

Los Angeles Sports Arena October 31 - November 3, 2013

**CLINIC RESULTS** 

#### 1. INTRODUCTION

The 2013 Care Harbor/LA free clinic took place over four days (October 31st through November 3rd) at the Los Angeles Sports Arena and provided 3,004 patients with over 18,400 health-related services. L.A. Care Health Plan was presenting sponsor, providing financial and staff support. The Tzu Chi Medical Foundation provided dental equipment and mobile units, vision mobile unit, acupuncture and volunteers. UCLA Health System provided medical resources, labs, volunteers and financial support. USC provided the venue rent-free. Seventy schools, hospitals, foundations and in-kind donors took part. They are listed at the end of this report.

The free clinic served the uninsured, underinsured and underserved in the community. Patients received medical, dental, vision and wellness care, prevention education and resources, and follow-up care provided by local clinics and practices. Follow-up providers had representatives on site at the Sports Arena to make appointments for patients before they left the Arena.

In 2013, Care Harbor added an insurance education and enrollment component, connecting individuals and families to coverage under the Affordable Care Act, as well as county and state insurance and assistance programs.

Patients were registered as they entered the clinic and a HIPAA compliant electronic health record system was established for each individual. Data from these EHRs provide much of the information for this report.

In 2013, Care Harbor introduced patient wristbands with scannable QR symbols. Care Harbor's downloadable application allowed volunteers and practitioners to read the symbols with smart phones and iPads, collecting HIPAA compliant patient data. The pilot program was successfully tested and data captured from the scanned wristbands is also included in this report.

#### 2. METHODS

Patient number, name, demographic and other information was entered electronically as each patient registered at the clinic. The patient carried a paper version of the EHR as they moved through the event. As medical, dental and vision services were performed, clinicians manually entered the data on the forms. When patients checked out, the entire EHR was then scanned, including clinician notes, signatures and attachments. The EHRs are stored on a secure, HIPAA compliant internet site.

Nursing students and supervisors at Infotech Career College, under a HIPAA Business Associate Agreement, entered data drawn from all of these encrypted patient files into a searchable database of clinic results. The record sample was 100%, except for several data fields where incomplete entries were found – these are noted in the report. Care Harbor staff has also

compiled data from written event logs, schedules and provider records as a further resource for this report. Participating organizations provided additional data, including the Los Angeles County Department of Public Health, UCLA Health System, Southside Coalition of Community Health Centers and others.

#### 3. CLINIC PROFILE

The 2013 Care Harbor/LA free clinic provided medical, dental and vision care, prevention education and resources, and follow-up care for those who needed it.

This year, the Care Harbor insurance education and enrollment capability brought patients into coverage programs available under health care reform, as well as existing County and State programs. Patients were given information kits when clinic wristbands were distributed several days before the event. (Secure wristbands guarantee admission and avoid large crowds of people camping overnight in the hope of gaining entry - an unnecessary hardship and a potentially unsafe situation for patients.) The kits informed patients that they would have the opportunity to meet with an insurance counselor without obligation, and begin the enrollment process at the Care Harbor clinic if they wished. Educational materials were included along with a list of documents for patients to bring to the clinic if they wanted to pursue this opportunity.

Medical resources included a 60 station medical triage, 20 exam rooms, an additional 10 subspecialty rooms including cardiology, podiatry, and others, an 8 room women's health section, screenings including Pap tests and mammograms, a dispensary, medical lab, immunizations including flu shots and Tdap vaccine, and off-site support including a medical pathology lab.

Dental resources included a 10 chair dental triage, 70 dental chairs and operatories, three dental mobile units with two suites in each, an on-site denture lab making partial dentures, X-ray and sterilization, and an off-site dental pathology lab.

Vision resources included 15 vision refracting lanes, two mobile units, slit lamps, lensometers, autorefractors and other equipment, and two off-site optical labs making prescription eyeglasses for patients - single vision and bifocals. Edging equipment was also available on-site.

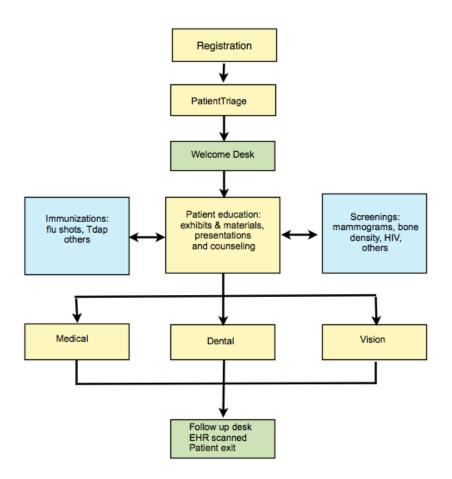
Prevention resources were provided by 31 participating organizations, with educational exhibits, counselors and free resources. Prevention included smoking cessation, stress management, nutrition, emergency preparedness, HIV and STD screenings, CPR, mental health counseling, food safety, and social programs including employment assistance, veteran's affairs, housing rights, gambling addiction, human trafficking, caregiving for Alzheimer's and many others.

Two innovative prevention stations were included. A preventive dentistry section was available to all patients who attended (an estimated 90% or more of dental problems are preventable). Patients received oral hygiene consultation, saw an instructional video on oral health, received a fluoride varnish treatment to protect against cavities, and were given a take-home dental care kit.

An eye health station provided ophthalmological exams for non-vision patients, checking for glaucoma, retinal disease and other conditions.

A simplified, three step insurance education and enrollment process was set up in a separate section in the prevention area. Qualified counselors and CAA's provided assistance to those qualifying for new coverage under the Affordable Care Act, or for existing low cost and no-cost insurance coverage and assistance programs.

Follow-up care was provided by 32 clinics with representatives on site to make follow-up appointments for patients before they left the Arena. Patients were assigned based on clinic capabilities and proximity.



#### 4. CLINIC RESOURCES

#### Medical

- Exams and evaluations (family practice & specialties)
- Women's health
- Acupuncture
- · Mental health
- Dispensary
- Medical lab

#### **Dental**

- Cleanings
- Fillings
- Extractions
- Periodontics
- Denture repairs
- Acrylic partial dentures

#### Vision

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

#### **Immunizations**

- Flu shots
- Tdap vaccine

### **Screenings**

- Hypertension
- Mammograms

Glucose

• Pap smears

• STD

• HIV/AIDS

#### **Off-site Services**

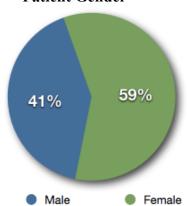
- Follow-up clinics
- Optical labs (prescription lenses)
- Paps pathology lab
- Dental pathology lab
- Paps abnormal follow-up
- Mammogram readers

# 5. PATIENT DEMOGRAPHICS

# **Total Patients Treated** 3,004

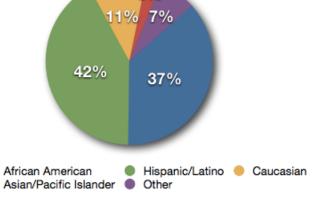
| Thursday, 10/31 | 687 |
|-----------------|-----|
| Friday, 11/1    | 796 |
| Saturday, 11/2  | 803 |
| Sunday, 11/3    | 718 |

### **Patient Gender**



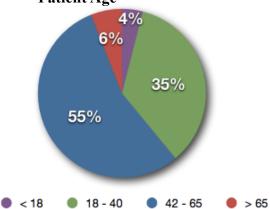
| Male  | Female |
|-------|--------|
| 1,244 | 1,760  |

# **Patient Ethnicity**



3%

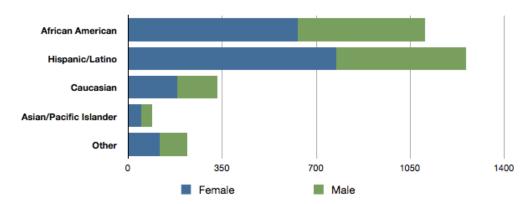
# Patient Age



| < 18    | 122   |
|---------|-------|
| 18 - 40 | 1,057 |
| 41 - 65 | 1,657 |
| > 65    | 168   |

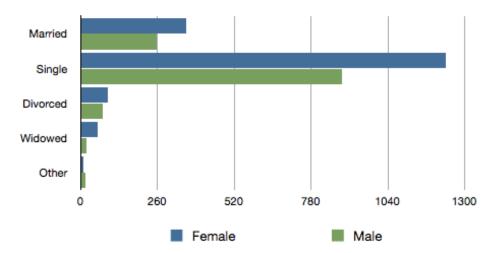
| African American       | 1,103 |
|------------------------|-------|
| Hispanic/Latino        | 1,258 |
| Caucasian              | 336   |
| Asian/Pacific Islander | 87    |
| Other                  | 220   |

# Patient Ethnicity/Gender



|                        | Female | Male |
|------------------------|--------|------|
| African American       | 631    | 474  |
| Hispanic/Latino        | 774    | 483  |
| Caucasian              | 182    | 151  |
| Asian/Pacific Islander | 48     | 41   |
| Other                  | 117    | 103  |

#### **Patient Marital Status**



|             | Married | Single | Divorced | Widowed | Other |
|-------------|---------|--------|----------|---------|-------|
| Female      | 358     | 1,237  | 91       | 57      | 10    |
| Male        | 258     | 885    | 74       | 19      | 15    |
| Total       | 616     | 2,122  | 165      | 76      | 25    |
| Percentage* | 20.5    | 70.6   | 5.5      | 2.5     | 0.8   |

<sup>\* 0.1%</sup> rounding error

# **Patient Geographic Distribution (By Zip Codes)**

Over 200 100 - 200 50 - 99 20 - 49

L.A. County - 97% Other Counties - 3%

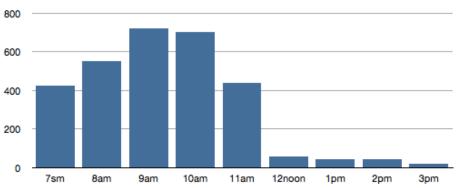
| 90001 | 41  | 90047 | 61 | 90257 | 1  | 90650 | 9  | 91204 | 6  | 91602 | 5  | 92324 | 2 | 93660 | 2 |
|-------|-----|-------|----|-------|----|-------|----|-------|----|-------|----|-------|---|-------|---|
| 90002 | 43  | 90049 | 2  | 90260 | 18 | 90660 | 10 | 91205 | 2  | 91605 | 11 | 92335 | 3 | 94560 | 1 |
| 90003 | 111 | 90056 | 6  | 90262 | 18 | 90670 | 4  | 91206 | 1  | 91606 | 10 | 92346 | 1 | 95823 | 1 |
| 90004 | 24  | 90057 | 30 | 90270 | 3  | 90701 | 1  | 91226 | 2  | 91607 | 1  | 92391 | 1 | 95831 | 1 |
| 90005 | 21  | 90058 | 2  | 90277 | 2  | 90703 | 1  | 91303 | 1  | 91615 | 1  | 92394 | 2 | 01730 | 1 |
| 90006 | 23  | 90059 | 38 | 90278 | 2  | 90706 | 9  | 91304 | 10 | 91706 | 20 | 92404 | 1 | 07111 | 1 |
| 90007 | 80  | 90061 | 31 | 90280 | 29 | 90710 | 6  | 91306 | 1  | 91708 | 1  | 92407 | 1 | 08759 | 1 |
| 90008 | 43  | 90062 | 55 | 90291 | 2  | 90713 | 2  | 91311 | 3  | 91710 | 3  | 92410 | 3 | 15085 | 1 |
| 90009 | 5   | 90063 | 21 | 90292 | 1  | 90717 | 3  | 91316 | 2  | 91711 | 1  | 92503 | 1 | 30004 | 1 |
| 90010 | 2   | 90064 | 4  | 90294 | 1  | 90723 | 10 | 91324 | 1  | 91722 | 4  | 92507 | 2 | 30097 | 1 |
| 90011 | 204 | 90065 | 3  | 90297 | 1  | 90731 | 18 | 91325 | 4  | 91723 | 2  | 92508 | 1 | 33136 | 1 |
| 90012 | 4   | 90066 | 6  | 90301 | 25 | 90744 | 5  | 91326 | 1  | 91724 | 5  | 92532 | 1 | 61901 | 1 |
| 90013 | 18  | 90067 | 1  | 90302 | 29 | 90745 | 7  | 91331 | 12 | 91729 | 1  | 92543 | 1 | 77521 | 1 |
| 90014 | 13  | 90069 | 2  | 90303 | 20 | 90746 | 5  | 91335 | 4  | 91730 | 1  | 92544 | 2 | 80806 | 1 |
| 90015 | 28  | 90076 | 2  | 90304 | 3  | 90748 | 1  | 91337 | 1  | 91731 | 2  | 92553 | 3 | 85138 | 1 |
| 90016 | 45  | 90078 | 2  | 90305 | 8  | 90755 | 1  | 91340 | 4  | 91732 | 11 | 92557 | 5 | 86074 | 1 |
| 90017 | 20  | 90082 | 1  | 90306 | 1  | 90802 | 15 | 91342 | 7  | 91733 | 2  | 92571 | 1 | 87111 | 1 |
| 90018 | 71  | 90087 | 1  | 90307 | 1  | 90803 | 1  | 91343 | 9  | 91744 | 7  | 92608 | 1 | 89012 | 1 |
| 90019 | 44  | 90094 | 1  | 90309 | 1  | 90804 | 7  | 91344 | 1  | 91745 | 5  | 92626 | 1 | 89104 | 1 |
| 90020 | 11  | 90142 | 1  | 90395 | 1  | 90805 | 23 | 91351 | 1  | 91746 | 9  | 92683 | 3 | 89120 | 1 |
| 90021 | 8   | 90163 | 1  | 90401 | 6  | 90806 | 26 | 91352 | 14 | 91747 | 1  | 92701 | 2 | 89121 | 1 |
| 90022 | 40  | 90201 | 18 | 90402 | 1  | 90807 | 7  | 91355 | 2  | 91748 | 3  | 92704 | 1 |       |   |
| 90023 | 11  | 90205 | 2  | 90403 | 1  | 90808 | 2  | 91356 | 2  | 91750 | 1  | 92707 | 1 |       |   |
| 90024 | 1   | 90211 | 2  | 90404 | 8  | 90810 | 7  | 91357 | 1  | 91754 | 4  | 92801 | 1 |       |   |
| 90025 | 6   | 90212 | 4  | 90405 | 1  | 90813 | 15 | 91364 | 1  | 91755 | 4  | 92807 | 1 |       |   |
| 90026 | 25  | 90213 | 2  | 90458 | 1  | 90814 | 1  | 91367 | 7  | 91761 | 1  | 92831 | 2 |       |   |
| 90027 | 14  | 90220 | 20 | 90501 | 6  | 90815 | 1  | 91380 | 2  | 91762 | 1  | 92833 | 1 |       |   |
| 90028 | 18  | 90221 | 18 | 90502 | 4  | 90816 | 1  | 91387 | 1  | 91763 | 2  | 92835 | 1 |       |   |
| 90029 | 13  | 90222 | 16 | 90503 | 5  | 91001 | 3  | 91390 | 1  | 91765 | 1  | 92840 | 1 |       |   |
| 90031 | 7   | 90224 | 2  | 90504 | 7  | 91007 | 1  | 91392 | 1  | 91767 | 3  | 92844 | 3 |       |   |
| 90032 | 5   | 90230 | 9  | 90505 | 2  | 91010 | 3  | 91401 | 2  | 91768 | 5  | 92867 | 2 |       |   |
| 90033 | 23  | 90231 | 2  | 90510 | 1  | 91011 | 2  | 91402 | 10 | 91770 | 3  | 92879 | 1 |       |   |
| 90034 | 21  | 90232 | 4  | 90601 | 4  | 91016 | 1  | 91403 | 3  | 91775 | 1  | 93010 | 1 |       |   |
| 90035 | 6   | 90240 | 3  | 90602 | 3  | 91020 | 1  | 91405 | 9  | 91776 | 2  | 93033 | 1 |       |   |
| 90036 | 6   | 90241 | 4  | 90604 | 3  | 91040 | 1  | 91406 | 11 | 91780 | 3  | 93044 | 1 |       |   |
| 90037 | 180 | 90242 | 8  | 90605 | 3  | 91042 | 1  | 91409 | 1  | 91786 | 4  | 93274 | 2 |       |   |
| 90038 | 14  | 90245 | 1  | 90606 | 9  | 91101 | 1  | 91411 | 8  | 91790 | 4  | 93534 | 2 |       |   |
| 90041 | 2   | 90247 | 14 | 90620 | 1  | 91103 | 3  | 91423 | 1  | 91791 | 4  | 93535 | 7 |       |   |
| 90042 | 9   | 90248 | 3  | 90621 | 2  | 91104 | 4  | 91502 | 4  | 91792 | 1  | 93536 | 5 |       |   |
| 90043 | 63  | 90249 | 7  | 90631 | 2  | 91105 | 1  | 91505 | 2  | 91801 | 4  | 93539 | 2 |       |   |
| 90044 | 132 | 90250 | 59 | 90638 | 2  | 91109 | 2  | 91506 | 3  | 91803 | 3  | 93550 | 6 |       |   |
| 90045 | 3   | 90254 | 1  | 90640 | 15 | 91201 | 2  | 91566 | 1  | 92170 | 1  | 93551 | 1 |       |   |
| 90046 | 7   | 90255 | 17 | 90647 | 1  | 91203 | 2  | 91601 | 9  | 92225 | 3  | 93552 | 1 |       |   |

Patients from 321 zip codes attended.

115 patient records are not included due to inaccurate or incomplete zip code entry.

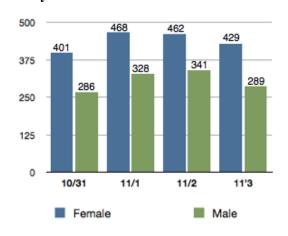
#### 6. PATIENT FLOW

#### **Admission Time**

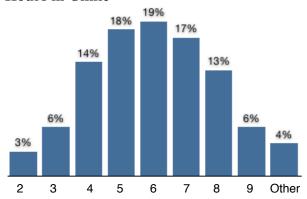


Approximately 80% of Sunday patient registrations occurred from 10 am to noon, the later arrival presumably due to attendance at morning church services.

### **Daily Patient Volume**

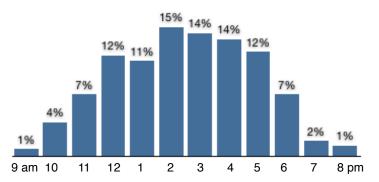


#### **Hours in Clinic**



Percentage of patients, projection based on 56% sample (records with entry and exit times recorded).

# **Discharge Time**



Percentage of patients, based on 62% sample (records with exit time recorded).

#### 7. CHIEF COMPLAINTS

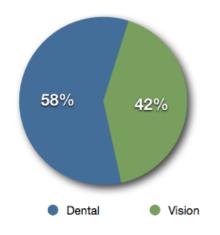
Patients were registered at 25 computer stations and their electronic medical records established. Following registration, patients went through triage where vital signs and medical histories were taken at 60 nursing stations. In this initial processing, patients chose their primary service need, dental or vision, with the understanding that, capacity permitting, they might receive a second service later in the day. Medical services, including primary care, subspecialties and screenings, were available to all. This system assured that the maximum number of patients could receive treatment for their chief complaint.

If patients presented urgent medical symptoms such as hypertension during the triage process, they were sent to the medical area for evaluation before proceeding to their chosen service. Three EMT crews and two ambulances remained on site during all clinic operating hours to handle any medical emergencies.

Regardless of their chief complaint, all patients had the opportunity to take advantage of extensive prevention and education resources, immunizations, screenings, and counseling on low cost and no cost insurance options. Patients received numbers for dental or vision service, eliminating internal lines and freeing them to spend their waiting time in the prevention and education areas until their number was called.

Non-dental patients had the opportunity to visit a preventive dentistry section to receive an oral hygiene kit, fluoride varnish treatment and hygienist consultation. Non-vision patients could visit an eye health station for an ophthalmological exam.

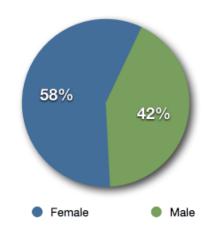
#### Patients choosing dental or vision service



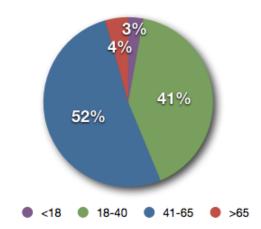
Note: All patients had the option of receiving medical services along with their choice of dental or vision care. 97% of those attending asked for either dental or vision services and this chart reflects the balance between these two chief complaints.

# **Chief Complaint: Dental**

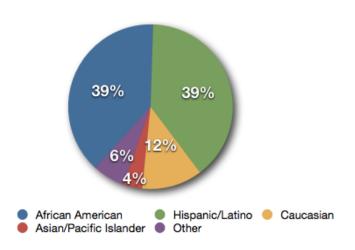
**Gender** of those choosing dental as their primary service



**Age** of those choosing dental as their primary service

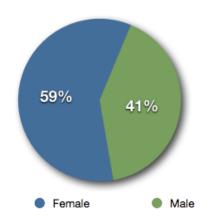


**Ethnicity** of those choosing dental as their primary service

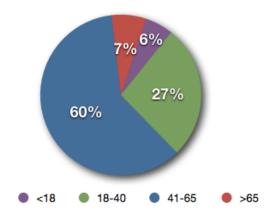


# **Chief Complaint: Vision**

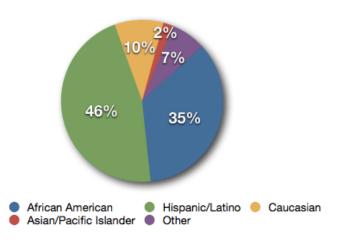
**Gender** of those choosing vision as their primary service.



**Age** of those choosing vision as their primary service.



**Ethnicity** of those choosing vision as their primary service.



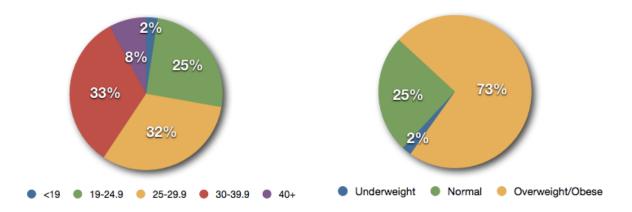
### 8. TRIAGE RESULTS: OBESITY, HYPERTENSION, SMOKING

Height, weight, and blood pressure were recorded during the intake triage, along with the patient's medical and social histories. Records without complete BMI or hypertension data are excluded from these totals, as noted below.

### **Obesity**

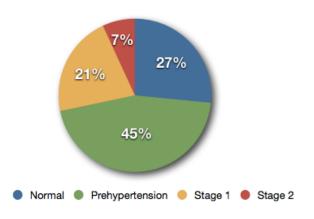
Based on a 70% sample of patient records. Records without complete height and/or weight data are excluded. National Institutes of Health Body Mass Index guidelines.

| BMI Distribution                         |         |         |         |     |  |  |  |  |
|--|---------|---------|---------|-----|--|--|--|--|
| Underweight Normal Overweight Obese Extr |         |         |         |     |  |  |  |  |
| <19                                      | 19-24.9 | 25-29.9 | 30-39.9 | 40+ |  |  |  |  |
| 51                                       | 533     | 662     | 689     | 165 |  |  |  |  |



### Hypertension

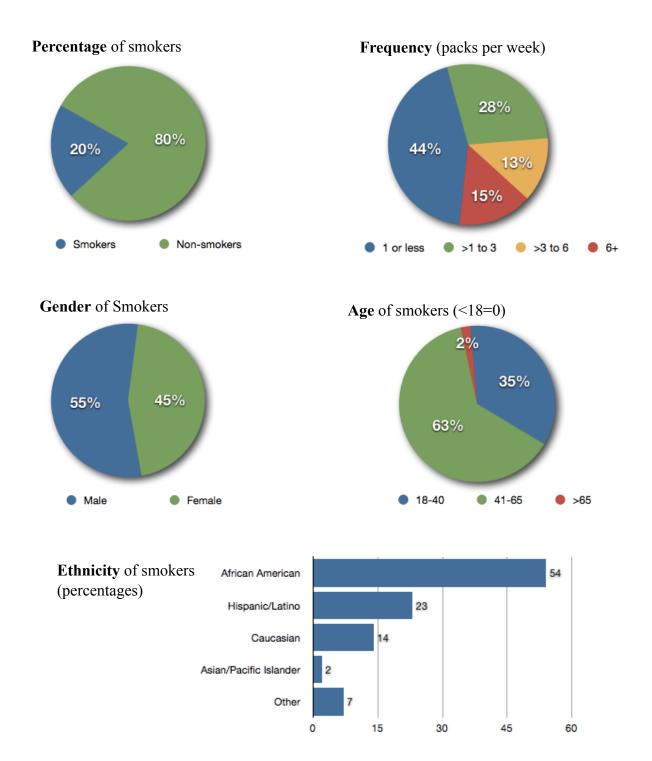
Based on an 82% sample of patient records. Records without complete systolic and/or diastolic data are excluded.



Patients with elevated blood pressure, including prehypertension, stage 1 hypertension and stage 2 hypertension accounted for 73% of the total.

### **Smoking**

EHR contained a check box for tobacco use. Percentage of patients who smoke is based on number of records with this box checked, but data on total smokers could be higher if clinicians neglected to check the box. (Future EHRs will require a yes/no entry.) Data on frequency, gender, age and ethnicity is based on patients who indicated tobacco use.



#### 9. PATIENT SERVICES RECEIVED

Patient services include medical, dental, vision and preventive care received by a patient on site. The number of services received is higher than the number of patients because many patients received multiple services. The total of services rendered <u>does not</u> include prevention counseling and resources provided on site, with the exception of preventive dentistry and eye health counseling and treatment, as noted. ACA and health insurance consultations and enrollment (1,271) by navigators and assisters are included in the total of patient services.

### TOTAL PATIENT SERVICES 18,435

#### MEDICAL SERVICES 9,310

#### Includes:

| Medical triage/history and vitals | 3,004 |
|-----------------------------------|-------|
| Primary care physician exams      | 1,346 |
| Specialty physician exams         | 535   |
| Acupuncture treatment             | 358   |
| Chiropractic treatment            | 371   |
|                                   |       |

| Mammograms (all negative) | 150 |
|---------------------------|-----|
|---------------------------|-----|

| Paps     |     | 212 |
|----------|-----|-----|
| Normal   | 116 |     |
| Abnormal | 22  |     |

Abnormal22Infection68Unreadable6

Immunizations 1,325

 Flu
 833

 Tdap
 492

HIV screenings (1 positive) 462

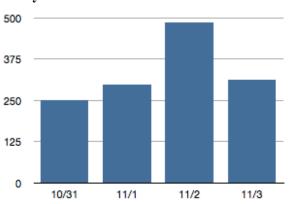
STD screenings 764

Gonorrhea 443 (3 positive) Chlamydia 321 (17 positive)

Prescriptions 783

Pharmacists filled practitioner prescriptions at an on site dispensary, at no cost to the patient.

# **Daily Volume**



| Services by Specialty  |       |                                  |      |      |        |  |  |
|------------------------|-------|----------------------------------|------|------|--------|--|--|
| Services by Specialty  | 10/31 | 11/1                             | 11/2 | 11/3 | Totals |  |  |
| General Medicine       | 252   | 298                              | 485  | 311  | 1,346  |  |  |
| Cardiology/Pulmonology | 14    | 3                                | 20   | NA   | 37     |  |  |
| Dermatology            | 11    | 62                               | 54   | 25   | 152    |  |  |
| Podiatry               | 49    | 83                               | 86   | 47   | 265    |  |  |
| Urology                | 7     | NA                               | 11   | NA   | 18     |  |  |
| Rheumatology           | 4     | 11                               | 16   | NA   | 31     |  |  |
| Psychiatry             | NA    | 5                                | 9    | 12   | 26     |  |  |
| Allergist              | 6     | NA                               | NA   | NA   | 6      |  |  |
| Acupuncture            | (0    | (only cumulative total reported) |      |      |        |  |  |
| Chiropractic           | 38    | 107                              | 133  | 93   | 371    |  |  |

#### DENTAL SERVICES 4,329

#### Includes:

Cleanings/periodontal 728
Fillings 603
Extractions 784
Root Canals 14
Partial dentures 190
Denture repair 10

Preventive Dentistry 2,000

A section available to all patients, dental and non-dental. Provided consultation with hygienist, fluoride varnish application, educational video viewing, and take-home dental hygiene kit. It operated at a capacity of 500 patients per day.

#### VISION SERVICES 3,525

#### Includes:

Eye exams 1,370 Prescription glasses 1,355

Eye health Exams 800

A separate section available to all non-vision patients. Staffed by ophthalmologists and technicians, it provided eye health, retina, and visual acuity exams.

Prescription glasses, single vision and bifocal, were made at two optical labs and an on site vision van provided by the Tzu Chi Medical Foundation. This system ensures precise correction, including more complex prescriptions, and greater capacity.

#### INSURANCE EDUCATION/ENROLLMENT SERVICES

Insurance consultation was introduced at this clinic to make patients aware of low cost and no cost coverage available to them under the Affordable Care Act (Covered California) and County programs. The Care Harbor clinic represented a unique opportunity to reach an uninsured and in need population, under one roof at one time. Qualified insurance counselors were on site, provided by L.A. County Department of Public Social Services, L.A. Care Health Plan and others. Counselors assessed need, provided materials and outlined options based on patient circumstances. Counselors also began the enrollment process via internet on site. Results include only those available from DPSS.

#### **Total Consultations & Information** 1,271

| <b>Enrollment applications</b> | 288 |
|--------------------------------|-----|
| MAGI (Covered CA)              | 24  |
| Medi-Cal                       | 23  |
| Healthy Way LA                 | 131 |
| CalFresh                       | 110 |

#### **FOLLOW-UP CARE**

Clinicians at the event determined whether a patient required follow-up and marked the EHR. EHR's were scanned at checkout and follow-up patients directed to a follow-up desk staffed by representatives of community clinic systems. 11 systems representing 32 clinics received patients from the event. The patient's EHR was forwarded to the receiving clinic. Referrals were made based on clinic location, capability and capacity. Whenever possible, referred patients received appointments from clinic representatives before they left the Sports Arena.

#### Agency Appointments and Referrals

| Total Follow-up 52'              | 7 |
|----------------------------------|---|
| Appointments 260<br>Referrals 26 |   |

| Agency         | Appointments | Referrals |
|----------------|--------------|-----------|
| Eisner         | 8            | 21        |
| Harbor         | 12           | 23        |
| JWCH Institute | 13           | 12        |
| Queenscare     | 10           | 19        |
| Saban          | 33           | 42        |
| South Bay      | 12           | 17        |
| South Central  | 15           | 0         |
| St. John's     | 73           | 76        |
| T.H.E.         | 63           | 15        |
| Tzu Chi        | 8            | 11        |
| Watts          | 19           | 25        |

# Follow-up distribution by individual clinic

| Clinic                | Appointment | Referral & Info |
|-----------------------|-------------|-----------------|
| Eisner                | 8           | 21              |
| Harbor                | 12          | 23              |
| JWCH-Bellflower       | 0           | 2               |
| JWCH-Bel Gardens      | 2           | 0               |
| JWCH-CHC              | 0           | 1               |
| JWCH-Lynwood          | 4           | 3               |
| JWCH-Norwalk          | 4           | 4               |
| JWCH-PATH             | 3           | 2               |
| Queenscare-Breeze     | 0           | 4               |
| Queenscare-East LA    | 1           | 3               |
| Queenscare-Eagle Rock | 4           | 3               |
| Queenscare-Echo Park  | 2           | 5               |
| Queenscare-Hollywood  | 3           | 4               |
| Saban-Beverly         | 17          | 17              |
| Saban-Hollywood       | 8           | 15              |
| Saban-Melrose         | 8           | 10              |
| South Bay-Inglewood   | 9           | 10              |
| South Bay-Gardena     | 3           | 5               |
| South Bay-Redondo     | 0           | 2               |
| South Central-Central | 11          | 0               |
| South Central-HP      | 4           | 0               |
| St. John's-Magnolia   | 14          | 19              |
| St. John's-Williams   | 44          | 30              |
| St. John's-Compton    | 9           | 15              |
| St. John's-Dominquez  | 0           | 3               |
| St. John's-Hyde Park  | 4           | 6               |
| St. John's-Lincoln    | 2           | 3               |
| T.H.E Western         | 50          | 11              |
| T.H.ELennox           | 13          | 4               |
| Tzu Chi - Alhambra    | 8           | 11              |
| Watts                 | 16          | 21              |
| Watts-Crenshaw        | 3           | 4               |
| TOTAL                 | 266         | 261             |

# Total community clinic follow-up patients: 527

In addition to these, follow-up appointments were made by individual practices for medical, dental and vision patients. These data are not available for this report.

#### 10. PREVENTION

Thirty-one organizations and agencies participated in the prevention and wellness education areas of the event. Exhibits, booths and counseling stations were available to all patients on the main Arena floor. In addition, a pipe and drape "theater" was set up for educational presentations on topics important to the patient population. The Care Harbor clinic was a major opportunity to help the most vulnerable in the community to lead healthier lives. Patients entering the event were greeted at a welcome desk where they received a numbered ticket for their chosen service. Waiting times could be hours and until their number group was displayed on a large video screen, they were free to visit all of the educational exhibits and resources available to them. Almost all patients took advantage of this opportunity. Patient visits to the educational exhibits were not tracked so only limited quantitative data is available.

A QR symbol on patient wristbands will enable patient visits, demographic breakdowns, and other data to be reported for prevention resources. A Care Harbor app will allow volunteers with tablet computers and smart phones to read the symbols and track data. The program was successfully tested at the clinic and will be implemented in 2014.

Prevention and health resources and participants included:

#### **Wellness Resources**

American Heart Association

American Red Cross

California Black Women's Health Project

Planned Parenthood

**GURU** - Preventative Dentistry

American Academy of Ophthalmology

Shambhala Meditation Center

Tzu Chi Organization

**UCLA Mental Health** 

LA Dept. of Public Health Environmental Health

LA Dept. of Public Health Nutrition Program

LA Dept. of Public Health Emergency Preparedness

LA Dept. of Public Health Veterinary Public Health

#### **Immunizations & Screenings**

LA Dept. of Public Health HIV Program

LA Dept. of Public Health STD Program

LA Dept. of Public Health Community Health Services

#### **Caregiver Support**

Alzheimer's Association

# **Insurance Options**

LA Dept. of Public Social Services LA Dept. of Public Health LA Care Health Plan

#### **Financial Health**

International Institute of Los Angeles Pacific Asian Consortium in Employment UCLA Gambling Studies Program

### **Social Programs**

California Telephone Access Program
Coalition of Mental Health Professionals
Comprehensive Housing & Referral for People Living with HIV/AIDS
Housing Rights Center
LAPD Human Trafficking
LA Dept. of Public Health Substance Abuse
VA Healthcare System
Office of Supervisor Mark Ridley Thomas

#### 11. VALUE OF CARE

Value of care does not include logistical and venue costs, equipment rentals, administrative costs, follow-up care, prevention education and resources or some tests including urinalysis, EKG's, glucose and others. It includes only those healthcare services noted below. Conservative cost estimates are median values of care drawn from the sources listed in each section.

#### TOTAL VALUE OF CARE

\$1,881,889.00

#### **Medical Value of Care**

\$567,306.00

| Description              | Unit Cost | Services | Total        |
|--------------------------|-----------|----------|--------------|
| Medical triage/history   | \$35.00   | 3,004    | \$105,140.00 |
| Primary care exam        | \$135.00  | 1,346    | \$181,710.00 |
| Specialist exam          | \$175.00  | 244      | \$42,700.00  |
| Podiatry treatment       | \$125.00  | 265      | \$33,125.00  |
| Psychiatric consultation | \$135.00  | 26       | \$3,510.00   |
| Acupuncture treatment    | \$70.00   | 358      | \$25,060.00  |
| Chiropractic treatment   | \$65.00   | 371      | \$24,115.00  |
| Mammogram                | \$110.00  | 150      | \$16,500.00  |
| Pap smear                | \$70.00   | 212      | \$14,840.00  |
| Dispensary               | \$20.00   | 783      | \$15,660.00  |
| Flu shot                 | \$32.00   | 833      | \$26,656.00  |
| Tdap vaccine             | \$64.00   | 492      | \$31,488.00  |
| HIV test                 | \$55.00   | 462      | \$25,410.00  |
| STD test                 | \$28.00   | 764      | \$21,392.00  |
|                          |           | Total    | \$567,306.00 |

Sources:National Center for Health Statistics mean costs, (Medical Expenditure Panel Survey) West Region; Walgreen's immunizations, NIH mean cost for HIV rapid test and consultation, Planned Parenthood cost for STD rapid test and consultation.

### **Dental Value of Care**

# \$717,458.00

| Description                | Unit Cost | Services | Total        |
|----------------------------|-----------|----------|--------------|
| Dental triage/initial exam | \$69.48   | 1,622    | \$112,697.00 |
| Xray (bite wings)          | \$49.12   | 876      | \$43,029.00  |
| Perio/prophylaxis          | \$101.20  | 728      | \$73,674.00  |
| Amalgam one surface        | \$137.59  | 65       | \$8,943.00   |
| Amalgam two surfaces       | \$168.29  | 101      | \$16,997.00  |
| Amalgam ≥ three surfaces   | \$200.72  | 64       | \$12,846.00  |
| Composite one surface      | \$169.68  | 151      | \$25,622.00  |
| Composite two surfaces     | \$205.70  | 110      | \$22,627.00  |
| Composite ≥ three surfaces | \$240.61  | 112      | \$26,948.00  |
| Extraction                 | \$119.62  | 419      | \$50,121.00  |
| Surgical extraction        | \$277.24  | 365      | \$101,193.00 |
| Root canal                 | \$946.19  | 14       | \$13,247.00  |
| Partial denture            | \$644.00  | 190      | \$122,360.00 |
| Denture repair             | \$205.37  | 10       | \$2,054.00   |
| Fluoride varnish treatment | \$42.55   | 2,000    | \$85,100.00  |
|                            |           | Total    | \$717,458.00 |

Source: American Dental Association Survey of Dental Fees; Pacific Region General Practitioners. Mean cost for services.

### **Vision Value of Care**

### \$597,125.00

| Description               | Unit Cost | Services | Total        |
|---------------------------|-----------|----------|--------------|
| Vision exams              | \$80.00   | 1,370    | \$109,600.00 |
| Prescription glasses (SV) | \$315.00  | 589      | \$185,535.00 |
| Prescription glasses (B)  | \$355.00  | 602      | \$213,710.00 |
| Readers                   | \$3.50    | 80       | \$280.00     |
| Ophthalmological exam     | \$110.00  | 800      | \$88,000.00  |
|                           |           | Total    | \$597,125.00 |

 $SV = single \ vision \quad B = bifocals$ 

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

#### 12. PARTNERS AND SPONSORS

The Care Harbor event was made possible by the following sponsors and partners who provided funding, resources and personnel.

### **Presenting Sponsor**

• L.A. Care Health Plan

#### **Platinum Partners**

- The S. Mark Taper Foundation
- Good Hope Foundation
- University of Southern California

### **Gold Community Partners**

- UCLA Health System
- Supervisor Mark Ridley-Thomas
- Salesforce Foundation
- ZPaper
- VSP Vision Care
- Infotech Career College

### **Silver Community Partners**

- Providence Health & Services
- The Ralph M. Parsons Foundation
- Metro
- El Pollo Loco
- OueensCare
- McCormick Ambulance

#### **Bronze Community Partners**

- Glidewell Laboratories
- UCLA School of Dentistry
- TDIC Insurance Solutions
- Western University
- Molina Healthcare
- Medico Linen Supply
- Patterson Dental

- Tzu Chi Medical Foundation
- Dignity Health
- L.A. County Dept. of Public Health
- L.A. County Dept. of Health Services
- Keck School of Medicine, USC
- VOSH
- AD+World Health
- Good Hope Foundation
- Southside Coalition of Community Health Ctrs.
- Kaiser Permanente
- Care 1st Health Plan
- EyeCareAmerica
- Cedars-Sinai Medical Center
- Coastal Health Center Long Beach
- UCLA Oral Pathology Service
- Operation USA
- JDR Technical Services
- Wilshire Boulevard Temple
- GURU Patient Education
- I.C. Care Dosimetry

# **Supporters**

- UCLA Oral Pathology Service
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- School of Dentistry Loma Linda Univ.
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- Steven Maleski
- Stanislav Spasov
- Linda Gach Ray

- Los Angeles Dental Society
- Los Angeles Dental Hygiene Society
- Hamilton Family Foundation
- California Dental Association
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