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San Francisco Health Commission  
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Dear Commissioners:

Operation Access (OA) mobilizes a network of medical volunteers, hospitals and referring clinics to provide low-income, uninsured people with access to outpatient surgeries and specialty care that improves their health, ability to work and quality of life. In 2009, our goal is to serve 1,100 patients within our six-county service area. OA patients are uninsured and cannot qualify for publicly funded insurance, such as Medi-Cal. Their family incomes are less than 250% of the Federal Poverty Level, and many work in the service sector.

We are fortunate to have a partner in California Pacific Medical Center. CPMC has participated in the Operation Access program since 2001 and in the past nine years has donated over 320 surgical services to uninsured OA patients. In 2008 alone, CPMC provided an estimated \$207,600 in donated care, at cost value. The care that OA patients receive is 100% donated and entirely free to patients. In addition to a full write-off from the medical center and professional volunteers, OA arranges for other ancillary medical groups to match the hospital's donation.

CPMC is a unique partner for OA, in that patients often travel from as far away as Santa Rosa or Livermore to obtain care at CPMC. If OA did not have the capacity to serve these Bay Area patients through its partnership with CPMC, many would be forced to wait an additional several months for a specialist consultation or surgery. One such patient recently had a cholecystectomy operation with Dr. Russell Woo, and expressed her deep gratitude as follows:

*"We live in a country where respect for human rights is a daily struggle and many differences exist in our communities. Above all, there are many people who lack medical services, just because we don't have the resources necessary to pay for healthcare."*

*"Fortunately, for some people like me, by a stroke of luck we have found people like [Dr. Russell Woo] and organizations like Operation Access and California Pacific Medical Center. Because of all of these amazing people, we can say that we are not alone."*

We hope that others will see the great community benefit that CPMC provides on a very regular basis by serving the community's most vulnerable individuals. Furthermore, we believe that California Pacific Medical Center plays an important role in San Francisco's healthcare infrastructure. CPMC is vital to our city's healthcare delivery and overall economy, and its long range plan will upgrade our city's health facilities to ensure that all San Franciscans have access to the best possible medical care.

Sincerely,



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