

Department: Health Department

Program Contact: Tasha Wheatt-Delancy

Program Offer Type: Support

Program Offer Stage: As Adopted

Related Programs:
Program Characteristics:

Executive Summary

The Patient Access Center (formerly Primary Care and Dental Access and Referral-PCARD) is the gateway for all new patients assigned and/or seeking to establish care with Multnomah County Health Department's (MCHD) Primary Care and Dental programs, and for patients already established with our Primary Care program. PAC also provides written translation, oral and sign language interpretation throughout the department's programs and services.

Program Summary

The Patient Access Center (PAC) is the point of entry for scheduling new and established clients for the Primary Care clinics. PAC also schedules new and established dental clients seeking both urgent and routine dental services. PAC provides appointments and referrals in collaboration with County and other community organizations, ensuring consistent patient information and tracking. PAC also provides information for MCHD medical, dental, social services and key community service partners.

PAC's Language Services program provides interpretation in over 70 languages including sign language for all MCHD services and programs, and for established patients who access specialty care in the community. Comprehensive coordination of written translation for clinical and non-clinical programs and services is also provided. Language Services is the central coordinator for thousands of patient/client interpretation requests and translations each year for multiple programs/services. This critical service ensures that patients and clients successfully move through the Department's Refugee and Screening Program, and facilitates those clients with limited English proficiency to receive culturally competent interpretation throughout all of the MCHD programs.

Performance Measures

| Measure Type | Primary Measure | FY19 Actual | FY20 Budgeted | FY20 Estimate | FY21 Offer |
|--------------|---|-------------|---------------|---------------|------------|
| Output | Number of calls answered. | 333,990 | 350,000 | 333,500 | 330,000 |
| Outcome | Average telephone abandonment is at or below 10%. | 15.5% | 12% | 15% | 15% |

Performance Measures Descriptions

Output: Number of calls answered by PAC staff during the fiscal year.

Outcome: Number of calls through the Patient Access Center phone queue where the client ended the call before being answered by a staff member.

Legal / Contractual Obligation

PAC c in the scope of the Primary Care 330 Grant must follow the HRSA Community Health Center Program operational and fiscal compliance requirements.

Revenue/Expense Detail

| | Adopted General Fund | Adopted Other Funds | Adopted General Fund | Adopted Other Funds |
|------------------------|-------------------------|------------------------|-------------------------|------------------------|
| Program Expenses | 2020 | 2020 | 2021 | 2021 |
| Personnel | \$1,930,578 | \$823,290 | \$1,874,174 | \$589,638 |
| Contractual Services | \$92,000 | \$0 | \$90,000 | \$0 |
| Materials & Supplies | \$8,301 | \$1,000 | \$15,215 | \$0 |
| Internal Services | \$718,885 | \$95,419 | \$767,950 | \$68,988 |
| Total GF/non-GF | \$2,749,764 | \$919,709 | \$2,747,339 | \$658,626 |
| Program Total: | \$3,669,473 | | \$3,405,965 | |
| Program FTE | 20.45 | 8.15 | 20.20 | 6.80 |

| Program Revenues | | | | |
|---------------------------|--------------------|------------------|--------------------|------------------|
| Intergovernmental | \$0 | \$611,959 | \$0 | \$658,626 |
| Other / Miscellaneous | \$640,001 | \$0 | \$640,000 | \$0 |
| Beginning Working Capital | \$100,000 | \$0 | \$100,000 | \$0 |
| Service Charges | \$1,439,000 | \$307,750 | \$1,639,000 | \$0 |
| Total Revenue | \$2,179,001 | \$919,709 | \$2,379,000 | \$658,626 |

Explanation of Revenues

This program generates \$288,266 in indirect revenues.

The Patient Access Center (PAC) is funded with Medicaid revenue, HRSA/Bureau of Primary Care grant revenue and county general fund.

\$ 1,639,000 - Medical Fees
\$ 740,000 - Medicaid Quality and Incentive
\$ 658,626 - Federal Primary Care (330) grant

Significant Program Changes

Last Year this program was: FY 2020: 40033-20 Primary Care and Dental Access and Referral

Removed the proposed Virtual Clinic from FY20. This service is still being explored and may be developed in a different way.