



**Los Angeles Sports Arena
September 11-14, 2014**

CLINIC RESULTS

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1. INTRODUCTION

The 2014 Care Harbor/LA free clinic took place for four days (September 11- 14) at the Los Angeles Sports Arena. The clinic provided medical, dental, vision, and preventive care to uninsured, underinsured and at risk individuals who are without access to the healthcare they need. 3,111 patients received more than 20,000 healthcare services at the free clinic. 2,940 healthcare professionals and lay people volunteered for the event. 68 organizations, professional schools, hospitals, sponsors and in-kind donors took part, along with 36 organizations that provided prevention and wellness resources.

Follow-up care was provided by 31 community clinics. Clinic representatives were on site to make appointments for patients before they left the Arena.

Care Harbor featured an insurance education and enrollment component. Navigators connected individuals and families to coverage programs available to them under the Affordable Care Act as well as county and state insurance and assistance programs. 2,300 individuals received information and consultation on their coverage options. 254 were enrolled while at the event and 46 additional were pre-enrolled into ACA programs.

L.A. Care Health Plan was presenting sponsor for the event, providing financial as well as in-kind and staff support. The Tzu Chi Medical Foundation provided dental equipment and dental mobile units, a vision mobile unit, acupuncture and other services. The S. Mark Taper Foundation provided a grant for vision equipment, design and fabrication of the clinic environmental system, volunteer training materials and other resources which can also be used to help organize and produce future free clinic events in other communities. UCLA Health System provided medical resources, labs, medical and dental volunteers, and a financial grant. USC provided the Sports Arena rent free. The Southside Coalition of Community Health Centers managed follow-up resources. Care Harbor is especially grateful to Second District Supervisor Mark Ridley-Thomas and his staff for their active support in the planning and production of all of the Care Harbor Los Angeles free clinic events.

2. METHODS

Each patient was registered on a HIPAA compliant electronic health record system provided by zPaper and Salesforce. Demographic and health data were recorded along with clinical services rendered. Anonymous data drawn from these encrypted EHRs were entered into a searchable database of clinic results to provide the information for this report. The record sample was 100%, except for a few data fields where incomplete entries were found – these are noted in the report. Data for this report have also been compiled from written event logs, schedules and provider records. Organizations providing additional data included the Los Angeles County Department of Public Social Services, the Los Angeles County Department of Public Health, Glidewell Laboratories, and OralID oral cancer screening systems.

3. CLINIC PROFILE

The 2014 Care Harbor / LA free clinic provided more extensive on site care than previous events. The clinic also featured new capabilities that respond to today's changing healthcare landscape. This growth in patient services reflects Care Harbor's commitment to sustainable care that can produce lasting change in the lives of the thousands who attend.

Medical services included intake triage with 60 nursing stations, 40 primary care and specialty care exam rooms including cardiology, dermatology, gynecology, podiatry, and others. Diagnostic equipment included echocardiogram and EKG, a medical lab and off site pathology lab. Immunizations and screenings were available to all patients.

Dental services were provided with 80 dental chairs and operatories, two mobile vans, x-ray, sterilization, and an off site dental pathology lab. Partial dentures were made overnight at an offsite lab and at on site lab at the clinic. Repairs to existing patient dentures were provided by an on site lab.

Vision services included 14 vision lanes with phoropters, two mobile vans, slit lamps, lensometers and other equipment. Two off site optical labs made prescription glasses, including single vision, bifocal and extreme corrections.

Preventive care included fluoroscopic oral cancer screening, a preventive dentistry section providing oral hygiene consultation and fluoride varnish treatment, an eye health section offering eye exams for non-vision patients, and other health and wellness resources providing exhibits, counselors and take home materials.

Follow-up care was provided by local community clinics, with patients receiving referrals and appointments to medical homes before leaving the event. In addition, a number of private practices and clinicians also volunteered aftercare to patients.

Insurance navigators provided coverage education and enrollment. With thousands of uninsured individuals under one roof at one time, a large percentage of them unaware that they qualify for insurance programs, Care Harbor was a unique opportunity to provide patients with coverage for themselves and their families. Take-home materials extended this impact into their communities post-event.

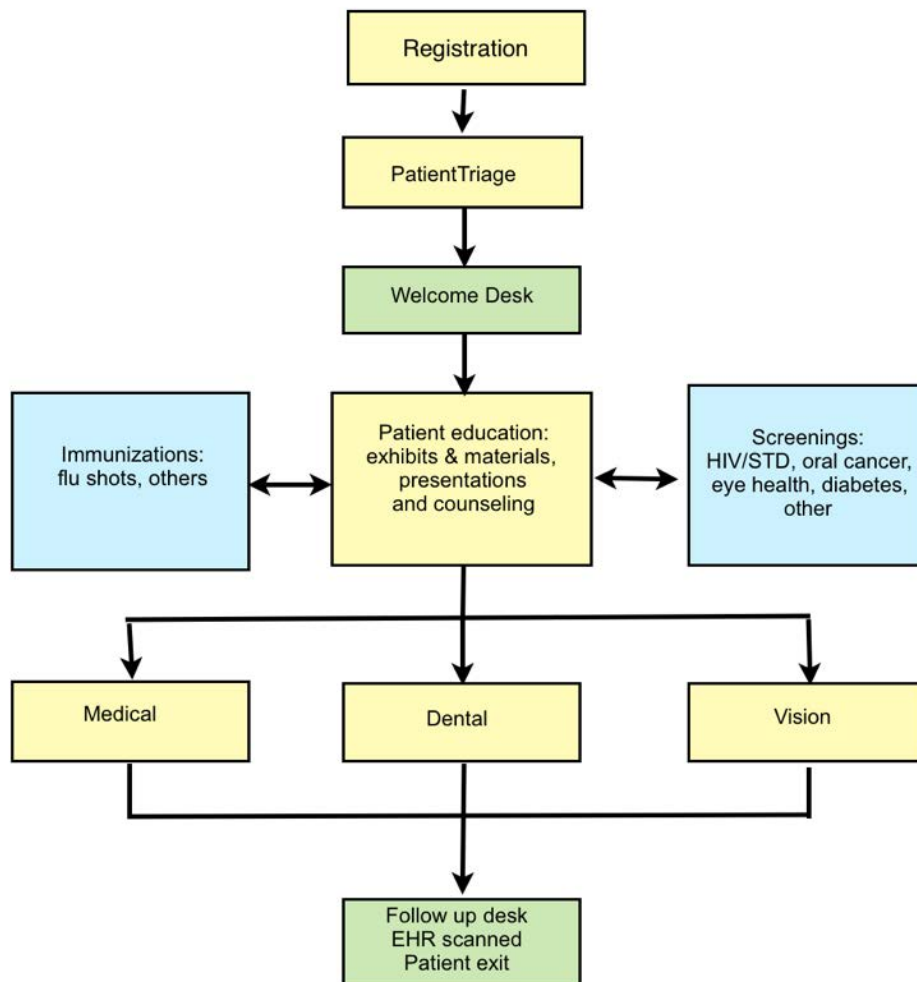
4. PATIENT FLOW

Volunteers at 25 computer stations registered patients as they entered the clinic and established an electronic health record for each individual. A QR symbol on each patient's wristband identified the patient and linked to his or her EHR. Practitioners and exhibitors had access to a downloadable Care Harbor app that allowed them to scan the wristbands

with smart phones or iPads and collect demographic and other anonymous data on patient flow, within HIPAA privacy guidelines. From registration, patients passed through a 60 station intake triage where nurses recorded medical histories and vital signs. From triage, they proceeded to the welcome desk where they received clinic orientation, educational materials, lunch tickets and a numbered ticket for their chosen primary service: medical, dental or vision.

Until a patient's number group was called, he or she was free to visit prevention stations and counselors, receive immunizations and screenings, or consult with insurance navigators. With typical waits of several hours or more for their primary service, most took advantage of these wellness resources. When their number was displayed on a large video screen, patients reported to the reception area of their chosen service. As medical, dental and vision services were provided, clinicians recorded them on the patient's EHR.

When all clinical services were completed, patients proceeded to checkout and their records were scanned and stored electronically. Patients with records marked for follow-up care were directed to the follow-up desk for appointments before leaving the event.



5. CLINIC RESOURCES

Medical

- Triage & medical history
- Primary care
- Specialty care
- Mental health
- Medical lab

Dental

- Cleanings
- Fillings
- Extractions
- Root canals
- Partial dentures
- Denture repair

Vision

- Eye exams/refractions
- Prescription glasses (single vision & bifocals)
- Readers

Immunizations

- Flu shots
- Tdap vaccine

Screenings

- Glucose
- HIV/STD
- Oral cancer (fluoroscopic exams)
- ^a Eye health (non-vision)
- Mammograms

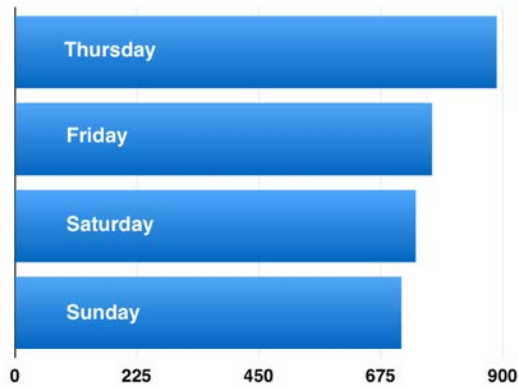
Off-site Services

- Denture lab
- Dental pathology lab
- Medical pathology lab
- Optical labs (prescription lenses)
- Follow-up care clinics

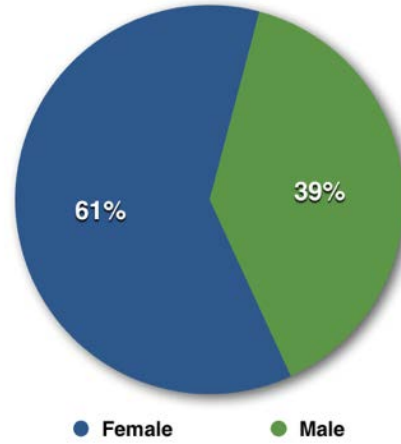
6. PATIENT DEMOGRAPHICS

TOTAL PATIENTS ADMITTED 3,111

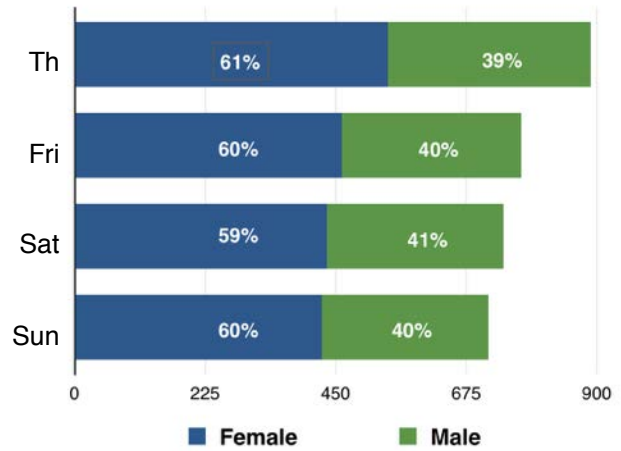
Daily Volume



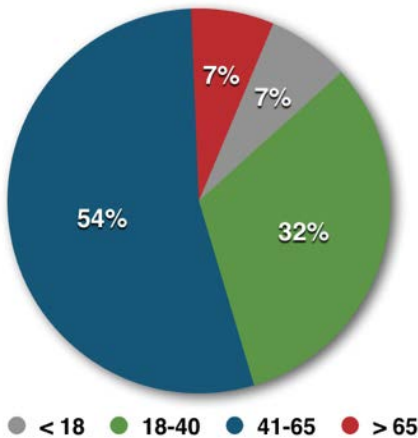
Patient Gender



Date	Female	Male
Th. 9/11	540	349
Fri. 9/12	460	310
Sat. 9/13	435	304
Sun. 9/14	426	287

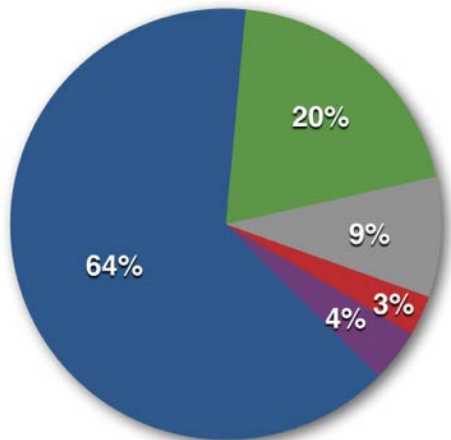


Patient Age



< 18	228
18 - 40	993
41 - 65	1,667
> 65	223

Patient Ethnicity



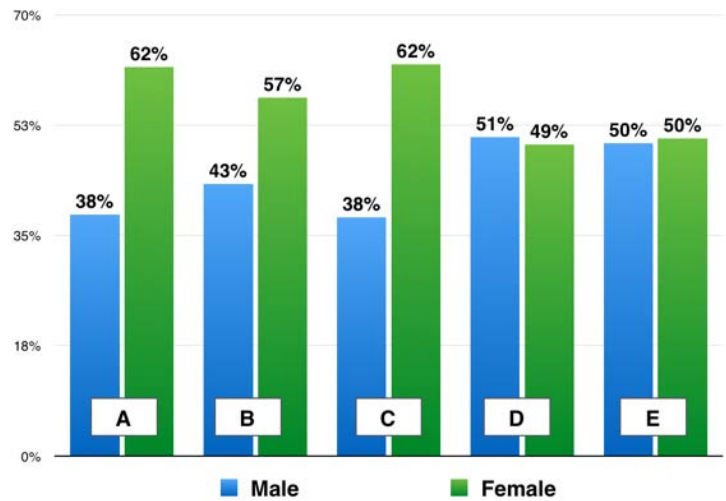
● Hispanic/Latino ● African American
● Caucasian ● Asian/Pacific Islander
● Other

Sample: 3,095 records (6 records had no ethnicity noted)

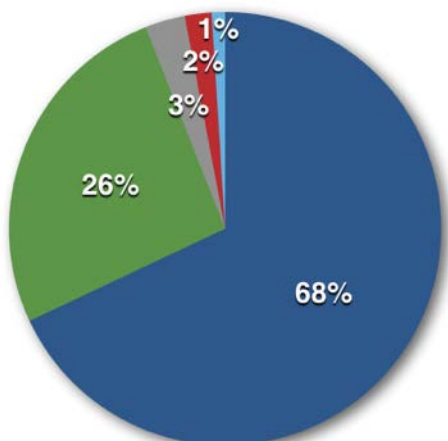
Ethnicity	Male	Female
Hispanic/Latino	761	1,226
African American	265	349
Caucasian	103	169
Asian/Pacific Islander	44	43
Other	67	68

A - Hispanic/Latino
B - African American
C - Caucasian
D - Asian/Pac. Islander
E - Other

Ethnicity/Gender



Marital Status



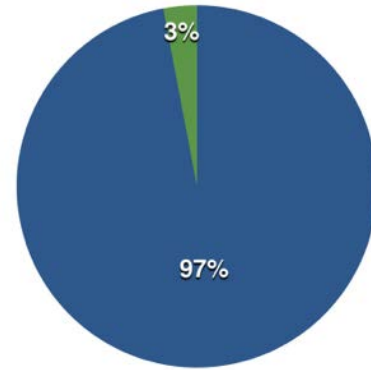
● Single ● Married ● Divorced
● Widowed ● Other

Marital Status / Gender

Married	Female	473
	Male	341
Single	Female	1,290
	Male	833
Divorced	Female	66
	Male	38
Widowed	Female	43
	Male	2
Other	Female	18
	Male	7

Patient Geographic Distribution

90% sample. 303 records were not included because zip codes lacked a digit or had an extra digit.



Over 200 100-200 50-100 25-50

● L.A. County ● Other Counties

Zip	Patients	Zip	Patients	Zip	Patients	Zip	Patients	Zip	Patients	Zip	Patients
90001	43	90054	1	90277	1	90731	6	91343	3	91803	1
90002	64	90057	29	90278	3	90733	1	91344	1	91905	1
90003	113	90058	9	90280	41	90740	1	91345	1	92047	2
90004	20	90059	26	90291	4	90744	17	91350	2	92165	1
90005	10	90061	16	90292	2	90745	15	91352	13	92240	1
90006	74	90062	49	90293	1	90746	3	91364	2	92251	1
90007	83	90063	13	90301	25	90748	1	91367	3	92307	1
90008	37	90064	2	90302	13	90755	3	91387	1	92337	1
90009	2	90065	2	90303	14	90801	2	91392	1	92352	1
90010	1	90066	8	90304	18	90802	9	91401	10	92376	2
90011	236	90067	1	90305	4	90804	6	91402	8	92410	1
90012	10	90068	1	90307	2	90805	12	91403	1	92492	1
90013	9	90069	3	90374	2	90806	14	91405	4	92503	1
90014	8	90078	1	90401	4	90808	3	91406	3	92504	1
90015	35	90082	1	90402	1	90809	1	91423	3	92509	2
90016	44	90083	1	90403	1	90810	5	91501	1	92551	2
90017	19	90088	1	90404	1	90813	37	91505	2	92552	1
90018	52	90118	1	90405	1	90814	3	91601	5	92553	1
90019	41	90201	38	90501	3	91001	1	91604	2	92557	3
90020	14	90202	1	90502	3	91003	1	91605	10	92571	1
90021	1	90206	1	90503	7	91010	3	91606	2	92615	1
90022	49	90207	1	90504	2	91016	3	91607	2	92683	1
90023	24	90210	1	90505	1	91020	2	91702	2	92692	1
90024	1	90213	2	90601	2	91024	1	91706	8	92701	1
90025	2	90220	27	90602	1	91040	1	91709	1	92804	1
90026	28	90221	16	90603	2	91042	3	91710	2	92805	2
90027	5	90222	17	90604	4	91103	7	91722	2	92831	2
90028	8	90224	1	90605	7	91104	2	91723	2	92840	2
90029	12	90230	5	90606	10	91106	1	91732	5	92881	1
90031	10	90231	2	90621	9	91107	1	91733	4	92882	1
90032	3	90232	1	90630	1	91176	1	91744	4	93033	1
90033	25	90240	4	90638	6	91202	2	91745	4	93535	2
90034	24	90241	8	90639	1	91204	1	91746	2	93539	1
90035	2	90242	10	90640	5	91205	6	91750	2	93543	1
90036	6	90245	1	90650	11	91206	2	91754	4	93550	1
90037	283	90246	1	90660	7	91303	2	91761	3	93551	3
90038	9	90247	9	90670	2	91304	2	91764	2		
90039	4	90248	3	90673	1	91307	1	91766	4	33760	1
90040	3	90249	12	90690	1	91308	1	91767	3	36003	1
90041	4	90250	39	90701	2	91316	1	91768	2	40220	1
90042	15	90251	3	90703	4	91321	2	91770	3	48221	1
90043	53	90252	1	90706	4	91324	3	91775	1	48435	1
90044	124	90254	2	90710	1	91325	1	91776	1	70043	1
90045	3	90255	46	90713	1	91331	13	91786	1	73601	1
90046	4	90260	18	90715	1	91333	1	91789	1	77445	1
90047	48	90262	17	90716	3	91335	3	91790	2	83687	1
90048	1	90270	10	90717	5	91340	1	91792	4	89015	1
90049	2	90272	1	90723	7	91342	9	91801	1		

7. TRIAGE & WELCOME DESK

Once patients were registered and their electronic records established, they entered triage where vital signs and medical histories were taken at 60 nursing stations. During this intake process, patients identified their chief complaint (primary service need). All could receive medical services including primary care, subspecialties, screenings and immunizations. In addition, patients could also choose either vision or dental services. (They might receive both, daily demand and capacity permitting.) This system assured that the maximum number of patients could receive the services they needed most.

If patients presented urgent medical symptoms such as stage 2 hypertension, they were escorted from triage to the medical area for evaluation before receiving any other service. Three EMT crews and two ambulances remained on site during operating hours of the clinic to respond to any emergencies.

As they left triage and entered the clinic floor, patients were met at a welcome desk where they received orientation materials, lunch tickets, and an event shopping bag to collect wellness education materials from exhibitors. They also received a numbered ticket for their chosen service. This number system eliminated the need for internal lines and freed patients to visit the clinic's prevention and wellness resources while they waited for their numbers to be called on a large video screen. They could also consult with insurance navigators to learn about low cost and no cost coverage options available to them and their families.

Non-dental patients had the opportunity to visit a preventive dentistry section where they received an oral hygiene kit, consultation with a hygienist, and a fluoride varnish treatment that helps protect against cavities for up to a year. Oral health is a leading need among the Care Harbor patient population. An estimated 90% or more of the dental problems seen are preventable with proper self care.

Non-vision patients had the opportunity to receive an ophthalmological exam at an eye health station while waiting for their primary service. These exams could lead to early diagnosis of retinal disease, glaucoma or other conditions.

36 agencies and organizations participated, providing exhibits, educational materials and counseling to patients.

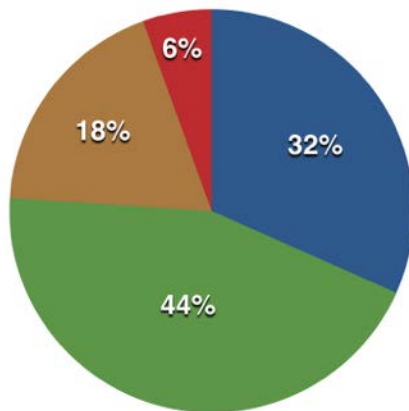
8. TRIAGE FINDINGS: HYPERTENSION, OBESITY, SMOKING

Height, weight, blood pressure and other data were recorded during the triage intake process.

Hypertension

Based on a 72.8% sample (2,265 records). Records without complete systolic and/or diastolic data are excluded.

Normal	Prehypertension	Stage 1	Stage 2
717	1005	418	125

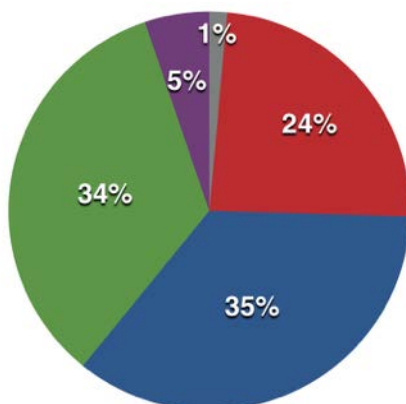


Patients with elevated blood pressure, including prehypertension, stage 1 hypertension and stage 2 hypertension accounted for **68%** of the total.

Obesity

Based on a 56.2% sample (1,749 records). Records without complete height and weight data are excluded. National Institutes of Health Body Mass Index guidelines.

Underweight	Normal	Overweight	Obese	Extreme
<19	19 - 24.0	25 - 29.9	30 - 30.9	40+
25	420	619	594	91



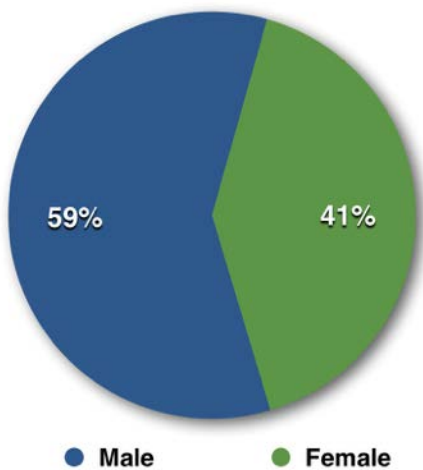
Patients who were overweight, obese or had extreme obesity accounted for **74%** of the total. (Percentages are calculated in whole numbers - rounding error accounts for the 1% variance in total percentage.)

● <19 ● 19 - 24.0 ● 25 - 29.9 ● 30 - 30.9 ● 40+

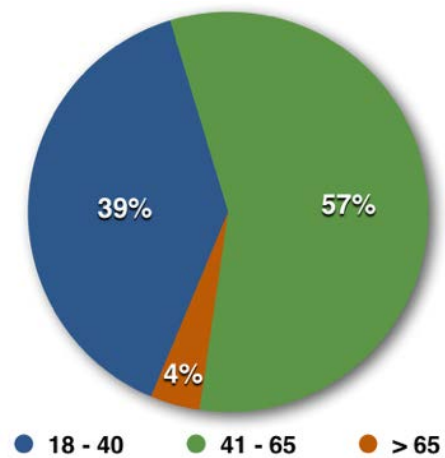
Tobacco Use

The EHR contained a check box for tobacco use. About 10% of patients said they smoked (320 records) compared to 20% of patients at the 2013 Care Harbor clinic. The actual number of smokers could be higher if patients were reluctant to provide this information. Percentages on frequency, gender, age and ethnicity are based on the total number of patients who indicated tobacco use.

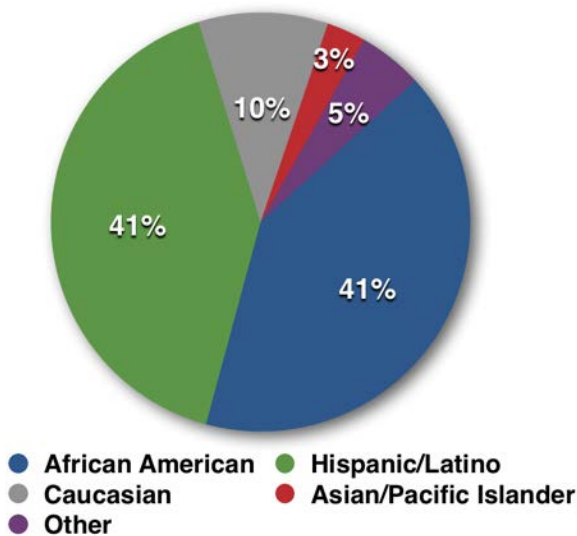
Gender



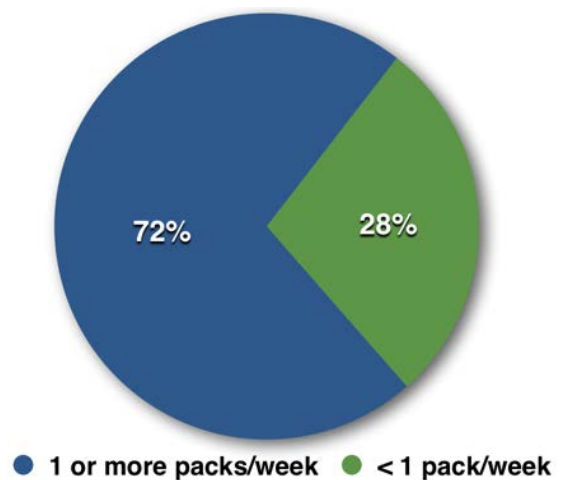
Age (<18 = 0)



Ethnicity



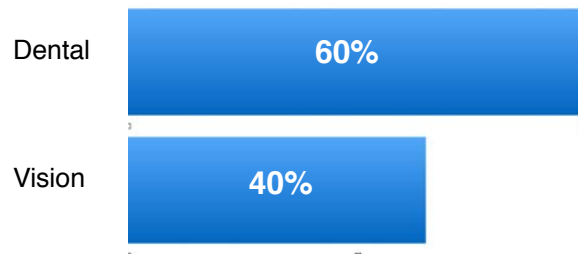
Frequency



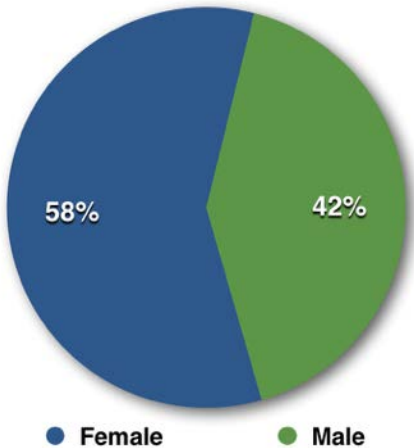
9. CHIEF COMPLAINTS

During triage, patients identified medical, dental or vision care as their primary need (chief complaint). All patients had access to medical care but were asked to choose only one additional service - vision or dental - if needed. (Daily capacity permitting, some patients received both dental and vision.)

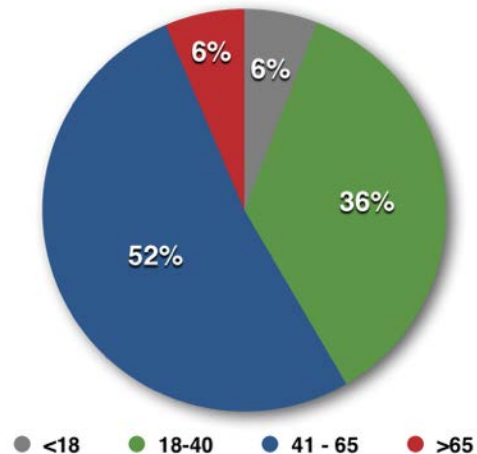
Among patients who chose either dental or vision as their chief complaint:



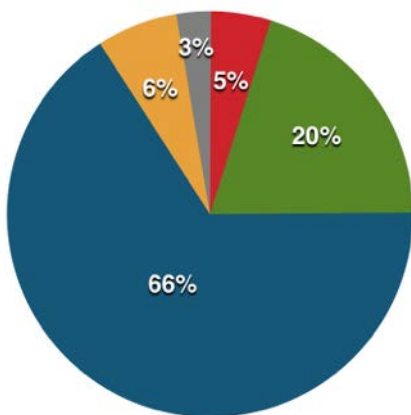
Dental Gender



Dental Age



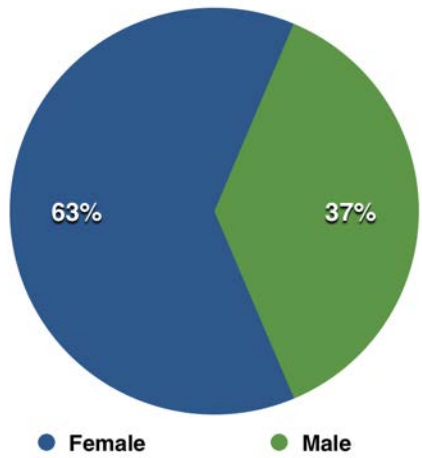
Dental Ethnicity



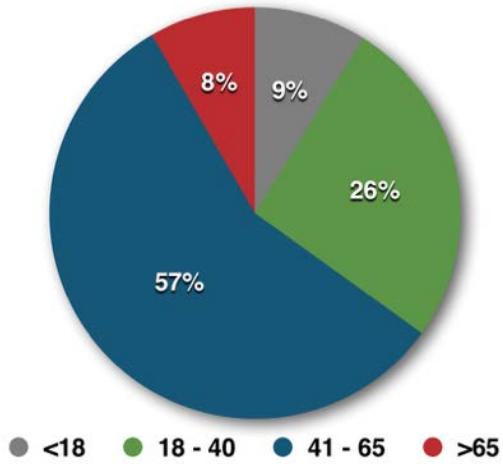
Gender, age and ethnicity data are percentages of 1,674 patients who indicated dental as their chief complaint during triage. 1,854 patients actually received dental care during the event, with some patients receiving more than one primary service.



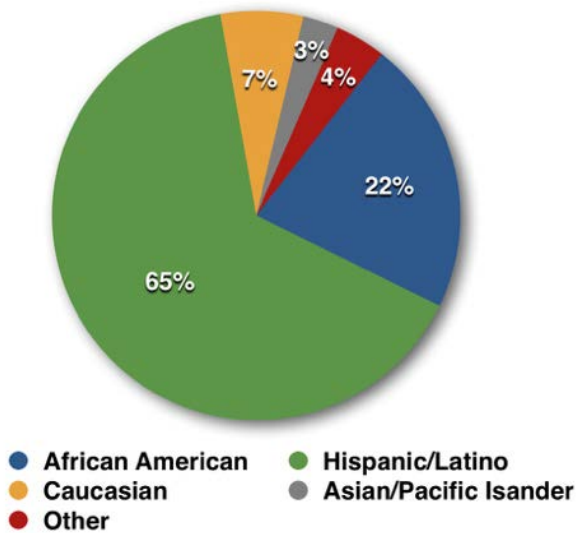
Vision Gender



Vision Age



Vision Ethnicity



Gender, age and ethnicity data are percentages of 1,100 patients who indicated vision as their chief complaint during triage. 1,276 patients actually received vision care during the event, with some patients receiving more than one primary service.

10. SERVICES RENDERED

Services included medical, dental, vision and preventive care provided to patients on site at the Sports Arena. The total number of services is higher than the total number of patients because patients received multiple services. The total number of services rendered **does not** include prevention counseling and resources (with the exception of preventive dentistry and eye health exams) or follow-up care provided. Insurance consultations and enrollments by navigators and assisters are included in the total of patient services.

TOTAL PATIENT SERVICES 21,583

MEDICAL SERVICES 7,751

Ratio of primary care to specialty care was shifted at this event to reflect increased accessibility to primary care due to Healthy Way LA and other programs. However, patients in the community clinic system endure long waits of up to six months or more to see a specialist. Care Harbor's specialty care was expanded in response to this need. For example, a cardiology department with 5 cardiologists, echocardiogram and EKG equipment was available on site at the clinic. A pre-event outreach was made to community clinics to identify patients on long waiting lists, provide them with a wristband and bring them to the Care Harbor clinic. A system for exchanging medical records between specialists at Care Harbor and primary care physicians at community clinics was implemented. This specialty care pilot program was successful and will be expanded in 2015.

Medical services included:

Triage exam, history and vitals	3,111	<i>Medical Specialties</i> <i>Family Medicine</i> <i>Internal Medicine</i> <i>Cardiology</i> <i>Dermatology</i> <i>Podiatry</i> <i>Gynecology</i> <i>Urology</i> <i>ENT</i> <i>Sports Medicine</i>
Primary care physician exams	1,250	
Specialty care physician exams	551	
Acupuncture treatment	580	
Mammograms	125 (all negative)	
Immunizations	1,400	
<i>Flu</i>	850	
<i>TDap</i>	550	
Screenings	734	
<i>HIV</i>	342 (0 positive)	
<i>STD</i>	392 (Tests sent to lab include 41 syphilis, 351 gonorrhea and chlamydia. Results N/A)	

DENTAL SERVICES **7,346**

The dental section of the clinic had 80 dental chairs and operatories, two mobile vans, x-ray, sterilization and supply sections, dental lab, and a dental triage area.

Dental services included:

Cleaning/periodontal	694
<i>Prophylaxis</i>	439
<i>Gross Debridement</i>	255
Fillings	426
<i>Amalgam</i>	
<i>1 surface</i>	48
<i>2 surfaces</i>	81
<i>3 or more surfaces</i>	26
<i>Composite</i>	
<i>1 surface</i>	95
<i>2 surfaces</i>	88
<i>3 or more surfaces</i>	88
Extractions	424
<i>Simple</i>	249
<i>Surgical</i>	175
Root canals	16
Partial dentures	120
Denture repairs	30
Dental triage exams	1,734
Xrays	400
Fluoroscopic oral cancer exam	1,502
<i>(Provided to dental and non-dental patients. 12 suspicious lesions were biopsied on site and sent to UCLA pathology labs for analysis.)</i>	
Preventive dentistry	2,000
<i>(A separate section available to dental and non-dental patients. Provided consultation with a hygienist, fluoride varnish treatment, oral health video, and take-home hygiene kit.</i>	

VISION SERVICES 3,651

The vision section included 14 refraction lanes, slit lamps, lensometers and two mobile units. Patients needing prescription glasses selected frames on site, and glasses were made at two offsite labs - a system that assures capacity and the ability to provide single vision and bifocal glasses as well as more extreme corrections. Patients presenting at-risk profiles or symptoms also received further ophthalmological exams.

Vision services included:

Vision exams (refraction)	1,276
Vision exams (ophthalmologist)	180
Prescription eyeglasses	1,185
Readers (estimated)	300
Eye health exams	710

(A separate section in the clinic's prevention area was available to non-vision patients, providing exams for general eye health.)

FOLLOW-UP CARE 535

Clinicians at the event determined whether a patient required additional care and marked the patient EHR accordingly. EHR's were reviewed at patient checkout and if follow-up was indicated, the patient was directed to a follow-up desk staffed by representatives of the 16 community clinic systems that participated, representing 31 individual clinics. Referrals were made based on location, capability and capacity. Patients were able to make appointments at receiving clinics before they left the building. The patient EHR was then forwarded to the receiving clinic. Patients who were not able to commit to an appointment time at the event were provided with information by clinic representatives enabling them to schedule appointments at a later date. Some patients also received referrals for enrollment assistance in healthcare coverage programs.

Patients receiving appointments	208
Patients given clinic information	327

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

Patient Referrals By Clinic

Clinic / Agency	Appointments Provided	Appointment Info Provided	Enrollment Assistance
Eisner	30	20	
Harbor	11	9	
Central City	11	25	
JWCH-Bellflower	1		
JWCH-Bell Gardens	2	2	
JWCH-CHC	2	3	
JWCH-Lynwood	6	7	
JWCH-Norwalk	10	2	
WCH-PATH		6	
Queenscare-Hollywood	14	15	2
Saban-Beverly	2	7	
Saban-Melrose	1	8	
South Bay-Inglewood	4	7	
South Bay-Carson		6	1
South Bay-Gardena	9	6	
South Bay-Redondo		2	
South Central-Central	25	46	11
South Central-HP	8	8	
South Central-Jefferson	3		2
St. John's-Magnolia	16	26	1
St. John's-Williams	19	54	18
St. John's-Compton	5	12	1
St. John's-East Compton	1	4	6
St. John's-Dominguez		1	
St. John's-Hyde Park	2	9	
St. John's-Lincoln	3	7	
THE-Western	14	18	2
THE-Lennox			2
The-Crenshaw	3	3	
Tzu Chi-Alhambra	4	1	
UMMA	2	13	
Totals	208	327	46¹

¹ Total included in "Coverage Counseling" on following page

COVERAGE COUNSELING 2,300

The Care Harbor free clinic is a magnet for the uninsured and underinsured, many of them unaware of no cost and low cost coverage available to them under the Affordable Care Act and other programs. The clinic is a unique opportunity to reach out to this in-need population, together under one roof at one time.

Insurance navigators, provided by the Los Angeles County Department of Public and Social Services, were on site in a separate section of the clinic, color coded for visibility. The counselors assessed patient need and eligibility, provided materials and outlined options based on individual circumstances. The counselors were able to begin the enrollment process via internet on site. The Care Harbor free clinic occurred outside of the ACA open enrollment period (Covered California program) but patients were given the opportunity to begin the enrollment process on site and complete their application at a local community clinic in their area when open enrollment began again.

The impact of this Care Harbor coverage counseling may have a ripple effect that extends beyond the event itself into the general community, because patients took the insurance information home to their families and friends. The ethnic groups that are the largest component of the Care Harbor patient population have also exhibited the lowest enrollment rate thus far for Covered California so this outreach may be especially important.

Patients receiving coverage information	2,000
Patients enrolling at the event	254
<i>CalFresh</i>	128
<i>Healthcare</i>	126
Patients beginning ACA enrollment	46

(These patients were referred to community clinics to complete the enrollment process when the open enrollment period began.)

11. PREVENTION

Thirty-six organizations and agencies participated in the prevention and wellness education areas of the event. Exhibits and counseling stations were available to all patients on the main Arena floor. The Care Harbor clinic was a major opportunity to provide education and resources to help the most vulnerable in the community lead healthier lives. After patients received a numbered ticket at the welcome desk for their primary service, they could experience waiting time for of several hours until their number group was displayed on a large video screen. During that time (and after receiving their primary service), they were free to visit all of the educational exhibits and resources available to them. Almost all patients took advantage of this opportunity.

A QR symbol on patient wristbands and EHR cover sheets was could be scanned with a smart phone or iPad, using a downloadable Care Harbor application. This enabled exhibitors and counselors to collect data on patient utilization of their prevention resources. For example, exhibitors could track total patient visits, demographic, geographic and ethnic breakdowns, correlations with chief complaint and other HIPAA compliant data. The Care Harbor program allows each exhibitor to customize the data to their individual needs.

While exhibitors valued the information available with the Care Harbor application, it was not fully utilized at the event because many exhibitor staff were without smartphones or too busy with patient interactions. At the next event, volunteers will be trained and assigned to each prevention exhibitor requesting data collection, with responsibility to scan patient symbols at that station. Research is also underway on RFID systems which will allow passive collection of patient data without requiring individual scans.

Prevention exhibits included nutrition, substance abuse, prenatal counseling, legal and financial assistance, mental health referrals, human trafficking counseling, and other resources relevant to the population served.

PREVENTION & WELLNESS EXHIBITORS

L.A. Care Health Plan
Tzu Chi Medical Foundation
Behavioral Health Sciences, Inc.
Planned Parenthood
Supervisor Mark Ridley-Thomas's office
Health Advocates
L.A. County Department of Mental Health
International Institute of Los Angeles
L.A. Metro Task Force
Housing Rights Center
California Telephone Access
Didi Hirsch Mental Health Services
American Red Cross
Nutrition - L.A. Department of Public Health
Women's Health - L.A. Department of Public Health
Substance Abuse - L.A. Department of Public Health
UCLA Gambling Studies
Chivas
Coalition of Mental Health Professionals
Health Care Options
Braille Institute of America
Toy Loan - L.A. Department of Public Social Services
Metro Transportation System
Health Net
Anthem Blue Cross
Anthem Blue Cross, Hispanic Initiative
Preventive Dentistry - L.A. Dental Hygienists' Association
EyeSmart eye health
Human Trafficking Counseling - L.A. Police Department
Veterinary Public Health - L.A. Department of Public Health
Community Health Services - L.A. Department of Public Health
Tuberculosis Control Program - L.A. Department of Public Health
Environmental Health - L.A. Department of Public Health
Vaccinations - L.A. Department of Public Health
Homeless Outreach Program, Integrated Care System
HIV/STD Screenings - L.A. Department of Public Health

12. VALUE OF CARE

Value of care does not include the value of event logistical or administrative functions, donated venue, volunteer hours, follow-up care, prevention education and resources, or many of the services provided, including biopsies, urinalyses, off-site lab analyses, and others where detailed data is not available. It includes only those services noted below. Conservative value of care estimates are mean regional costs of care drawn from the sources listed in each section.

TOTAL VALUE OF CARE \$2,237,668

Medical Value of Care \$616,451

Description	Unit Cost	Services	Total
Medical history & triage	\$40.00	3,111	\$124,440.00
Primary care exam	\$142.00	1,211	\$171,962.00
Specialist exam	\$195.00	489	\$95,355.00
Echocardiogram: tech & reading	\$251.00	64	\$16,064.00
Acupuncture	\$75.00	580	\$43,500.00
Mammogram: tech & reading	\$224.00	125	\$28,000.00
Flu vaccine	\$31.00	850	\$26,350.00
TDap vaccine	\$67.00	550	\$36,850.00
HIV screening	\$65.00	342	\$22,230.00
STD screening: syphilis	\$71.00	41	\$2,911.00
STD screening: gonorrhea and chlamydia	\$139.00	351	\$48,789.00
			\$616,451.00

Sources: Healthcare Bluebook (regional insurance reimbursement), Blue Cross National Center for Health Statistics (Medical Expenditure Survey) West Region, Harvard Pilgrim Healthcare.

Dental Value of Care**\$916,040**

Description	Unit Cost	Services	Total
Dental triage/evaluation (D0140)	\$120.00	1,734	\$208,080.00
Xray (bite wing) (D0272)	\$60.00	400	\$24,000.00
Perio/prophylaxis (D1110)	\$110.00	694	\$76,340.00
Amalgam one surface (D2140)	\$180.00	48	\$8,640.00
Amalgam two surfaces (D2150)	\$250.00	81	\$20,250.00
Amalgam ≥ three surfaces (D2160)	\$300.00	26	\$7,800.00
Composite one surface (D2391)	\$215.00	95	\$20,425.00
Composite two surfaces (D2392)	\$295.00	88	\$25,960.00
Composite ≥ three surfaces (D2393)	\$350.00	88	\$30,800.00
Extraction (D7140)	\$210.00	249	\$52,290.00
Surgical extraction (D7220)	\$375.00	175	\$65,625.00
Root canal (D3310)	\$1200.00	16	\$19,200.00
Partial denture (D5213)	\$1275.00	120	\$153,000.00
Denture repair	\$200.00	30	\$6,000.00
Fluoroscopic oral cancer screening	\$65.00	1,502	\$97,630.00
Fluoride varnish treatment (D1208)	\$50.00	2,000	\$100,000.00
			\$916,040.00

Source: American Dental Association Survey of Dental Fees; Pacific region general practitioners mean cost for services; Guardian Dental Insurance, dental cost estimator, Los Angeles region.

Vision Value of Care**\$705,177**

Description	Unit Cost	Services	Total
Vision exams including refraction	\$152.00	1,276	\$193,952.00
Ophthalmologist exams	\$195.00	180	\$35,100.00
Prescription glasses & frames (SV & B)	\$335.00	1,185	\$396,975.00
Readers (est.)	\$3.50	300	\$1,050.00
Eye health exams (general clinic)	\$110.00	710	\$78,100.00
			\$705,177.00

Sources: Average costs Lenscrafters, Pearl Vision, National Center for Health Statistics mean costs, (Medical Expenditure Panel Survey) West Region, VSP.

13. VOLUNTEERS

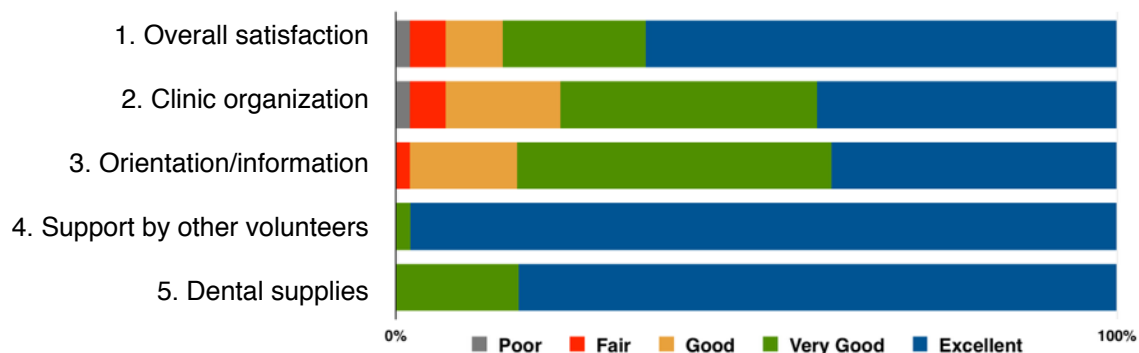
Care Harbor events are staffed with medical, dental, vision and general volunteers. A total of 2,940 volunteers participated at the Los Angeles Sports Arena, with approximately 50 additional volunteers at wristband distribution on the weekend preceding the clinic.

Volunteers registered online and professional licenses were vetted prior to the event. Badges were QR symbol coded and volunteers scanned in as they registered at the event. However, additional general volunteers registered at the event without having registered on line - hand made badges were prepared for these volunteers and they were not scanned into the system. An estimated 625 to 650 volunteers were on the Arena floor at any given time during the operating hours of the event, about 75% of them healthcare professionals who provided clinical services and patient care.

Dental professions attending Care Harbor received CE credits in a program administered by the Los Angeles Dental Society.

Post-Event Volunteer Survey

Dental professionals were surveyed after the clinic ended, to learn how they rated their Care Harbor experience.



- | | |
|---|------------------------------------|
| <i>1. How would you rate your overall satisfaction?</i> | <i>86% excellent or very good</i> |
| <i>2. How well did the clinic set-up work?</i> | <i>78% excellent or very good</i> |
| <i>3. How was the orientation and email information?</i> | <i>84% excellent or very good</i> |
| <i>4. How would you rate support by other volunteers?</i> | <i>100% excellent or very good</i> |
| <i>5. Were supplies adequate to meet your needs:</i> | <i>100% excellent or very good</i> |

14. COMMUNITY PARTNERS

The Care Harbor / LA free clinic was made possible by the following partners and sponsors who provided resources, personnel and funding.

Presenting Sponsor

L.A. Care Health Plan

Platinum Community Partners

Tzu Chi Medical Foundation

The S. Mark Taper Foundation

Gold Community Partners

Supervisor Mark Ridley-Thomas, 2nd District

UCLA Health System

University of Southern California

Southside Coalition of Community Health Centers

Department of Public Health - County of Los Angeles

Los Angeles County Department of Health Services

VSP Vision Care

K-Mars Optical

V.O.S.H Vision Care

Salesforce

zPaper

Silver Community Partners

Cedars-Sinai Medical Center

Edelman

Kaiser Permanente

Anthem Blue Cross

Marshall B. Ketchum University

Alcon Laboratories

Glidewell Laboratories

Jules Stein Eye Institute

Los Angeles County Metro

Pearson Dental

McCormick Ambulance

El Pollo Loco

AD+World Health

Bronze Community Partners

Health Net

Care 1st Health Plan

Bronze Community Partners (cont.)

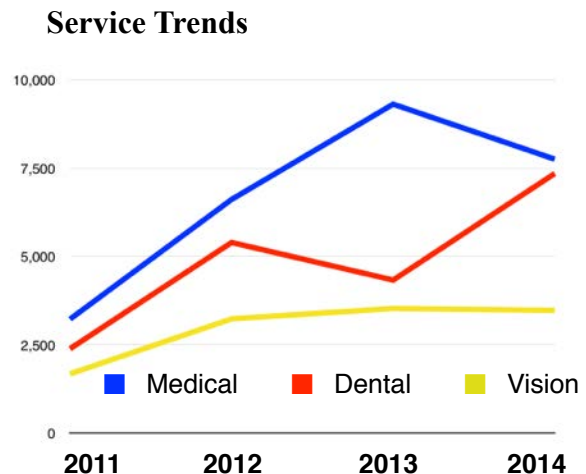
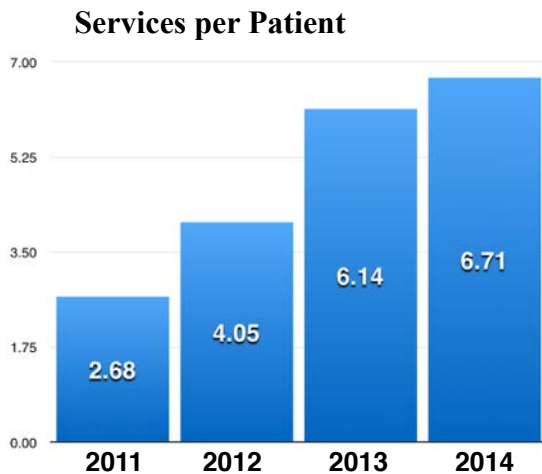
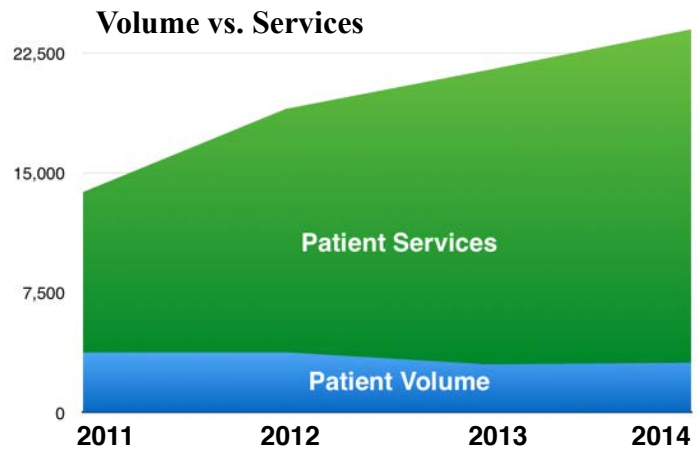
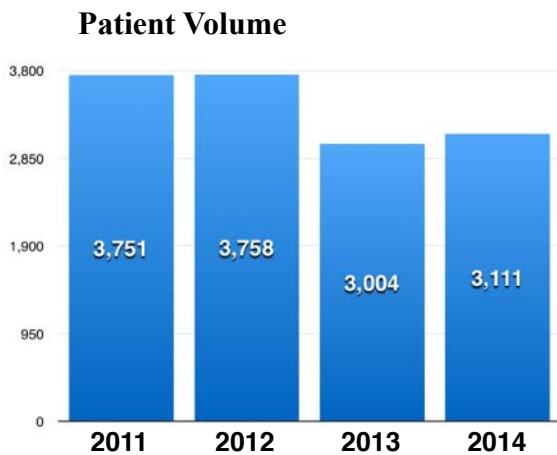
Wilshire Boulevard Temple
AltaMed
Los Angeles Dental Society Foundation
Operation USA
Infotech
Oral ID

Supporters

Hitachi
McKesson Corporation
Ultra Light Optics
Crosstex International
Hu-Friedy
Dentsply
Premier Dental Products
GlaxoSmithKline
Colgate-Palmolive
Redmed
LED Dental
Milestone
Patterson Environmental Services
Quantum Products
Ararat Pharmacy
Medical Linen Service
Los Angeles Dental Hygienists' Society
California Dental Hygienists' Association
A.A.O. Eye Care America
American Career College
Doheny Eye Institute
University Eye Center L.A.
Carestream Dental
Tennyson Study Club
Hapad
Karen Higo
Michael Jones
Panera Bread
Sprouts
Subway
Dr. Christina Varwig
Dr. Trent Westernoff
Mary Delahanty, RDHAP

15 FOUR YEAR COMPARISONS

Care Harbor has produced four free clinic events at the L.A. Sports Arena (an earlier event produced at the Pyramid in Long Beach, California was a women’s health clinic so results are not comparable). Patient volume decreased in the third year and increased slightly in 2014. Patient volume is primarily a function of equipment and volunteers. Healthcare services provided, however, have continued to increase over the four year period.



Total services have more than doubled over the four years, but trended differently in each category. Medical services declined in 2014 with primary care more accessible through L.A. County coverage programs. Specialty medical care remains a critical need. Care Harbor will expand this capability, and medical services are expected to increase in 2015. Dental services increased sharply in 2014 with expanded volunteer and equipment resources. Vision services are not up as sharply but have continued to increase. A fifth Sports Arena event is planned for October of 2015, with additional increases in patient volume and services.

16 MEDIA COVERAGE

While media impressions are not a meaningful metric of clinic performance, print and broadcast coverage of the Care Harbor event can have an indirect healthcare benefit. Publicizing the free clinic and the immense need that it serves helps to recruit volunteers and provider organizations from the community to support future events. Coverage of the clinic heightens public awareness of the need for accessible medical, dental and vision care in the community.

Edelman Public Relations has provided media relations pro bono for all of the Care Harbor clinics. The results below are provided by them for the period from August 28th to September 16th, the dates immediately surrounding the 2014 clinic.

Earned media placements (local and national)	116
Estimated media impressions	306,919,000
Online distribution (via PR Newswire)	627 media outlets
Additional online media impressions	97,199.000

Print and broadcast media included both English and Spanish language outlets.