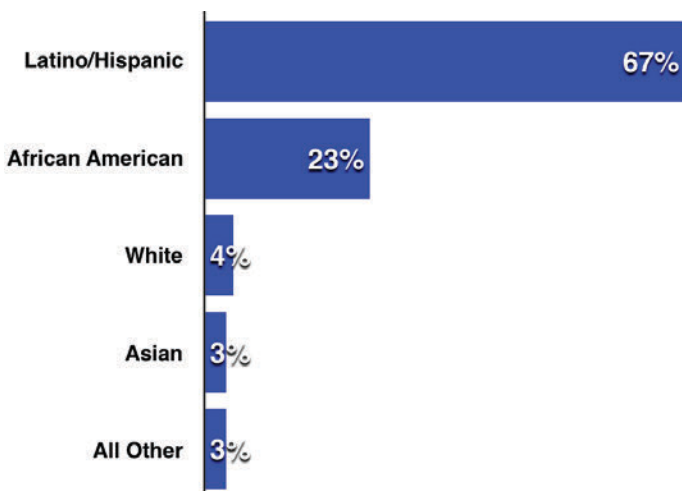
**Patient Gender**



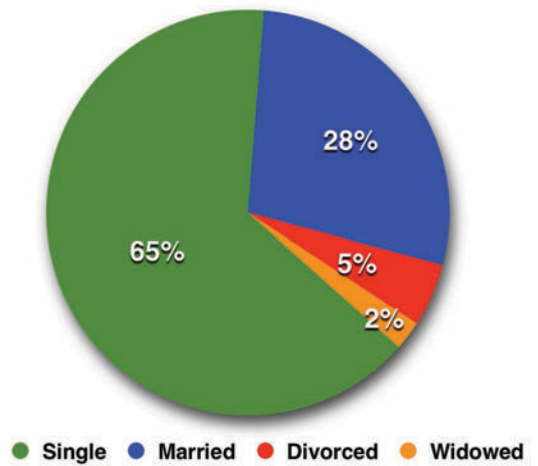
**Patient Age**



**Cultural Diversity**



**Marital Status**

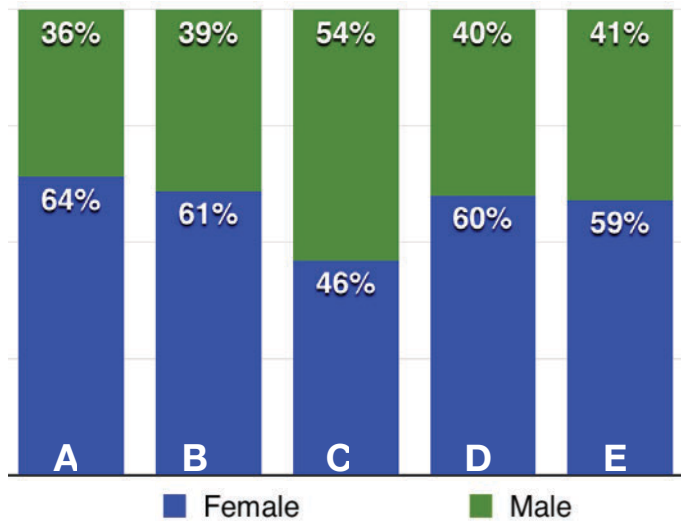


*("All other" includes Pacific Islander, American Indian, and mixed ethnicity.)*

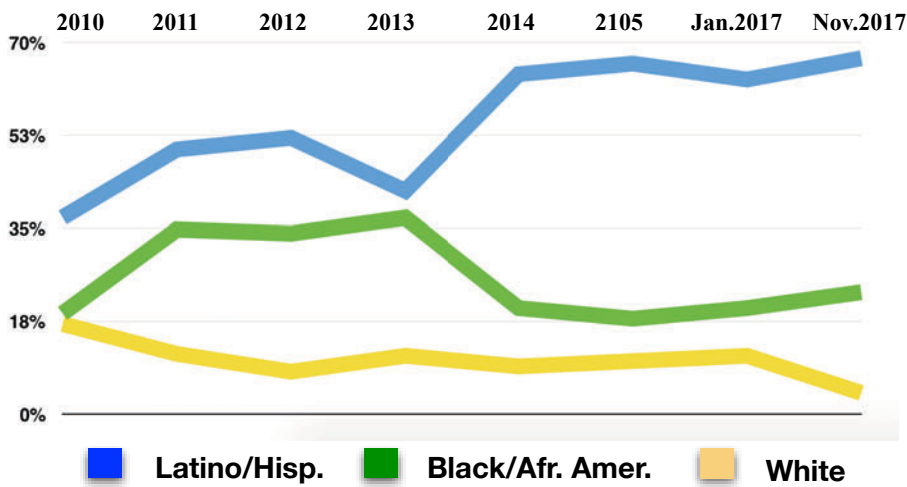
## Ethnicity/Gender

- A - Latino/Hispanic
- B - Black/Afr. Amer.
- C - White
- D - Asian
- E - Other

“Other” includes Pacific Islander, American Indian, and mixed ethnicity.



## Ethnicity Trends



Percentages of major ethnic groups stayed roughly parallel until four years ago when Latino/Hispanic attendance increased sharply.



While many providers are reporting a significant decline in the number of Latino/Hispanic patients coming in for care, Care Harbor clinics have seen a significant increase. This creates a unique opportunity to reach some of the most vulnerable in the community who still struggle with barriers to accessible healthcare.

## Geographic Distribution (Zip Codes)

85% sample. Records with zip codes lacking an integer or with an extra integer are excluded.

Over 75 50-75 25-50

|       |     |       |    |       |    |       |    |       |    |       |   |
|-------|-----|-------|----|-------|----|-------|----|-------|----|-------|---|
| 90001 | 62  | 90033 | 23 | 90081 | 2  | 90301 | 10 | 90723 | 6  | 91342 | 1 |
| 90002 | 87  | 90034 | 4  | 90087 | 2  | 90302 | 4  | 90726 | 1  | 91343 | 8 |
| 90003 | 86  | 90035 | 5  | 90093 | 2  | 90303 | 12 | 90731 | 3  | 91352 | 4 |
| 90004 | 17  | 90036 | 4  | 90157 | 1  | 90304 | 6  | 90732 | 2  | 91367 | 1 |
| 90005 | 19  | 90037 | 98 | 90201 | 13 | 90305 | 2  | 90745 | 13 | 91387 | 3 |
| 90006 | 35  | 90038 | 9  | 90205 | 2  | 90307 | 1  | 90746 | 2  | 91401 | 1 |
| 90007 | 40  | 90039 | 2  | 90211 | 1  | 90309 | 1  | 90801 | 1  | 91402 | 2 |
| 90008 | 26  | 90041 | 1  | 90212 | 1  | 90401 | 2  | 90802 | 6  | 91405 | 6 |
| 90010 | 5   | 90042 | 3  | 90216 | 3  | 90404 | 4  | 90804 | 5  | 91406 | 1 |
| 90011 | 158 | 90043 | 16 | 90220 | 8  | 90501 | 1  | 90805 | 14 | 91505 | 2 |
| 90012 | 4   | 90044 | 87 | 90221 | 10 | 90504 | 1  | 90806 | 9  | 91510 | 1 |
| 90013 | 26  | 90045 | 3  | 90222 | 21 | 90510 | 1  | 90807 | 4  | 91603 | 3 |
| 90014 | 8   | 90046 | 1  | 90224 | 1  | 90601 | 2  | 90810 | 3  | 91615 | 1 |
| 90015 | 19  | 90047 | 37 | 90230 | 13 | 90602 | 4  | 90813 | 9  | 91705 | 1 |
| 90016 | 24  | 90048 | 2  | 90240 | 2  | 90603 | 1  | 91010 | 2  | 91706 | 2 |
| 90017 | 32  | 90051 | 1  | 90241 | 2  | 90606 | 7  | 91016 | 1  | 91710 | 1 |
| 90018 | 36  | 90057 | 11 | 90242 | 3  | 90621 | 1  | 91065 | 1  | 91711 | 1 |
| 90019 | 20  | 90058 | 10 | 90247 | 9  | 90631 | 2  | 91101 | 1  | 91722 | 1 |
| 90020 | 9   | 90059 | 52 | 90248 | 2  | 90640 | 2  | 91103 | 3  | 91731 | 1 |
| 90021 | 4   | 90061 | 21 | 90249 | 7  | 90650 | 9  | 91104 | 3  | 91732 | 2 |
| 90022 | 19  | 90062 | 37 | 90250 | 33 | 90651 | 1  | 91105 | 1  | 91733 | 4 |
| 90023 | 11  | 90063 | 21 | 90255 | 37 | 90660 | 4  | 91107 | 1  | 91744 | 2 |
| 90024 | 1   | 90064 | 4  | 90260 | 4  | 90670 | 3  | 91201 | 2  | 91750 | 1 |
| 90025 | 1   | 90065 | 11 | 90262 | 10 | 90701 | 3  | 91304 | 1  | 91754 | 3 |
| 90026 | 14  | 90066 | 5  | 90270 | 12 | 90703 | 2  | 91306 | 1  | 91755 | 3 |
| 90027 | 4   | 90067 | 1  | 90280 | 20 | 90706 | 4  | 91311 | 1  | 91767 | 1 |
| 90028 | 9   | 90069 | 1  | 90291 | 2  | 90710 | 2  | 91316 | 1  | 91770 | 3 |
| 90029 | 8   | 90073 | 1  | 90292 | 2  | 90713 | 1  | 91325 | 1  | 91775 | 2 |
| 90031 | 12  | 90078 | 1  | 90293 | 1  | 90715 | 1  | 91331 | 6  | 91776 | 1 |
| 90032 | 8   | 90080 | 1  | 90295 | 1  | 90717 | 2  | 91335 | 3  | 91780 | 1 |

Continues...

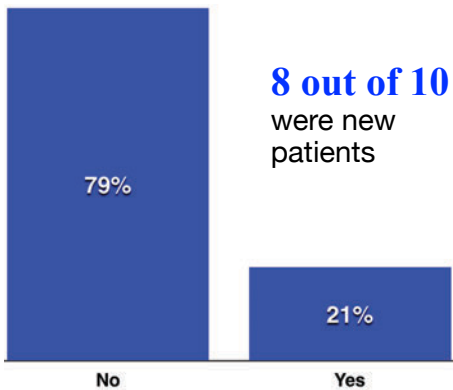
## Zip Codes Continued

|       |   |       |   |       |   |       |   |       |   |       |   |
|-------|---|-------|---|-------|---|-------|---|-------|---|-------|---|
| 91790 | 3 | 92391 | 4 | 92707 | 1 | 92841 | 1 | 93535 | 3 | 94112 | 1 |
| 91801 | 1 | 92503 | 1 | 92805 | 1 | 92882 | 1 | 93550 | 1 |       |   |
| 91803 | 2 | 92544 | 1 | 92806 | 1 | 92883 | 1 | 93551 | 2 |       |   |
| 92336 | 1 | 92683 | 1 | 92807 | 1 | 93433 | 1 | 93584 | 2 |       |   |
| 92376 | 6 | 92704 | 1 | 92808 | 2 | 93455 | 1 | 93591 | 1 |       |   |



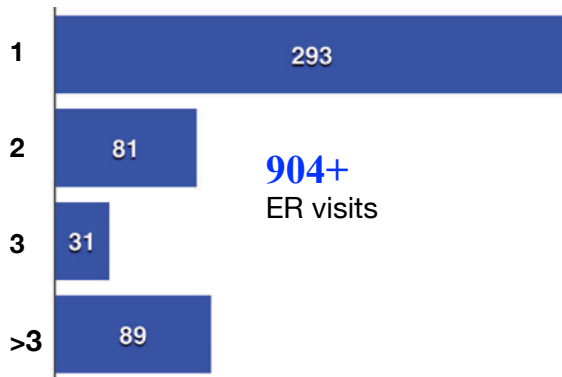
More than 200 zip codes were represented. On the weekend before the clinic, free admission wristbands were distributed at Ted Watkins Park in Watts, on the campus of L.A. Technical Trade College near the clinic venue, and at local shelters. Wristbands assure patients of entry, allow them to choose the day they want to attend, and help Care Harbor synchronize daily patient volume and clinic resources.

### At Previous Care Harbor Clinic?



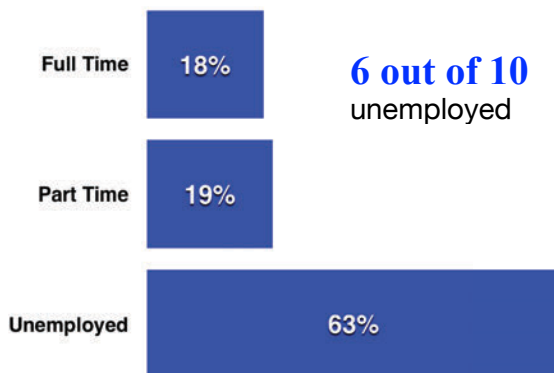
Care Harbor’s goal is to reach a maximum number of new patients at each free clinic, meeting their immediate needs and helping to transition them into healthier lives. The ratio of new to returning patients is an indicator of success in achieving this objective and a reflection of the pre-clinic community outreach. Percentages shown are of patients who responded to the question, an 83% sample.

### Number of ER visits in past year?



494 patients said they had made visits to the ER in the previous year. Many had multiple visits. Multiplying patients by number of visits shows a minimum of 904 ER visits. An NIH study (2013) puts the median cost of an ER visit at \$1,233, placing the total median cost of ER visits by Care Harbor patients at \$1,114,632. If many of the visits were for routine or preventable medical needs, the potential savings are substantial.

### Employed?



Based on 77% sample. (365 patients did not answer and 135 were under age 18.) Full employment does not guarantee employer provided insurance so the percentage of patients without insurance is likely higher than the percentage of unemployed.



## 5. MEDICAL SERVICES

389 medical professionals volunteered for the clinic, with the option of full day or half day shifts. Some volunteered for multiple days. Patients received primary and specialty care in 55 exam rooms.. Diagnostic equipment included echocardiogram, EKG, abdominal ultrasound, mammogram, and a small onsite medical lab. Offsite pathology labs were provided by UCLA Health and Kaiser Permanente. Care Harbor has placed a special emphasis on type 2 diabetes management and prevention, with blood glucose testing for patients, multi-disciplinary medical exams for diabetic patients, and nutrition counseling for diabetic and pre-diabetic patients. Alternative care was also available to all patients in additional acupuncture rooms.

### **Total Medical Services** **7,852**

|  |            |
|--|------------|
| Triage: vitals, medical & social histories     | 2,151      |
| Primary care physician exams                   | 900        |
| Specialty care physician exams                 | 145        |
| Psychiatry consultations                       | 15         |
| Women's health                                 | 40         |
| Acupuncture                                    | 297        |
| Dietician counseling (est.)                    | 100        |
| Post-exam nurse consultations (est.)           | 400        |
| <br>   |            |
| Pap smears (4 abnormal)                        | 48         |
| Hpv tests (3 abnormal)                         | 38         |
| <i>Results processed by Kaiser Permanente)</i> |            |
| <br>   |            |
| Mammograms (1 positive)                        | 70         |
| <br>   |            |
| Immunizations                                  | 920        |
| <i>Flu shots</i>                               | <i>413</i> |
| <i>Tdap vaccine</i>                            | <i>179</i> |
| <i>Pneumonia vaccine</i>                       | <i>21</i>  |
| <i>Hepatitis A vaccine</i>                     | <i>307</i> |
| <br>   |            |
| Screenings/Tests                               |            |
| EKG/Echocardiogram                             | 35         |
| Abdominal ultrasound (est.)                    | 50         |
| Blood glucose (est.)                           | 1,900      |
| HPV (1 positive)                               | 120        |
| STD (1 positive)                               | 98         |

*Medical Personnel*  
*Family Practice*  
*Internal Medicine*  
*Cardiology*  
*Dermatology*  
*Podiatry*  
*Gynecology*  
*Orthopedics*  
*Ophthalmology*  
*ENT*  
*Acupuncture*  
*NP*  
*LVN/LPN*  
*Dieticians*  
*Medical & Nursing Stud.*

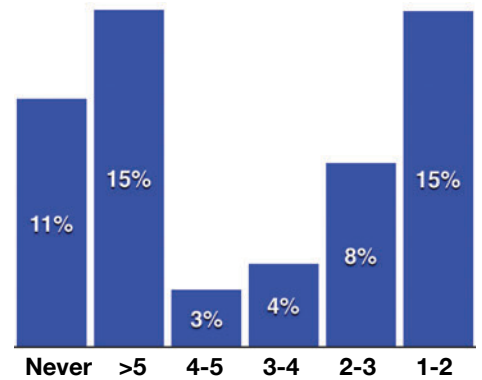




## 6. DENTAL SERVICES

340 dental professionals volunteered for the clinic, with the option of full day or half day shifts. Some volunteered for multiple days. Dentists and hygienists who served for a full day shift received 4 CEU credits. Onsite equipment included 60 dental chairs and operatories, digital x-ray, sterilization units, hand tools, headlamps, ultrasonic scaling systems and supplies. Tzu Chi Medical Foundation partnered with Care Harbor to provide much of the dental equipment. Dental and non-dental patients alike were served by Care Harbor's preventive dentistry section where patients received a consultation with a hygienist, oral health education, and a fluoride varnish treatment.

| <b>Total Dental Services</b>   |     | <b>3,581</b> |
|--|-----|--------------|
| Dental triage exam   |     | 1,235        |
| Cleanings/periodontal  |     | 561          |
| <i>Prophylaxis</i>   | 343 |              |
| <i>Gross debridement</i>   | 218 |              |
| Fillings   |     | 310          |
| <i>Amalgam</i>   | 109 |              |
| <i>Composite</i>   | 201 |              |
| Extractions  |     | 232          |
| <i>Simple</i>  | 147 |              |
| <i>Surgical</i>  | 85  |              |
| Root canals  |     | 4            |
| Sealant  |     | 2            |
| Sedative   |     | 3            |
| Pulp cap   |     | 9            |
| X-rays (esr.)  |     | 425          |
| Preventive dentistry treatment (est.)  |     | 800          |
| <i>Dental and non-dental patients. Hygienist consultation, fluoride varnish treatment and oral health education.</i> |     |              |



### **Last dental visit**

All CH patients were asked the number of years since their last dental visit. 83% responded and percentages are based on this sample. 44% said they had seen a dentist in the past year, 56% said they had not. Chart above shows years since the last visit.



## 7. VISION SERVICES

---

61 vision professionals volunteered for the clinic, including ophthalmologists, optometrists and opticians. Volunteers had the option of half day or full day shifts. Some volunteered for multiple days. Faculty members of the College of Optometry at Western University served as vision leads and final year optometry students participated, along with opticians and final year optician students from American Career College.. Equipment included 15 phoropters and vision lanes, 4 slit lamps, autorefractors, lensometers, tonometers and a fundus camera for retina images. Patients needing glasses chose their frames onsite. Prescriptions and frames were sent to VSP and K-Mars optical labs which made the glasses, including bifocals and extreme corrections.

**Total Vision Services** **3,265**

|   |       |
|---|-------|
| Initial eye exam & visual acuity check (est.) | 1,028 |
| Vision exams (refractions)                    | 863   |
| Retina exams - fundus camera & dilations      | 397   |
| Prescription eyeglasses & frames              | 805   |
| Readers                                       | 82    |



22 patients with cataracts, 7 with glaucoma and 9 with diabetic retinopathy were diagnosed at the event. Prescription eyeglasses were distributed and fitted at a separate Care Harbor event following the clinic, held at the Ted Watkins Park field house in Los Angeles. Patients who did not receive their glasses at this event had their glasses mailed to them.



## 8. NEW CLINIC INITIATIVES

---

The November Care Harbor clinic introduced two new initiatives and expanded a third. These programs were launched successfully and we are planning to repeat and expand them further at the next Care Harbor free clinic.

### **Homeless Program**

There are 58,000 homeless in Los Angeles County — an estimated 10% of the entire U.S. homeless population. Providing medical, dental, vision and preventive care to homeless individuals presented three major challenges: an effective outreach, a way to ensure that those reached actually came to the clinic, and a way to contact homeless patients after the clinic to deliver test results or follow-up care.



To meet these challenges, we recruited local shelters and agencies where homeless patients could safely leave their belongings while they attended Care Harbor, and where test results and follow-up instructions could be sent to patients post-event. In some cases, the participating shelters provided transportation to the clinic. Care Harbor provided free Metro passes for the return trips.

320 secure admission wristbands were given to homeless persons (The bands cannot be removed without destroying them so they are not transferrable.) 273 came – an attendance rate of 85%, higher than the general patient population. The wristband numbers were entered earlier in Care Harbor’s EHR computer system so when homeless patients were registered, they were automatically identified and were not asked to self-identify. An anonymous, coded symbol was printed on their charts so providers could be sure homeless patients received needed services, tests, and immunizations (including hepatitis A vaccine).

Identifying homeless records will also allow us to retrieve and analyze this health data separately and compare it to the general patient population. Based on the initial success of the pilot program, we are planning to expand the homeless outreach at our next clinic.

### **Health Literacy Program**

Patients receiving medical exams at Care Harbor are anxious about their health condition, about the care they will receive, and often intimidated by the scale of the event itself. Coupled with a lack of language fluency, unfamiliarity with medical terms, and often a cultural reluctance to ask questions of the examining physician, patients may leave the exam room without a full understanding of their diagnosis or recommended treatment plan.

To help patients fully understand their health condition and medical instructions, ensuring compliance and improving outcomes, Care Harbor launched a health education program for patients, developed and implemented by faculty RN's and final year students from the School of Nursing at California State University.

Following their medical exam, patients were directed to a separate station where nurses reviewed their charts, answered any questions, explained medication instructions, and ensured that the patients understood fully what clinicians had told them. Interpreters or bi-lingual nurses were available for patients who were not fluent in English. The relaxed setting of these post-exam sessions reduced anxiety and encouraged patients to participate fully in their care. Visual aids were available to help nurses explain medical concepts.



For patients diagnosed with diabetes, free glucometers were provided and the patient received instructions for their use. In most cases, they took a blood sample under the nurse's direction.

In future Care Harbor events, this program will be expanded and new educational tools will be developed. These will include printed materials in English and Spanish, with information for patients newly diagnosed with conditions commonly seen at the clinic, such as diabetes or hypertension. The School of Nursing will develop short videos (accessible on smart phones) with glucometer demonstrations and other information. We will also expand the number of medical interpreters available.

### **Type 2 Diabetes Program**

The January, 2017 Care Harbor program launched a special emphasis on prevention and management of type 2 diabetes. Patients diagnosed with diabetes received multidiscipline medical exams, including internal medicine, dermatology, podiatry, ophthalmology and other relevant specialties. They also received consultations and nutrition education with dieticians, educational materials from the American Diabetes Association and others, and take-home glucometers and instructions. This program has continued and been expanded at our November, 2017 clinic, with blood glucose testing provided to all patients processed through triage.

## 9. PREVENTION

---

Care Harbor free clinics are unique opportunities to provide the prevention and wellness education that can empower underserved and at-risk individuals and families to lead healthier lives. 30 agencies and organizations participated in the prevention areas of the November free clinic at the Reef. As patients waited for medical, dental or vision services, or after they had completed those services, they were free to visit wellness exhibits and counselors, and were encouraged by volunteers and clinicians to do so.

In addition to the preventive dentistry, immunization and screening sections, wellness counseling and resources included mental health program referrals, diabetes prevention and management, disaster preparedness, reproductive health, prenatal health, food safety, substance abuse, stress management and many other wellness topics. A chef demonstrated healthy recipes with low cost ingredients available in attendee neighborhoods. Patients received printed recipes and could sample the completed dishes.

In addition, counselors and exhibits provided information on social and economic assistance programs including housing rights, disability rights, senior services, and others.

The prevention area of the clinic was color coded with table drapes and signage to aid patient orientation. Other major areas – medical, dental and vision – also had unique identifying colors reflected in table coverings and signage. Color coding helped create a welcoming, user-friendly environment despite the immense scale of the event.



## 10. COVERAGE COUNSELING

---

A team of insurance navigators from the Los Angeles County Department of Public Social Services staffed a separate section on the clinic's main floor, equipped with laptops and internet connections. Navigators provided counseling on patient eligibility and options for low cost and no cost insurance programs and economic assistance, and could enroll patients into open programs at the event. Many Care Harbor patients are not aware that they qualify for coverage under healthcare and other assistance programs.

Patients were provided with literature packets when they received admission wristbands prior to the clinic, explaining that coverage opportunities would be available to them and encouraging them to bring needed information if they were interested and to consult with a navigator at the clinic. Navigators were onsite through all operating hours of the free clinic to consult with patients on healthcare and nutrition assistance programs.

|                                      |              |
|--------------------------------------|--------------|
| <b><u>Coverage consultations</u></b> | <b>1,393</b> |
| Applications completed               | 118          |
| <i>Medi-Cal</i>                      | 62           |
| <i>CalFresh</i>                      | 56           |
| Case assessments                     | 50           |
| Information consults                 | 1,225        |

The impact of the coverage effort at Care Harbor extends beyond the event itself as patients take the information they receive back to their families and communities.





## 11. FOLLOW-UP CARE

---

Providers at the event determined whether a patient required additional care or evaluation and marked their EHR accordingly. Nurses stationed at checkout reviewed the patient charts and if follow-up care was indicated, directed patients to clinic representatives who were on site to make follow-up appointments before patients left the venue. Clinic referrals were made based on clinic location, capability and capacity.

Patient records were scanned, encrypted and stored on a secure site where individual password protected records could be retrieved by the clinic providing follow-up care.

Patients who were not able to commit to an appointment time at the event were provided with information enabling them to schedule clinic appointments at a later date.

**Total follow-up care referrals** **241**

In addition to these, follow-up appointments were made independently by individual providers and practices at the event, medical and dental. These data are not available for this report.

Care Harbor is exploring smart phone applications that can send periodic appointment reminders and directions to patients. We are also exploring systems to track patient compliance with follow-up appointments.



## 12. VALUE OF CARE

---

Value of care does not include logistical costs, volunteer hours, follow-up care, prevention resources, venue costs, equipment rentals or many of the services provided including biopsies, urinalyses, off-site lab work, and others where data is not available. It includes only those services noted below. Value is calculated at regional costs for patients without any insurance. *Total value of care for the two Care Harbor LA 2017 clinics was \$4,059,884.*

**VALUE OF CARE** **\$2,101,876**

**Medical Value of Care** **\$862,816**

| Description                                       | Unit Cost | Services | Total        |
|---|-----------|----------|--------------|
| Intake triage, vitals, medical & social histories | \$85.00   | 2,151    | \$182,835.00 |
| Blood glucose test                                | \$35.00   | 2,140    | \$74,900.00  |
| Primary care initial examination (level 3)        | \$245.00  | 900      | \$220,500.00 |
| Specialty care initial examination                | \$280.00  | 375      | \$105,000.00 |
| Mental health consultation/evaluation             | \$200.00  | 60       | \$12,000.00  |
| Women's health exam                               | \$265.00  | 120      | \$31,800.00  |
| Echocardiogram exam & consultation                | \$385.00  | 15       | \$5,775.00   |
| EKG exam & consultation                           | \$250.00  | 35       | \$8,750.00   |
| Ultrasound abdominal exam & consultation          | \$400.00  | 15       | \$6,000.00   |
| Nurse patient chart review and education          | \$100.00  | 243      | \$24,300.00  |
| Acupuncture treatment                             | \$110.00  | 297      | \$32,670.00  |
| Chiropractic treatment                            | \$100.00  | 15       | \$4,500.00   |
| Dietician consultation                            | \$75.00   | 100      | \$7,500.00   |
| Mammogram exam & reading                          | \$340.00  | 70       | \$23,800.00  |
| Pap smear and lab report                          | \$105.00  | 48       | \$5,040.00   |
| HPV tests and lab report                          | \$190.00  | 38       | \$7,220.00   |
| Flu vaccine                                       | \$45.00   | 413      | \$18,585.00  |
| Tdap vaccine                                      | \$65.00   | 179      | \$11,635.00  |
| Pneumonia vaccine (Prevnar 13)                    | \$211.00  | 21       | \$4,431.00   |
| Hepatitis A vaccine                               | \$145.00  | 307      | \$44,515.00  |
| HIV tests & consultation                          | \$120.00  | 120      | \$14,400.00  |
| STD tests & consultation                          | \$170.00  | 98       | \$16,660.00  |

**Dental Value of Care****\$628,385**

| Description                             | Unit Cost  | Services | Total        |
|---|------------|----------|--------------|
| Dental triage exam/consultation         | \$145.00   | 1,235    | \$179,075.00 |
| X-rays                                  | \$65.00    | 425      | \$27,625.00  |
| Prophylaxis (D1110)                     | \$135.00   | 353      | \$47,655.00  |
| Gross debridement                       | \$220.00   | 228      | \$50,160.00  |
| Composite filling 1 - 3 surfaces (avg.) | \$325.00   | 211      | \$68,575.00  |
| Amalgam filling 1 - 3 surfaces (avg.)   | \$248.00   | 125      | \$31,000.00  |
| Simple extraction                       | \$275.00   | 147      | \$40,425.00  |
| Surgical extraction                     | \$520.00   | 95       | \$49,400.00  |
| Root canal                              | \$1,350.00 | 6        | \$8,100.00   |
| Pulp cap                                | \$220.00   | 9        | \$1,980.00   |
| Sealant                                 | \$70.00    | 2        | \$140.00     |
| Fluoride varnish treatment              | \$65.00    | 850      | \$55,250.00  |
| Hygienist consultation                  | \$115.00   | 600      | \$69,000.00  |

**Vision Value of Care****\$610,675**

| Description  | Unit Cost | Services | Total        |
|--|-----------|----------|--------------|
| Initial eye exam and visual acuity check (new patient) | \$185.00  | 1,028    | \$190,180.00 |
| Refraction vision test and prescription                | \$55.00   | 904      | \$49,720.00  |
| Eyeglass frames and lenses (single vision)             | \$325.00  | 495      | \$160,875.00 |
| Eyeglass frames and lenses (bifocal)                   | \$425.00  | 392      | \$166,600.00 |
| Readers  | \$15.00   | 82       | \$1,230.00   |
| Fundus camera & dilation retina exam                   | \$85.00   | 397      | \$33,745.00  |
| Ophthalmological exam                                  | \$185.00  | 45       | \$8,325.00   |

*Note: 17 prescriptions were not filled by optical lab and are not included in eyeglass totals. Those patients received vouchers for glasses..*

### 13. VOLUNTEER ORGANIZATIONS

---

Many of the community's healthcare organizations and schools participated. Those providing the most volunteers are listed here, but dozens more took part. In all, there were 2,401 volunteers. Those listed here represent 54% of the total.

|   |     |
|---|-----|
| UCLA  | 271 |
| Western University of Health Sciences         | 202 |
| Tzu Chi Medical Foundation                    | 150 |
| American Career College                       | 117 |
| County of Los Angeles                         | 115 |
| Cerritos College                              | 78  |
| U.S. Army Reserve (MEDCOM)                    | 70  |
| Southside Coalition of Community Health Ctrs. | 43  |
| West Coast University                         | 38  |
| USC   | 33  |
| West Los Angeles College                      | 26  |
| L.A. Care Health Plan                         | 21  |
| Kaiser Permanente                             | 19  |
| Venice Skills Center                          | 11  |

Volunteers included physicians, dentists, nurses, hygienists, optometrists, technicians and other healthcare professionals, along with students and general support volunteers.

## **14. COMMUNITY PARTNERS**

---

### **Platinum Partners**

UCLA Health  
Tzu Chi Medical Foundation  
L.A. Care Health Plan

### **Gold Partners**

Supervisor Mark Ridley-Thomas, 2nd District Supervisor, Board Chairman  
Southside Coalition of Community Health Centers  
VSP Vision Care  
K-Mars Optical  
Hu-Friedy  
AD+World Health  
Los Angeles County Department of Health Services  
Los Angeles County Department of Public Health  
Los Angeles County Department of Public Social Services

### **Silver Community Partners**

Anthem Blue Cross  
Cedars-Sinai  
Kaiser Permanente  
Western University of Health Sciences  
Healthcare Career College  
California State University Channel Islands  
El Pollo Loco  
McCormick Ambulance Services  
Ultralight Optics  
The Sparks Team  
ZPaper  
Hospital Association of Southern California  
Los Angeles Trade Technical College

### **Bronze Community Partners**

UCLA Pathology  
American Career College  
Alexander Alacche Foundation  
The Shield Group  
Henry L. Guenther Foundation  
Thomas and Dorothy Leavey Foundation  
Crosstex International  
RedMed

**Bronze Community Partners** (continued)

Operation USA

Patterson Environmental Services

Medico Linens

North American Taiwanese Medical Assn.

Ultradent

Dentsply

Colgate

The Charitable Foundation

Dunkin' Donuts

Michael Jones

Jennifer Schofield

JaewookMyung