2014 Community Benefit Report



THE ACCESSHEALTH MISSION:

To improve access to healthcare for the uninsured of Spartanburg County through sustainable health system change that will result in better health outcomes and 100% access to effective, efficient, safe, timely, patient-centered, and equitable healthcare.

THE ACCESSHEALTH VISION:

To spark sustainable health system change that results in better health outcomes and 100 percent access to effective, efficient, safe, timely, patient-centered, and equitable healthcare throughout the region.

PARTNERS:

South Carolina DHEC

Mary Black Health System

ReGenesis Health Care

Spartanburg Alcohol and Drug Abuse Commission

Spartanburg Area Department of Mental Health

Spartanburg County Medical Society Spartanburg Regional Healthcare System St. Luke's Free Medical Clinic USC Upstate

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United Way of the Piedmont









Dear Friends,

It's my pleasure to share with you the successes we've achieved in Spartanburg County since opening our doors in October 2010. Although many are still struggling in our community, AccessHealth Spartanburg and our partners are making a difference by improving local health outcomes while reducing the costs to the uninsured and our community as a whole.

BREAKING NEW GROUND

The first AccessHealth SC network site to open its doors, AccessHealth Spartanburg has continued to push forward at a robust pace. We have enrolled more than 2,400 people, connecting them to primary and specialty care through the more

than 300 volunteer providers who partner with us. Our first report from the SC Office of Research and Statistics showed a significant impact from our work, and the quarterly data continues to reveal a decrease in emergency room use and avoidable inpatient admissions for our program participants.

CULTIVATING PARTNERS

Acting on our belief that improving our community's health outcomes and creating a more sustainable system depends upon collaboration, we brought together people from all corners of the state to share, learn and act. AHS was created with the input of many community stakeholders, and continues to form new partnerships with local organizations that share our focus and complement AHS services.

In the three short years since opening, we've increased our internal capacity, growing our staff from 4 to 13, and have an ever growing number of dedicated, skilled and enthusiastic volunteers and interns from our local colleges. We average more than 100 hours of volunteer service every week- the equivalent of 2.5 full time staff!

FUTURE GROWTH

In 2013 we sought the assistance of an outside consultant to provide a complete program evaluation, and we will continue to develop an updated strategic plan in 2014. A more intense

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focus on community case management and increased capacity through partnerships are current goals. Community case management, in particular, has been identified as a significant gap in Spartanburg, and addressing it promises to have a profound impact.

Our services and expertise are in high demand, and thanks to strong supporters, we have the capacity to respond. I invite you to read our Community Benefit Report for additional accomplishments and a snapshot of the health of our organization.

Wishing you and yours a happy and healthy 2014!

Best, Carey J. Rothschild, Director



In 2010, Newsweek reported "If every American went to one of these doctors (Primary Care) regularly, health-care costs might come down as much as 5.6 percent a year, saving \$67 billion, according to one estimate." Wow, seems like a very bold statement. But when you bring this down to a community level, we are already seeing some incredible savings right here in Spartanburg County through our AccessHealth Spartanburg network. I reported to you in March of this year that the South Carolina Office of Research and Statistics reported that those ~ 1000 patients that had been enrolled in AHS over the past year had already impacted the healthcare system in the following ways:

Hospital Admissions: 31.46% Decrease

Hospital Charges: 41.5% Decrease (\$959,000)

Length of Stay: Decrease from 4.61 days to 3.95 days

CHF: In 2012, we saw a 75% reduction in CHF discharges and a 93.67% reduction in hospital charges.

That's worth a big WOW! We are really making a big difference right here in our own back yard. But our work has only begun. We already have 88 primary care physicians either seeing patients in their office and/or volunteering at the St Luke's Free Clinic. We need more! We have 130 specialists involved but typically either overuse some areas or have no care available in others. So we need your help as we continue to care for those \sim 40,000 of our uninsured neighbors in Spartanburg County. The Affordable Care Act – well we've seen that it's not having the impact we had hoped. Our board has decided to maintain the same income guideline (those at or under 150% of the poverty level) for 2014. My experience with programs like the ACA is that our services will increase, NOT decrease, over the next year!

So please call and sign up to be a participating physician. As one I can honestly say that though the work is hard, it is also very rewarding. Carey Rothschild or any of her wonderful staff are ready and willing to explain the program and help you get started in whatever capacity you want. Please call them at (864) 560-0198.

Sincerely, Rob McDonald, MD

A Special Thank You to Gur VOLUNTEER PROVIDERS:

Dr. Chandar Abbov Dr. Mark Adams Dr. Brenda Adams-Hudson Dr. Rebecca Alsip Dr. Octavia Amaechi Dr. Scott Arendt Dr. Frank Armocida Dr. Robert Arnett Dr. Thomas Ashley Dr. Victoria Babushkina Dr. Allyson Bagenholm Dr. Brian H. Baghdady Dr Jennifer Baker Dr. Stacy Baker Dr. Kristin Barbee Dr. Jennifer Baugh Dr. James Bearden III Dr. Ashlev Benson Dr. Jeff Berry Dr. Crystal Berryman Dr. Christina Bertolami Dr. Ishan Bhansalv Dr. Lopa Bhansalv Dr. Marc Bingham Dr. Shawn Birchenough Dr. Preston Bishop Dr. Connie Borderding Dr. Joseph Boscia Dr. Patricia Bouknight **Dr. Charles Bowers Dr. Ginger Boyle** Dr. Derek Brenda Dr. Mary Brewton **Dr. Kelly Bridges** Dr. Kimberly Bridges Dr. James E. Brown IV Dr. Helen Brown Dr. Jaime Browning Dr. Robbie Buchler Dr. Andrea Buckler **Dr. Morlee Burgess** Dr. H.F. Butehorn III Dr. H.F. Butehorn Jr. Dr. William Cuyler Calton Dr. Matthew Cannon Dr. Lisa Carroll Dr. Antonio Castellvi Dr. Katee Castleman

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An evaluation of hospital inpatient (IP) and emergency department (ED) utilization compiled by the S.C. Office of Research and Statistics reports that AccessHealth network participants who used hospital services had less costly visits due to shorter inpatient lengths of stay and fewer admissions. In fact, combined ED and IP costs were reduced by 42.42%, while admissions were reduced by 31.46%.

Diagnosis-specific data showed additional positive impact from AHS: • Patients with Congestive Heart Failure had a 75% reduction

- in admissions and a 93.73% reduction in costs.
 Asthma patients had a 65.52% reduction
 - in admissions and a **73.56%** reduction in costs.
- Diabetes patients had a 41.82% reduction in admissions and a 30.26% reduction in costs.

From Our Inception, October 1, 2010, to December 31, 2013...





PATIENT PROFILE: DENISE MANUS

Denise Manus has overcome multiple hurdles in order to get where she is today. Her amazing journey cannot be credited solely to AccessHealth, but to the collaboration of multiple organizations in Spartanburg, a wonderful doctor, and of course, her own extraordinary motivation and willpower to better her life and the lives of those around her.

Denise enrolled in AHS in January of 2011. She says, "AHS was a lifesaving situation for me. I had a work-related knee injury that

left me with a terrible limp and terrible pain. They (AHS) got me in to see Dr. Stephen Harley, and he being the angel that he is, gave me a total knee replacement that has forever changed my life."

Although her medical concerns were relieved, Denise faced many other obstacles. She had been transient, living in hotels, until November of 2011, when she relocated to Miracle Hill Rescue Mission, where she lived for 14 months. Soon afterward, AHS'

"(In five years, I see myself) graduated with an associate's degree, billing and coding certification, in my own home, and working. Being productive. Giving back and helping others." - Denise Manus

licensed social worker and The Upstate Homeless Coalition worked to connect her to a place of her own.

At the age of 51, Denise has enrolled at Spartanburg Community College and plans to graduate in December of 2014.



PATIENT PROFILE: SHEILA PALMER

Sheila Palmer lost her health insurance coverage along with her job several years ago. "I was very frustrated and very sick. Previously I had always had good insurance, but due to being unemployed, I was uninsured. If I'm not sure how I'm going to get my medicine or how I'm going to see a doctor, it creates other barriers."

One of the biggest barriers for Sheila, and for many AccessHealth clients, is actually getting to the care they need.

"Transportation. That was another big thing I struggled with. I didn't have a car sometimes to go to an appointment, or I'd have to beg someone to take me. Through AccessHealth, there is transportation, and they pick you up and bring you back! We take for granted those small things."

In addition to getting to her appointments, Sheila was thrilled to be connected to caring physicians. "They (the doctors I have been able to see through AHS) don't stick their

tongues out at us. They don't make us feel uncomfortable like we are 'coming through the free clinic' or any different from their other patients. They don't even make mention of it."

"Without AccessHealth, I would be dead...bottom line, with an exclamation point. I'm serious. At this point, I have no money to pay for my co-pay. I guess I'd be going to the emergency room, and that's not a primary care place to go."

"Without AccessHealth, I would be dead...bottom line, with an exclamation point! I'm serious. At this point, I have no money to pay for my co-pay. I guess I'd be going to the emergency room, and that's not a primary care place to go." PATIENT QUOTES

'This program has helped me a lot. I keep up with my doctor visits. I have a ride there and back, and they're helping me get my glasses and I'm getting my diabetes under control. If it wasn't for Access Health I wouldn't know what I'd do."

"I now have a primary care physician, who is awesome and listens to the patients. I now get assistance with food and transportation for my appointments. I don't know where I would be or how I would have survived all of these health problems without your assistance."

SHANEKA C

MELISSA 0.

me get my health together. By helping with my health you have given me another chance at life, and have not only helped me physically but emotionally as well. My health has improved so much and I thank you all for helping me get well. The quality of service has just been so great. Everyone is so nice!"

"You have helped

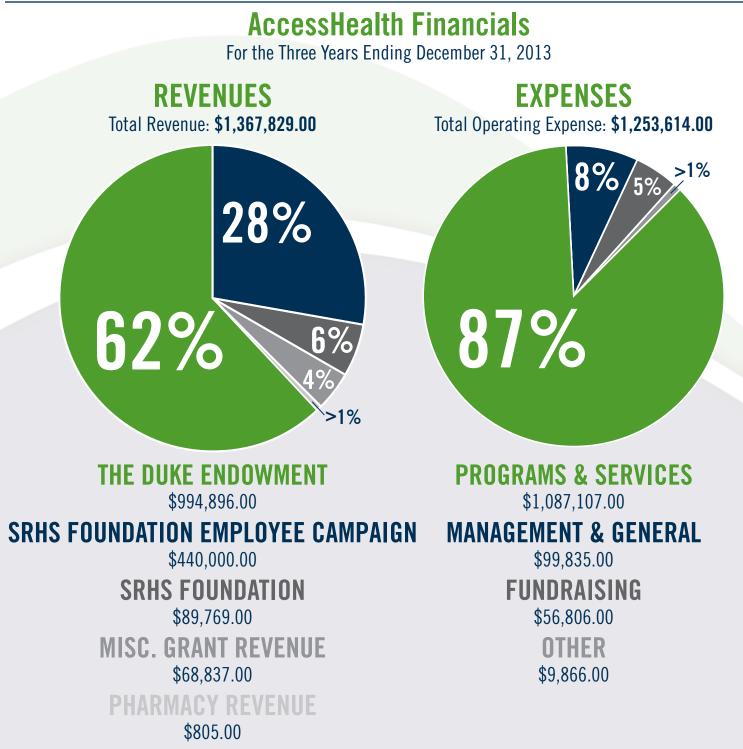
GLORIA I

"You all make an individual feel as though they have been placed in great hands instead of falling through the cracks."

RANDY C.

CHARITY

"I am so thankful for S. AccessHealth. I feel that I am able to receive the best medical help possible because of you. Before I had no idea that I had diabetes and after seeing a doctor I was able to get help."



FUNDRAISING: DERBY DAYS

Derby Day is AccessHealth Spartanburg's annual fundraiser and appreciation event for our physicians, donors and partners. And, let's be honest here: it's also a lot of fun! In just three years, Derby Day has become a can't-miss event because there simply is no other event quite like it. Held annually on the day of the Kentucky Derby, Derby Day features live music from some of our community's most treasured musicians, a Derby Hat contest complete

with prizes for the winners, excellent Derby fare to please your palette. And, of course, the Kentucky Derby itself is shown, and, yes, there are (mostly) friendly (and legal!) opportunities for Derby Day guests to pick the Derby winners. Derby Day: It's fun, it's competitive, and it's for a great cause.

Don't miss the fun- Mark your calendars for the 1st Saturday evening of May each year!







SCHOOL AND COMMUNITY VOLUNTEERS:

Spartanburg Regional

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