



# **VOLUNTEER AND RETIRED PROVIDERS PROGRAM 2021 SURVEY REPORT**

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# ACKNOWLEDGEMENTS

As Washington's State's free clinic association, Washington Healthcare Access Alliance appreciates the opportunity to administer the Volunteer and Retired Providers Program, the backbone of healthcare volunteerism in Washington.

Thank you to the Washington State Department of Health for this contract and for program oversight and collaboration, to Physicians Insurance for partnership as the malpractice insurance provider, and to the Ellison Foundation, Moccasin Lake Foundation, MultiCare Health System, and the Charis Fund for grant awards supporting this work.

Thank you to the wide range of safety net entities that provide healthcare to Washington's most vulnerable patients, and to current and past trustees on the Washington Healthcare Access Alliance board.

All images included are of actual healthcare and social service volunteers, patients, staff, and sites in Washington State, photographed by Auston James.

This report was compiled by Kris Ives.

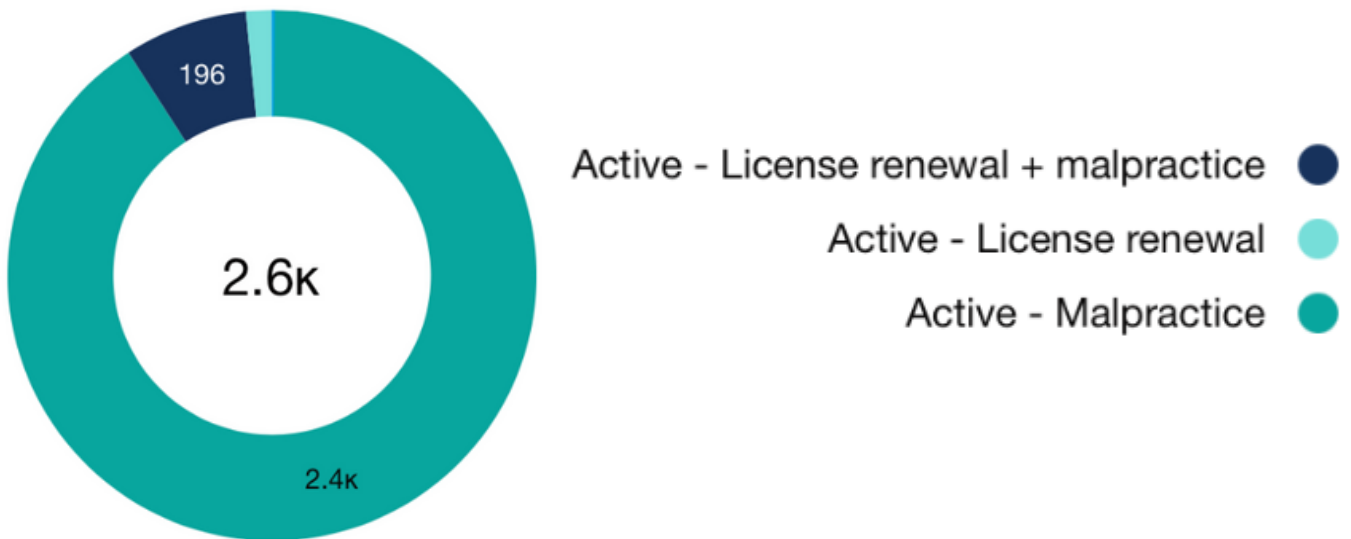




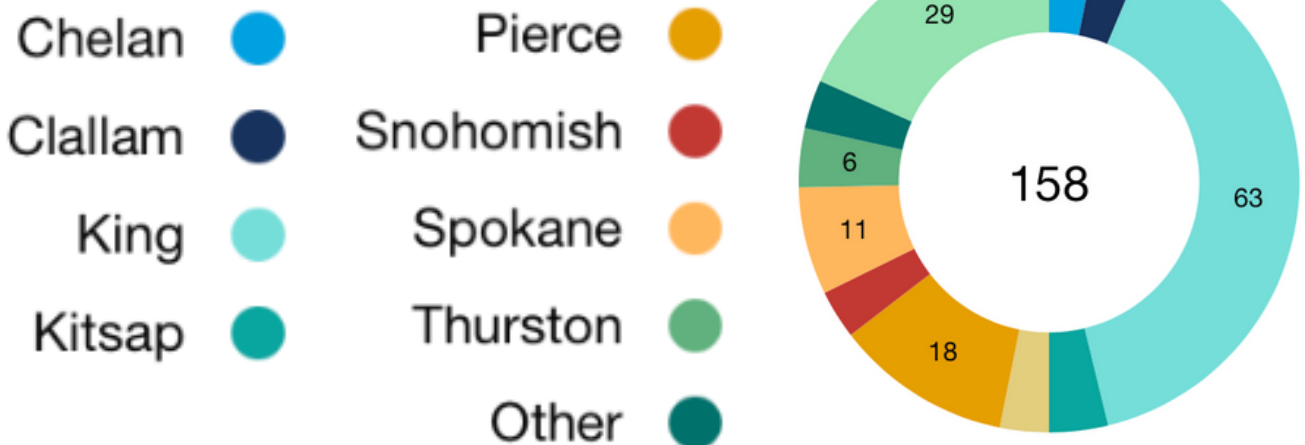
# **CURRENT PROGRAM AND 2021 SURVEY PROCESS**

# CURRENT PROGRAM OVERVIEW

The Volunteer and Retired Providers (VRP) Program supports Washington’s healthcare safety net through malpractice insurance coverage and professional licensure for volunteers who only use their license for unpaid work.



Of the more than 2,600 enrolled volunteers, the majority only receive malpractice insurance. Program sites include free and charitable clinics, pop-up clinic events, camps, school-based health clinics, federally qualified community health centers, rural health clinics, homelessness outreach units, and other organizations that utilize healthcare volunteers to serve low income patients.



# 2021 SURVEY PROCESS

Program data was collected via two digital surveys, one emailed to all active volunteers and one for all enrolled sites. Follow up with all non responsive entities was conducted at regular intervals and survey support was offered to volunteers and sites.

For enrolled VRP Program sites, a data collection partnership with the National Association of Free and Charitable Clinics enabled dually enrolled sites to complete a single survey for both entities. In alignment with the National Association of Free and Charitable Clinics, survey questions were added or altered to reflect the changing healthcare safety net landscape, including questions related to COVID-19 impact and response, patient location and race, and social determinants of health.





# 2021 SURVEY SUMMARY

# 2021

## SURVEY SUMMARY

The 2021 VRP Program survey demonstrate the value of licensed healthcare volunteers to Washington’s healthcare safety net system.

### Volunteer Survey Summary

- There were **2,606** volunteer enrollees in the VRP Program in 2021
- Data from **818** volunteers was collected
- **465** volunteers reported providing services in 2021
- Average volunteer hours per respondent was **109**

### Site Survey Summary

- There were **157** sites enrolled in the VRP Program in 2021
- Survey responses representing **91** sites were received
- **137,694** unduplicated patients were served and **461,192** patient visits were reported in 2021 by these sites

### Return on Investment for Washington State

- The total value of volunteer time reported, based on the fair market value of professional hours by license type, was **\$3,906,950**.  
*(Professional rates used for this valuation were derived from [ESD.WA.GOV 2021 Labor Market Report](https://www.esd.wa.gov/2021-labor-market-report).)*
- If each reported patient visit had been treated in a 30 minute office visit setting at the Healthcare Bluebook “fair cost” of **\$188 per visit**, the cost of healthcare provided by VRP volunteers in 2021 would have been **\$86,704,096**.
- The direct cost to the State of Washington to administer the VRP Program is \$110,000 per year. This represents **\$788** in donated healthcare services for every dollar spent.

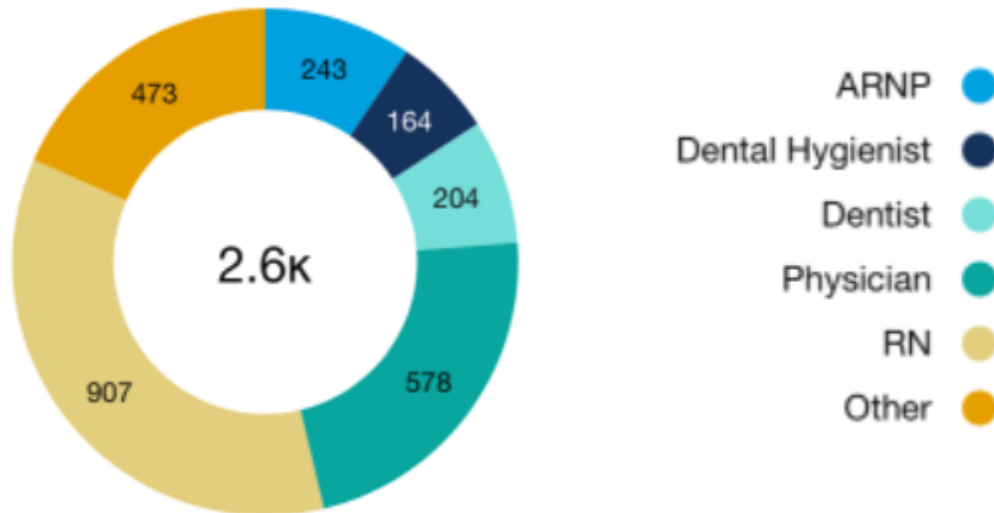




# 2021 VRP PROGRAM

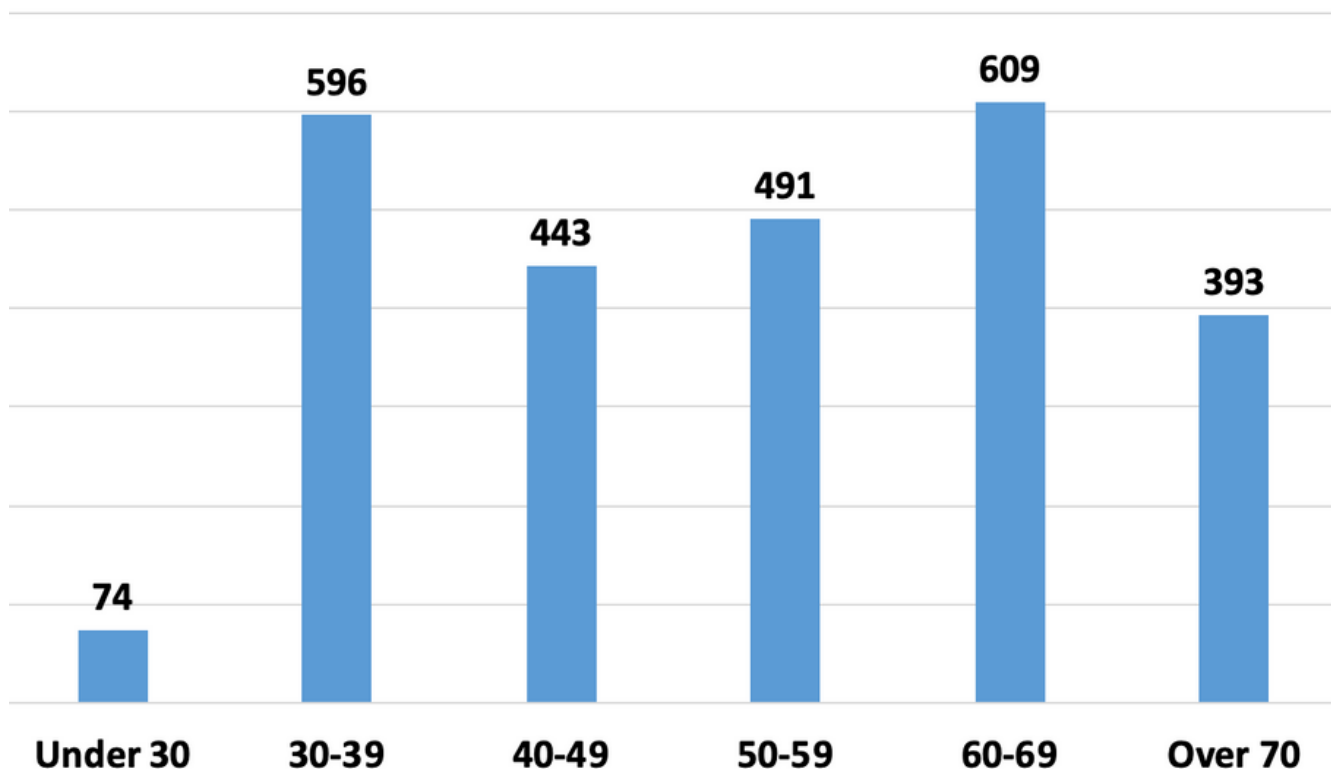
# 2021 VRP PROGRAM

## VOLUNTEERS BY LICENSE TYPE AND AGE



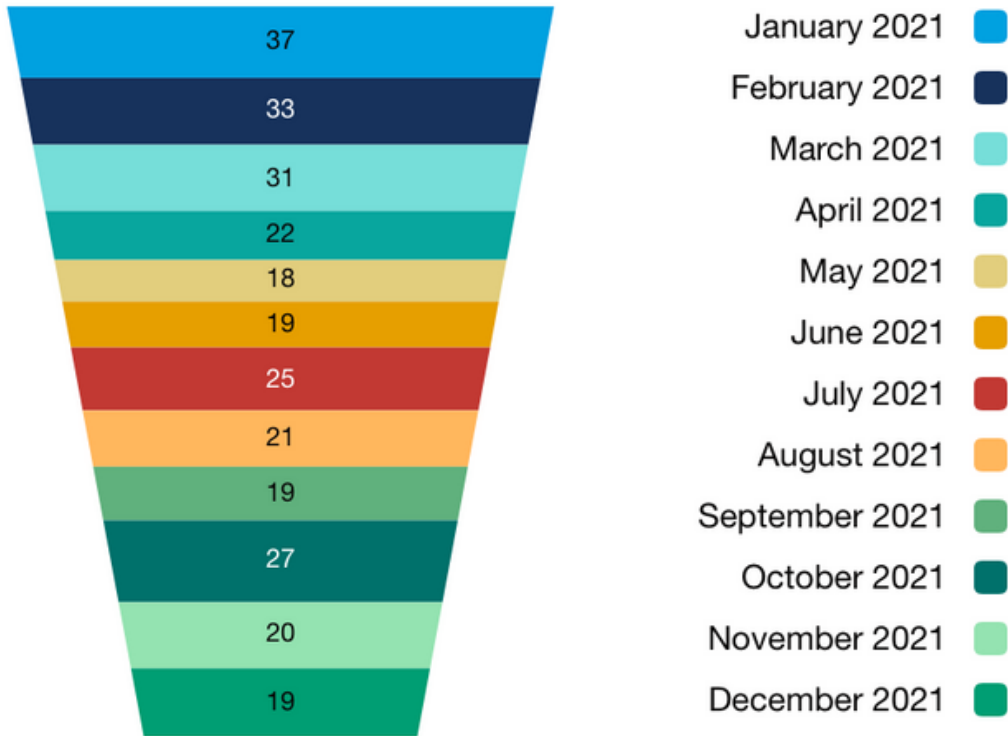
Nurses and physicians are the most common provider types enrolled in the VRP Program. Volunteers aged 60-69 years represent the largest group of volunteer, followed by volunteer aged 30-39 years.

### 2021 Healthcare Volunteers by Age Group

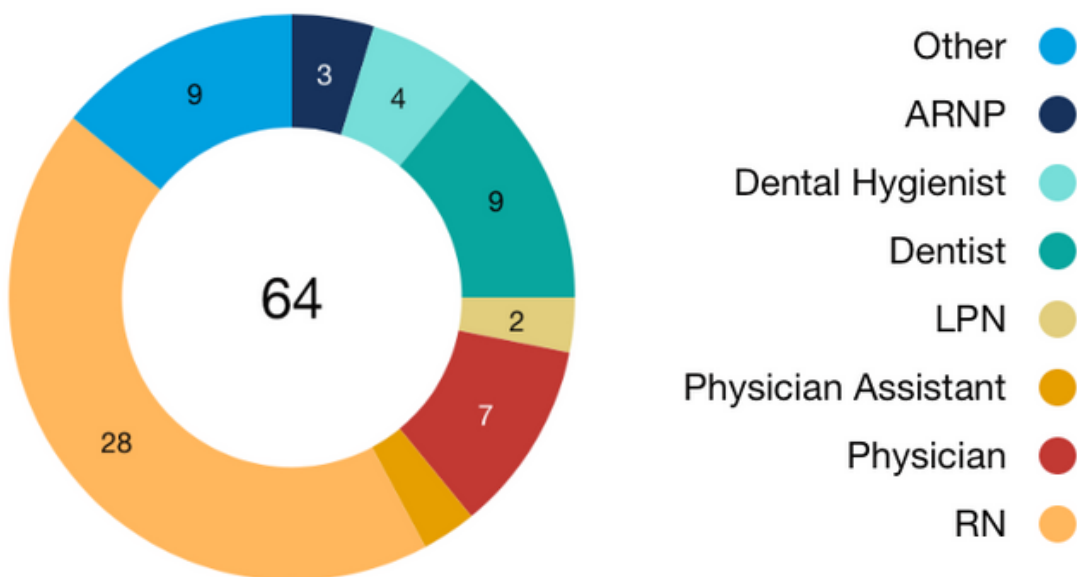


# 2021 VRP PROGRAM

## 2021 VRP ENROLLMENT



In spite of the ongoing pandemic, the VRP Program enrolled **291 new volunteers** in 2021 and **five new safety net sites**.



**64** volunteers retired and/or did not renew their licenses in 2021.





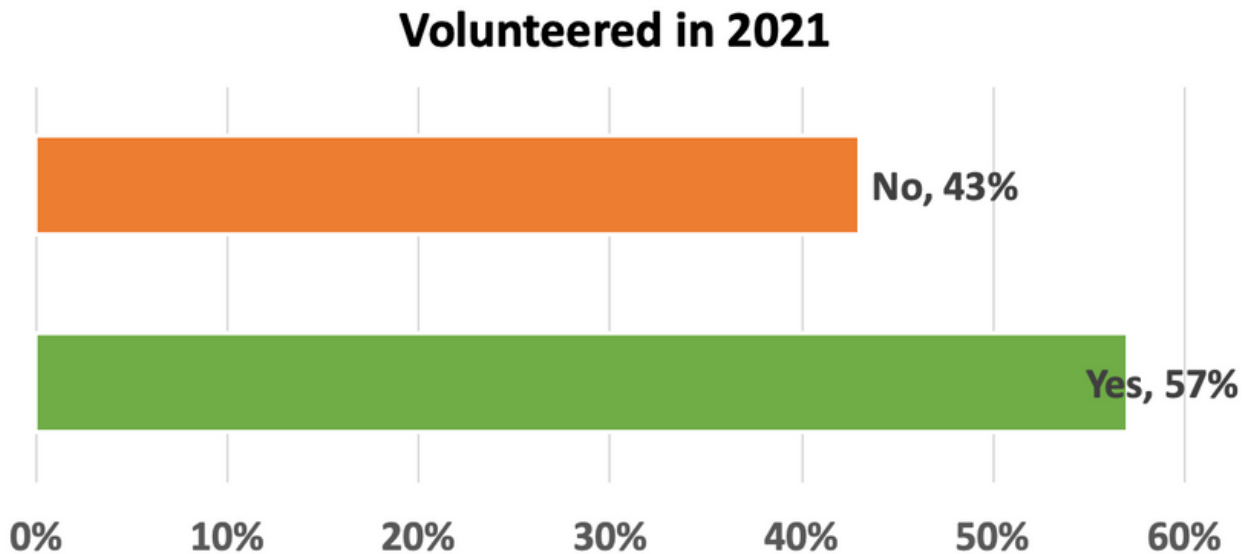
# 2021 VOLUNTEER SURVEY RESULTS



# VOLUNTEER SURVEY RESULTS

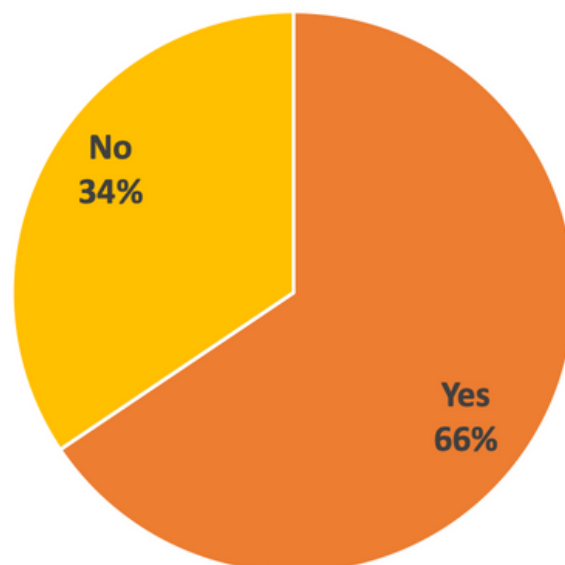
## 2021 VOLUNTEER INVOLVEMENT

Among volunteer survey respondents, 57% stated that they volunteered in 2021.



A majority of volunteers that responded to the survey reported that the pandemic impacted their volunteering.

### Pandemic Impact-Volunteered Less or Not At All



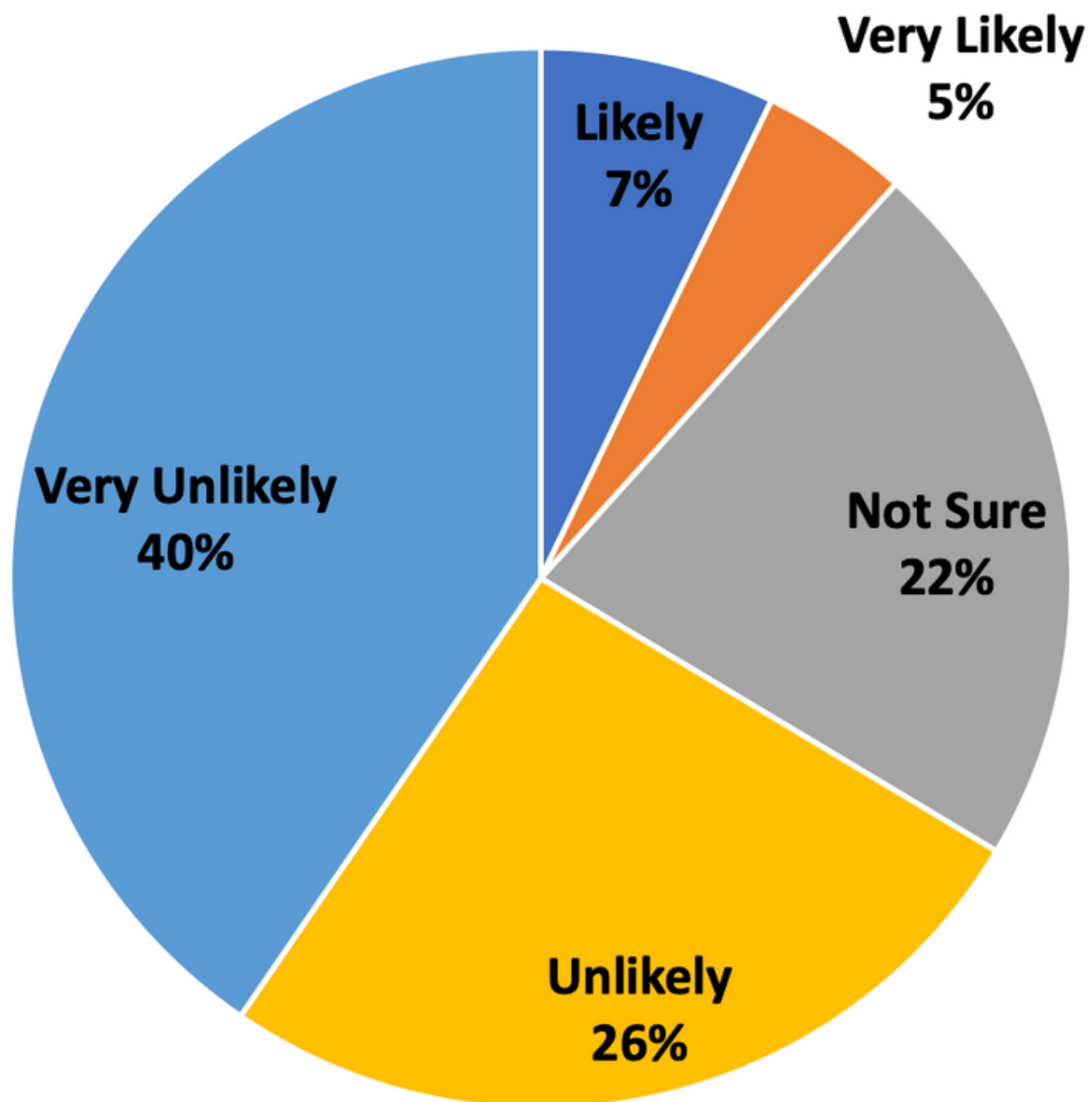
# VOLUNTEER SURVEY RESULTS

## COMMENTS REGARDING PANDEMIC IMPACT

- I probably volunteered more hours due to meetings, planning, executing virtual visits, etc. Also, there were fewer providers in 2021, so more work for me. If virtual visits in Oregon State would be authorized by Oregon without me having to get an Oregon license, I would continue under that policy which was previously established during the Pandemic in Oregon.
- The Seattle/King County Health Clinic was cancelled. I normally volunteer as an ophthalmologist but was able to volunteer as a COVID vaccinator at several sites.
- I am a caregiver for an elderly handicapped family member. I had to be very careful not to expose her.
- It was frightening volunteering during the pandemic before we had vaccines, at-home test kits, and access to good quality masks.
- Seattle/King County Clinic was cancelled and I also had more responsibilities at home with kids which deterred volunteering.
- I was too busy at my regular job to volunteer more.
- I had age related concerns of COVID exposure and infection, even though I was vaccinated.
- There were many opportunities to participate in COVID-19 vaccination clinics. The Governor's State of Emergency declaration provided liability coverage.
- My skills were utilized in vaccination efforts and testing efforts rather than typical direct patient care.

# VOLUNTEER SURVEY RESULTS

## LIKELIHOOD OF VOLUNTEERING WITHOUT THE VRP PROGRAM



Over 75% of volunteer responses indicated that volunteering without the VRP Program was unlikely or very unlikely.

# VOLUNTEER SURVEY RESULTS HOURS REPORTED

- Total 2021 hours reported: **50,814 hours**.
- Average hours per volunteer: **110 hours**. This is more than twice the average number of hours per volunteer reported in 2020.
- Total value of volunteer time reported: **\$3,904,262**.



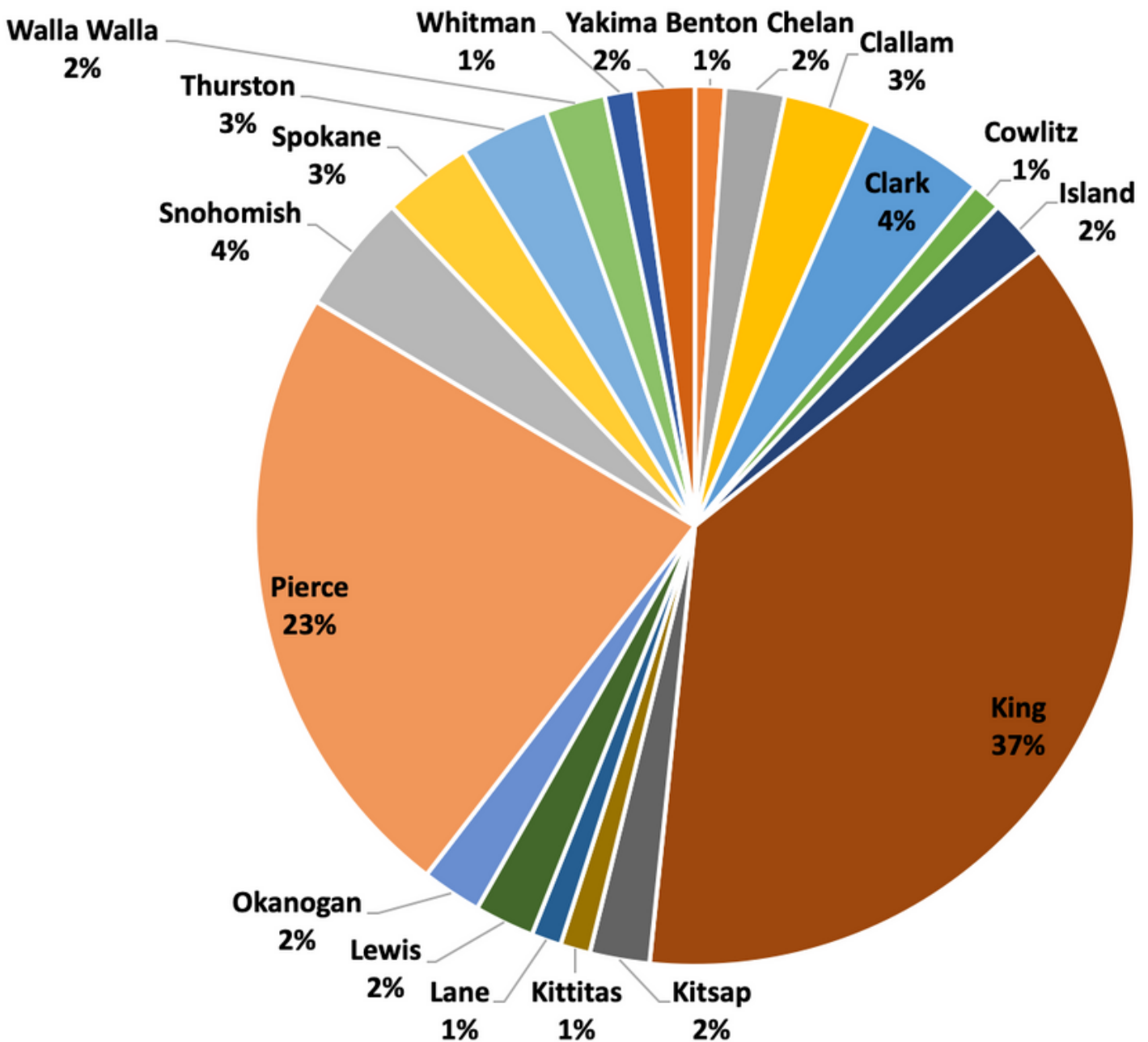


# 2021 SITE SURVEY RESULTS

# SITE SURVEY RESULTS

## SITE RESPONSES BY COUNTY

Survey responses representing 90 sites and 19 counties across the state were received.

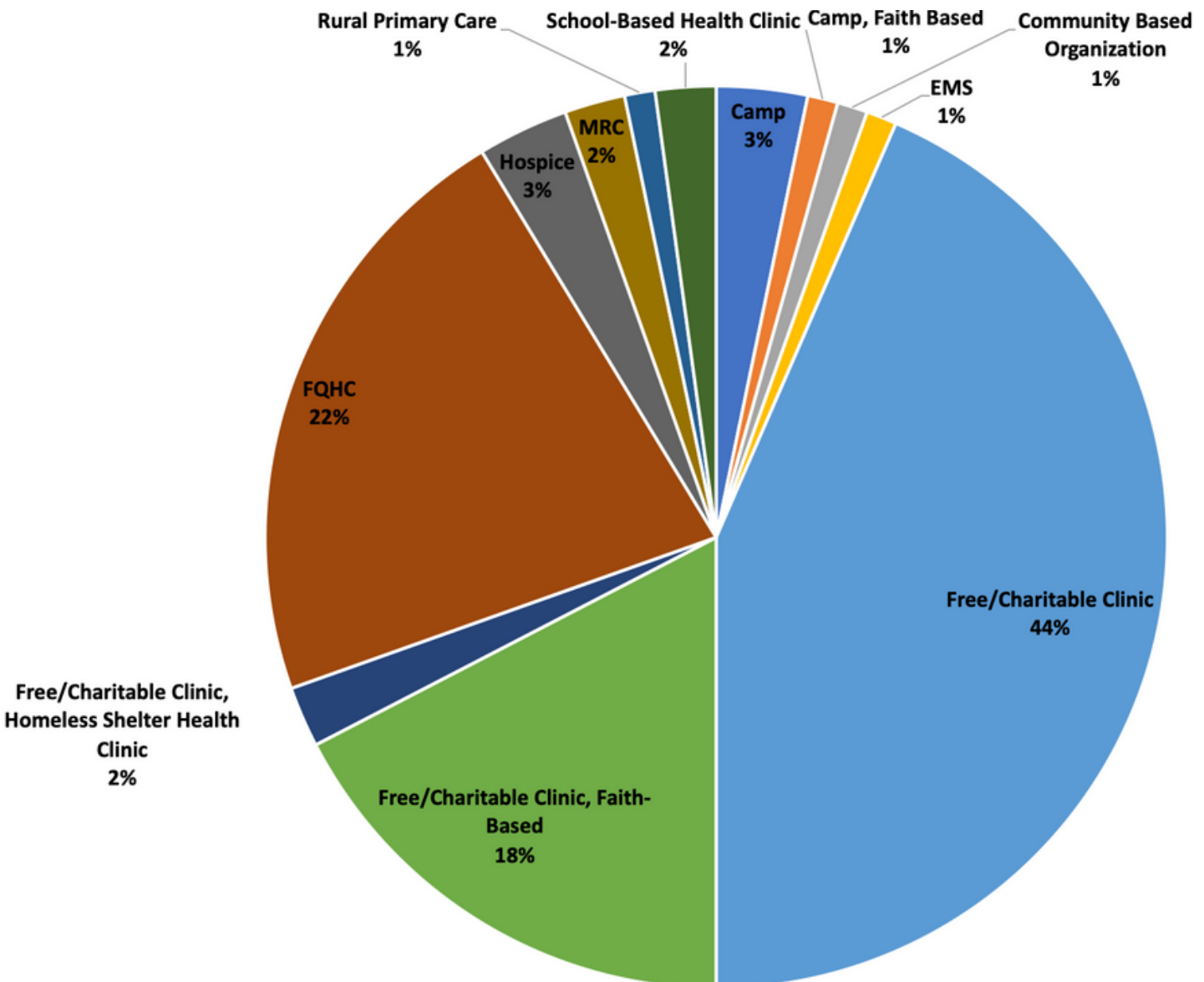




# SITE SURVEY RESULTS

## SITE RESPONSES BY SITE TYPE

Although the VRP Program is primarily utilized by free and charitable clinics, other entities also utilize licensed healthcare volunteers insured and/or licensed through the program to supplement paid staff.

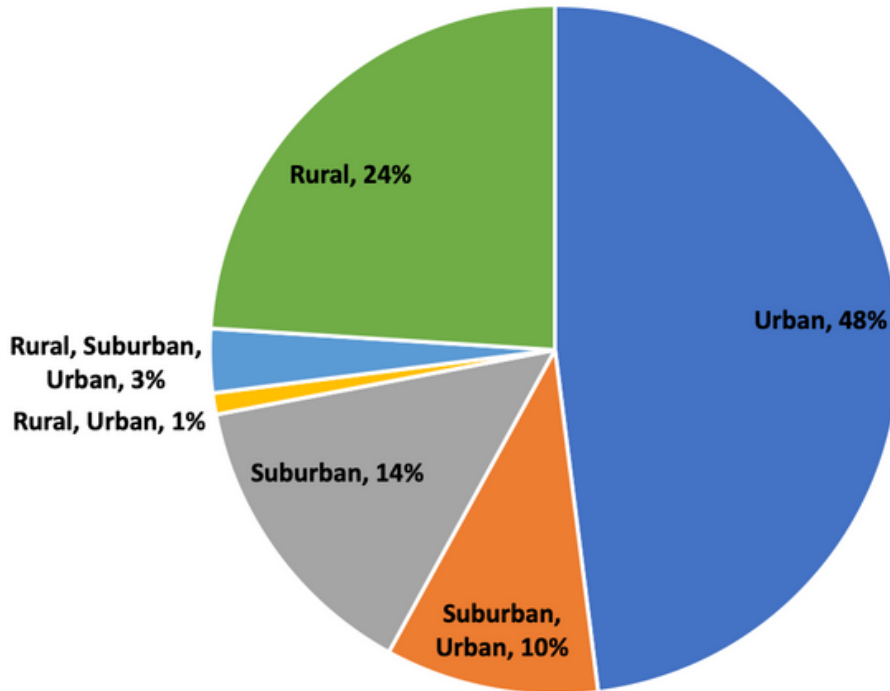


# SITE SURVEY RESULTS

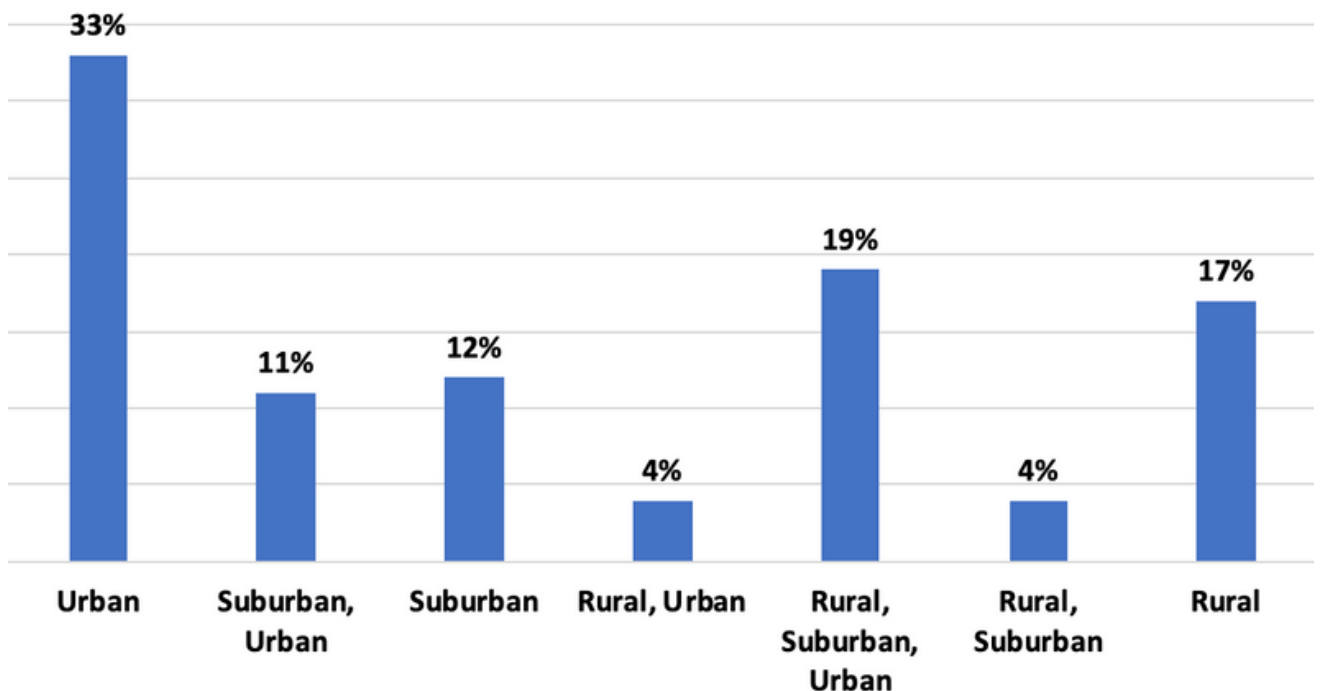
## SITE AND PATIENT LOCATIONS

Sites were asked to note their locations and where their patients reside.

**Site Location**



**Where Patients Reside**

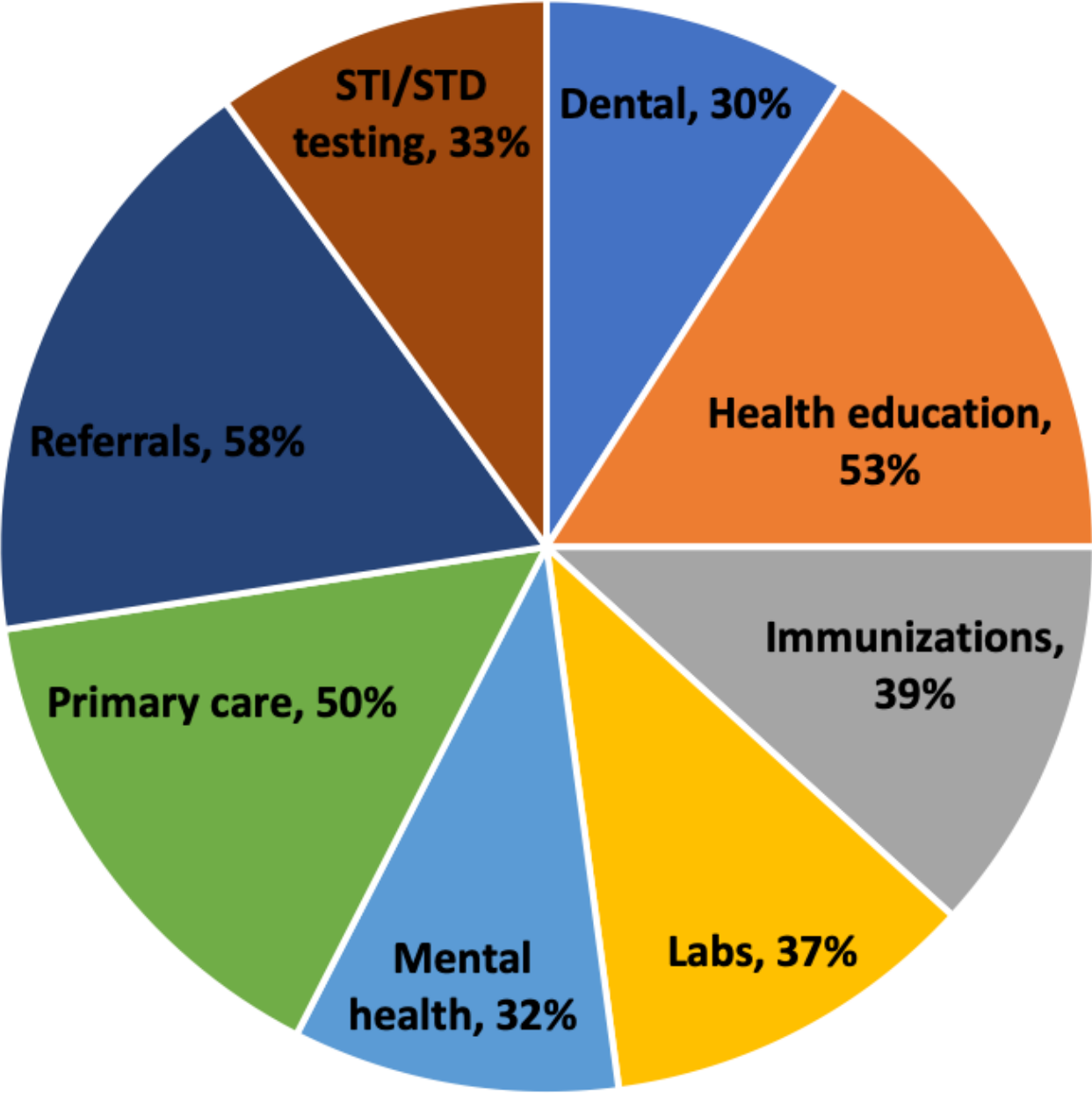




# SITE SURVEY RESULTS

## SITE OPERATIONS

Sites that reported a wide array of services offered to their patients. Below are the most common services noted.

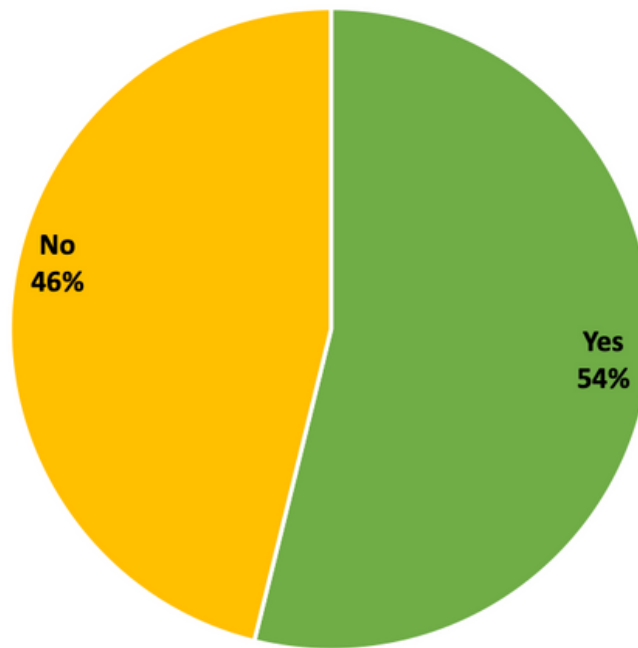


# SITE SURVEY RESULTS

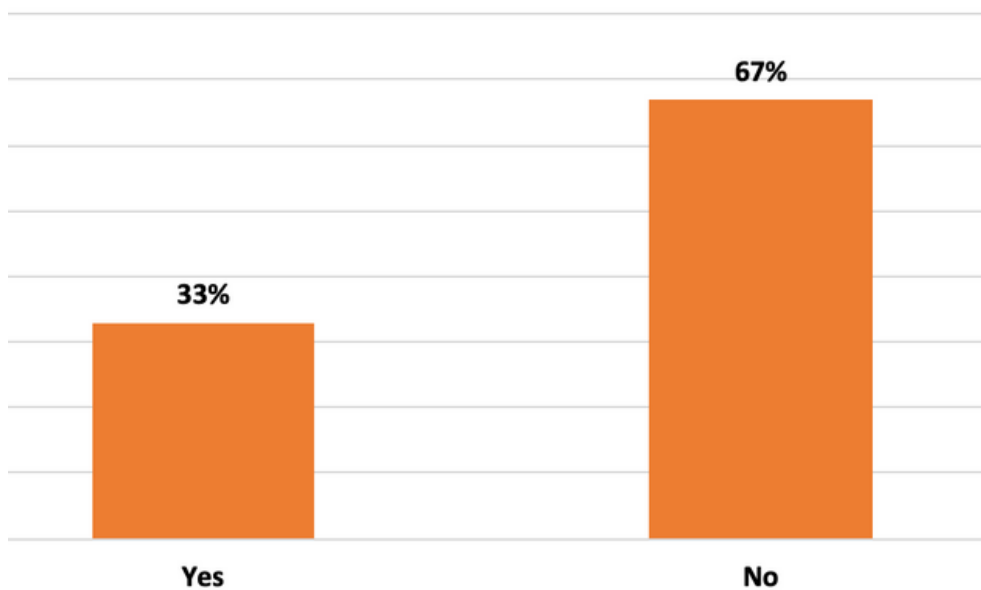
## SITE OPERATIONS

Sites were asked if they have multiple sites and/or offer mobile services.

### Multiple Sites



### Mobile Services

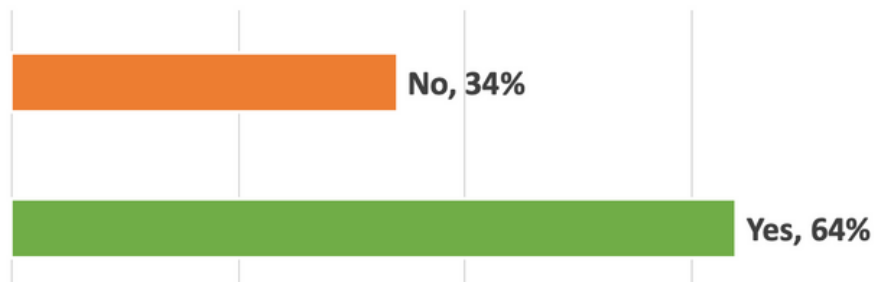


# SITE SURVEY RESULTS

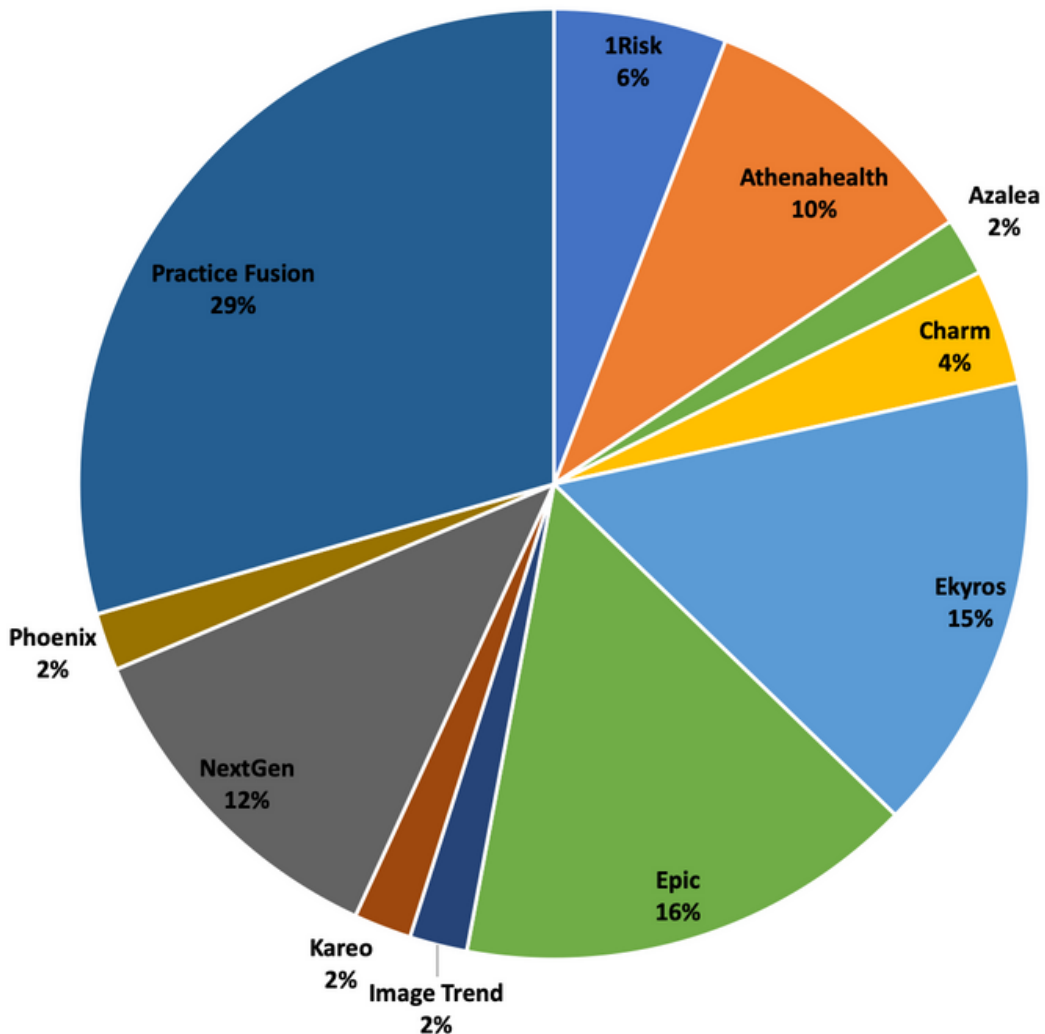
## SITE OPERATIONS

Use of an electronic medical record (EMR) system has increased in the last two years. EMR systems are now utilized by a majority of VRP sites.

### Use Electronic Medical Record System



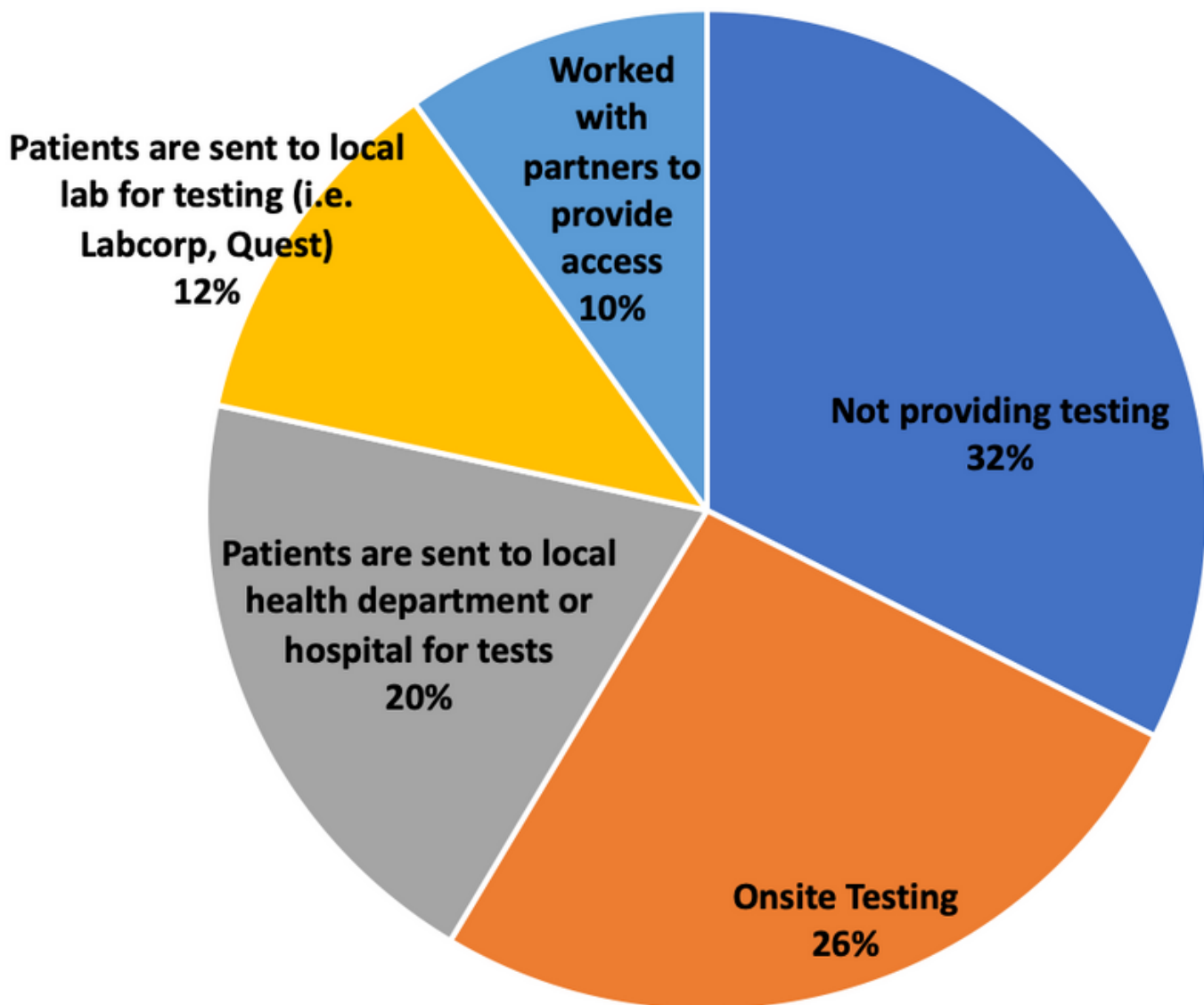
### EMRs Used



# SITE SURVEY RESULTS

## SITE OPERATIONS-COVID TESTING

VRP sites were asked how they provided access to COVID testing. For those that did provide testing, they were asked how many tests were administered.



**COVID tests administered: 11,603\***

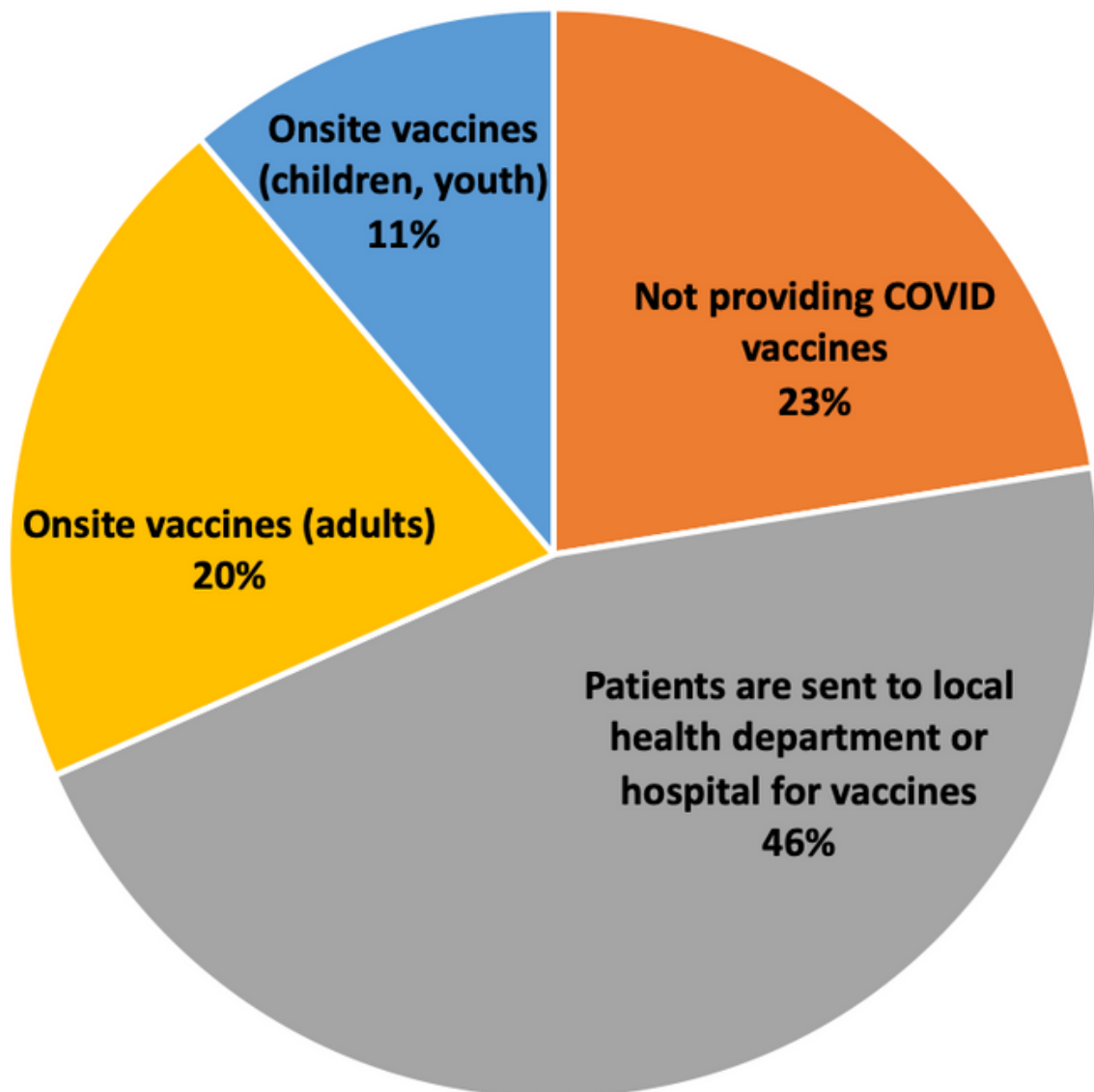
\*Does not include UWSOM tests administered with community partners or those from all enrolled federally qualified community health center sites.



# SITE SURVEY RESULTS

## SITE OPERATIONS-COVID VACCINES

VRP sites were asked how they provided access to COVID vaccines. For those that did provide vaccines, they were asked how many were administered.



**COVID vaccines administered: 9,838\***

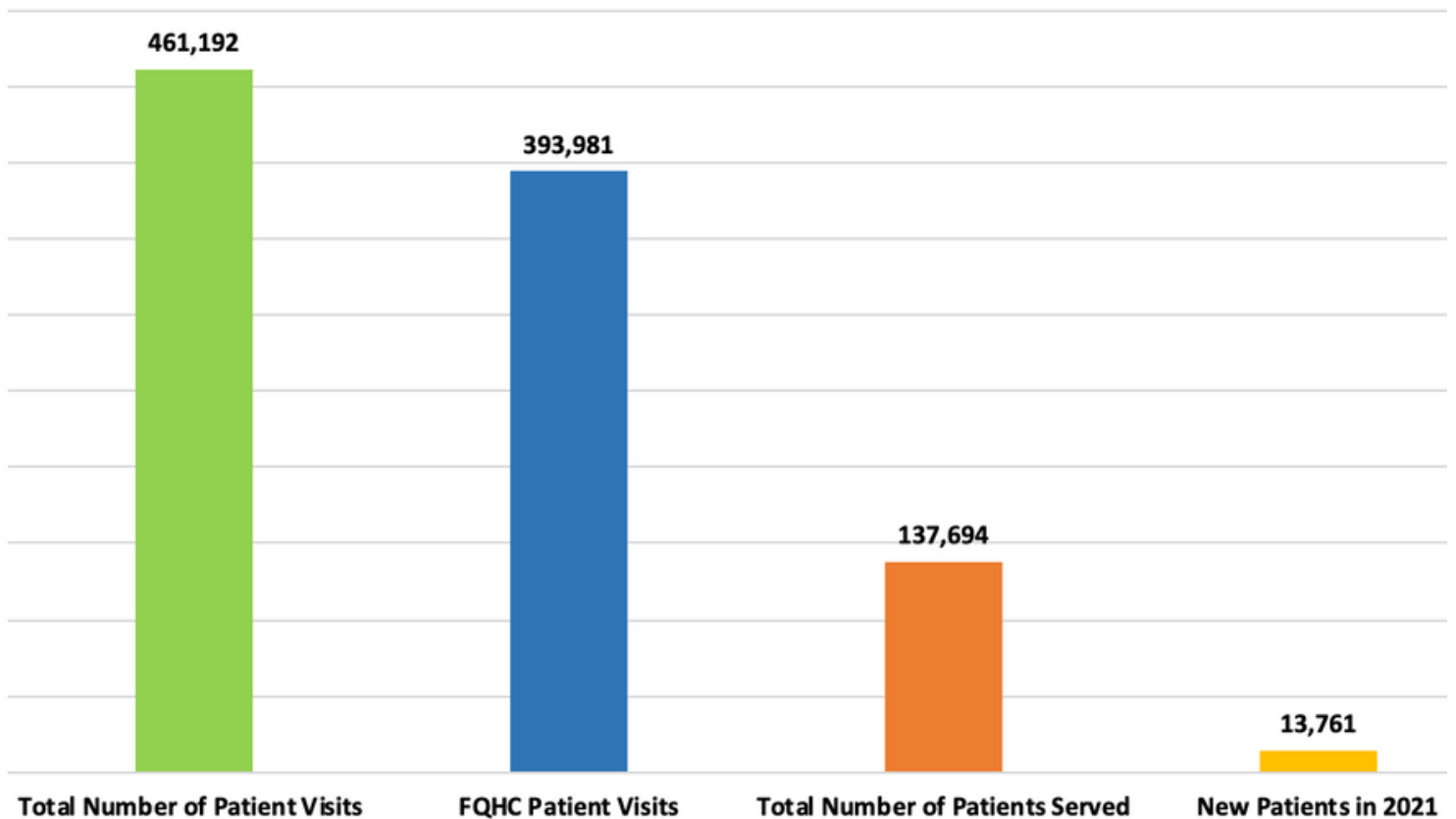
\*Does not include vaccines administered by the State of Washington or all enrolled VRP sites, including some federally qualified community health centers.

# SITE SURVEY RESULTS

## PATIENTS SERVED

In 2021, a number of clinics closed for a period of time or indefinitely. Health events and camps, including the Seattle/King County Clinic, were cancelled. Patient volumes reported in 2021 were higher than in 2020.

### Patient Volumes



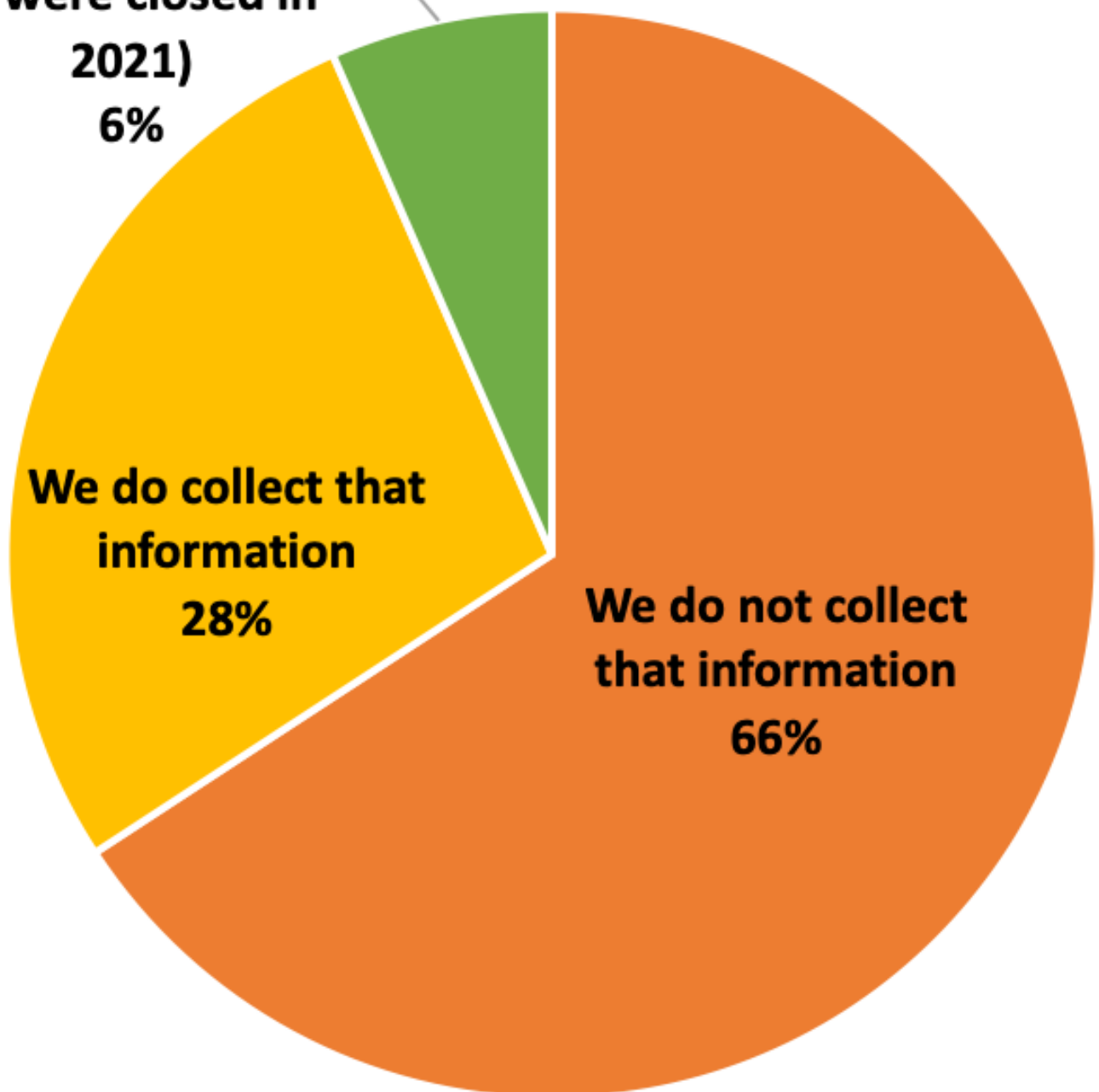
Not all VRP enrolled sites track "total number of patients" or "new patient" data separately.

# SITE SURVEY RESULTS

## PATIENT RACE

Many VRP sites do not track data related to patient race. Others were closed or their events were cancelled in 2021.

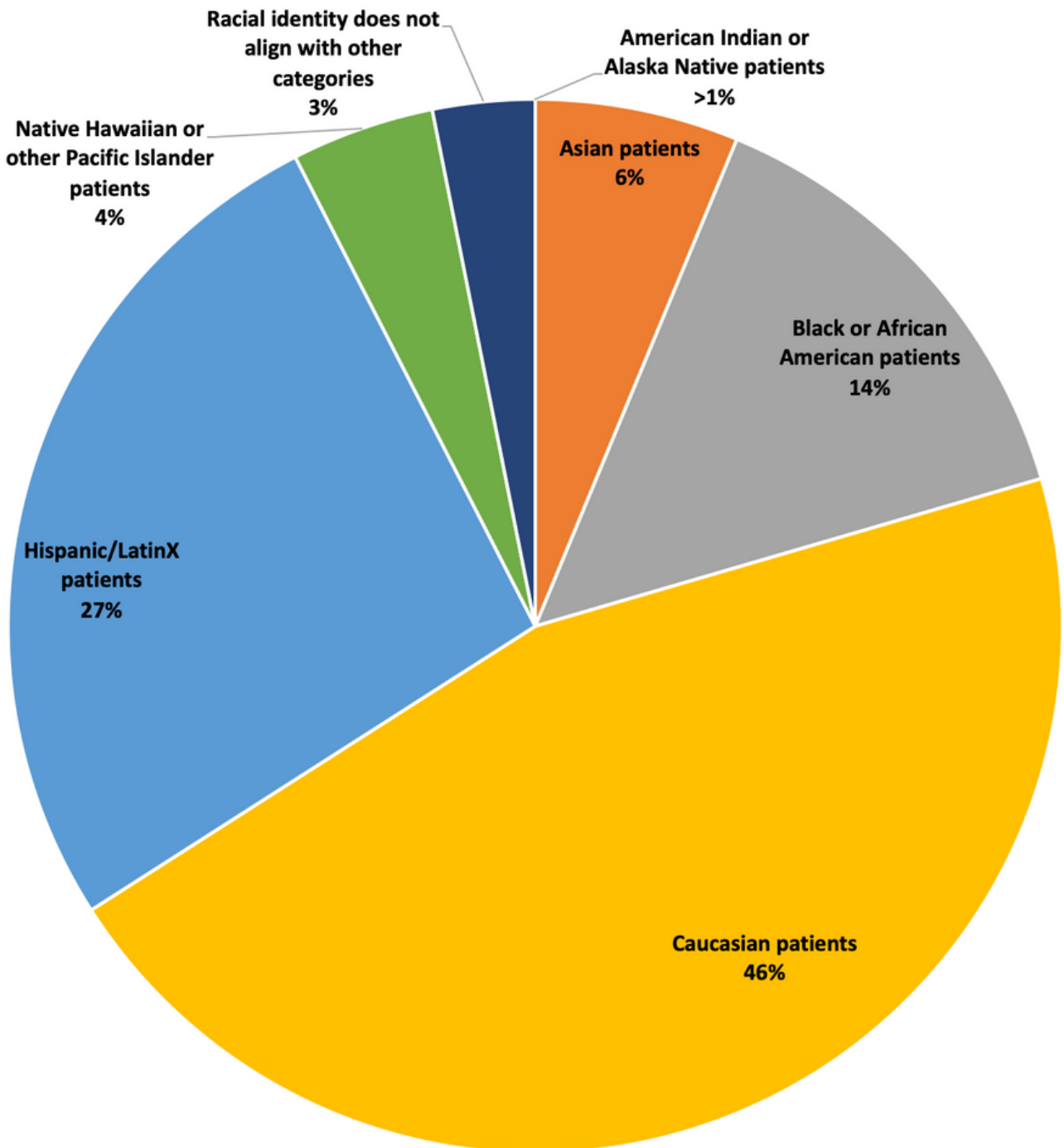
**N/A (Didn't respond  
or were closed in  
2021)  
6%**



# SITE SURVEY RESULTS

## PATIENT RACE

Patient race data was reported from sites that track this information.

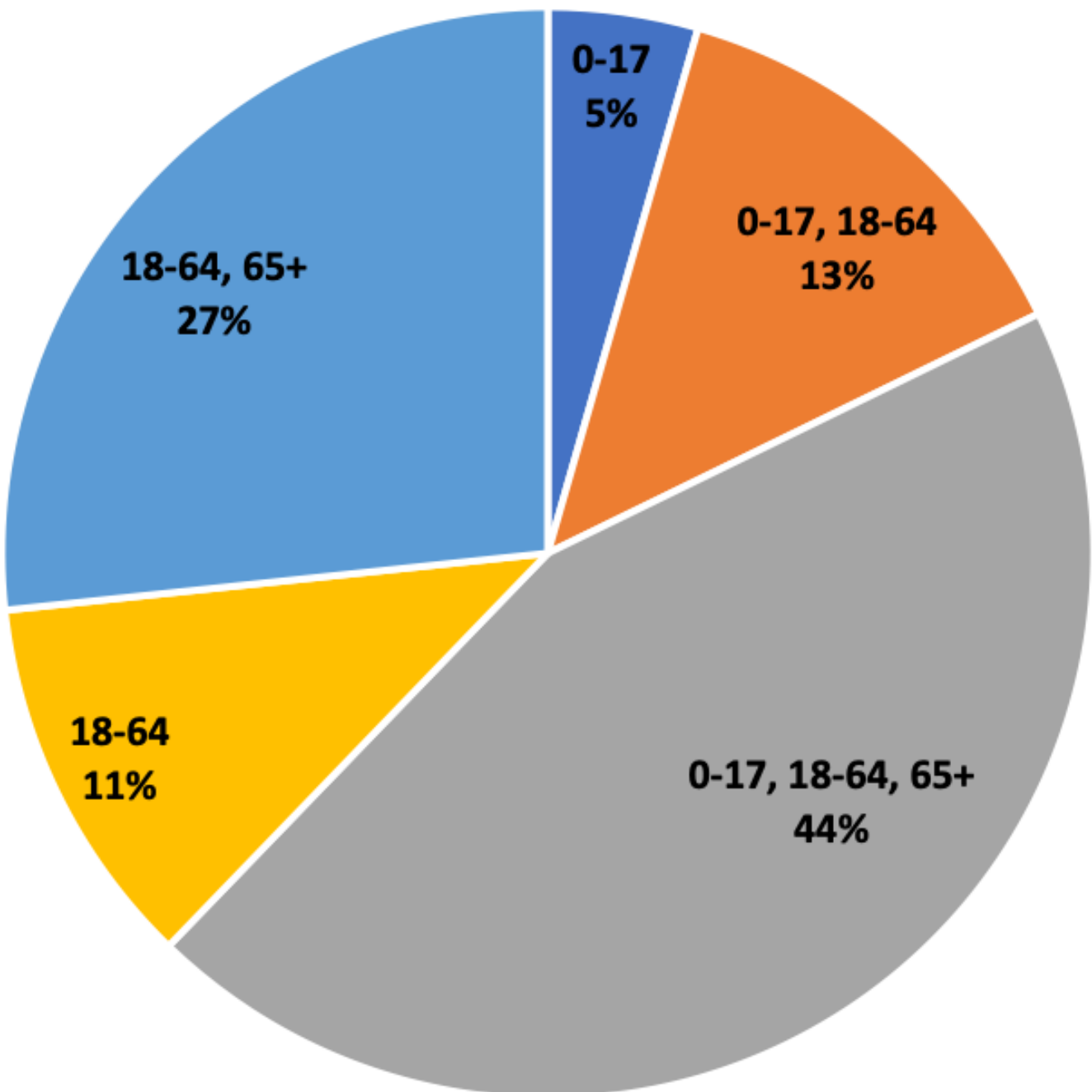




# SITE SURVEY RESULTS

## PATIENT AGE GROUPS

Sites reported the patient age groups they serve.

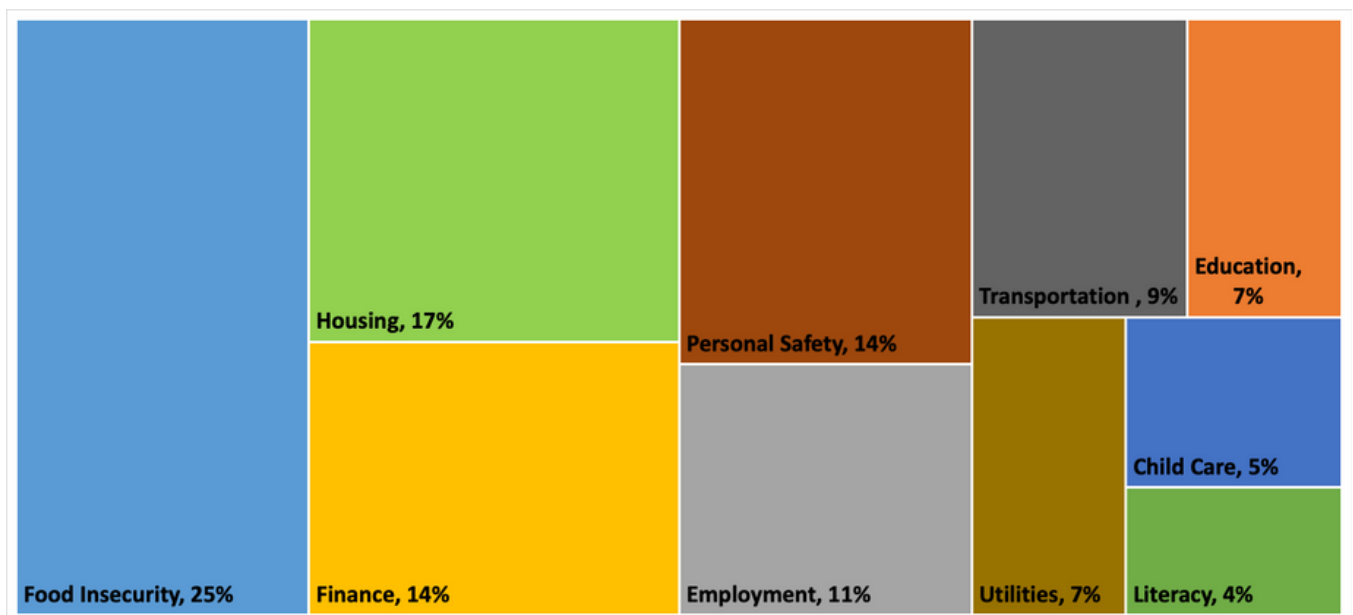
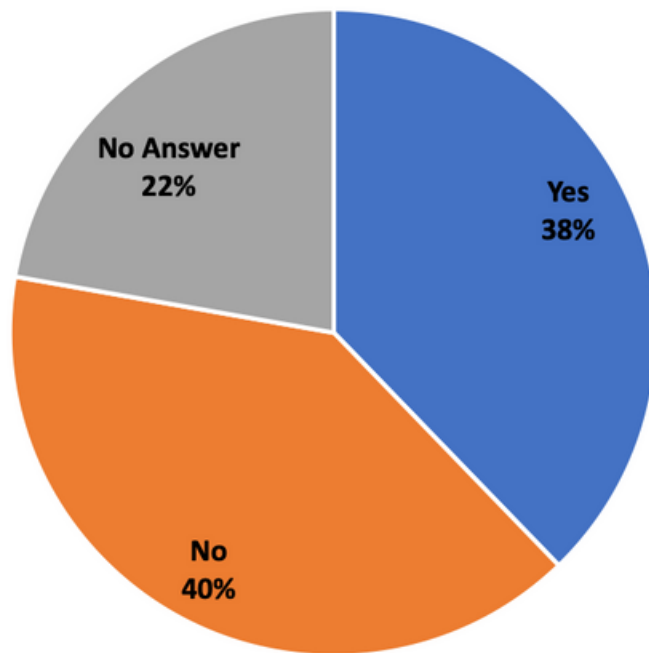


# SITE SURVEY RESULTS

## SOCIAL DETERMINANTS OF HEALTH

VRP sites were asked if they address social determinants of health and if so, which social determinants of health they address.

### Address Social Determinants of Health



# APPENDIX 1

## HEALTHCARE VOLUNTEER SUGGESTIONS/COMMENTS

- I enjoy the fact that I no longer need to pay for malpractice insurance. We never think we're going to need it, but stranger things have happened on the job!
- I so appreciate the VRP program. In our litigious society, I would not be able to volunteer clinically without malpractice coverage, and feel that I still have much to offer! Thank you!
- I appreciate this service - it allows me to " give back" to this community.
- I have been working essentially full time now for two years as a volunteer and would not be doing this without VRP.
- This VRP program is SO important! We need to keep all of our healthcare providers active as long as we can. Thanks for all the work and effort that go into supporting this program!
- I value the program very much and look forward to volunteering this year!
- This is a wonderful program to encourage volunteerism.
- Thanks for making it possible for me to keep serving such needy people-I would not do this without the VRP program!
- This is an amazing program for retired physicians as many of the local docs are volunteering in clinics around the Yakima Valley. Please do whatever you can to continue this free service to patients and the community.
- This is a brilliant program and you have provided so much medical assistance to our communities through this stressful time.

# APPENDIX 2

## SITE SUGGESTIONS/COMMENTS

- I wonder if liability insurance will be allowed for Medical Assistants in the future.
- We are an EMS agency and partnered with Okanogan County Public Health and Family Health Centers for both community wide vaccination clinics at a central location and Covid testing at our facility. We used an 'army' of over 150 community volunteers helping at the clinics and several retired physicians and nurses who are covered through VRP who administered the vaccinations.
- Financial assistance is paramount. Our clinic had the unfortunate timing to open after the pandemic was announced. Even though it was in the works since September of 2019, COVID-19 caused many delays in construction and credentialing and the doors didn't officially open until Oct 2020. Because of this, we did not qualify for any pandemic relief funding even though all our open operating funding was basically used up due to all the delays.
- We are grateful that Washington has this program, we have attempted to establish a similar program in Oregon without success.
- Our services for 2020 were halted for a period of time and significantly reduced so the above increase in patients is due to having served so few people in the first year of the pandemic.
- We remain closed at this time due to multiple issues, largest of which was losing the office space we were using. Other issues include lack of providers and inability to comply with state mandated protocols for healthcare facilities.
- We offered our day camp for children living with Type 1 diabetes in the fall of 2021. We set up Panther Day Camp similar to the Olympics. We had everyone do a rapid COVID test before coming to the campground each weekend.



# APPENDIX 3

## 2021 VOLUNTEER SURVEY



### 2021 Healthcare Volunteer Survey

The State of Washington thanks you for your service!

Name \*

First

Last

Email

Did you volunteer as a healthcare professional in Washington State in 2021?

- Yes  
 No

Approximately how many total hours did you volunteer as a healthcare professional in Washington State in 2021? \*

Do you still need VRP Malpractice Insurance?

- Yes  
 No

Where did you volunteer as a healthcare professional in 2021?

Did you volunteer at a second site in 2021?

Did the COVID-19 pandemic impact your ability to volunteer in 2021?

- Yes  
 No

How did the COVID-19 pandemic impact your volunteering?

# APPENDIX 3

## 2021 VOLUNTEER SURVEY

How likely is it that you would volunteer without free malpractice insurance for all volunteer professionals and/or free license renewal for professionals who only use licenses to volunteer?

- Very Unlikely
- Unlikely
- Not Sure
- Likely
- Very Likely

How could the VRP Program support you better in your role?

- No Suggestions at this time
- Customer Service
- Volunteer Opportunities
- Low Cost and Free Continuing Education Opportunities
- Website Accessibility
- Other (Note Below)

Other:

Has your email or address changed in the last year?

- Yes
- No

If yes, new email address

If yes, new address

Street Address

Address Line 2

City

State / Province / Region

Postal / Zip Code

Country / Region

Please add any additional comments you have about the VRP Program here - thank you!

# APPENDIX 4

## 2021 SITE SURVEY



### Volunteer & Retired Providers 2021 Site Survey

Thank you for your participation in the Volunteer and Retired Providers (VRP) Program. We survey all participating organizations annually to track the value of this publicly-funded program and to maintain accurate program records.

If you completed the NAFC survey, you may disregard this survey.

Please complete by April 30th.

Please contact Kris Ives at [vrp@wahealthcareaccessalliance.org](mailto:vrp@wahealthcareaccessalliance.org) or 267-713-9422 with any questions.

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#### CONTACT INFORMATION

Please fill out the following section with the most up-to-date information for your organization.

**Organization name \***

**Organization main physical address**

Street Address

City

State / Province / Region

Postal / Zip Code

**County for main physical address**

**Website address**

**Organization phone (for patient and volunteer inquiries)**

 -  - 

###    ###    #####

**Direct contact phone (for WHAA staff to reach you)**

 -  - 

###    ###    #####

# APPENDIX 4

## 2021 SITE SURVEY

Primary contact name

  
First                  Last

Primary contact title

Primary contact email address

Secondary contact

  
First                  Last

Secondary contact title

Secondary contact email address

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### SUMMARY PATIENT CARE INFORMATION

Number of total patient visits in 2021: \*

Number of total patients in 2021:

Number of new patients in 2021:

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### COVID-19 IMPACT ON OPERATIONS

Due to the COVID-19 pandemic, in 2021 your organization (please select all that apply)

- Closed or remained closed
- Did not modify operations
- Utilized telehealth/telemedicine
- Served patients in the facility only by appointment
- Offered COVID testing
- Offered COVID vaccines



# APPENDIX 4

## 2021 SITE SURVEY

If you modified your operations in 2021 due to COVID-19, please indicate the reason(s) you did so (please select all that apply)

- Concern for high-risk volunteers/staff
- Lack of funding
- Lack of PPE
- Lack of volunteers/staff
- N/A

How are you providing access to testing for COVID-19?

- On-site testing
- Patients are sent to local health department or hospital for tests
- Patients are sent to local lab for testing (i.e. Labcorp, Quest)
- Not providing COVID-19 testing

If you test on-site for COVID-19, how many people did your organization test in 2021?

If you test on-site for COVID-19, how many patients tested positive in 2021?

How are you providing access to COVID-19 vaccines? (please select all that apply)

- On-site vaccines (adults)
- On-site vaccines (children or youth)
- Patients are sent to local health department or hospital for vaccinations
- N/A

If you provide COVID-19 vaccines on-site, how many vaccines did you administer in 2021?

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### ORGANIZATION

Your organization is considered a

- Camp
- Free/Charitable Clinic
- Hospice
- Medical Reserve Corp
- Other
- Pop Up Health Fair
- School Based Health Clinic
- Tribal Clinic

If other, please define

# APPENDIX 4

## 2021 SITE SURVEY

**Does your organization have multiple sites?**

- Yes
- No

**Does your organization have (a) mobile unit(s)?**

- Yes
- No

**In what kind of area is your organization located?**

- Rural
- Suburban
- Urban

**In what kind of area(s) do your patients generally reside? (please select all that apply)**

- Rural
- Suburban
- Urban

**Is your organization faith-based?**

- Yes
- No

**Please check all services your organization provides at this time (on-site and off-site)**

- AADE Diabetes education program
- Access to food
- Acupuncture
- Acute care
- ADA diabetes self-management education
- Case management
- Child care
- Chiropractic
- Cooking classes
- Dental
- Dietitian/nutrition
- Discounted pharmacy cards
- Family planning
- Fill Rxs on-site
- Financial assistance
- Health education
- HIV treatment
- Immunizations
- Labs
- Legal assistance
- Mammogram referrals
- Maternal health

# APPENDIX 4

## 2021 SITE SURVEY

- Medication therapy management (MTM)
- Mental health
- National diabetes prevention program
- Neurology
- OBGYN
- On-site mammography
- Orthopedic
- Other diabetes education
- Pediatric
- Physical therapy
- Podiatry
- Prenatal care
- Primary care
- Referrals
- Smoking cessation
- Social services
- Specialty care
- STI/STD testing
- Substance abuse treatment
- Surgery
- Telehealth
- Tobacco cessation counseling
- Tobacco cessation referral
- Translation services
- Transportation assistance
- Vision
- Women's health
- Write Rxs for filling off-site

**Do you use an Electronic Health Record/Electronic Medical Record system? If so, which one?**

- No
- Yes - athenahealth
- Yes - Epic
- Yes - Practice Fusion
- Yes Other

**Do you provide healthcare services and/or outreach in multiple languages**

- Yes
- No

# APPENDIX 4

## 2021 SITE SURVEY

### SOCIAL DETERMINANTS OF HEALTH

Does your organization address non-medical social needs (social determinants of health)?

- Yes
- No

If yes, which of these social determinants do you address (please select all that apply)

- Child care
- Education
- Employment
- Finance
- Food insecurity
- Housing
- Literacy
- Personal safety
- Transportation
- Utilities

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### PATIENT QUESTIONS

**Patient race**

- We do not collect this information

**Number of American Indian or Alaska Native patients**

**Number of Asian patients**

**Number of Black or African American patients**

**Number of Caucasian patients**

**Number of Hispanic/LatinX patients**

**Number of Native Hawaiian or other Pacific Islander patients**

**Number of patients whose racial identity does not align with above categories**



# APPENDIX 4

## 2021 SITE SURVEY

If your organization has seen an increase in patients inquiring about care in 2021, what is the estimated percentage of increase?

- 1-10%
- 11-20%
- 20%-40%
- 40%-50%
- Over 50%
- We have NOT seen an increase in patients inquiring about care.

What age ranges does your organization serve for patients? (select all that apply)

- 0-17
- 18-64
- 65+

Please provide any suggestions as to how we can better support you - thanks for all you do for the people of Washington state!

By checking this box, I attest that, to the best of my knowledge and belief, the statements provided on this form are true and correct. \*

- I accept