

**FY 2012-13 FINAL REPORT**

FOR CBO/PHG GRANT FUNDING  
FROM THE COUNTY OF SAN LUIS OBISPO  
TO THE SLO NOOR FOUNDATION

Grant Amount: \$100,000  
Program Name: SLO Noor Clinic Laboratory/Diagnostic Testing

Submitted: September 6, 2013

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**SLO NOOR FOUNDATION'S  
FINAL REPORT FOR CBO/PHG GRANT FUNDING AWARDED  
FOR FISCAL YEAR 2012-13**

**Grant Funds Awarded for Fiscal Year 2012-13:     \$100,000**

**Program/Project Summary: SLO Noor Clinic Laboratory/Diagnostic Testing**

The SLO Noor Clinic Laboratory continued to enable physicians to perform labs while patients are at the clinic. This allowed for minimal follow-up, reduced operating costs, and fulfilled the need for fast, accurate, and reliable test results to make critical patient care decisions. We also provided patients with Physician approved diagnostic testing as appropriate to assist Physicians determine patients' health status. And adding additional hours of operation and personnel to provide access to more patients remains a priority.

<b>Goal/Objective</b>	<b>Major Tasks (in order to achieve goal)</b>	<b>% of Goal Achieved (as of 6/30/2013)</b>
Continue to provide in-house, accurate, reliable test results in minutes.	A. Provide refresher courses or new protocol training to existing Volunteer Physicians B. Train new Volunteer Physicians on I-Stat Equipment	A. 100% & continuing as needed B. 100% & ongoing  (See #1 below)
Reduce costs and increase efficiency associated with Labs	A. Purchase I-Stat supplies B. Provide patient labs on site	A. 100% & ongoing B. 100% & ongoing (See #2 below)
Facilitate providing appropriate patients with Physician recommended diagnostic testing not currently available on-site. (Ex: mammograms & colonoscopies)	A. Negotiate discounted rates with outside providers B. Begin diagnostic testing for most-in-need patients C. Based on patient needs, gradually expand testing.	A. 100% completed B. 100% & ongoing C. Begun 01/2013 & ongoing  (See #3 below)
Increase both the clinic's capacity and Physicians' efficiency.	A. Increase walk-in clinic hours by 4 hrs. per week. B. Hire a part-time Nurse Practitioner	A & B. Postponed to late 2013/early 2014 as per Addendum submitted 4/2013 and approved by Supervisors so we can complete dental start-up first. (See #4 below)
Increase efficiency associated with Labs and patient screenings.	A. Purchase a 2 <sup>nd</sup> Piccolo Analyzer B. Purchase an EKG machine	A. 100% completed B. 100% completed (See #5 below)
<b>Details of Goal/Objective Results:</b>		
1. Under the direction of the Clinic's Medical Director, existing Volunteer Physicians received refresher courses or new protocol training as applicable. Prospective new Volunteer Physicians and medical personnel must complete a thorough vetting system. When approved and his/her credentials and licensing information has been input into our system, the new team member is trained on the I-Stat equipment and learns the Clinic's protocols.		

2. I-Stat supplies have been purchased to re-supply inventory as needed. (Expenditures: \$8,359 in 2012; \$10,597 for Jan. – June 2013.) Based on a comparison study we conducted, our costs to perform lab tests were 1/6<sup>th</sup> of the price had they been outsourced and paid for at Medi-Cal rates (because 99% of our staffing comes from volunteers who provide pro-bono services and because we work closely with vendors to utilize discount pricing whenever possible.) Between 7/2012 thru 6/30/13, 808 in-house lab tests have been performed. The "Top 5" lab tests performed during this grant period were: CMP (142), Hgb (96), Lipid (92), HgbA1c (82) and Urine Dip (74.) The balance of the tests were from a wide range of other tests we offer.
3. As mentioned in our 2013-14 grant application and previous reports and addendums, we are extremely grateful for support and cooperation received from the SLO County medical community and several nonprofit organizations for services we are not equipped to provide on-site. During our start-up phase, these medical services were provided pro-bono. Some facilities are continuing to assist at no charge for a while longer. However, to ensure reliable and on-going access to services now and in the future, we have negotiated pricing agreements with other facilities; primarily Sierra Vista Regional Medical Center and Pueblo Radiology Medical Group. We pay Medi-Cal rates or less for services such as ultrasounds, x-rays, mammograms, & biopsies. As noted in the Addendum Proposal submitted in April 2013 and approved, to conserve cash, paying for diagnostic services will be a gradual process and currently utilized for our most-in-need patients. January through June 2013, \$14,757 has been spent; the ability to provide our physicians with information that otherwise would be "hidden" is priceless.
4. As discussed during meetings this spring with members of the County Board of Supervisors, we still fully intend to hire a part-time Nurse Practitioner and expand clinic hours at the Phillips Lane location. Funding to do this will come from a combination of the remaining cash from the 2012/13 grant and funding from other sources. However, our Board members will wait until we know the final cash cost for the dental start-up before proceeding to avoid a possible "cash crunch."  
Regarding the oral health start-up: With our emphasis on preventative care, we appreciate the support from the Board of Supervisors of our work to add a dental component to our "circle of care." Numerous studies indicate and we've seen first hand that poor oral health plays a significant role in overall health and can result in long-term health issues such as heart disease, diabetic treatment complications, low birth weight for expectant mothers, and more. As such, in addition to continuing medical and vision operations at the Phillips Lane clinic, a special volunteer team has been hard at work to launch a dental clinic at a satellite location. Office space has been leased from People's Self-Help Housing at 3071 S. Higuera in San Luis Obispo. Finishing touches are being completed on tenant improvements. Equipping the 3-chair suite and licensing activities have begun. If there are no unforeseen glitches, the grand opening is expected later this year. It is important to note that there has been a tremendous effort by the dental start-up team to secure in-kind and pro-bono donations whenever possible so cash costs are kept as minimal as possible. For example, architects, space designers, and contactors have donated their expertise and time... in between their regular full-time jobs. This has slowed tenant improvements somewhat, but saved thousands of dollars. Manufacturers, suppliers, and private practices have donated a sizeable amount of building materials, supplies, and equipment. Grants from PG&E and the Thille Fund are helping with cash costs specifically related to the dental start-up. More leads on in-kind donations are being pursued. However, there will be additional cash costs and the Board will look at the final tally and then determine the number of additional hours we can safely afford to add for patient appointments.
5. A second Piccolo Analyzer was purchased for \$14,138 and WelchAllyn PC Based Resting ECG Software with H 17.3 Laptop for ECG Interface were purchased for \$10,275. Note: With Board of Supervisor approval, before the end of 2012, the carryover balance of the 2011/12 grant funding was also utilized in late 2012 for additional lab equipment such as a defibrillator & mini autoclave.

### Project Outputs

- Continue to provide labs in-house, rather than sending them out to local hospitals and pay associated costs. *Accomplished as noted above.*
- Provide 100 or more patients with diagnostic testing not currently available on-site at the clinic.
- Increase number of patients seen monthly by 50 or more persons beginning June 2012.

Data will be collected on:

- The number and type(s) of education given to patient/family seen at our clinic.
- The number of referrals made to CMSP or other local programs
- The number of referrals sent to sub-specialist and what kind of specialist was needed
- And data will show medication assistance needed, the type of prescription (heart medication, diabetes medications, etc.)

### Project Outputs

We will measure the effectiveness of our program with these goals in mind:

- **75% of our in-house lab testing/sampling costs will be lower than local "market rate."** *Accomplished this as noted above.*
- **100 patients or more will be provided with diagnostic testing not currently available on-site at the clinic.** *Exceeded this figure. July 2012 thru June 2013 figures for outsourced services: 126 for Sierra Vista Labs; 113 for Radiology; 11 for Cardiac Testing; 51 for services from The Center; 24 for services from CHC; 12 Colonoscopies; 14 for Planned Parenthood for Women's Health services.*
- **Monthly patient count will increase by 50 or more per month beginning June 2012** *Open just Friday and Saturday weekly, between 7/2012 through 6/30/13, there were 1,603 patients appointments. In comparison, in the 17 months between the clinic's opening in October 2011 through April 2013, there were 1,386 medical appointments.*
- **60% of our patient base will not use ER for primary care.** *July 2012 thru June 2013, only 6 patients required physician advised admission to a hospital ER. Primary care needs were successfully provided for the rest at SLO Noor Clinic. Another strong indicator to us that patients are making our clinic their medical "home" is that in the first quarter of 2013, 55% of patients were repeat patients, a 15% increase over 4<sup>th</sup> qtr. of 2012. We are pleased to have earned patient trust and loyalty, especially from patients who previously relied on a hospital ER for primary care. May we add that some patient services we offer (like vision exams, free eyeglasses, and physical therapy) are not available in an ER setting.*
- **100% of our patient base will receive health education related to their clinic visit. For example: healthy living options, wellness programs, Diabetes management, etc.** *Accomplished. 100% of patients either received a personal wellness plan consultation with a Volunteer Physician or attended one of our health education offering. Our two most popular and well attended classes are HeartAware and Diabetes Management/Nutrition. As a side note, we are pleased to report that none of our current 154 diabetic patients have had a hyperglycemic episode since becoming a SLO Noor Clinic patient.*
- **We will provide direction to the appropriate resources available in our community to help link patients to agencies that can ensure successful outcomes for our patients, such as insurance coverage under state and local programs, programs that assist with housing, food, prescriptions, drug & alcohol treatment, and care giving.** *Accomplished. Notable highlights from July 2012 thru June 2013 include: Alliance for Pharmaceutical Access has assisted our patients with medications valued at \$106,608. Two patients have received substance abuse treatment; 14 have received assistance from a psychologist or Community*

*Counseling; and there have been dozens of referrals to other organizations and agencies for matters such as domestic violence or homelessness.*

- **When appropriate, patients will receive assistance with referral to sub-specialist.** *We are so grateful to the wide range of specialists for welcoming our patients when we've reached out for their assistance. During this grant term, the patient breakdown per specialty is as follows: Podiatrist (5); OB/BYN (4); Emergency Dental (5); Pulmologist (2); Surgeon (3); Dermatologist (16); Neurologist (10); Orthopedic (6); Cardiologist (2); Gastrointestinal (a); and Pathologist (1).*
  
- *In closing, we note that the team of 263 volunteers who provide the manpower for SLO Noor Clinic multi-faceted operations have donated 8,171 hours during the last 12 months. They are an important reason we are able to offer our services to patients FREE of charge. Likewise, the County of San Luis Obispo has been a leading supporter of the Clinic since 2011 and we are grateful.*
  
- *October 2013 will mark the second anniversary of the SLO Noor Clinic. It has become a valued asset to provide access to quality healthcare for uninsured adults (ages 18-64) from throughout SLO County. We look forward to a healthy future ahead for both our current and new patients.*

Respectfully submitted,



Ahmad Nooristani, M.D.  
Executive Director and CEO  
SLO Noor Foundation