



Medical Care Access Coalition

CJA Presentation, January 17th, 2007

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A Brief Over View of MCAC

- **Plan-C Program (Volunteer Medical)**
 - Located in the U.P. of Michigan, serving 3 counties
 - Volunteer Medical Care
 - In House Volunteer Clinic
 - Pharmacy, Specialty Care, Eye Care, Dental, and more!
 - 475-500 average enrollment
- **Plan-A Program administrator for U.P.**
 - ABW Program for low income, childless adults
 - 1,400 average enrollment

What we **USED** to do...



- Make surveys
- Address envelopes
- Stuff the envelopes
- Stamp and mail
- Receive the survey
- File in patient folder

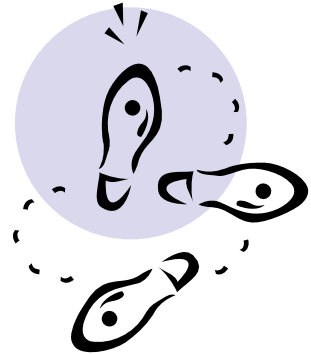
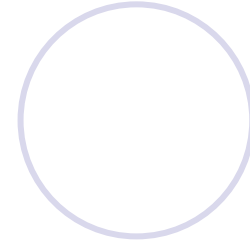
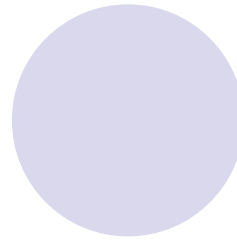
= NOTHING!

What we **USED** to do...

- Enter our patient's information
- File
- Enter our patient's claim information
- File
- Create Director's Report
- File

= **NOTHING!**

What we do now



- Format surveys for recording ease
- Create and utilize recording systems
 - Excel or the Chronic Disease Management System
- USE our numbers and comments
 - Monthly Director's Report
 - Grant applications and reporting, press releases, etc
- Participate in nation wide groups
 - NAOMI, hypertension, asthma, etc
- Overall agency evaluation to measure our impact in the community

An Example... Patient Satisfaction

● Old Survey

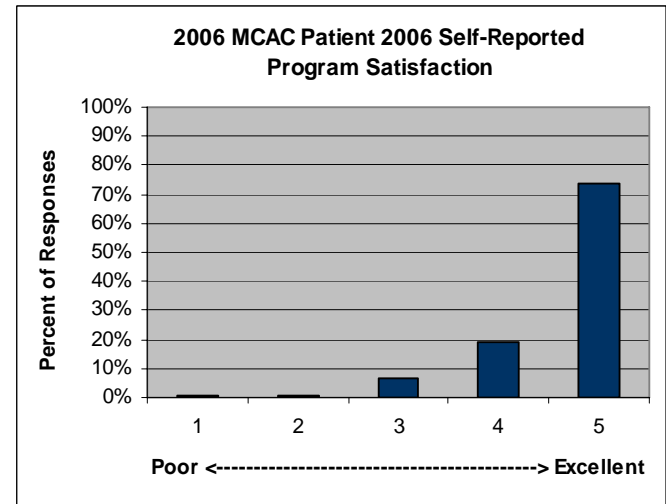
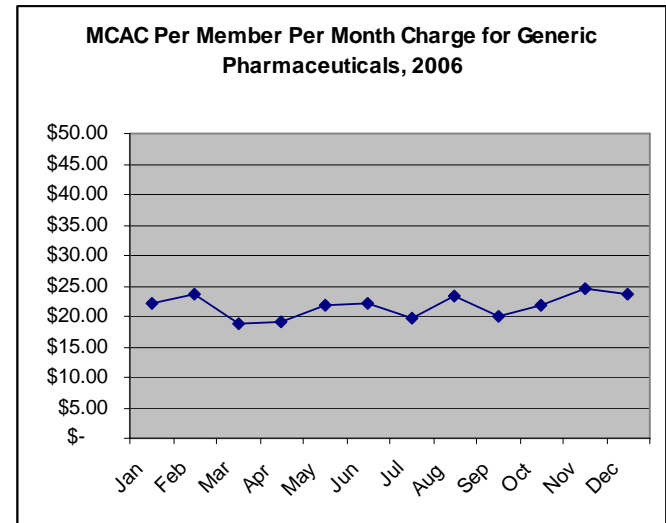
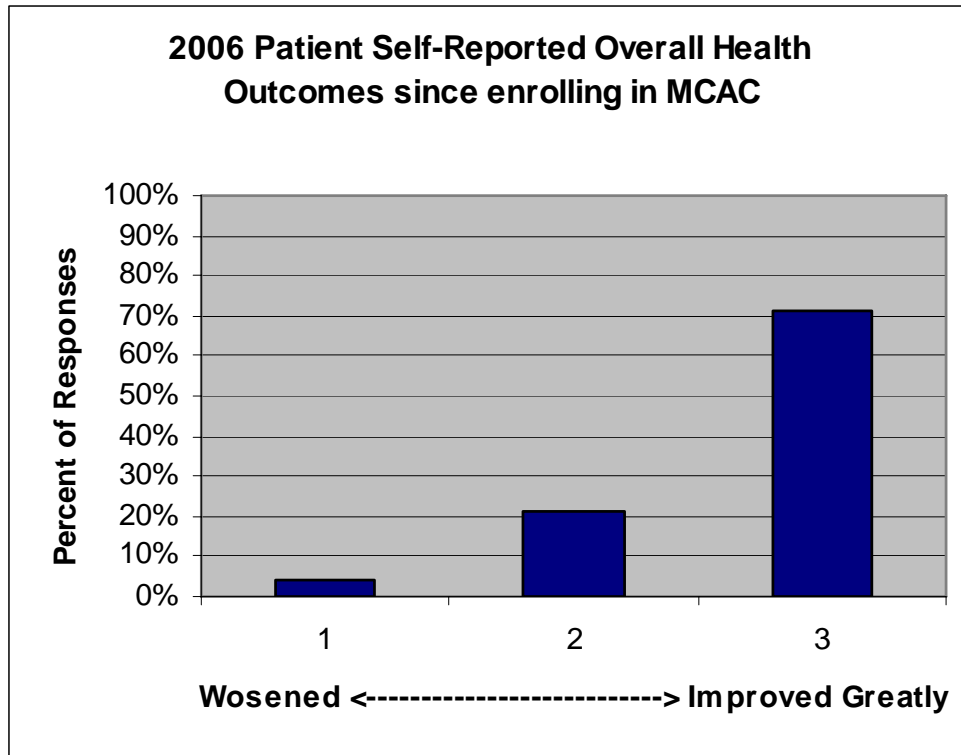
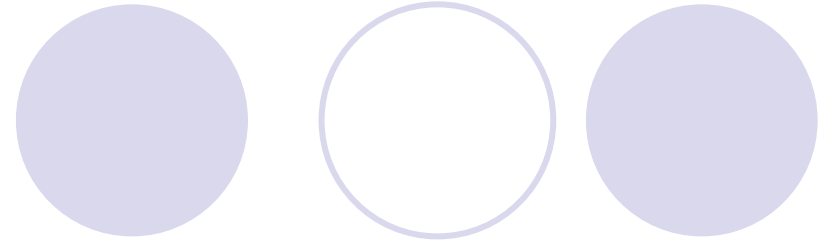
- Open question format (comments only)
- Files were pulled and surveys were read until one was found that would work

● New Survey

- Added closed questions and reformatted questions
- Added sorting element (Clinic and MAP-C)
- Use the tracking sheet, recorded monthly
- Immediate numbers & categorized comments
- Easily creatable charts and graphs



Other Examples



A Cautionary Tale

- Don't do what we did!
- Not recording information **NOW** will increase your work later, by leaps and bounds
- Going back to obtain numbers takes **MORE** time and is full of obstacles





Please, contact us!

We are always willing to share what we have learned, please contact MCAC with any questions or for more examples

Medical Care Access Coalition

www.upmcac.org

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