

Lead Agency: Health Department

Program Contact: Marilyn Boss

Program Offer Type: Support

Related Programs:

Program Characteristics: In Target

Executive Summary

The Primary Care and Dental Access and Referral (PCARD) Program is the gateway for new patients appointed into Multnomah County Health Department's (MCHD) Primary Care and Dental System, and for established uninsured 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 Description

PCARD is the point of entry for scheduling new clients for both the Primary Care and dental clinics. PCARD also facilitates access to specialty referrals and charity care for uninsured patients in collaboration with Project Access. PCARD provides appointments and referrals in collaboration with County and other community organizations, ensuring consistent patient information and tracking. PCARD also provides information and referral for 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 and programs and for established patients who access specialty care in the community. Comprehensive 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 through the department's Refugee and Screening Program, and those who have Limited English Proficiency, receive culturally competent interpretation.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	# of new patients who receive appointments	10,836	11,500	10,200	10,365
Outcome	# of uninsured patients who receive specialty care	1,285	1,250	1,340	1,450

Performance Measure - Description

Output: Number of new patients who receive a new patient appointment (medical and dental). This has been negatively impacted in FY 12 by prolonged provider vacancies due to difficulty recruiting physicians.

Outcome: Number of uninsured patients who receive specialty care referral--measures the success of efforts to connect uninsured clients to community charity care.

Legal/Contractual Obligation**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$910,142	\$0	\$549,952	\$421,587
Contracts	\$90,989	\$23,848	\$28,917	\$59,483
Materials & Supplies	\$0	\$22,828	\$24,518	\$0
Internal Services	\$42,700	\$68,324	\$47,451	\$107,170
Total GF/non-GF:	\$1,043,831	\$115,000	\$650,838	\$588,240
Program Total:	\$1,158,831		\$1,239,078	
Program FTE	11.00	0.00	7.50	4.00
Program Revenues				
Indirect for dep't Admin	\$6,871	\$0	\$36,485	\$0
Intergovernmental	\$0	\$115,000	\$0	\$588,240
Total Revenue:	\$6,871	\$115,000	\$36,485	\$588,240

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.

Federal Primary Care grant: \$650,838

County general fund: \$588,240

Significant Program Changes

Last year this program was: #40033, Primary Care and Dental Access and Referral