

### Program #40033 - Primary Care and Dental Access and Referral

2/17/2017

Department: Health Department Program Contact: Tasha Wheatt-Dalancy

Program Offer Type: Support Program Offer Stage: As Requested

**Related Programs:** 

Program Characteristics: In Target

### **Executive Summary**

Health Center Operations (HCO) Program (formerly Primary Care and Dental Access and Referral-PCARD) is the gateway for all new and established patients assigned and/or seeking to establish care with Multnomah County Health Department's (MCHD) Primary Care and Dental System, and for established patients referred into community specialty care. MCHD Information and Referral and Languages Services provide written translation, oral and sign language interpretation throughout the department's programs and services.

### **Program Summary**

HCO is the point of entry for scheduling all clients for both the Primary Care and dental clinics. HCO also facilitates access to specialty referrals and charity care for insured and uninsured patients. For uninsured patients, the referrals to community specialty care is completed in collaboration with Project Access NOW. HCO provides appointments and referrals in collaboration with County and other community organizations, ensuring consistent patient information and tracking. HCO also provides information and referrals for MCHD medical, dental, social services and key community service partners. MCHD Language Services 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. MCHD Language Services is the central coordinator for thousands of patient/client interpretation requests and translations each year for multiple programs/services. This key service ensures that patients and clients successfully move through the Department's Refugee and Screening Program, and those who have limited English proficiency, receive culturally competent interpretation throughout all of the MCHD programs.

Performance Measures									
Measure Type	Primary Measure	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer				
Output	# of new patients who receive appointments	20,140	24,000	20,000	24,000				
Outcome	Average telephone abandonment is at or below 10%	na/-	10%	8%	8%				

#### **Performance Measures Descriptions**

Output: Number of new patients who receive a new patient appointment (medical and dental).

Outcome: More calls answered the first time and fewer calls abandoned.

# Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2017	2017	2018	2018
Personnel	\$1,704,998	\$627,926	\$1,391,385	\$598,752
Contractual Services	\$117,500	\$0	\$112,244	\$0
Materials & Supplies	\$18,282	\$1,133	\$16,703	\$0
Internal Services	\$527,948	\$55,771	\$752,275	\$59,875
Total GF/non-GF	\$2,368,728	\$684,830	\$2,272,607	\$658,627
Program Total:	\$3,053,558		\$2,931,234	
Program FTE	23.00	8.80	11.10	7.40

Program Revenues								
Indirect for Dept. Admin	\$186,202	\$0	\$178,394	\$0				
Intergovernmental	\$0	\$258,626	\$0	\$658,627				
Other / Miscellaneous	\$0	\$300,000	\$500,000	\$0				
Beginning Working Capital	\$882,043	\$0	\$0	\$0				
Service Charges	\$1,156,182	\$0	\$1,331,284	\$0				
Total Revenue	\$2,224,427	\$558,626	\$2,009,678	\$658,627				

# **Explanation of Revenues**

Primary Care and Dental Access and Referral is funded with county general fund and is also supported with revenue from the Bureau of Primary Health Care.

Medical Fees: \$1,831,284

Federal Primary Care grant: \$658,627

# Significant Program Changes

Last Year this program was: FY 2017: 40033 Primary Care and Dental Access and Referral

In calendar year 2017, dental services calls will transition from dental sites to the Patient Access Center (PAC).