

Health Care Volunteers in Action

THE GEORGIA VOLUNTEER HEALTH CARE PROGRAM

Department of Community Health



GEORGIA DEPARTMENT OF
COMMUNITY HEALTH

DCH Mission

ACCESS



Access
to affordable,
quality health
care in our
communities

RESPONSIBLE



Responsible
health planning
and use of
health care
resources

HEALTHY



Healthy
behaviors and
improved
health
outcomes

DCH Initiatives

FY 2009

Medicaid Transformation

Health Care Consumerism

Financial and Program Integrity

Health Improvement

Solutions for the Uninsured

Workforce Development

PeachCare for Kids™ Program Stability

Customer Service



Georgia Volunteer Health Care Program

- Program Origin
- Mission
- Goals and Objectives
- Structure
- Program Requirements
- Statewide Impact





Georgia Volunteer Health Care Program

Program Origin

House Bill 166 was enacted in 2005 and amended in 2006 with House Bill 1224. This legislation created the “Health Share Volunteers In Medicine Act” to increase access to quality health and dental care and encourage volunteerism.





Georgia Volunteer Health Care Program

Program Mission

To increase and promote access to quality health care by providing sovereign immunity protection to health care professionals donating medical and dental services to eligible clients





Georgia Volunteer Health Care Program



- Health care volunteers donate their time to treat eligible patients who would otherwise have no access to care (i.e., primary care, specialty care, dental and vision treatment)
- The State of Georgia provides sovereign immunity protection to participating/contracted health care professionals, eliminating concern for litigation as long as the health care provider acts within the contracted scope of service



Georgia Volunteer Health Care Program



A typical patient uses the Emergency Room as a Primary Care Physician or waits until the illness/disease progressively worsens, requiring expensive hospital care. Our program's mission is to provide alternative access to medical treatment, thus deterring reliance on the ER.



Georgia Volunteer Health Care Program

Program Goals



- Increase access to health care
- Reduce DCH risk of liability
- Increase internal communication and support to clinics



Georgia Volunteer Health Care Program

Program Objectives

- Expand services in 20 clinics by at least one additional service
- Expand the number of clinics participating in the program by adding 15 new clinics to the network
- Increase the number of patient visits by five percent per region





Georgia Volunteer Health Care Program

Program Objectives



- Increase the number of licensed health care providers/volunteers by 150
- Increase the number of Eligibility Specialists (lay volunteers) by 100
- Increase community partnerships by 100



Georgia Volunteer Health Care Program

Program Objectives

- Conduct Quality Assurance reviews at 95 percent of participating clinics
- Perform refresher training sessions at 90 percent of participating clinics
- Conduct at least one regional meeting in each region of the state to facilitate collaboration among clinics and networking

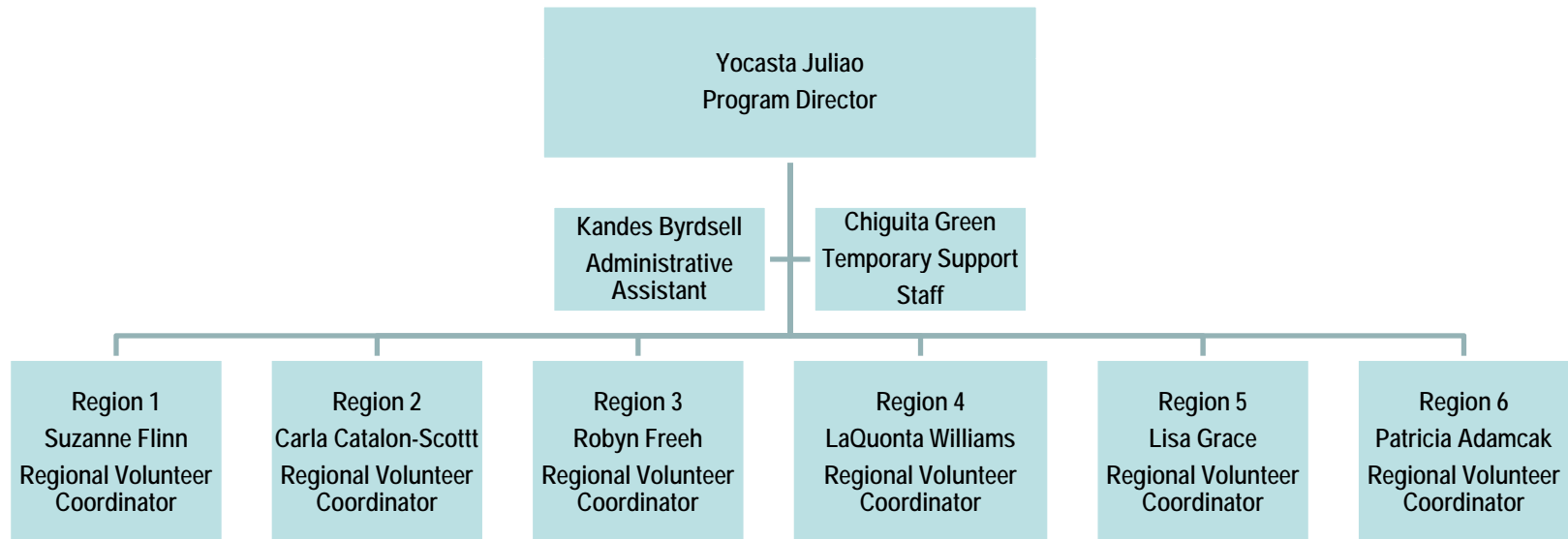




Georgia Volunteer Health Care Program

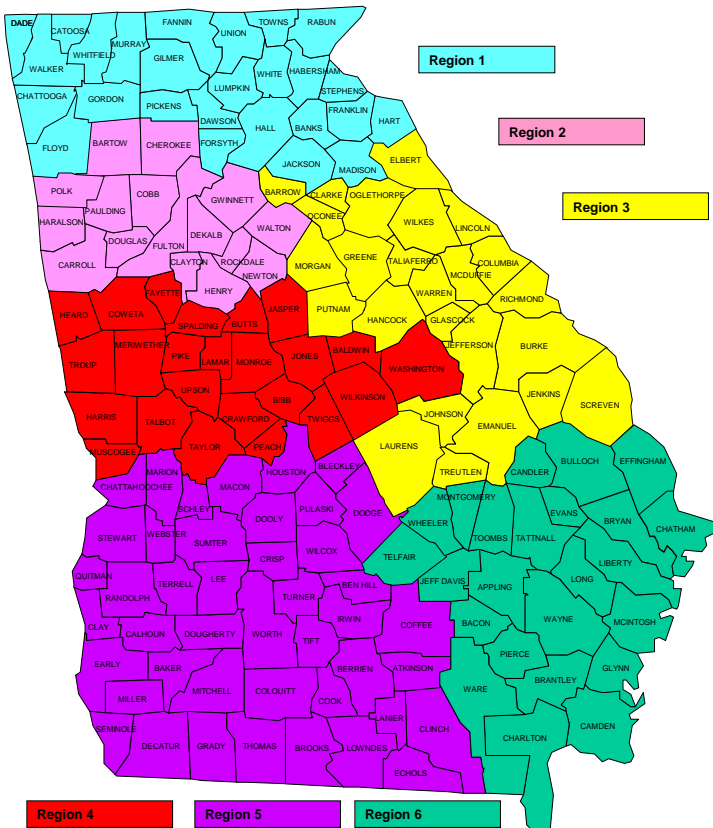
Table of Organization

(GVHCP is a unit of the DCH
Operations Division)



Clinics and volunteers are the
cornerstones of the GVHCP.

Program Structure



- 52 clinics participating statewide
- Nearly 1,550 licensed health care providers under contract
- Approximately 610 non-licensed Eligibility and Referral Specialists across the state
- 325 corporation/professional associations participating



Georgia Volunteer Health Care Program

Partners/Collaborators

- Kaiser Permanente
- Baptist Mobile Health Ministries
- Georgia Lions Lighthouse Foundation
- Georgia Free Clinic Network
- Volunteers in Medicine
- Coalition of Volunteer Administrators (COVA)
- Greater Augusta Health Care Network



Georgia Volunteer Health Care Program

Program Administration

- Enforcement of program rules and regulations
- Development and implementation of program policies and procedures
- Credentialing and contracting of licensed health care providers
- Processing of non-licensed volunteers
- Volunteer recruitment
- Program marketing and outreach
- Training and technical support functions
- Quality assurance activities
- Identification and development of community partnerships



Georgia Volunteer Health Care Program

Program Requirements

- Licensed health care volunteers may not be compensated for services rendered
- Patients may not be charged for services received at participating health care centers
- Clinics must be properly licensed, accredited as public or private organizations, hospitals or other facilities, and must be located within the State of Georgia





Georgia Volunteer Health Care Program

Patient Eligibility Requirements

Eligible populations include:

- The uninsured
- The under-insured (insurance does not cover treatment being sought)
- Medicaid-eligible individuals
- Persons whose income is \leq 200 percent of the Federal Poverty Level (FPL)





Georgia Volunteer Health Care Program

Patient Eligibility Requirements

- Patients are screened for eligibility by trained volunteers
- Only patients determined eligible by DCH receive free care
- Health care providers receive sovereign immunity protection only if the patient treated has been determined eligible for services





Georgia Volunteer Health Care Program

Statewide Impact

FY 2008

- 62,521 patient visits conducted in 12-month period
- 48,259 hours contributed by licensed health care providers
- \$6.950 million in donated health care services
- \$7.226 million in donated health care goods (i.e., labs, meds, etc.)
- 78,837 hours contributed by non-licensed volunteers
- \$1.538 million in services performed by non-licensed volunteers

**Total dollar value of services provided by the GVHCP:
\$15.715 million**



Georgia Volunteer Health Care Program

Statewide Impact



**Increased
access to
affordable,
quality health
care in
communities
across the
state**



Georgia Volunteer Health Care Program

Statewide Impact



**Reduction in
use of
Emergency
Rooms by
patients
needing
primary care,
thus reducing
cost to tax
payers**



Georgia Volunteer Health Care Program

Statewide Impact



**Improved
health
outcomes as a
result of timely
access to care
and prevention
of disease
progression**

For Additional Information

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