



**Care Harbor Free Clinic
Fairplex, California**

April 27-28, 2019

CLINIC RESULTS

1. SUMMARY

On April 27-28, 2019, Care Harbor conducted its tenth free mega-clinic and its first for the east Los Angeles County communities. Held at Fairplex, the clinic provided free medical, dental, vision and preventive care services to uninsured and underserved individuals and families in need.

1,151 patients attended over the two day event. 7,869 medical, dental and vision services were provided (many patients had multiple provider visits).

Medical services included primary and specialty care, women's health including Paps and mammograms, and a wide range of screenings and immunizations. Mental health professionals provided counseling and referrals to local resources. Dental care included cleanings, fillings, extractions, root canals and preventive oral health. Vision care included vision exams, retina scans and prescription eyeglasses



Along with the direct care provided on site, the free clinic focused on the long term health and wellness of the patients. Community clinic representatives were on site to make appointments for patients needing follow-up care. Care Harbor clinics are a magnet for the uninsured, and certified navigators were present to counsel patients on low cost / no cost coverage and assistance programs available to them.

Care Harbor/Fairplex was the inland communities coming together. 1,288 volunteer professionals and lay people took part over the two days. Local hospitals, provider organizations and schools all participated, contributing equipment, supplies and volunteers.

The entire community benefits. Early diagnosis allows manageable diseases to be treated before they reach a critical and costly phase that burdens safety net resources. Correcting dental and vision problems increases employability and self-sufficiency. The preventive care and health education patients receive empowers them to lead healthier lives.

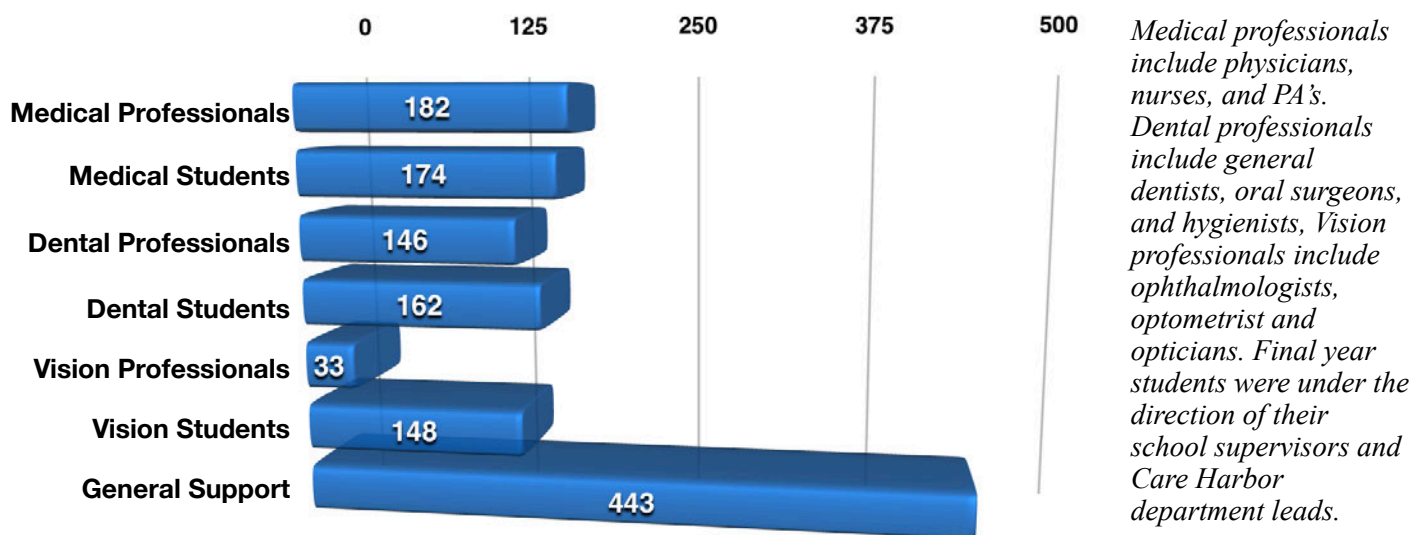


Care Harbor/Fairplex established a strong foundation for a program of annual free clinic events serving the inland communities. It also identified important opportunities to expand and enhance the services provided, building on the advantages of the venue and the commitment of local healthcare providers.

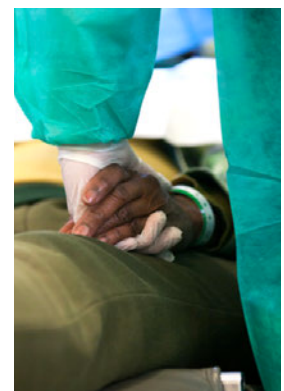
2. COMMUNITY ENGAGEMENT

Professional and lay volunteers registered for the event on Care Harbor's online system. Licenses were vetted and clinic orientation and protocol materials (print and video) sent to volunteers prior to the event. Volunteers were also emailed a scannable QR coded pass to speed sign in for i.d. badges at the event.

1,288 Volunteer Professionals and Lay People Took Part at the Clinic



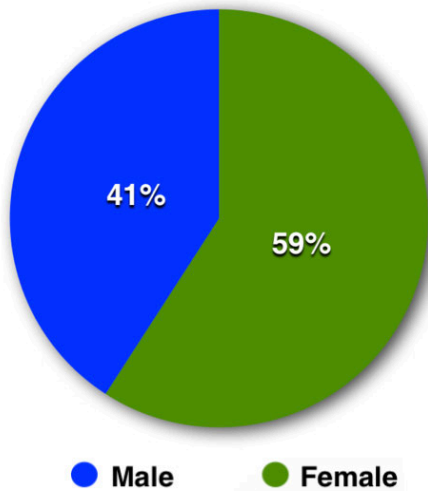
Comparison of online registrations and the clinic check-in figures above show attendance rates to guide future planning. There is normally attrition in the months between online volunteer registration and clinic attendance but at Fairplex the attendance rate for professionals was significantly higher than previous clinics - 75% to 85% at Fairplex. This high level of commitment and support from the local healthcare community is echoed in surveys of professionals who participated at the event.



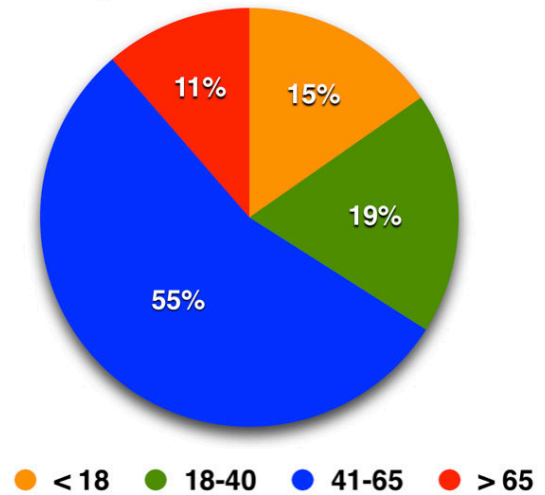
3. PATIENT DEMOGRAPHICS

Admission wristbands were distributed at seven sites in six communities and also through local shelters, agencies and 1st District offices. Patients attended from 175 zip codes.

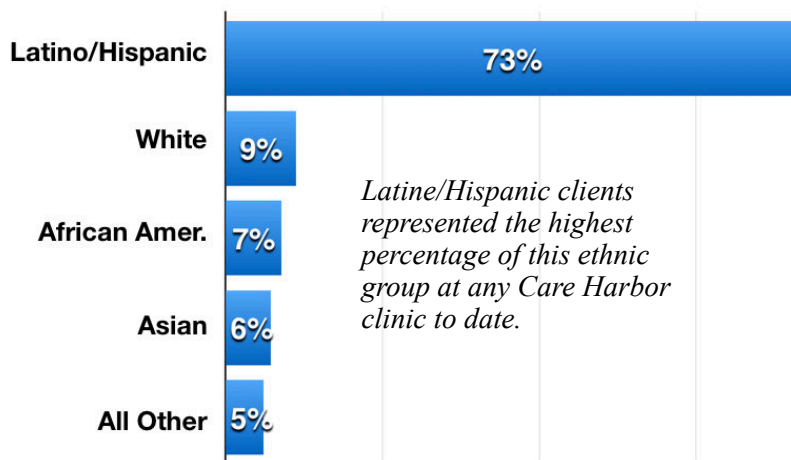
Gender



Age

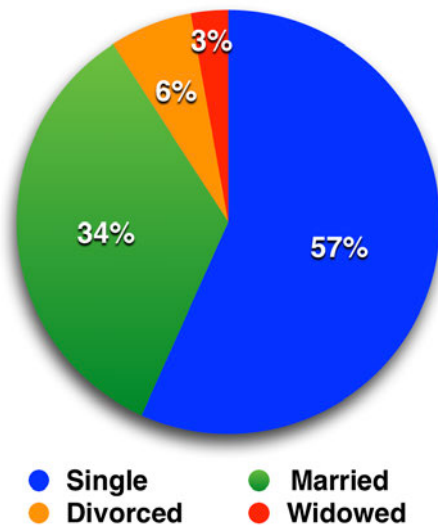


Ethnic Diversity



Latine/Hispanic clients represented the highest percentage of this ethnic group at any Care Harbor clinic to date.

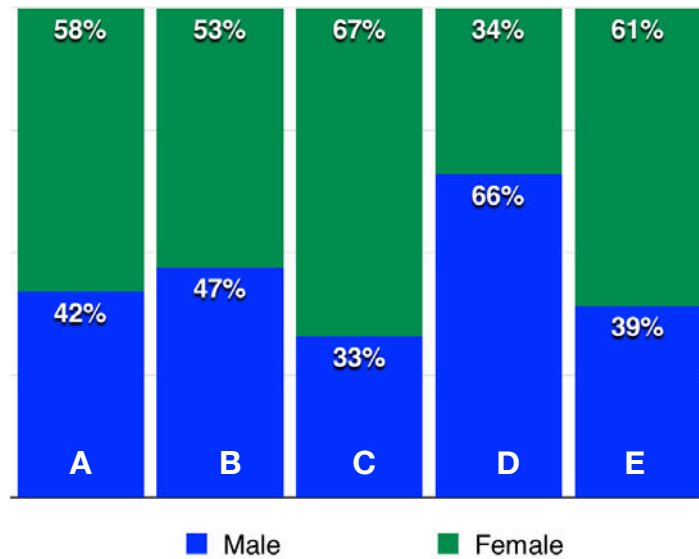
Marital Status



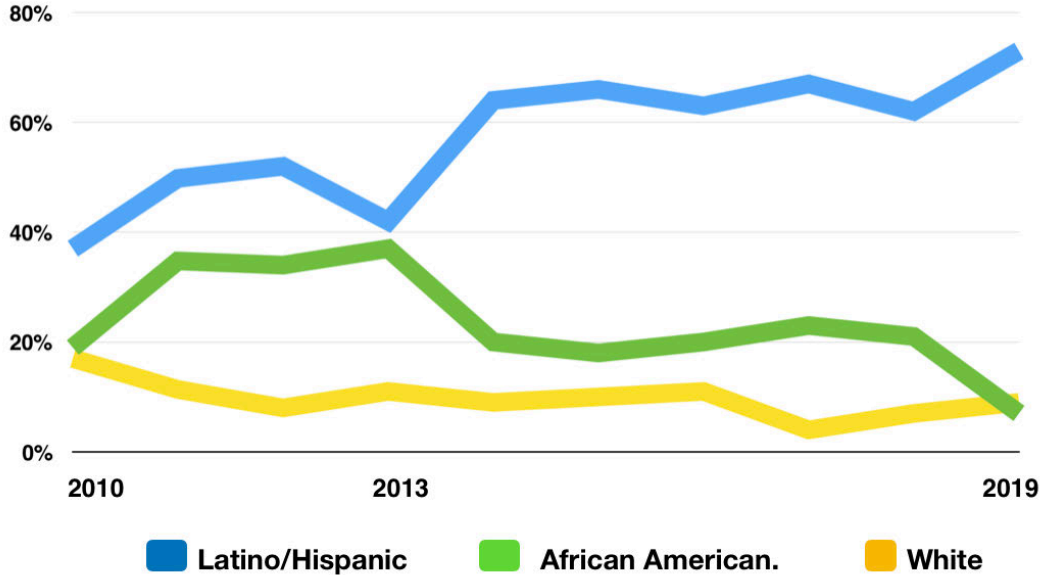
Ethnicity/Gender

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

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



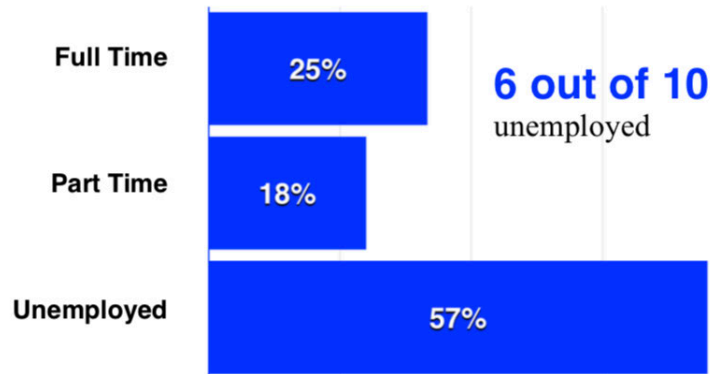
Ethnicity Trends



Percentages of the three major ethnic groups attending Care Harbor remained roughly parallel until six years ago when Latino/Hispanic attendance increased sharply and African American attendance declined - a trend that continued through the Fairplex clinic.. As many providers report a significant decrease in the number of Latino/Hispanic patients coming in for care, Care Harbor's clinics have seen a steady increase. This creates an opportunity to reach some of the most vulnerable in the community who still struggle with barriers to accessible healthcare.

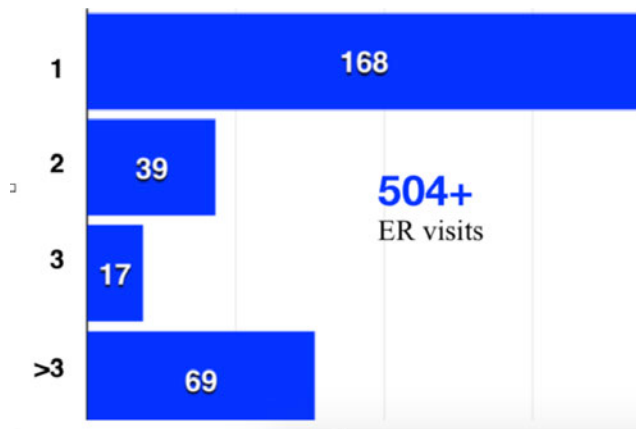
During intake registration and triage, patients were asked about their life situations and access to care. Responses were optional but almost all participated. This and other event data will help provide insights and indicate ways to further align services with client needs.

Employed?



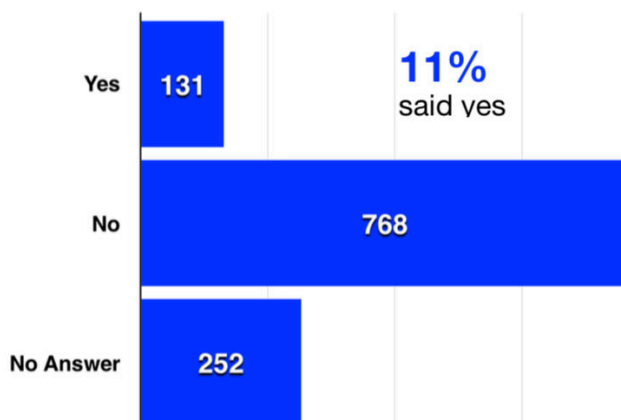
Based on 82% sample. Patients who did not answer or were under 18 are not included. Full employment does not guarantee employer insurance, so the percentage of patients without insurance is likely higher than the percentage of unemployed.

Number of ER visits in last year?



293 patients said they had visits to the ER in the previous year. Many had multiple visits. Based on responses, the minimum total was 504 ER visits. A 2013 NIH study puts the median cost of an ER visit at \$1,233 placing the total median costs of ER visits by Care Harbor patients at \$621,432. If visits were for preventable medical needs, potential savings are substantial.

At previous Care Harbor clinic?



Surprisingly, 11% of Fairplex patients said they had been to a previous Care Harbor clinic, despite the distances involved to receive a wristband and to attend the clinic in central Los Angeles.

Patient Geographic Distribution (Zip Codes)

96% sample. Records with zip codes lacking an integer or with an extra integer are excluded.

90001	1	90270	1	91103	2	91733	27	91789	2
90011	2	90280	9	91107	1	91737	1	91790	7
90015	1	90291	1	91176	2	91739	1	91791	2
90016	1	90301	1	91264	1	91740	5	91792	2
90017	1	90302	1	91326	1	91741	2	91793	1
90019	1	90304	2	91342	2	91744	19	91801	2
90020	1	90601	2	91344	1	91745	13	91950	1
90022	12	90602	6	91352	1	91746	20	92223	1
90031	1	90604	4	91357	1	91747	1	92230	1
90032	2	90605	2	91361	1	91748	3	92240	3
90034	8	90640	9	91367	1	91750	9	92301	1
90037	3	90650	1	91405	2	91752	1	92308	1
90040	1	90660	4	91406	1	91754	1	92316	4
90042	4	90680	1	91423	2	91755	1	92321	1
90043	2	90706	2	91504	1	91761	32	92324	6
90044	3	90723	1	91601	3	91762	32	92335	18
90049	1	90731	1	91667	1	91763	11	92336	2
90061	1	9080	2	91701	3	91764	41	92337	1
90062	2	90802	1	91702	20	91765	5	92346	3
90063	3	90804	2	91706	27	91766	181	92376	4
90065	1	90806	1	91709	3	91767	123	92377	4
90068	2	90807	1	91710	20	91768	85	92392	7
90201	1	90808	1	91711	3	91769	3	92395	4
90212	1	90810	1	91716	2	91770	10	92407	2
90221	1	90813	3	91722	12	91773	13	92410	4
90241	2	91001	1	91724	3	91776	3	92505	3
90250	1	91006	3	91730	4	91778	1	92506	1
90255	5	91007	4	91731	10	91780	2	92508	2
90262	3	91016	5	91732	16	91786	20	92509	7

Zip codes (cont.)

92518	2	92647	1	92821	1	93590	1
92519	2	92683	1	92842	1	94014	1
92553	2	92704	1	92878	1	95030	1
92555	1	92706	3	92882	3	9506	1
92562	4	92766	1	92887	1	95210	1
92570	5	92780	3	93030	1	98425	1
92571	5	92804	1	93527	1		
92584	1	92806	4	93550	3		



Fairplex Building 4, a 105,000 square foot clear span space, was the venue for the clinic. A seventy chair dental section, fifty-five medical exam rooms, twenty-two vision lanes, mobile units and some thirty preventive care stations were set up for the two days of the clinic. Patient electronic health records were established when they entered and charts were reviewed when patients were processed at checkout. Patients with charts indicating a need for follow-up were referred to on-site representatives of local clinics for appointments.

4. MEDICAL SERVICES

A total of 182 medical professionals volunteered over the two days of the clinic, choosing half day or full day shifts, or multiple days. 174 medical students assisted. Patients received primary and specialty care in 55 exam rooms. Diagnostic equipment included EKG, echocardiogram, abdominal ultrasound, mammogram, a separate women's health section including Paps tests, and two onsite labs for women's health and general medicine. Mental health consultations and referrals were provided. A type 2 diabetes prevention/management initiative provided patients with integrative care including specialty exams, retina scans, nutrition consultations and take home materials including glucometers and strips.

Total Medical Services **4,174**

Intake triage: vitals, medical and social histories	1,151
Primary & specialty care exams	840
Women's health exams	99*
Post-exam nurse consultations	840
Pap spears (22 normal, 5 abnormal)	27
HPV tests (26 negative, 2 positive)	28
Mammograms (39 normal, 5 abnormal)	44
Immunizations	71
<i>Tdap</i>	28
<i>Measles</i>	8
<i>Pneumonia</i>	7
<i>Hepatitis A</i>	27
<i>Meningococcal</i>	1
Screening/Tests	1,074
<i>Blood glucose</i>	1,020*
<i>HIV/STD</i>	54
(4 positive-chlyamdia)	

*estimated

Medical Professionals

Family Practice
Internal Medicine
Cardiology
Gynecology
Podiatry
Ophthalmology
Urology
Pulmonology
Emergency Medicine
Acupuncture
Psychology
Psychiatry
Nurse Practitioner
Registered Nurse
LVN/LPN
Pharmacist
Physician Assistant
US, EKG Technicians

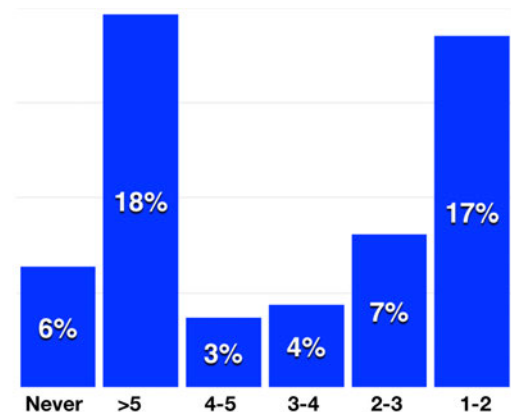


5. DENTAL SERVICES

146 dental professionals volunteered for the clinic, along with 162 dental students. The dental section included 70 chairs and operatories, 3 x-ray rooms, a sterilization section, ultrasonic scaling systems, and hand tools for procedures from cleanings to extractions and root canals. Patients also received oral health education and preventive dentistry consultations including fluoride varnish treatments. Care Harbor provides integrated dental care – working with the medical department as needed to assure overall patient health.

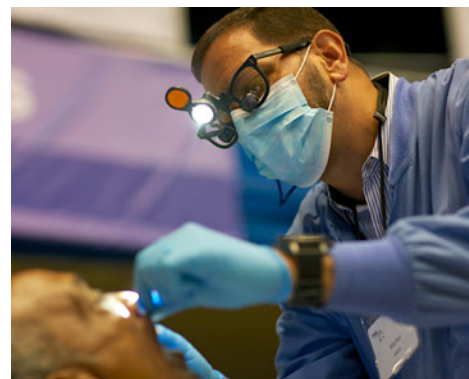
Total Dental Services **2,380**

Dental triage exam		683
Cleanings/periodontal		328
<i>Prophylaxis</i>	213	
<i>Gross debridement</i>	115	
Fillings		188
<i>Amalgam</i>	7	
<i>Composite</i>	181	
Extractions		267
<i>Simple</i>	156	
<i>Surgical</i>	111	
Root canals		3
Sealant		11
Sedative filling		5
Pulp cap/pulpotomy		18
X-rays		284
Preventive dentistry treatment		593



Last dental visit

All CH patients were asked the number of years since their last dental visit. 86% responded. Percentages above are based on this sample. 55% said they had not seen a dentist in the past year.



6. VISION SERVICES

33 professionals and 148 final year optometry students volunteered for the two day clinic. The vision section consisted of 20 vision lanes and phoropters, 5 slit lamps, autorefractors, lensometers, tonometers and a fundus camera for retina images. A mobile unit expanded services. The vision section worked in concert with the medical section to provide comprehensive exams to diabetic and other patients. Patients needing eyeglasses chose their frames, and prescription lenses for single vision glasses (about 50%) were made on site as patients visited preventive care educational exhibits. Bifocals and extreme corrections were processed at an offsite lab and distributed to patients at a separate event on June 8th.

Total Vision Services	1,315
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Eye exams & refractions	670
Retina exams - fundus camera	6
Prescription eyeglasses & frames	614
Cataract surgeries (Western U.	2
Glaucoma referrals	23



7. NEW INITIATIVES

Care Harbor/Fairplex expanded new initiatives designed to encourage patient compliance and effective self-care, respond to an urgent and growing health need, and strengthen outreach to homeless populations in need of care.

Health Literacy

All patients leaving the medical department were directed to a separate station where a team of nurses and final year nursing students reviewed patient charts, answered their questions, explained medication instructions and assured that patients understood what clinicians had told them. Anatomical models, visual aids and short videos were available to clarify medical issues. The relaxed, one-on-one setting of these post-exam sessions equipped and encouraged patients to participate fully in their own care. Short instructional videos were available for download onto smart phones for patients who agreed to receive them. This program is being expanded to the dental checkout area as well.

Type 2 Diabetes

Care Harbor places a special emphasis on the prevention and management of type 2 diabetes. Patients diagnosed with diabetes receive multidiscipline medical exams, including internal medicine, dermatology, podiatry, ophthalmology and other relevant specialties. They also receive consultations and nutrition education with dieticians, take home glucometers and strips, and instructions on their use. Blood glucose testing is completed for all patients during intake triage.

Homeless Program

With homeless populations on the increase throughout the County, Care Harbor is exploring ways to bring more homeless individuals to the free clinic for medical, dental, vision and preventive care. Among the major challenges are outreach, transport, and compliance with follow-up instructions. Care Harbor/Fairplex distributed admission wristbands through several shelters and has developed a system to track homeless patients at the event without asking them to self-identify, so services can be tailored to their needs. The clinic also launched a pilot program designed to appeal to the high percentage of homeless to own companion animals. A veterinary clinic was operated adjoining the clinic at Fairplex, so that patients attending the clinic could bring their pets for basic veterinary care.

8. PREVENTION

Care Harbor/Fairplex created an opportunity to provide patients with the prevention and wellness education that can empower them to lead healthier lives. More than 30 agencies and organizations participated in the prevention areas of the clinic. Before or after patients received medical, dental or vision services, they were free to visit wellness exhibits and counselors, and were encouraged by clinicians to do so.

Prevention and wellness counseling included neonatal and child care, emergency preparedness, mental health resources, cancer prevention, food safety, sexual health and family planning, nutrition, healthy cooking demonstrations and others.

Social service resources included housing assistance, immigration counseling, record expulsion and voter registration.

Prevention is the most economical and most effective form of healthcare, and the Fairplex venue offers additional opportunities to expand this essential clinic component.

9. COMMUNITY PARTNERS

Care Harbor/Fairplex was made possible by the support and active involvement of the many organizations that contributed volunteers, resources and funding. **Good Hope Medical Foundation** was the lead funder for the event. **Western University of Health Sciences** provided extensive medical and vision equipment; volunteer medical, dental and vision professionals, and students from the dental and optometry schools. **Pomona Valley Hospital Medical Center** provided equipment, volunteers, and lab resources. In all, about 30 local partner organizations took part in the free clinic. **Fairplex** provided the event venue, staff support, and parking for volunteers and patients, all at no cost.

Platinum Community Partners

- Good Hope Medical Foundation
- Western University of Health Sciences
- Pomona Valley Hospital Medical Center
- Fairplex

Gold Community Partners

- Supervisor Hilda Solis, 1st District
- Kaiser Permanente
- L.A. Care Health Plan
- Inland Empire Health Plan
- Healing California
- VSP Vision Care

Silver Community Partners

- Hu-Friedy
- Healthcare Career College
- Ralph M. Parsons Foundation
- Patterson Dental
- Los Angeles County Dept. of Public Health
- Los Angeles County Dept. of Public Social Services
- Los Angeles County Dept. of Health Services
- California State University Channel Islands

Bronze Community Partners

- Alinea Medical Imaging
- Supervisor Shiela Kuehl, 3rd District
- The Shield Group
- Operation USA
- XDR Radiology
- San Antonio Regional Hospital

Bronze Community Partners (cont.)

Tokuyama Dental America

Medico Linens

Patterson Environmental Services

El Pollo Loco

Dunkin Donuts

Jaewook Myung