

**HEALTHCARE GEORGIA FOUNDATION  
GRANT NARRATIVE REPORT FORM**  
Progress Final

**DATE SUBMITTED: January 29, 2009**  
**Reporting Period February 1, 2009 – January 31, 2010**

**NAME OF ORGANIZATION:** Chatham County Safety Net Planning Council

**CONTACT NAME:** Diane Z. Weems, MD (912) 356-2897 (912) 356-2868

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Email: Website:

**GRANT PURPOSE:** To support the development of a coordinated community-wide system to give primary care providers and their respective uninsured patients in Chatham County access to specialty medical care.

**GRANT AMOUNT:** \$200,000.00

Healthcare Georgia Foundation actively monitors and evaluates the outcomes of its grants. Program Officers document the timely submittal of your progress reports, and review and approve these reports. The Foundation wants to know about your **accomplishments** toward achieving **each of the projects' approved grant objectives**, any **changes** that have been made in objectives or in the strategy for accomplishing them, any **problems** you have encountered, and how these have been resolved.

Grant monitoring may also include site visits and meetings with grantees. A final report using this format must also be completed and submitted at the end of the grant period. Please note: Consideration of future funding requests is contingent upon successful completion of all grant-reporting requirements.

Please submit your narrative and budget form by the due date indicated in the Grant Summary of our Grant Agreement. **Send your signed (see attached signature form) original and one copy to:**

Director of Grants Management  
Healthcare Georgia Foundation  
50 Hurt Plaza, Suite 1100  
Atlanta, GA 30303

*Please enclose Two copies of any key published reports or products produced with grant funds and documented in the grant approved objectives; submission of all other documents is not required. Your answers should be typed in the boxes below. Each box can be expanded by using the return key.*

**Answer the following questions based on the grant purpose and objectives outlined in our signed Grant Agreement.**

1. Have there been any changes to the number and/or classification of project personnel? If yes, please identify the changes and explain the reason for them being made.

Using Healthcare Georgia Foundation (HGF) funds (0.2 FTE) and matching Southeast Georgia Cancer Alliance (SEGCA) funds, a 0.4 FTE case manager began direct work with Chatham CAN on July 1, 2009. The case manager works under the oversight of the Chatham County Safety Net Planning Council (CCSNPC) and CCSNPC Executive Director and the direct supervision of the Project Manager. The case manager will work with all Chatham CAN project referrals to ensure patient/provider eligibility, timely communication among patients, partners and providers and patient success in keeping referral appointments. The case manager will follow referral outcomes at the patient level and document barriers to success.

The Project Manager was retained under a service contract and not as an employee which resulted in decreased costs.

2. Briefly describe progress and achievement toward our grant to your organization. Please be sure to address each grant objective.

**Deliverable #1**

**Complete assessment of physician workforce by specialty and affiliation (hospital/group practice) and assessment of need.**

**1. Formation of the CCSNPC's Chatham CAN Advisory Committee:**

**Status:** Complete.

The advisory committee has been formed and all CCSNPC primary health care providers are represented. A faculty member of the Atlantic Armstrong State University's College of Health Sciences Department serves as a data collections advisor. Meetings are scheduled bi-monthly and thus far six meetings have been held on March 19, May 21 and July 23, September 17 and November 19, 2009; and January 28, 2010. A list of the advisory committee membership is attached (Attachment A).

**2. Assessment of physician workforce:**

**Status:** Complete.

An assessment of the physician workforce in Chatham County has been conducted. Available listings of physicians have been compiled into an Excel database. A summary of the database by specialty is attached (Attachment B).

**3. Assessment of need:**

**Status:** Complete.

- Survey (Attachment C) developed and distributed in March 2009.
- Survey data obtained from all CCSNPC primary health care providers was entered into an Excel database. Follow-up meetings were held with each provider to review their individual data.
- Final reports (attachments D, E) were developed, presented and distributed at the May 21, 2009 Advisory Committee meeting and included in the 2008 CCSNPC Evaluation.

**Deliverable #2**

**Acquire and provide the shared electronic technology and software and processes necessary to support coordinated specialty access system to participating safety net providers.**

**1. Review of existing and potential electronic systems:**

**Status:** Complete.

- A face-to-face meeting (March 30, 2009) and a follow-up conference call (April 29, 2009) were held with staff of the Georgia Free Clinic Network (GFCN) and the Georgia Technical Research Institute (GTRI) to explore the compatibility of GFCN's planned access software and the needs of Chatham CAN. GTRI provided a scope of work document for review. Based on the review, it was determined that the GFCN/GTRI software was in the development phase, would not be available for use within the time frame of Chatham CAN's project and did not meet the needs of Chatham CAN.
- Similar non-profit specialty care access programs in Jacksonville (We Care Clinic), Ashville (Buncombe County Medical Society Foundation's Project Access) and Gainesville (Hall County Medical Society's Health Access Initiative (HAI)) were contacted and information regarding electronic systems both in use and in the planning/development phases was obtained.
  - We Care Clinic uses an Excel based spreadsheet to track specialty physician volunteers and patient participation.
  - Project Access uses an "in-house" developed software application. The application was specific to the needs of Project Access and did not meet the needs of Chatham CAN.
  - Health Access Initiative (HAI) provided information re: their purchase and current use of InfoComSystems Services (ICSS) iREACH software.
- ICSS was contacted and a virtual demonstration of iREACH software was provided with ongoing access to an iREACH demo site. iREACH software is fully compatible with the current and projected future needs of Chatham CAN.
- Field visits to HAI and the Good News Clinic (GNC), both in Gainesville, GA were conducted May 11 and May 12, 2009. HAI and GNC recommended the use of

iREACH software. HAI reported success in their multi-year use of the software.

- IT hardware/software and equipment needs required for use with iREACH software were explored. The Chatham County Board of Health agreed to provide Chatham CAN use of the necessary hardware in-kind. SQL software was obtained at minimal cost from TechSoup, a provider of reduced cost and free software available to non-profit organizations.
- Installation, technical assistance and on-site staff training were within budget. Additionally ICSS agreed to provide iREACH software to CCSNPC on a rental basis with rental funds applied to future purchase on a percentage basis..

**2. Software Acquisition:**

**Status:** Complete

- A rental contract between CCSNPC and ICSS dated July 21, 2009 was signed. Software installation is complete and staff of ICSS provided on-site training to the CCSNPC Chairperson, CCSNPC Executive Director, Chatham CAN Project Director and Case Manager on August 19-20, 2009.
- ICSS staff provided telephone consultation as needed/requested on a multiple and on-going basis throughout 2009 to assist the Chatham CAN Project Director in configuration and customization of the software to meet the specific needs of the program.

**3. Provision of shared electronic technology and software and processes necessary to support coordinated specialty access system to participating safety net providers.**

**Status:** Ongoing

- Chatham CAN will continue use of iREACH software on a rental basis in Year Two to track enrolled specialist availability, safety net provider referral utilization, patient specialty care appointment utilization/compliance and the value of donated specialty care.
- As a result of consultation with area medical care providers throughout Year One, frequent unassigned patient use of area hospital emergency departments not only to obtain primary care, but also as a means of obtaining a referral to area specialty physicians was identified as a major problem. Based on provider requests, Chatham CAN is working cooperatively with the Chatham County medical community to explore the use of iREACH software and case management services in the care planning and follow-up of unassigned emergency department patients referred into specialty care. Specialty physicians will continue to evaluate and provide needed treatment to emergency department referred patients in their offices; however, Chatham CAN will work with specialty physicians to ensure a smooth transition of unassigned patients into primary care based services in Chatham County's free clinics and federally qualified health centers.

**Deliverable #3**

**Recruit and enroll at least 20 specialty care physicians to participate in Chatham CAN by end of Year One; recruit at least an additional 30 providers by the end of Year Two.**

**1. Physician recruitment and enrollment total:**

**Status:** Ongoing.

Physician engagement:

- On May 12, 2009, representatives of Chatham CAN met with Dr. DeLong, medical director of HAI and Dr. Jack Chapman, Hall County physician and specialty care initiative supporter to discuss the development of HAI and the collaboration with GNC and Hall County medical providers. Their suggestions for engaging the medical community and recruiting specialty care providers were taken under advisement.
- The CCSNPC Chair and Executive Director met with the leadership of the Georgia Medical Society (GMS) on June 15, 2009 to solicit support of and collaboration with the Chatham CAN project. Representatives of Chatham CAN were invited to present their project at the GMS hosted community-wide medical "super meeting" on September 15, 2009. The meeting included staff physicians of both local hospital systems along with practicing and retired physician

members of the GMS. A brochure (Attachment F) was developed and distributed to physicians at the meeting and is in current use in Chatham CAN's physician recruitment and enrollment activities. A poster-size flyer (Attachment G) was also developed and printed.

- Chatham CAN worked with community medical providers in the development of a colon cancer screening program, Project A-C-T (Assess-Connect-Teach) detailed in the Physician Enrollment section below. Chatham CAN worked cooperatively with CCSNPC in the initial application for grant funds and in the recruitment of specialty physicians and service providers for Project A-C-T. Chatham CAN's involvement in this effort was based on the finding of need for colon cancer screening documented in Chatham CAN's safety net provider needs assessment completed in May 2009.
- The leadership of GMS has agreed to suggest nominations for Chatham CAN's Medical Advisory Committee (MAC). MAC members will champion the program, facilitate physician recruitment and conduct medical review of referrals as indicated in Year Two.
- South Coast Medical Group (SCMG) Specialty Physician Recruitment: Chatham CAN is in the process of recruiting 32 specialty physicians affiliated with SCMG, a local, private multi-specialty physician practice group. Enrollment of SCMG specialty physicians into Chatham CAN's network of specialty physicians donating care is anticipated for completion in February 2010. Chatham CAN will work with SCMG to systematize their donated care activities and provide a methodology for referrals from Chatham County free clinics and federally qualified health care center to SCMG specialty physicians. Additionally, Chatham CAN will work to obtain primary care medical homes for unassigned patients referred to SCMG specialty physicians through both area hospitals' emergency departments. SCMG physicians provide care in the following specialties and service areas: Allergy, Cardiology, Diagnostic Laboratory, General Surgery, Imaging, Infectious Disease, Internal Medicine, Nephrology, Ophthalmology, Pulmonology, Rehabilitative Medicine, Sleep Medicine and Surgical Oncology.

**Physician enrollment:**

**Status:** Year One Goal Met

- The donated care services of 42 specialty physicians representing 20 medical specialties were tracked in the St. Mary's Health Center pilot project detailed in Deliverable #4.
- Twelve physicians representing seven medical specialties have enrolled in Chatham CAN to provide services to participants in a CCSNPC led community based colon cancer screening initiative. Chatham CAN worked with the CCSNPC Executive Director to recruit specialty physicians to participate in the project A-C-T (Assess-Connect-Teach) colon cancer screening program (see Deliverable #4). In addition to gastroenterology physician specialists, service providers in Diagnostic Laboratory, Imaging, Endoscopy Center and Pharmacy areas were also recruited and enrolled as Chatham CAN participating care providers for Project A-C-T.
- Eight additional specialty physicians representing four medical specialties have enrolled in Chatham CAN and have agreed to donate services to a fixed number of eligible patients receiving primary care from Chatham County Safety Net providers upon referral by Chatham CAN.

**Deliverable #4**

**Pilot Specialty Care Access coordinated system of referral.**

**1. Obtain assistance for document and process development status:**

Documents and processes developed by HAI have been purchased by Chatham CAN and adapted for local use.

**Pilot Projects:**

**St Mary's Health Care Center Pilot:**

**Status:** Complete

Discussions were held with Sr. Pat Baber of St Joseph's/Candler Hospital's Mission Services, the St. Mary's clinic manager and a representative of the St. Joseph's/Candler

IT Department. All agreed to inclusion of St. Mary's Health Care Center as the pilot site for the testing and development of the Chatham CAN referral process beginning August 1, 2009 and continuing through December 31, 2009. During the pilot, Chatham CAN tracked the referrals of 14 patients to the pool of 42 specialty physicians donating care. The St. Mary's Health Center pilot informed Chatham CAN's efforts in the launch and customization of iREACH software. The Chatham CAN project director worked closely with St. Mary's staff and obtained their input into the development of referral documents and methodologies. Patient appointment compliance with specialty physicians was observed at a 100% level.

**Project A-C-T (Assess-Connect-Teach):**

**Status:** Ongoing

Chatham CAN continues its work with the CCSNPC on a community colon cancer screening project funded through the Southeast Georgia Cancer Alliance (SEGCA) and initially piloted with Community Health Mission. Project A-C-T connects uninsured individuals determined to be candidates for a screening colonoscopy to community gastroenterologists. Discounted specialty care fees are funded by ACT. There is no cost to the patient. Chatham CAN has enrolled pathologists to donate their full professional and laboratory service fees. All referrals are implemented through Chatham CAN, tracked with iREACH software and are followed by the Chatham CAN case manager. Patient appointment compliance is at a 100% level. The specialty care of 10 patients has been facilitated through the joint efforts of Chatham CAN and A-C-T during Year One. All referrals were entered into iREACH software. Chatham CAN works with the medical community to obtain care for A-C-T participants found in need of post-colonoscopy follow-up medical services.

**Deliverable #5**

**Provide at least 1500 referrals in Year Two, and assure at least 75% of referrals are completed.**

**Year Two begins February 01, 2010. No activity to report at this time.**

3. Have there been significant deviations from the planned time schedule for the activities required to meet the objectives? Yes  No . Please describe any significant deviations.

4. Describe any other activities or issues that you want us to be aware of. Please include here the names and grant amounts of all sub-grantees or grantees receiving funds from Foundation indirectly.

None.

5. Has there been a change in the target population?

There have been no changes in the target population.

6. Describe progress made toward institutionalization (sustainability) of the program/continuation of funding.

### **Program sustainability**

Identification of key physician champions and community engagement:

1. A volunteer gastroenterologist has approached his colleagues and obtained a pledge of 50 screening colonoscopies.
2. Chatham CAN has obtained the endorsement of the GMS President and received an invitation to recruit physicians and speak at their annual meeting held September 15, 2009.
3. The Chatham County Commission included the CCSNPC Executive Director position in the permanent budget for FY 2009-2010, confirming local government support of the continued growth of the CCSNPC activities on behalf of the uninsured.
4. Chatham CAN is working with both area hospitals to demonstrate the use of iREACH software in the management and follow-up of unassigned Emergency Department patients. Both hospitals have expressed interest in iREACH and Chatham CAN Case Management methodologies to address the problem of inadequate data collection and follow-up tools necessary to address the problem of unassigned patient Emergency Department referral, tracking and follow-up.
5. Chatham CAN is working to recruit and enroll the specialty physicians of a large multi-physician practice group to facilitate entry of unassigned and uninsured patients into the Chatham Safety Net's free clinic and federally qualified health care center primary care system.

### **Continuation of Funding**

1. Local philanthropists have been identified to approach for donations to purchase iReach software during Year 2 if it is determined during the iREACH rental period that it meets the needs of Chatham CAN.
2. TechSoup has been identified and utilized as a resource for low cost hardware and stock software purchases. CCSNPC has registered with, been approved as eligible for TechSoup donations and has utilized this program to obtain hardware, stock software and funding resource center affiliation for a minimal administrative fee instead of retail costs.
3. CCSNPC has enrolled as a participant in GrantStation's online funding resource center (<http://www.grantstation.com/>). GrantStation will provide for the exploration of funding opportunities available to continue Chatham CAN's efforts toward maintaining a developed community-wide system giving uninsured patients in Chatham County access to specialty care and linking unassigned emergency department patients into care services available from Chatham Safety Net providers.

7. Provide a brief description justifying any budget changes. Using the attached budget form submit an itemized list of actual expenditures to date for your project. Be sure to show the total amount paid on the grant and **clearly indicate any unexpended balance.**

A budget revision request along with justifications for the requested modifications was submitted to the Healthcare Georgia Foundation on June 11, 2009 and approval of the requested revision was obtained on July 9, 2009 via email.

An itemized list of actual expenses to date along with unexpended balances is provided on page 6 of this document.

**DATE SUBMITTED: January 29, 2010**

**NAME OF ORGANIZATION:** Chatham County Safety Net Planning Council, Inc.  
**GRANT AMOUNT:** \$200,000.00

**FOOT NOTE:**

1) \*It is the policy of HGF that administrative overhead or indirect costs up to a maximum of 10% of direct costs will be allowed. Subcontracting, capital improvements and equipment cannot be included in the direct costs on which indirect costs are calculated.

(REPORT HEALTHCARE GEORGIA FOUNDATION FUNDS ONLY)				
	%FTE	Revised Grant Budget	Total Expenses To Date	Current Balance
<b>Direct and Indirect Costs:</b>				
<b>Personnel:</b>				
Salary	0.2	\$19,000.00	\$7,000 .00	\$12,000.00
Fringe Benefits				
<b>Total Personnel (I)</b>	<b>0.2</b>	<b>\$19,000.00</b>	<b>\$7,000.00</b>	<b>\$12,000 .00</b>
<b>Direct Operating Expenses:</b>				
Supplies		\$800 .00	\$154.33	\$645.67
Printing		\$1,000 .00	\$200.00	\$800.00
Travel		\$6,400.00	\$1,048.67	\$5,351.33
Postage		\$300 .00	\$35.00	\$265.00
Research Materials				
Other Expenses (provide a brief description in report narrative)				
<b>Total Operating Expenses (II)</b>		<b>\$8,500 .00</b>	<b>\$1,438.00</b>	<b>\$7,062.00</b>
<b>Total Direct Costs (III) (I + II = III)</b>		<b>\$27,500.00</b>	<b>\$8,438.00</b>	<b>\$19,062.00</b>
<b>*Indirect Costs</b> (up to 10% of Total Direct Costs)				
Project Activities				
Rent/Utilities				
<b>Total Project activities (IV)</b>		<b>-0-</b>		
<b>Total Direct and Indirect Costs (V) (III + IV = V)</b>		<b>\$27,500.00</b>	<b>\$8,438.00</b>	<b>\$19,062.00</b>
<b>Other Costs:</b> (the following line-item amounts cannot be used in calculating indirect costs)				
Equipment		\$4,000.00	\$2,312.90	\$1,687.10
Subcontracts/Consultants/Project Manager		\$168,500.00	\$84,000.00	\$84,500.00
Capital Improvements				
<b>Total Other Costs (VI)</b>		<b>\$172,500.00</b>	<b>\$86,312.90</b>	<b>\$86,187.10</b>
<b>Total Expenses (V + VI)</b>				
		<b>\$200,000</b>		

I hereby certify that this report, including any attachments, is accurate to the best of my knowledge, and that our organization, remains in full compliance with the terms of the Grant Agreement Letter regarding this grant.

Diane Z. Weems, M.D.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Print Name

Chatham County Safety Net Planning Council

\_\_\_\_\_  
Name of Organization

Chair

January 29, 2010

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

**(If Grantee is acting as a fiscal sponsor, the signature of the project director may be added, if they prepared the report):**

\_\_\_\_\_  
Signature of Project Director


\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Name of Organization

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

Attachment A  
Chatham CAN Advisory Committee Roster

 <p>Chatham County <b>SafetyNet</b> Planning Council</p>	<p>Chatham CAN (Creating Access Now) Advisory Committee Debra Abercrombie, Project Director</p>
<p><b>Partner: Representative</b></p>	<p><b>Mailing Address</b></p>
<p>Chatham CAN, Project ACT Case Manager: Natalie Walker</p>	<p>Chatham County Health Department 1395 Eisenhower Drive</p>
<p>Chatham CAN Project Director: Debra Abercrombie</p>	<p>CCSNPC, Coastal Health District 24 Oglethorpe Professional Blvd. 3rd Floor</p>
<p>Chatham County Health Dept.: Susan Alt</p>	<p>Chatham Cares Center 120 Fahm St.</p>
<p>CCSNPC Executive Director: Paula Reynolds, M.D., M.P.H.</p>	<p>CCSNPC, Coastal Health District 24 Oglethorpe Professional Blvd., 3rd Floor</p>
<p>Community Health Mission: Miriam Rittmeyer, Ph.D., M.P.H</p>	<p>310 Eisenhower Dr., Suite 5</p>
<p>Curtis V. Cooper: Leon Burton</p>	<p>P. O. Box 2024</p>
<p>GA Medical Society: Keith Ellis, M.D.</p>	<p>618 Rose Dhu Rd.</p>
<p>GA Medical Society: John Dekle, M.D.</p>	<p>c/o Community Health Mission 310 Eisenhower Dr., Suite 5</p>
<p>GA Medical Society: Jules Toraya, M.D.</p>	<p>OB/GYN Associates of Savannah 5353 Reynolds Street, Suite 300</p>
<p>GA Medical Society: Michael Zoller, M.D.</p>	<p>Ear, Nose &amp; Throat Assoc. of Savannah, P.C. 5201 Frederick St.</p>
<p>GA Vol Hlth. Care Program: Patricia Adamcak</p>	<p>24 Oglethorpe Professional Blvd., 3rd Floor</p>
<p>Good Samaritan Clinic: Greta Tholstrup</p>	<p>4704 Augusta Rd. Garden City, GA</p>
<p>J. C. Lewis Health Care Center: Aretha Jones</p>	<p>120 Fahm St.</p>
<p>Memorial Health University Medical Ctr.: Jennifer Wright</p>	<p>4700 Waters Ave., Suite 456</p>
<p>St. Joseph's/Candler: Agnes Cannella</p>	<p>11705 Mercy Blvd.</p>
<p>St. Mary's Health Center: Stephanie Alston</p>	<p>1302 Drayton St.</p>
<p>Armstrong Atlantic University: Alice Adams, Ph.D., Data &amp; Eval. Consultant</p>	<p>11935 Abercorn St., Solms Hall 201</p>
<p>Coastal Health District Chatham County Health Dept.</p>	
<p>Diane Z. Weems, M.D.</p>	<p>1395 Eisenhower Dr.</p>

Attachment B

Attachment C  
Chatham CAN Safety Net Primary Care Provider Survey

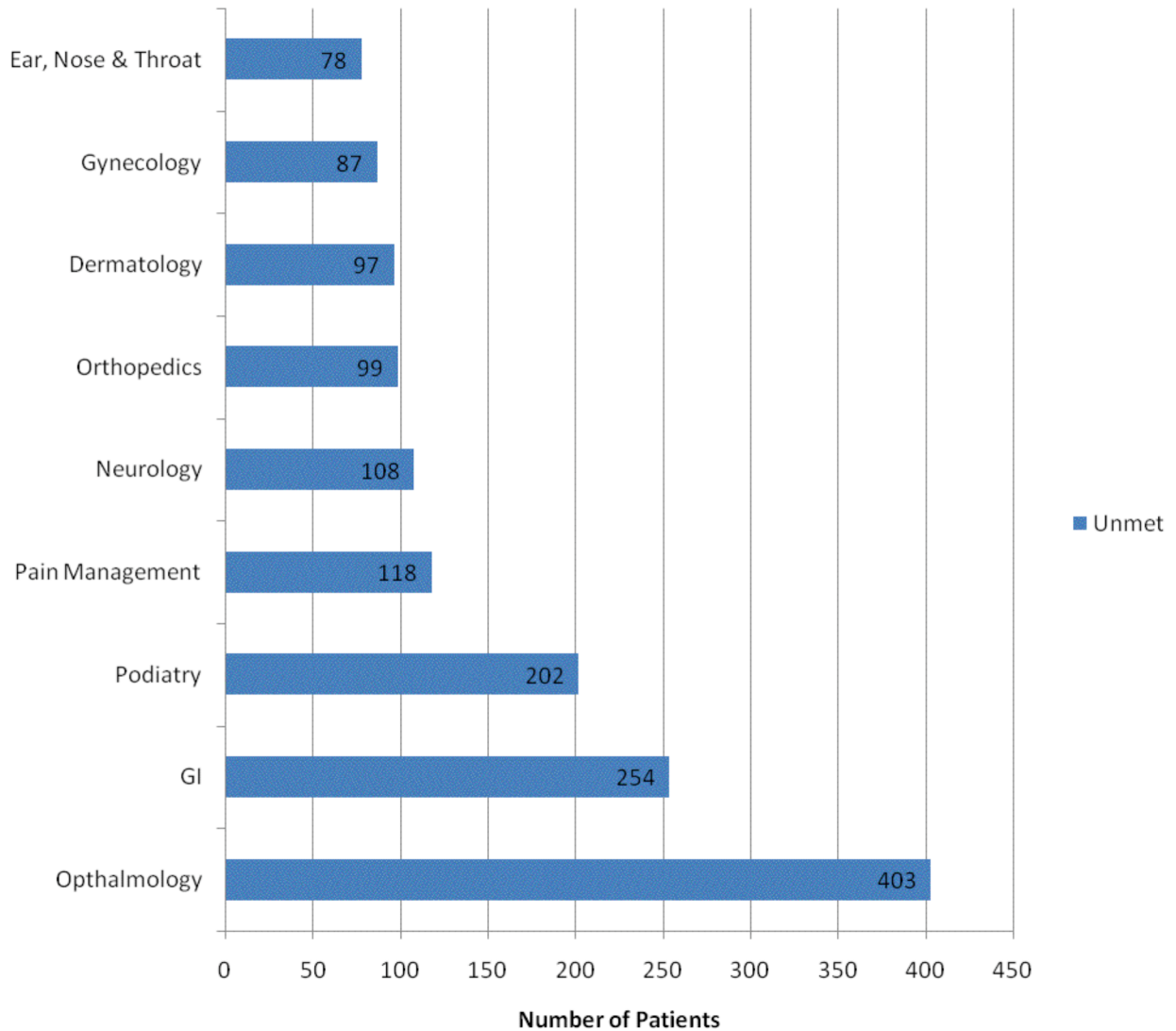
Organization		
Contact Person		

Specialty Services	Available?		# of clients receiving this specialty care service in 2008		# of clients with unmet need in 2008	
	onsite	offsite	onsite	offsite	onsite	offsite
Acupuncture						
Addiction Medicine						
Allergy/Immunology						
Anesthesiology						
Cardiology						
Dermatology						
Ear, Nose and Throat						
Endocrinology						
Gastroenterology						
Gynecology						
Hematology						
Infectious Diseases						
Internal Medicine						
Laboratory						
Laboratory (complex)						
Nephrology						
Neurology						
Obstetrics						
Oncology						
Ophthalmology						
Orthopedics						
Pain Management						
Pathology						
Pediatric Specialties						
Plastic Surgery						
Podiatry						
Pulmonology						
Radiology Basic						
Radiology Specialized						

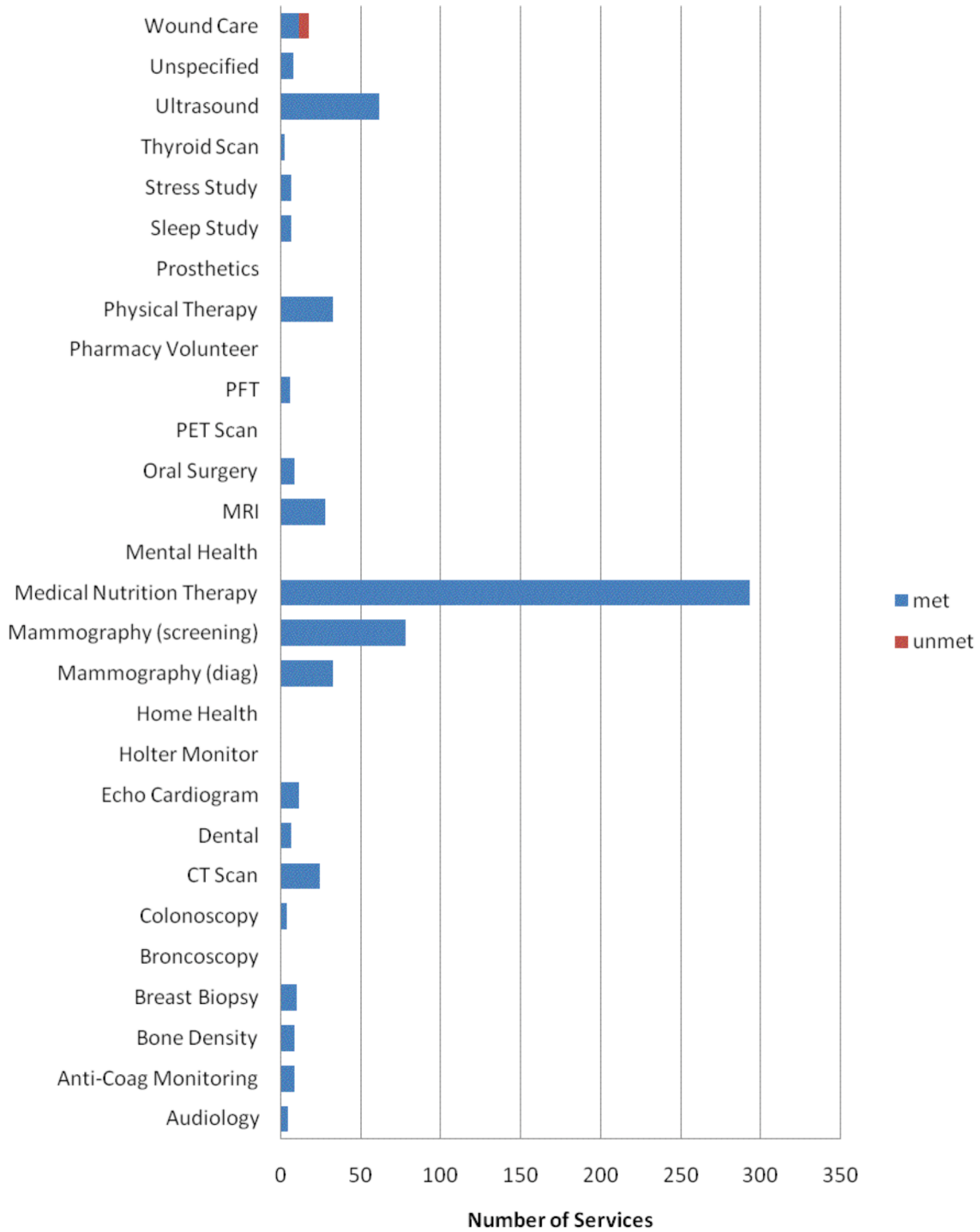
Rheumatology						
Surgery (General)						
Urology						
Vascular Disease						
Other:						

Comments

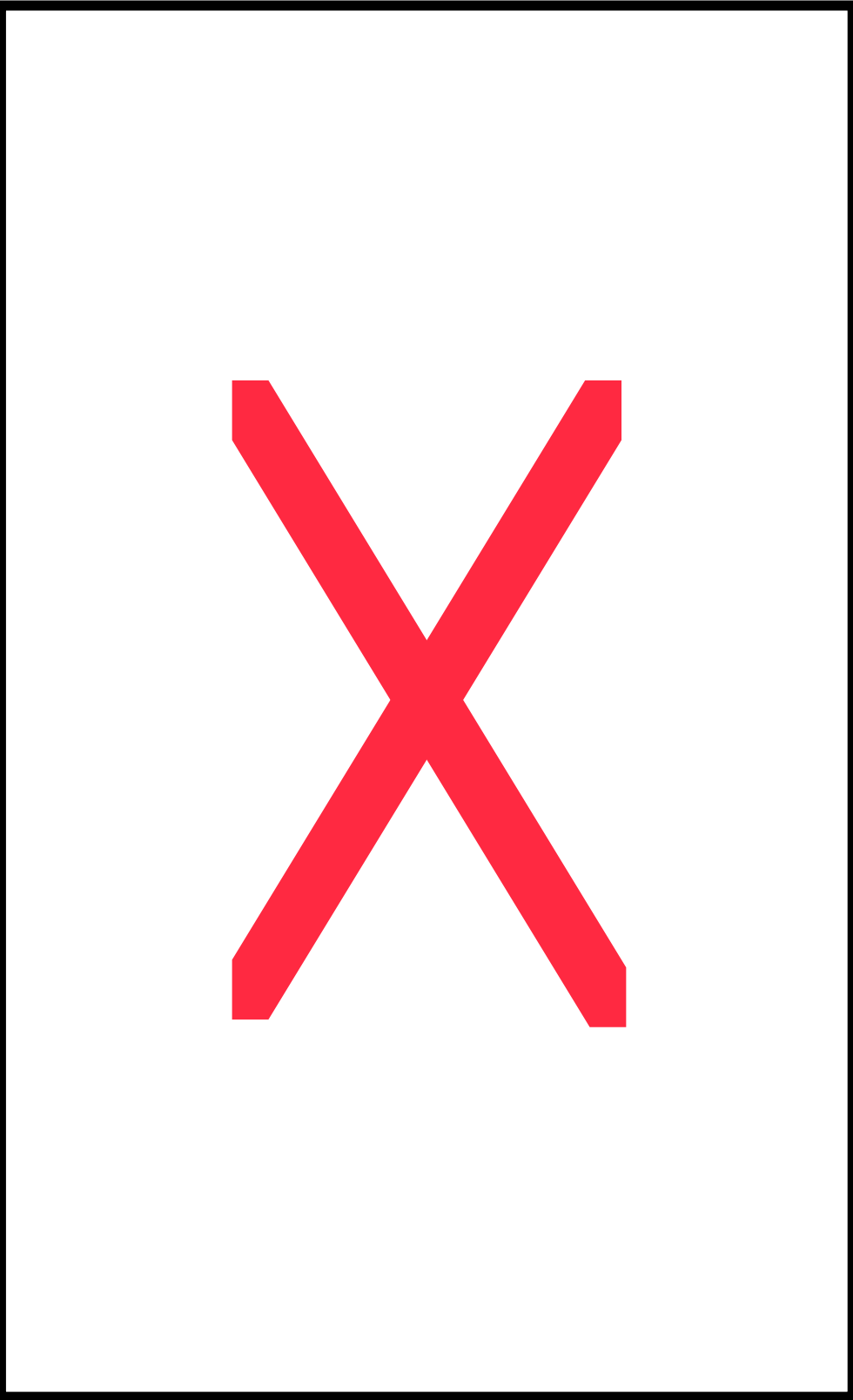
## Chatham Top Ten Specialty Unmet Needs 2008



## Chatham Safety Net Providers Reported Care Need 2008







\*Note: Actual posters/flyers were printed using blue ink on white cardstock measuring 12.5" x 18.75