

**Priority:** Basic Needs

**Lead Agency:** Health Department

**Program Offer Type:** Support

**Program Contact:** WHITTLESEY Valerie L

**Related Programs:**

**Program Characteristics:**

**Executive Summary**

The Primary Care Access and Referral (PCAR) Program is the gateway for new patients appointed into Multnomah County Health Department's (MCHD) Primary Care System and for established, uninsured patients referred into community specialty care.

MCHD Information & Referral and Languages Services provide resources for MCHD services, written translation, oral and sign language interpretation across the department's programs and services.

**Program Description**

- PCAR  
Schedules new, underserved, low income patients into MCHD Primary Care medical homes as capacity permits. Refers uninsured, established Primary Care patients into specialty care to other community providers through standardized referral processes.  
Provides information and referral on MCHD medical, dental and social services and key community service partners.
- MCHD Language Services  
Provides interpretation in over 50 languages and sign language for all MCHD services & programs and for established patients who access specialty care in the community.  
Comprehensive written translation for clinical and non-clinical programs and services.

**Program Justification**

PCAR provides appointment and referrals in collaboration with county and other community organizations, ensuring consistent patient and information work flows and tracking. PCAR ensures comprehensive, collaborative planning processes that are patient centered, respectful and attentive to resource stewardship.

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 through the department's Refugee and Screening Program and those who have Limited English Proficiency, receive interpretation that is culturally competent.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY07-08)	Current Year Purchased (FY08-09)	Current Year Estimate (FY08-09)	Next Year Offer (FY09-10)
Output	# of calls answered	0	220,000	0	0
Outcome	% of new patients will receive appointment reminder calls	0.0%	0.0%	100.0%	100.0%

**Performance Measure - Description**

 **Measure Changed**

Quality: 100% of patients with current telephone numbers will receive reminder calls. Discontinuing Call Center functions, so number of calls answered is no longer a valid measure.

## Legal/Contractual Obligation

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2009	2009	2010	2010
Personnel	\$1,271,022	\$0	\$583,183	\$0
Contracts	\$279,150	\$0	\$382,790	\$0
Materials & Supplies	\$37,000	\$0	\$24,532	\$0
Internal Services	\$205,165	\$0	\$98,900	\$0
Subtotal: Direct Exps:	<b>\$1,792,337</b>	<b>\$0</b>	<b>\$1,089,405</b>	<b>\$0</b>
Administration	\$26,203	\$0	\$18,306	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$26,203</b>	<b>\$0</b>	<b>\$18,306</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$1,818,540</b>	<b>\$0</b>	<b>\$1,107,711</b>	<b>\$0</b>
Program Total:	<b>\$1,818,540</b>		<b>\$1,107,711</b>	
Program FTE	18.40	0.00	7.00	0.00
<b>Program Revenues</b>				
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

## Significant Program Changes

**Last year this program was:** #40033, Clinic Appointment Center

In FY08, this program included Nursing triage services, along with Appointment Center staffing. Nursing triage has been moved out into the clinic sites to more effectively serve clients.