



Care Harbor Free Clinic
The Reef Exposition Center, Los Angeles
October 13-15, 2018

CLINIC RESULTS

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1. SUMMARY

On October 13-15, 2018, Care Harbor conducted its ninth free mega-clinic for the uninsured and underserved of Los Angeles County – individuals and families experiencing economic and social barriers to the healthcare they need. Held at the Reef, a large exposition space in the central city, the clinic provided essential healthcare services to 1,730 of the community's most vulnerable. Patients received integrative medical, dental, vision and preventive care at no charge. Those needing follow-up care were connected to medical homes.

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

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

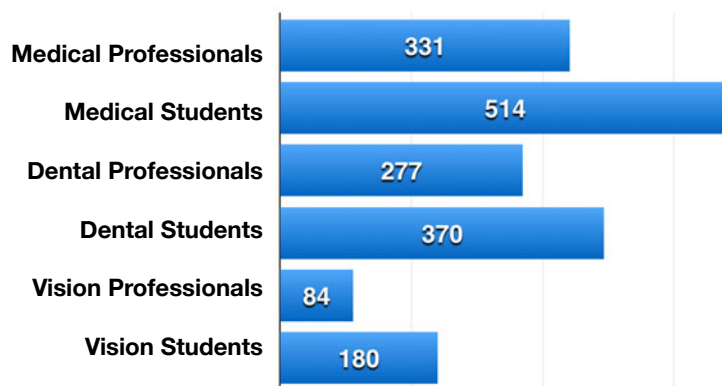
Patients with conditions requiring follow-up care were connected to local medical homes, receiving appointments before leaving the venue. Many patients are diagnosed with high blood pressure, asthma, diabetes and other conditions which can be well controlled with proper continuing care.

Because Care Harbor clinics are a magnet for the uninsured, certified navigators from Los Angeles County Department of Public Social Services were also on site to counsel and enroll patients in low cost and no cost coverage and assistance programs available to them.

2. COMMUNITY ENGAGEMENT

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

1,756 Healthcare Volunteers



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

Totals above are volunteers registered for morning, afternoon or full day shifts over all three days. Some worked only one shift; others served for multiple shifts or days. On average, about 85% of those who registered online as volunteers checked in for service at the event. In addition to the healthcare volunteers above, 1,082 general volunteers registered over the three days, serving as patient escorts and logistical support. A large percentage of the Care Harbor professional volunteers have served at many or all of the previous events, and a number of the general volunteers are former Care Harbor clients.

In addition to the volunteers, the Care Harbor clinic was supported by more than 45 healthcare provider organizations, agencies, and suppliers, who contributed in-kind donations, services and financial support. Care Harbor clinics are the healthcare community coming together to help its own.



3. CLINIC OVERVIEW

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

After registration, patients were processed through intake triage where their vital signs and medical histories were taken at 80 nursing stations. From triage, patients were guided to the Welcome Desk where they received clinic orientation materials, a numbered ticket for their chosen service, and had any remaining questions answered. Volunteers escorted them onto the clinic floor and explained the clinic layout and procedures. Interpreters were available for patients not fluent in English.

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



Medical care was provided in 50 exam rooms staffed by family practice physicians and specialists including internal medicine, cardiology, ENT, dermatology, podiatry, gynecology, endocrinology, psychiatry/psychology (providing mental health evaluations and referrals) and others. A women's health section included Paps and mammograms and other services. Diagnostic equipment included echocardiogram and EKG, abdominal ultrasound, a small onsite medical lab and an offsite pathology labs. Immunizations included flu shots, Tdap, pneumonia and Hepatitis A vaccines. Patients leaving the medical department were escorted to a station where nurses reviewed their charts, answered any patient questions about their diagnosis, clarified doctors' instructions and reviewed recommended follow-up and self-care. A team of dietitians consulted with pre-diabetic and diabetic patients.

Dental care was provided in 60 dental chairs and operatories, three digital x-ray rooms, sterilization and supply sections and other resources. An offsite dental pathology lab was available for biopsies. General dentists, oral surgeons, endodontists, periodontists, hygienists and dental assistants provided cleanings, fillings, extractions, and root canals. 12 full dentures were made on site with a new technology. A separate preventive dentistry section was available to dental and non-dental patients, providing one on one consultation with a hygienist, oral health education, and a fluoride varnish treatment.



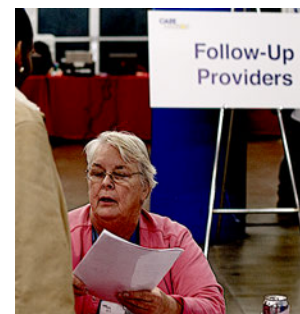
Vision care was provided with 15 vision lanes and phoropters, four autorefractors, a lensometer, tonometers, a fundus camera for retina images, and other vision equipment.



Ophthalmologists and optometrists provided eye health and eyesight exams. Patients needing vision correction received eyeglass prescriptions, and opticians helped them select frames at the event. Single vision prescription glasses were made on site. Bifocal and extreme corrections made at an offsite optical lab and dispensed to patients at a separate Care Harbor event several weeks following the clinic.

Preventive care included wellness and self-care resources, from emergency preparedness to chef demonstrations of healthy, low-cost recipes; from kidney health to diabetes prevention. More than 30 exhibitors participated. Screenings included HIV/STD testing, blood glucose, Paps, HPV, mammograms, blood glucose and others. A team of insurance navigators stationed in a separate section on the clinic floor consulted with patients and informed them of coverage and assistance programs available to them. Enrollments were made on site.

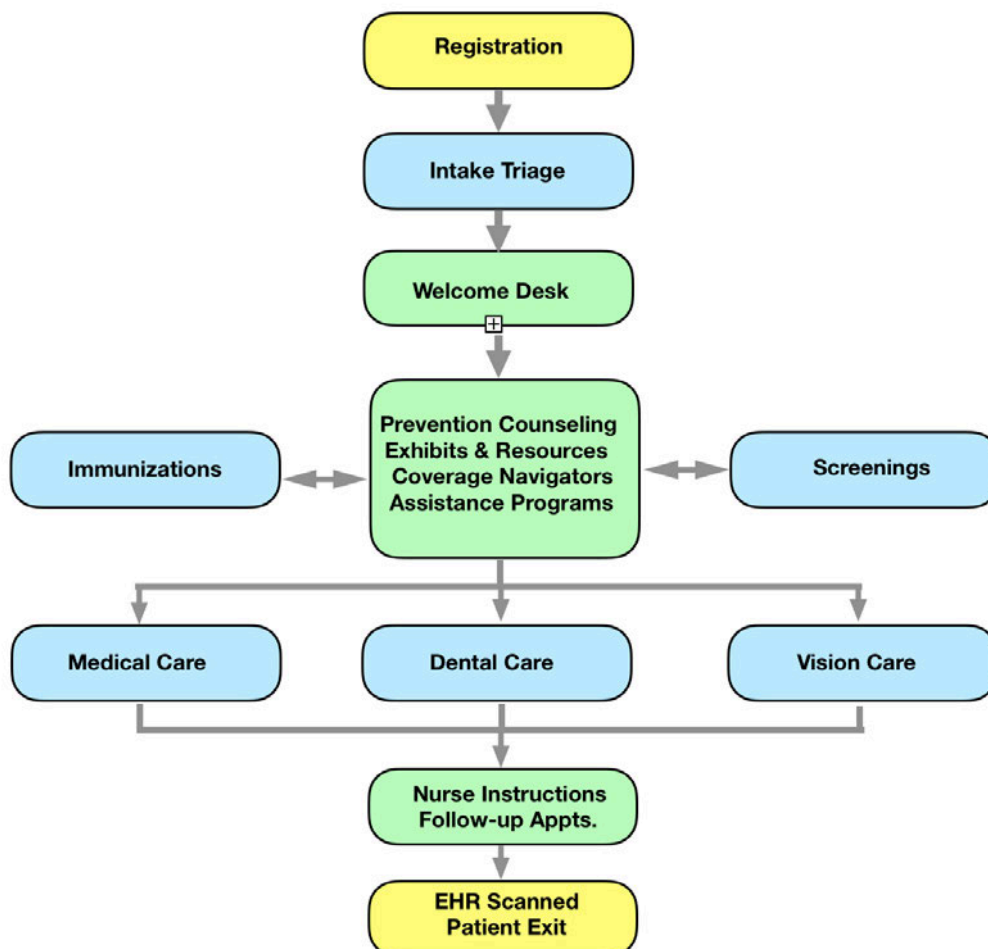
Follow-up care was provided by local community clinics and practices. Patients whose charts were marked for follow-up received referrals and appointments to medical homes before leaving the event, connected to clinics with locations and capabilities most suited to their needs. Care Harbor has worked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



Integrative Care

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

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



4. PATIENT DEMOGRAPHICS

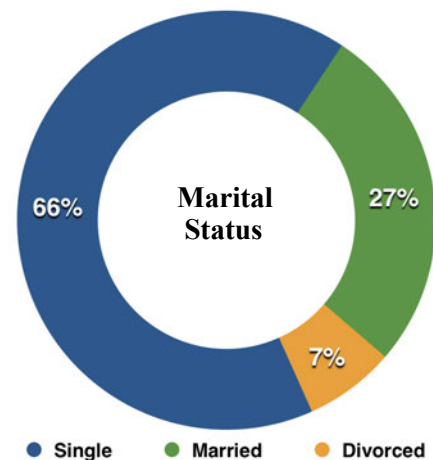
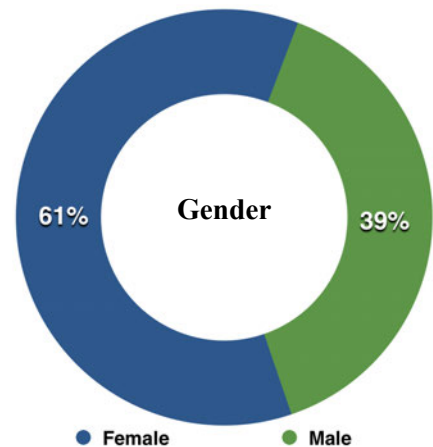
Total Patients Admitted 1,730

Care Harbor's EHR system stores detailed data on patient demographics, services received, and responses to questions asked during the registration process. Stripped of HIPAA sensitive information, this data is a resource for research studies of a population not often sampled.

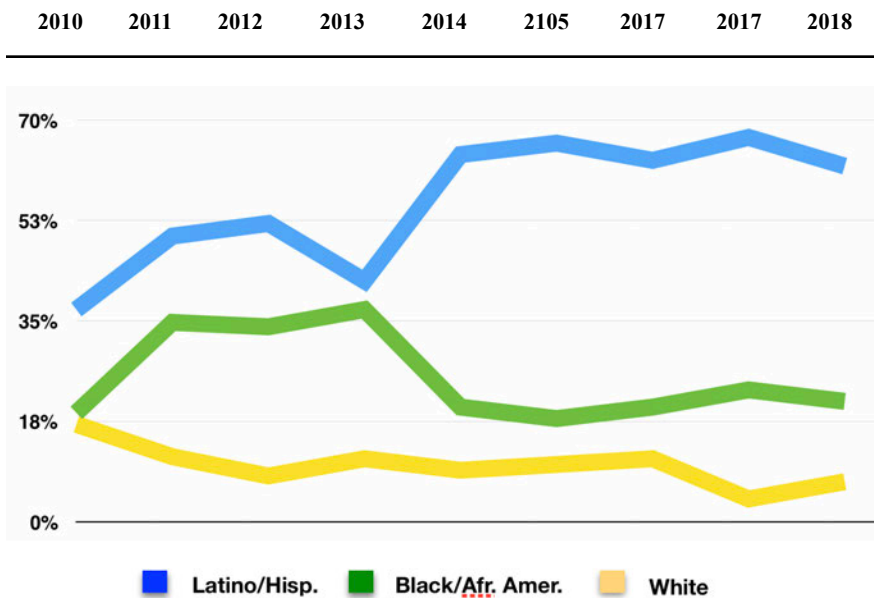
Ethnicity/Gender

	Total	Percentage
Latino/Hispanic	1119	65.7%
Female	728	42.8%
Male	389	22.9%
Transgender	2	
African American	380	22.2%
Female	218	12.8%
Male	160	9.4%
Transgender	2	
White	82	4.8%
Female	33	1.9%
Male	49	2.9%
Asian	70	4.1%
Female	44	2.6%
Male	26	1.5%
Pacific Islander	21	1.2%
Female	11	0.6%
Male	10	0.6%
American Indian	15	0.8%
Female	8	0.5%
Male	6	0.4%
Transgender	1	
Bi-Racial	14	0.8%
Female	9	0.5%
Male	5	0.3%

Data is also available for sub-groups within categories. 29 clients chose not to respond so percentages shown are of 1,701. respondents. (Percentages total 99.7% due to rounding errors.)

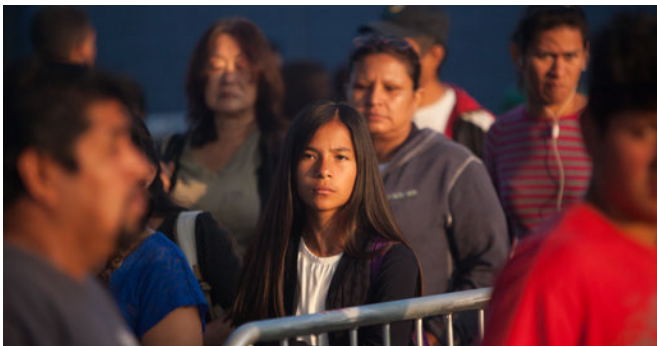


Ethnicity Trends



Percentages of the major ethnic groups remained roughly parallel until 2014 when attendance of Latino/Hispanic clients increased sharply. (There were two clinics in 2017, in January and November.)

While many providers report a significant decline in the number of Latino/Hispanic clients coming in for care or even keeping existing appointments, Care Harbor has experienced a major increase, reflecting a legacy of trust within this ethnic community. This creates a unique opportunity to reach people who may be feeling societal barriers to accessible care, provide them with the medical, dental and vision services they may need, and offer the prevention resources, coverage counseling and connections to aftercare that can place them on a pathway to more sustainable health.



Geographic Distribution (Zip Codes)

91% sample of total clients. Records with zip codes lacking an integer or with an extra integer are excluded. Clients from 191 zip codes attended the clinic

90001	30	90027	4	90066	5	90262	19
90002	48	90028	3	90070	1	90270	8
90003	94	90029	4	90077	1	90278	1
90004	17	90031	8	90078	1	90280	32
90005	16	90032	4	90080	1	90292	1
90006	30	90033	21	90082	1	90296	1
90007	38	90034	8	90091	1	90301	10
90008	28	90035	3	90095	2	90302	5
90009	6	90037	91	90201	41	90303	10
90010	1	90038	10	90203	1	90304	4
90011	113	90039	1	90220	13	90305	2
90012	8	90040	3	90221	10	90307	1
90013	40	90042	5	90222	15	90401	2
90014	6	90043	25	90226	1	90404	4
90015	25	90044	61	90230	7	90405	1
90016	17	90045	1	90240	5	90501	5
90017	14	90047	30	90241	4	90502	1
90018	29	90048	1	90242	3	90601	2
90019	29	90056	3	90247	4	90604	1
90020	13	90057	15	90249	3	90605	1
90021	3	90058	5	90250	16	90606	8
90022	25	90061	15	90251	1	90638	1
90023	15	90062	24	90252	1	90640	1
90024	1	90063	2	90255	19	90650	22
90026	19	90065	5	90260	10	90651	1

Zip codes continue...

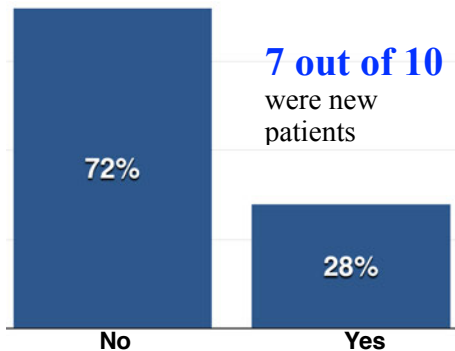
Zip Codes Continued

90680	1	91107	1	91744	2	92614	4
90701	3	91204	1	91746	3	92649	3
90703	3	91304	2	91754	8	92806	1
90706	10	91331	4	91755	3	92807	1
90710	6	91335	2	91761	2	92881	2
90712	3	91342	4	91763	1	93001	2
90713	1	91344	1	91766	4	93041	1
90715	1	91352	1	91768	2	93301	1
90723	12	91387	1	91770	3	93535	1
90731	2	91401	3	91780	3	93550	2
90744	2	91402	1	91790	3	93551	1
90745	3	91406	2	91792	1	93552	2
90755	2	91408	1	91932	1	93584	1
90802	3	91505	3	91979	1	93591	1
90804	4	91601	3	92040	1	94005	1
90805	6	91603	1	92335	5	94565	1
90806	10	91605	5	92336	2		
90807	2	91606	5	92342	3		
90810	5	91702	1	92394	2		
90813	9	91706	5	92408	1		
91001	1	91722	3	92509	1		
91016	1	91724	4	92520	1		
91030	2	91732	6	92544	2		
91040	1	91733	7	92583	1		
91103	2	91740	1	92584	1		

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

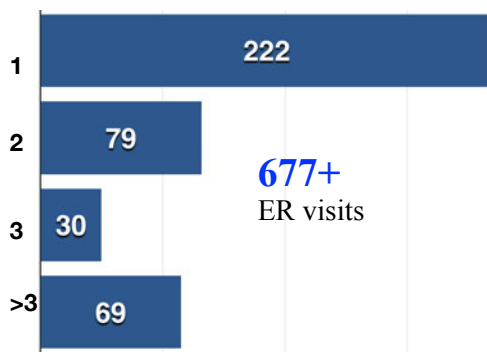


At Previous Care Harbor Clinic?



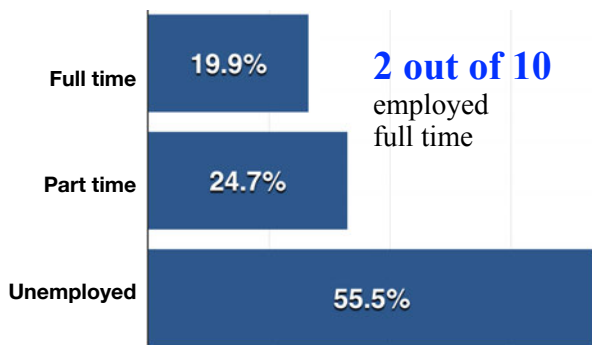
Care Harbor's goal is to reach a maximum number of new patients at each free clinic, meeting their immediate needs and helping to transition them into healthier lives. The ratio of new to returning patients is an indicator of success in achieving this objective and a reflection of the pre-clinic community outreach. Percentages shown are of patients who responded to this question, an 84% sample.

Number of ER visits in past year?



400 patients said they had made visits to the ER in the previous year. Many had multiple visits. Multiplying patients by number of visits shows a minimum of 677 ER visits. Health Care Cost Institute puts the average cost of an ER visit at \$1,389 (2017), placing the total cost of ER visits by Care Harbor patients at \$940,353. If visits were for routine or preventable medical needs, the potential savings are substantial.

Employed?



Based on 82% sample, excluding patients who did not answer or were under the age of 18. Full employment does not guarantee employer provided insurance so the percentage of patients without insurance is likely higher than the percentage of unemployed. (Many who have insurance have high deductibles they cannot pay, or lack dental or vision coverage.)

5. MEDICAL SERVICES

331 medical professionals volunteered for the clinic, with the option of full day or half day shifts. Some volunteered for multiple days. Patients received primary and specialty care in 50 exam rooms.. Diagnostic equipment included echocardiogram, EKG, abdominal ultrasound, mammogram, and a small onsite medical lab. Offsite pathology labs were provided by UCLA Health and Kaiser Permanente. Care Harbor has placed a special emphasis on type 2 diabetes management and prevention, with blood glucose testing for patients, multi-disciplinary medical exams for diabetic patients, and nutrition counseling for diabetic and pre-diabetic patients.

Total Medical Services **7,078**

Triage: vitals, medical & social histories	1,730
Primary care physician exams	900
Specialty care physician exams	145
Mental health	435
<i>Resources/referrals</i>	398
<i>Clinician visits</i>	37
Women's health	60
Dietician counseling (est.)	100
Nurse chart reviews & consultation	900
Pap smears	48
Hpv tests	38
Mammograms	60
Immunizations	659
<i>Flu shots</i>	342
<i>Tdap vaccine</i>	132
<i>Pneumonia vaccine</i>	22
<i>Hepatitis A vaccine</i>	163
Screenings/Tests	
EKG/Echocardiogram	35
Abdominal ultrasound (est.)	50
Blood glucose (est.)	1,730
HPV	90
STD	98

Medical Personnel

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

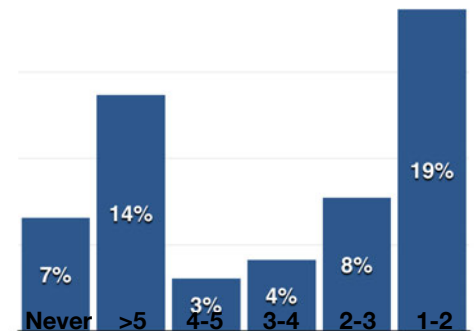


6. DENTAL SERVICES

277 dental professionals volunteered for the clinic, with the option of full day or half day shifts. Some volunteered for multiple days. Onsite equipment included 60 dental chairs and operatories, digital x-rays, sterilization units, hand tools, ultrasonic scaling systems and supplies. Healing California and America's Dentists Care Foundation partnered with Care Harbor to provide much of the dental equipment. Full dentures were made and fitted on site with a new technology by Global Dental Alliance. Dental and non-dental patients alike were served by Care Harbor's preventive dentistry section where patients received a consultation with a hygienist, oral health education, and a fluoride varnish treatment.

Total Dental Services **2,969**

Dental triage exam		803
Cleanings/periodontal		635
<i>Prophylaxis</i>	401	
<i>Gross debridement</i>	234	
Fillings		181
<i>Amalgam</i>	26	
<i>Composite</i>	155	
Extractions		327
<i>Simple</i>	223	
<i>Surgical</i>	104	
Root canals		6
Partial dentures		9
Full dentures		12
Sealants		29
Sedative fillings		3
Pulp cap		13
X-rays		326
Preventive dentistry treatment		625



Last Dental Visit

Patients were asked the number of years since their last dental visit. 85% responded and percentages are based on this sample. 45% said they had seen a dentist in the past year; 55% said they had not. Chart above shows years since their last visit.

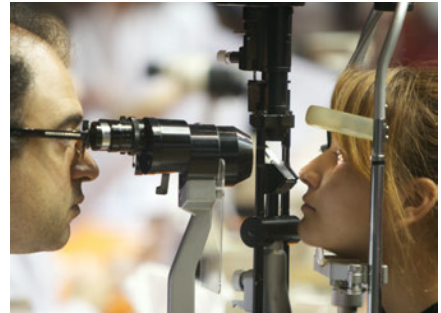


7. VISION SERVICES

84 vision professionals volunteered for the cline, including ophthalmologists, optometrists and opticians. Volunteers had the option of half day or full day shifts. Some volunteered for multiple days. Faculty members of the College of Optometry at Western University served as vision leads and final year optometry students participated, along with opticians and final year optician students from American Career College.. Equipment included 15 phoropters and vision lanes, 4 slit lamps, autorefractors, lensometers, tonometers and a fundus camera for retina images.

<u>Total Vision Services</u>	<u>2,915</u>
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Initial eye exam & visual acuity check (est.)	921
Vision exams (refractions)	882
Retina exams - fundus camera & dilations (est.)	225
Prescription eyeglasses & frames	805
Readers	82



Patients needing glasses chose their frames from a wide selection. Prescription lenses were made on site and fitted to patients before they left the event. Bifocals and extreme corrections made off site by VSP and fitted to patients in a separate event following the clinic, held at the Ted Watkins Park field house in Los Angeles. Patients who did not receive their glasses at this event had their glasses mailed to them.

8. NEW CLINIC INITIATIVES

The Care Harbor clinic implemented two initiatives introduced by Care Harbor at its previous event. We are planning to continue these programs at future Care Harbor clinics.

Homeless Program

There are 59,000 homeless in Los Angeles County — an estimated 10% of the entire U.S. homeless population. Providing medical, dental, vision and preventive care to homeless individuals presented three major challenges: an effective outreach, a way to ensure that those reached actually came to the clinic, and a way to contact homeless patients after the clinic to deliver test results or follow-up care.



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

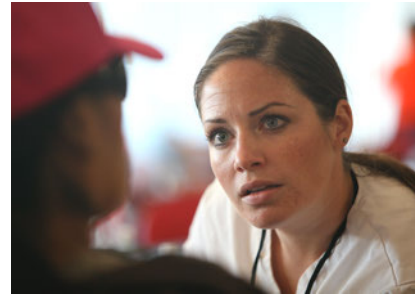
Admission wristbands given to homeless persons were entered earlier in Care Harbor's EHR computer system so that when homeless patients were registered, they were automatically identified and were not asked to self-identify. An anonymous, coded symbol was printed on their charts so providers could be sure homeless patients received needed services, tests, and immunizations (including hepatitis A vaccine). We are planning to expand the homeless outreach at future clinics.

Health Literacy Program

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

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

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



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

In future Care Harbor events, this program will be expanded and new educational tools are being developed. These include printed materials in English and Spanish, with information for patients newly diagnosed with conditions commonly seen at the clinic, such as diabetes or hypertension. The School of Nursing will develop a series of short videos (accessible on smart phones) with glucometer demonstrations and other information. For patients who opt into the program, new video links will be sent to their cell phones following the event.

Type 2 Diabetes Program

The Care Harbor clinic placed a special emphasis on prevention and management of type 2 diabetes. Patients diagnosed with diabetes received multidiscipline medical exams including internal medicine, dermatology, podiatry, ophthalmology and other relevant specialties. They also received consultations and nutrition education with dieticians, educational materials and take-home glucometers and instructions. Blood glucose testing was provided to all patients as they were processed through intake triage.

9. PREVENTION

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

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

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

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



10. COVERAGE COUNSELING

A team of insurance navigators from the Los Angeles County Department of Public Social Services staffed a separate section on the clinic's main floor, equipped with laptops and internet connections. Navigators provided counseling on patient eligibility and options for low cost and no cost insurance programs and economic assistance, and could enroll patients into open programs at the event. Many Care Harbor patients are not aware that they qualify for coverage under healthcare and other assistance programs. Patients were provided with literature packets when they received admission wristbands prior to the clinic, explaining that coverage opportunities would be available to them and encouraging them to bring needed information if they were interested and to consult with a navigator at the clinic.

Navigators were onsite through all operating hours of the free clinic to consult with patients on assistance programs. The impact of the coverage effort at Care Harbor extends beyond the event itself as patients take the information they receive back to their families and communities.



11. FOLLOW-UP CARE

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

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

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

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

We are also developing an optional post-event educational program for patients. They will sign up at the event to receive monthly short text messages with general health tips, information on hypertension and/or diabetes. Patients select which options they wish to receive.



12. COMMUNITY PARTNERS

These organizations contributed in-kind donations or financial support to the October, 2018 Care Harbor clinic.

Platinum Partners

Good Hope Medical Foundation
L.A. Care Health Plan
UCLA Health

Gold Partners

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

Silver Community Partners

Anthem Blue Cross
Cedars-Sinai
Kaiser Permanente
QueensCare
Healing California
California State University Channel Islands
Healthcare Career College
El Pollo Loco
McCormick Ambulance Services
Ultralight Optics
Patterson Dental
The Sparks Team
ZPaper
Los Angeles Trade Technical College

Bronze Community Partners

UCLA Pathology
American Career College
Alexander Alacche Foundation

Bronze Community Partners (cont.)

The Shield Group

Thomas and Dorothy Leavey Foundation

Operation USA

AD+World Health

McKesson

Medico Linens

American Career College

Crosstex International

Give Kids A Smile Foundation

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Contributions to Care Harbor are tax deductible to the fullest extent of the law.*