



2012 Sapphire Award Winner (\$100,000) Excellence in Community Health—Organization

Primary Care Access Network

The Primary Care Access Network (PCAN) is a coalition of 22 public, private, faith-based and government agencies that operate a full range of primary and secondary care services for over 100,000 uninsured residents of Orange County. PCAN is an integrated health network that is funded by sliding-scale fees, as well as federal, state, county and community partner dollars.



Notable Achievements:

Over the past 11 years, PCAN has:

- Expanded primary care services from 5,000 to over 100,000 uninsured patients, annually.
- Grown its volunteer provider base to over 1,600 that now donate over \$5.8 million in services, annually, through 10 acute care clinics (up from two) and the creation of a specialty care clinic.
- Sustained a 25 percent reduction in non-urgent, uninsured emergency department (ED) visits generating \$1.45 million in cost savings, annually, despite a 16 percent increase in the number of uninsured Orange County residents.
- Decreased the number of homeless patients accessing local hospital EDs by 27 percent and, of that number, 68 percent who kept their scheduled appointment with a primary care provider did not return to the ED.
- Reduced the average per patient cost to Orange County for health care services from \$2,000 to \$157.
- Achieved a 98 percent patient satisfaction rate with 95 percent of all patients self-reporting an improvement in their overall health.

"The strength of PCAN is the strong collaboration between the 22 partner agencies including local government, hospital providers, safety net providers, business coalitions, health alliances, foundations and specialty providers whose primary mission is to ensure access to care for vulnerable populations in Orange County focusing specifically on the uninsured and underinsured."

Cindi Kopelman, Past President at Shepherd's Hope, Inc., a PCAN partner agency

Services Provided:

Through a network of 10 FQHC medical homes, 10 acute care clinics, one chronic care medical home, one secondary care clinic and one respite care center, PCAN offers: internal medicine, pediatrics, family practice, geriatrics, obstetrics/gynecology, general and pediatric dentistry, pharmacy and laboratory services (on-site and referral), case management, eligibility assistance, patient education, immunizations, translation, family planning and limited medical transportation, as well as over 30 specialty fields (e.g., orthopedics, radiology, pulmonary, oncology, cardiovascular, etc.).

For more information about PCAN, visit www.pcanorangecounty.com or call (407) 836-7226.