When our volunteers prevent cancer, repair a hernia, or restore someone's mobility or vision by donating medical care, they do more than just treat an illness. They make life better for patients and their families. And they help unify our community in support of human dignity for all.

We serve the most vulnerable people, no matter where they were born. We work with partners to respond to the needs of our community. Help us care for those with no other alternative; our patients need your support to live and work to their full potential.

THANK YOU for building a healthy, just, and inclusive community.

We serve the most vulnerable people, no matter where they were born. We work with partners to respond to the needs of our community. Help us care for those with no other alternative; our patients need your support to live and work to their full potential.

BOARD OF DIRECTORS

Lorne Rosenfield, MD, Board Chair
Melissa Biber
Jonah Frohlich
Alvaro Fuentes
Oscar Gomez
Sabrina Kidd, MD, Board Vice Chair
Kathleen Lynaugh
Brenda Marquez
Geoff McHugh
Steve Monosson
Richard Parent, MD
Gregg Sass, Board Secretary
Colleen Townsend, MD
Monique Zmuda, Board Treasurer
Jason Beers (ex officio)
President & CEO Operation Access

CELEBRATING 25 YEARS OF COMMUNITY

Total # of surgical procedures and diagnostic services: 1,715 (July 1, 2017 – June 30, 2018)
**ROBERTO’S STORY**

Roberto is a construction worker who moved from Mexico to California to build a better life for himself and his family. He remodels homes and sends most of his earnings to his mother and sister.

In 2018, Roberto’s primary care provider (PCP) at Point Reyes Medical Center recommended he get a fecal immunochemical test (FIT) because of symptoms he was experiencing, and his family history of cancer. With a father and sister who both suffered from cancer, Roberto was no stranger to the toll the disease could take. During his sister’s fight with breast cancer, Roberto supported her emotionally, physically, and financially.

After taking the FIT, Roberto’s PCP informed him that he was at risk of colon cancer, and referred him to OA. Dr. Elizabeth Ross, a gastroenterologist at Kaiser Permanente San Francisco, performed a colonoscopy.

Roberto recalls that, on the morning of his procedure, he was “very nervous about the outcome of the colonoscopy.” After arriving at the hospital and being greeted by the team, Roberto said, “I felt so much better as I was being prepped. I was very happy to see that there are people out there who really want to help others.”

Dr. Ross removed polyps and sent the specimens to pathology. Soon after, she informed Roberto that he was cancer-free. Roberto looks back on this experience as a wakeup call to stay healthy by visiting his community clinic more often. Roberto now encourages people to have regular health checkups to prevent and treat illnesses before it’s too late.

“I am grateful for the volunteers who helped me. Thank you for helping people in need, like me.”

**Elizabeth Ross, MD**  
Gastroenterologist, Kaiser Permanente San Francisco  
Volunteer since 2012  
Services provided: 76

*Why I volunteer: “It feels great to help people and to give back to the community while using my unique skills as a GI specialist. And the staff at OA are always so thorough and eager that it’s such a pleasure, and the work feels like a routine part of my day.”*

**Jonathan Pritikin, MD**  
Gastroenterologist, Kaiser Permanente San Francisco  
Volunteer since 1999  
Services provided: 158

*According to Dr. Ross: “Dr. Pritikin is the definition of stability and reliability. He has been practicing gastroenterology for almost thirty years and he has patients who fly across the country to see him. He is dedicated, loyal, and has helped countless OA patients.”*

**Kaiser Permanente San Francisco** was the:
- First hospital to hold a surgery session.
- First hospital to accept referrals from the entire Bay Area.
- First hospital to hold a Super Saturday surgery session in March 2006, where more than 20 patients received care in one day.

---

**OUR VOLUNTEERS**

**Over the past year:**
- 6,919 donated hours of service
- $942 average cost per service
- 100+ participating medical groups
- 144 specialists served at least four patients

**Over the past 25 years:**
- 64,901 donated hours of service
- 2,696 volunteers
- 19,258 donated services
- 214 specialists served at least twenty-five or more patients

**AVERAGE ANNUAL INCOME:**
- Individual: $13,070
- Family of 4: $25,198

---

**OUR PATIENTS WE SERVE**

**We coordinate care for low-income, uninsured Bay Area residents. Approximately:**

- 83% need an interpreter
- 97% arrive on-time and ready for their appointments
- 94% are of Latin American origin
- 74% reported pain of at least 5 on a 10-point scale
- 67% report changing their health habits to maintain their health post OA procedure
- Prior to OA, 27% of patients resorted to the ER
- Prior to OA, 74% reported pain of at least 5 on a 10-point scale
- 94% reported improved health or quality of life
- 99% were very satisfied or satisfied with their experience

---

* 18% of patients participated by phone interview.  
** 32% of patients participated by mailed survey.
1993
Drs. Paul Hofmann, Doug Grey, and Bill Schecter launch OA to harness the energy of local medical volunteering. The first all-volunteer Saturday surgery session takes place at Kaiser Permanente San Francisco.

1997
Service area grows to four counties by launching program in the East Bay.

Expansion to Marin and Sonoma counties.

2000
2008
First year coordinating over 1,000 donated procedures.

Request from Ruth and Frank Celle enables us to increase staffing and services.

2013
Launches annual Make a Difference Day initiative by serving over thirty people on the 4th Saturday in October. Eye Care Institute and 4th Street Laser and Surgery Center were the inaugural volunteer teams.

2014
Expansion to Napa County through partnerships with St. Joseph Health, Adventist Health, and Kaiser Permanente.

2015
Strengthens partnership with Sutter Health through annual Gift of Surgery Month.

2016
First annual “Get Your Rear in Gear” 5K to support our growing colorectal cancer screening program.

2018
Our volunteers have donated more than 19,000 services, valued at over $180 million in charity care.

I empathize with OA’s patients - earlier in my life, I had jobs that didn’t pay very well and did not offer health insurance, so I understand what it feels like to not be able to afford the care you need. Now that I have a good job, I feel it is important to volunteer for this great cause so that I can help those who are in need.” — Mark Wadley, ORT, 208 hours donated

“Surgeries coordinated by OA change lives. I remember one patient who was suffering before his hernia repair. After the procedure, I noticed an immediate difference; he was at ease and knew he would no longer be in pain. OA let me use my skills to help people in such a meaningful way.” — Amrit Mann, RN, 203 hours donated

OA makes it easy to give back to the community. I just want to do kind things for people who do not have any other way of getting help. Everyone should have a right to health care and this is the way I could help. I want to give people their health back, that’s what’s important for me. It is so nice to work with a team with the same goal of helping people.” — Chandra Dey, RN, 190 hours donated
IN THE WORDS OF OUR MOST ACTIVE VOLUNTEERS

“I can help patients who live and work near me by donating consultations and operations that allow them to continue to be active, contributing members of our community.”

Elaine Yutan, MD | General Surgeon, Kaiser Permanente
Volunteer since 2001, Former Board Member

“I’ve been a volunteer for 16 years and during this time every OA patient I’ve treated has been so grateful. Their comfort and relief mean so much more to me than any payment ever would. The smiles on their faces stick with me. I feel so lucky to be part of the OA team.”

John Ngai, MD | General Surgeon, Kaiser Permanente
Volunteer since 2002

Many people suffer from treatable conditions because they lack health insurance. By taking care of all the administration and coordination, I’m able to volunteer as a gastroenterologist, free to focus on patients and make my modest volunteer efforts as effective as possible. The reward: the priceless smiles and thank yous from grateful patients.”

Tim Sowerby, MD | Gastroenterologist, Marin Gastroenterology
Volunteer since 1997

TOGETHER THESE VOLUNTEERS HAVE PROVIDED:

1,156 donated procedures

1,800+ hours of service

$11 million+ in donated medical care

“Operation Access is like the perfect medication: 100% effective with only good side effects!”

Lorne Rosenfield, MD
Plastic and Reconstructive Surgeon, Peninsula Plastic Surgery
Volunteer since 2011, Current Board Chair

“Operation Access is good for patients, volunteers, and hospitals. When I introduced the idea of partnering with OA to hospital administrators, they agreed to give it a try. We never looked back, and it has been very gratifying to help those who need it most.”

Kevin Hiler, MD | General Surgeon, California Pacific Medical Center
Volunteer since 2001
**OUR FINANCES 2017**

**FUNDING**

- Grants: 70%
- Donations and Events: 15%
- Contract and Government: 15%

**EXPENSES**

- Management and Fundraising: 20%
- Program: 80%

*Operating Revenue excludes funds designated solely for future years.*

**RETURN ON INVESTMENT: MEDICAL IMPACT**

For every dollar spent, OA arranged:

- Operating Revenue: $1,454,201
- Cash Expenses: $1,455,090
- Charity Care: $19,160,000**

**OUR PROGRAM 2017**

**PATIENTS SERVED**

- 2017:
  - Referrals to OA: 1,753
  - Appointments: 3,296
  - Services Provided: 1,544

- 2016:
  - Referrals to OA: 1,865
  - Appointments: 3,652
  - Services Provided: 1,721

- 2015:
  - Referrals to OA: 1,699
  - Appointments: 3,496
  - Services Provided: 1,641

**SERVICE DISTRIBUTION**

- Operating room procedures: 31%
- Gastroenterology procedures: 16%
- Minor procedures, radiology: 28%
- Evaluation only, diagnostic screening, medical therapy: 25%

**SERVICE DISTRIBUTION BY SPECIALTY**

- General Surgery: 30%
- Colorectal/Gastroenterology: 18%
- Orthopedics: 10%
- Urology: 10%
- Ophthalmology: 9%
- Vascular: 9%
- Gynecology: 6%
- Head and Neck/Oral Surgery: 5%
- Dermatology/Plastic Surgery: 3%
- Dermatology/Plastic Surgery: 3%

*Operating Revenue excludes funds designated solely for future years.*

**Donated in-kind medical services (charity care), are calculated according to the total estimated amount of medical provider and hospital charges that were waived through Operation Access. Additional financial information is available at operationaccess.org.
We partner with hospitals and ambulatory care centers throughout the Bay Area. In 2017, the value of donated care exceeded $19 million.

If our lists are incomplete or inaccurate, please accept our sincere apologies.
communications@operationaccess.org.

**PARTNERS**

**John Muir Health**
John Muir Medical Center, Concord and Walnut Creek
John Muir Health Medical Imaging, Brentwood and Walnut Creek

**Kaiser Permanente**
Antioch
Fremont
Martinez
Oakland
Petaluma
Redwood City
Richmond
San Francisco
San Leandro

**St. Joseph Health**
Advanced Surgery Institute
Petaluma Valley Hospital
Queen of the Valley Medical Center
Santa Rosa Memorial Hospital
Santa Rosa Memorial Hospital Surgery Center

**Sutter Health**
Alta Bates Summit Medical Center, Berkeley and Oakland
California Pacific Medical Center
East Bay Endoscopy Center
Golden Gate Endoscopy Center
Mid-Peninsula Endoscopy Center
Mills-Peninsula Medical Center, Burlingame and San Mateo
North Bay Regional Surgery Center
Novato Community Hospital
Palo Alto Medical Foundation Surgery Centers, Fremont, Los Altos, Mountain View, Palo Alto, San Carlos, San Jose
Pentagon Eye Surgery Center
San Francisco Endoscopy Center
San Leandro Surgery Center
Santa Rosa Surgery and Endoscopy Center
Surgery Center of Alta Bates Summit Medical Center
Sutter Pacific Advanced Imaging
Sutter Santa Rosa Regional Hospital
Walnut Creek Endoscopy Center

**Additional Hospitals**
Adventist Health St. Helena
Marin General Hospital
Sequoia Hospital, Dignity Health

**Additional Facilities**
4th Street Laser and Surgery Center
American Canyon Oral Surgery
Dallas H. Hickle, DDS
Endoscopy Center of Marin
Eye MD Laser and Surgery Center
Eye Surgery Center of San Francisco Laser Light Vein Treatment Center
Marin Ophthalmic Surgery Center
My Beauty MD Skin Care Center
Napa Valley Plastic Surgery Center
Oral Surgery Marin
Peninsula Plastic Surgery
Premier Surgery Center
Presidio Surgery Center
San Francisco Surgery Center
San Francisco Vein Center
Sequoia Surgical Pavilion
Sirona Vascular Center
Sonoma County Oral Surgery and Dental Implant Center
Sonoma Vein Center

**Medical Groups (partial list)**
Adventist Health Physicians Network
Affiliated Pathology Medical Group
Alta East Bay Pathology
Anesthesia and Analgesia Medical Group
Anesthesia Care Associates Medical Group
Anesthesiology Consultants of Marin BASS Medical Group
Bay Imaging Consultants Medical Group
Blue Eagle Anesthesia Group
Brown and Toland Physicians
California Advanced Imaging Medical Associates
California Pacific Pathology Medical Group
CAMP Laboratory
Central Anesthesiology Service Exchange Medical Group
Contra Costa Pathology Associates
East Bay Anesthesiology Medical Group
Eye Care Institute
Hill Physicians Medical Group
Inform Diagnostics
John Muir Physician Network LabCorp
Lyons Huber Anesthesia
Marin Medical Laboratories
Medical Anesthesia Consultants Medical Group
Meritage Medical Network
Microtome Audiology
Northern California Anesthesia Physicians
Northern California Medical Associates
Pacific Pathology Associates of Napa
Palo Alto Medical Foundation
Peninsula Pathologists Medical Group
Prisma Medical Group
Radiology Medical Group of Napa
Redwood Radiology Group
St. Joseph Health Medical Group
Sutter East Bay Medical Foundation
Sutter Pacific Medical Foundation
TEAMHealth (IPC)
Valley Radiologicial Associates Medical Group

**DONORS**

$400,000 and above
Kaiser Permanente - Northern California

$100,000 - $399,999
Sutter Health

$50,000 - $99,999
Buck Family Fund of MCF
Contra Costa County Health and Human Services
John Muir Health
Marin County Health and Human Services
Queen of the Valley Foundation

$20,000 - $49,999
Adventist Health St. Helena
The California Endowment
California Pacific Medical Center
Colon Cancer Coalition, Get Your Rear In Gear-San Francisco
George H. Sandy Foundation
Marin General Hospital
Medtronic Foundation
Mills-Peninsula Medical Center
OLE Health - Napa County Health and Human Services
Queen of the Valley Medical Center
Sisters of St. Joseph Healthcare Foundation
Sutter Valley Hospital

$10,000 - $19,999
Goodman Family Supporting Foundation of The Jewish Community Foundation of the East Bay
The Grey Family Foundation
Helfman Foundation
Maverick Capital Foundation
Ramsay Family Foundation

$2,500 - $9,999
American Cancer Society
American Society of Cataract and Refractive Surgery Foundation
Anonymous Fund of MCF
Atkinson Foundation
Barth White Family Fund
Blue Shield of California
Evolution Surgical, Inc
Freed Associates

**IN 2017, THE VALUE OF DONATED CARE EXCEEDED $19 MILLION.**

We partner with hospitals and ambulatory care centers throughout the Bay Area. In 2017, the value of donated care exceeded $19 million.

If our lists are incomplete or inaccurate, please accept our sincere apologies.
communications@operationaccess.org.

**Thank you to our in-kind donors.**

<table>
<thead>
<tr>
<th>DONORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>$400,000 and above</td>
</tr>
<tr>
<td>Kaiser Permanente - Northern California</td>
</tr>
<tr>
<td>$100,000 - $399,999</td>
</tr>
<tr>
<td>Sutter Health</td>
</tr>
<tr>
<td>$50,000 - $99,999</td>
</tr>
<tr>
<td>Buck Family Fund of MCF</td>
</tr>
<tr>
<td>Contra Costa County Health and Human Services</td>
</tr>
<tr>
<td>John Muir Health</td>
</tr>
<tr>
<td>Marin County Health and Human Services</td>
</tr>
<tr>
<td>Queen of the Valley Foundation</td>
</tr>
<tr>
<td>$20,000 - $49,999</td>
</tr>
<tr>
<td>Adventist Health St. Helena</td>
</tr>
<tr>
<td>The California Endowment</td>
</tr>
<tr>
<td>California Pacific Medical Center</td>
</tr>
<tr>
<td>Colon Cancer Coalition, Get Your Rear In Gear-San Francisco</td>
</tr>
<tr>
<td>George H. Sandy Foundation</td>
</tr>
<tr>
<td>Marin General Hospital</td>
</tr>
<tr>
<td>Medtronic Foundation</td>
</tr>
<tr>
<td>Mills-Peninsula Medical Center</td>
</tr>
<tr>
<td>OLE Health - Napa County Health and Human Services</td>
</tr>
<tr>
<td>Queen of the Valley Medical Center</td>
</tr>
<tr>
<td>Sisters of St. Joseph Healthcare Foundation</td>
</tr>
<tr>
<td>Sutter Valley Hospital</td>
</tr>
<tr>
<td>$10,000 - $19,999</td>
</tr>
<tr>
<td>Goodman Family Supporting Foundation of The Jewish Community Foundation of the East Bay</td>
</tr>
<tr>
<td>The Grey Family Foundation</td>
</tr>
<tr>
<td>Helfman Foundation</td>
</tr>
<tr>
<td>Maverick Capital Foundation</td>
</tr>
<tr>
<td>Ramsay Family Foundation</td>
</tr>
<tr>
<td>$2,500 - $9,999</td>
</tr>
<tr>
<td>American Cancer Society</td>
</tr>
<tr>
<td>American Society of Cataract and Refractive Surgery Foundation</td>
</tr>
<tr>
<td>Anonymous Fund of MCF</td>
</tr>
<tr>
<td>Atkinson Foundation</td>
</tr>
<tr>
<td>Barth White Family Fund</td>
</tr>
<tr>
<td>Blue Shield of California</td>
</tr>
<tr>
<td>Evolution Surgical, Inc</td>
</tr>
<tr>
<td>Freed Associates</td>
</tr>
</tbody>
</table>

If our lists are incomplete or inaccurate, please accept our sincere apologies.
communications@operationaccess.org.

**Thank you to our in-kind donors.**