

# **VOLUNTEER AND RETIRED PROVIDERS PROGRAM**

## **2019 SURVEY RESULTS**

**COMPILED JUNE 2020**

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# ACKNOWLEDGEMENTS

In 1992, in response to a request for liability protection from a small group of retired, volunteer physicians, Washington State passed language authorizing the Volunteer and Retired Providers Program. Since that time, the program has grown to include over 2,600 volunteers, both employed and retired, within the full scope of healthcare professions, licensed within and outside of Washington. Inherent in this growth is the will of individuals to simply help others. This report is dedicated to Washington State's exceptional network of healthcare volunteers.

Thank you to the Washington State Department of Health for program support and oversight; Physicians Insurance for their excellent partnership as malpractice insurance provider; Glaser Foundation, Charis Fund, and the Selinger Shone Foundation for their generous grant funding over this reporting period; and Chris Tugwell and Michael Bean of Be Well Consulting for assistance with the online survey development.

Clinic, volunteer and patient photos included were taken at Grace Clinic in Kennewick, the Free Clinic of SW Washington in Vanouver, Health and Hope Free Clinic in Centralia, Seattle/King County Clinic in Seattle, and Neighborhood Clinic in Tacoma. Among these pictures is professional photography by Auston James.

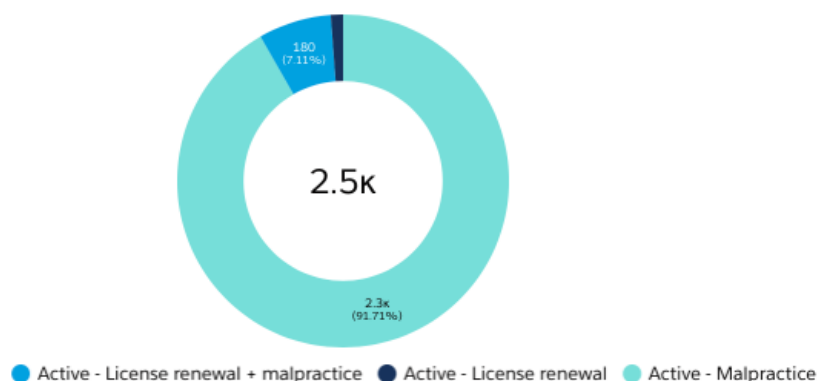
# INTRODUCTION




## CURRENT PROGRAM OVERVIEW

The Volunteer and Retired Providers (VRP) Program supports Washington’s healthcare safety net by addressing malpractice insurance coverage, professional licensure, and continuing education as significant barriers to healthcare volunteerism.

VRP Program sites are safety net clinics and events. These 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 entities that provide non-invasive healthcare services to low-income patients.





A close-up photograph of two individuals, a Black man on the left and a white man on the right, both wearing white VR headsets. They are looking towards the right side of the frame. The background is blurred, showing other people in a similar setting.

# 2019 SURVEY SUMMARY

The 2019 VRP Program survey demonstrates the significant role of licensed healthcare volunteers to Washington's healthcare safety net system. Collection of program data was complicated by the COVID-19 pandemic, and is therefore an underestimation of program value.

## Volunteer Survey Summary

- **2,291** volunteers were enrolled in the VRP Program in 2019.
- **746** volunteers responded to the survey.
- **615** volunteers confirmed they provided services in 2019 however, there were a few who reported hours from Seattle/King County Clinic (which did not take place in 2019) so those hours were deducted from the results.
- **532** volunteers contributed **43,854** volunteer hours in 2019.
- Average volunteer hours per respondent was **82.4**.

## Site Survey Summary

- **137** sites were enrolled in the VRP Program in 2019.
- Responses representing **73** sites were received.
- **166,439** unduplicated patients were served and **594,827** patient visits were reported in 2019 by these sites.

## Return on Investment for Washington State

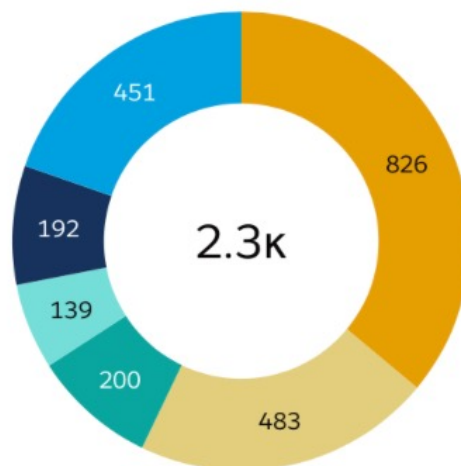
If each of these patient visits had been treated in a 30 minute office visit setting at a "fair cost" of \$200 per visit, the value of this care would be \$118,965,400, based on reported data. Direct costs to the State of Washington to administer the VRP Program are \$110,000 per year. This represents a return on investment of \$1,081 for every dollar spent for those 73 sites that reported.

# 2019 VRP PROGRAM

## 2019 HEALTHCARE VOLUNTEERS BY LICENSE TYPE AND COUNTY

Active Providers by Type

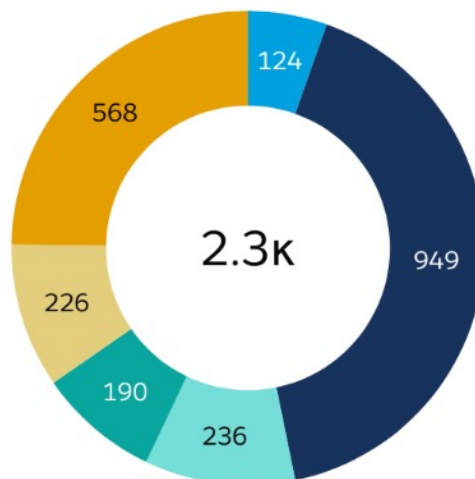
Record Count



Professional Designations

Other ARNP Dental Hygienist Dentist Physician RN

Record Count



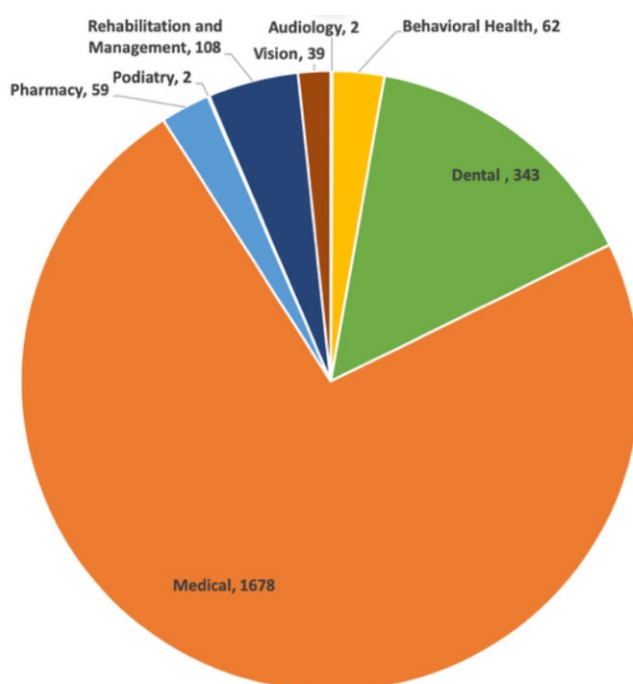
County

Clark County King County Pierce County Snohomish County Thurston County Other

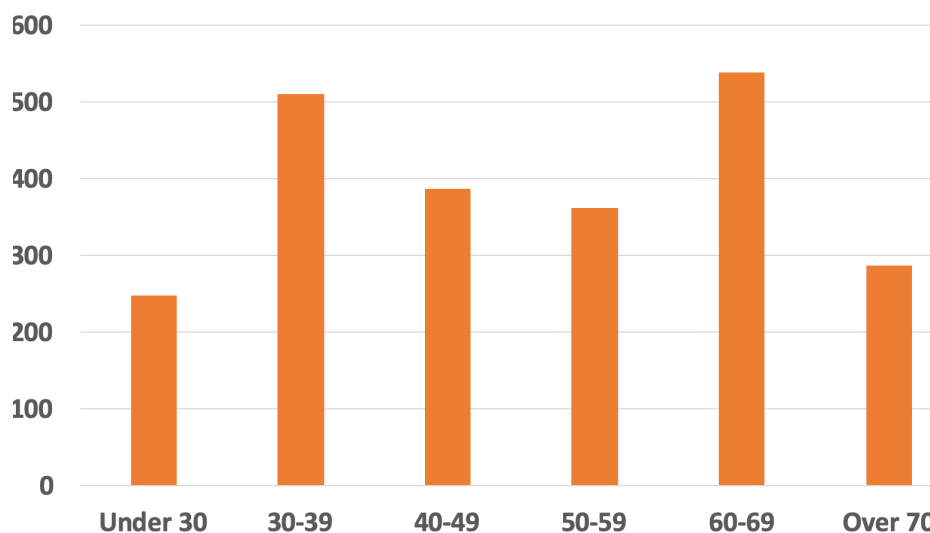


# 2019 VRP PROGRAM

## 2019 HEALTHCARE VOLUNTEERS BY AREA OF PRACTICE AND AGE



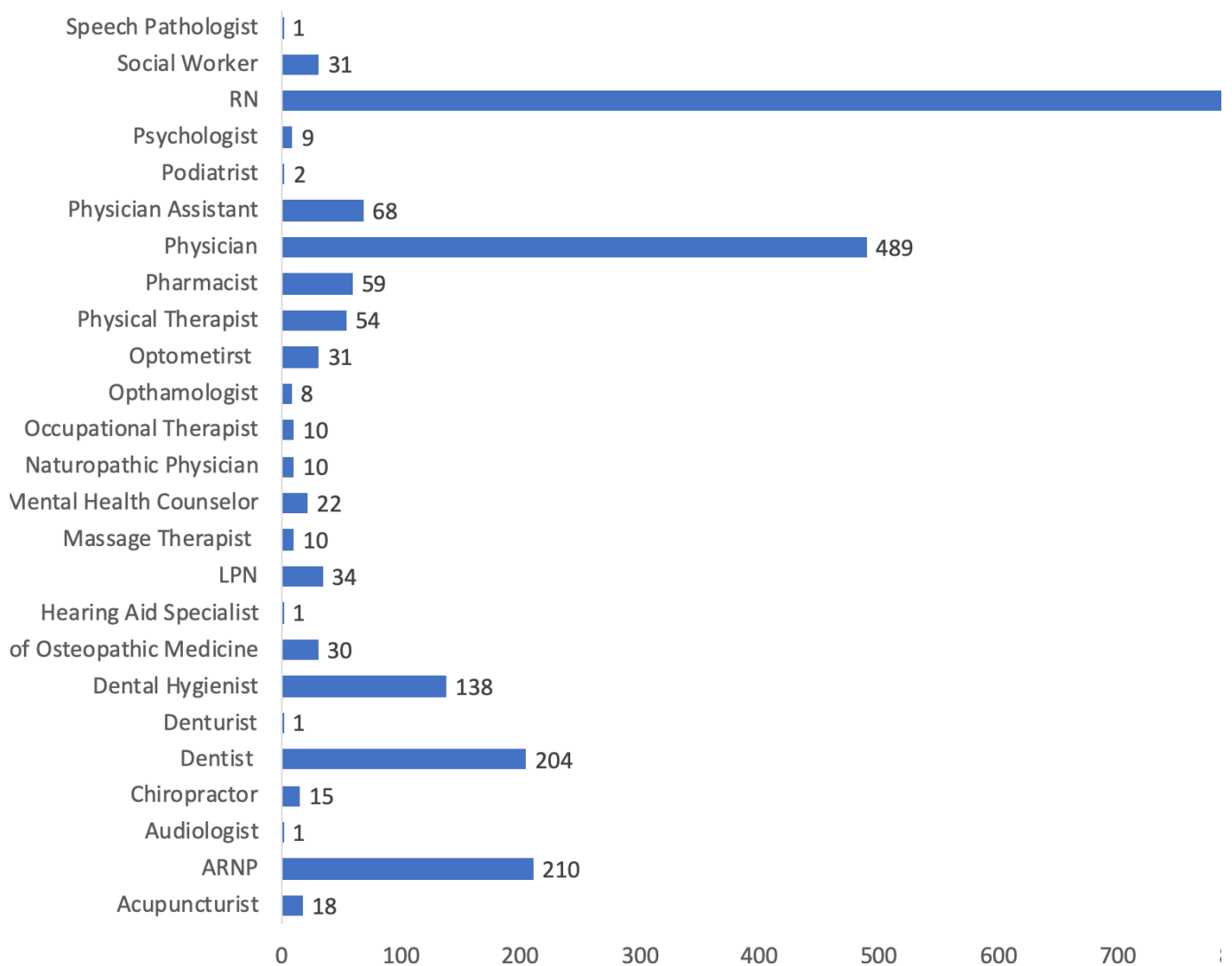
Healthcare Volunteers by Age





# 2019 VRP PROGRAM

## 2019 HEALTHCARE VOLUNTEERS BY LICENSE TYPE

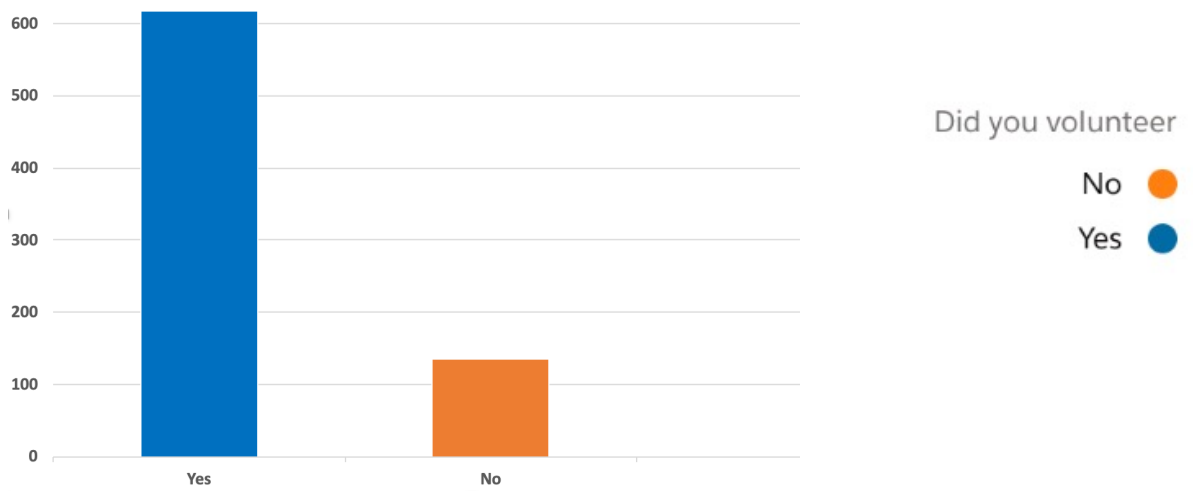




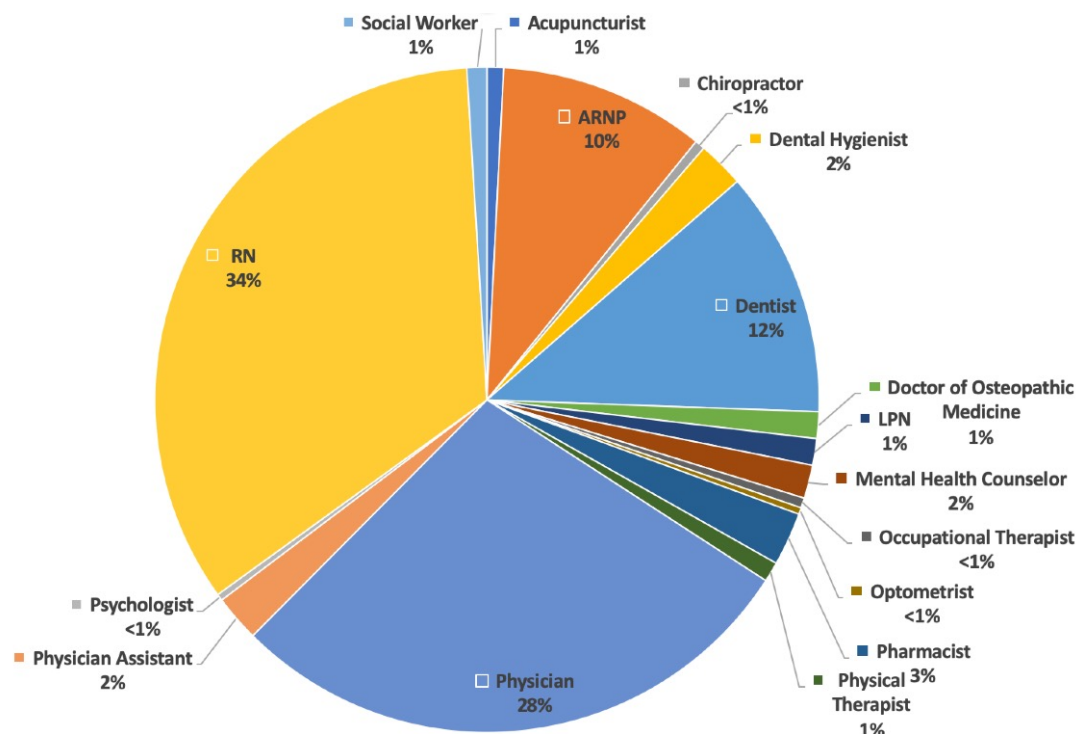
# VOLUNTEER SURVEY RESULTS



## 2019 SURVEY VOLUNTEER RESPONSES



## VOLUNTEER RESPONSES BY LICENSE TYPE





# VOLUNTEER SURVEY RESULTS

## 2019 HEALTHCARE VOLUNTEER HOURS REPORTED

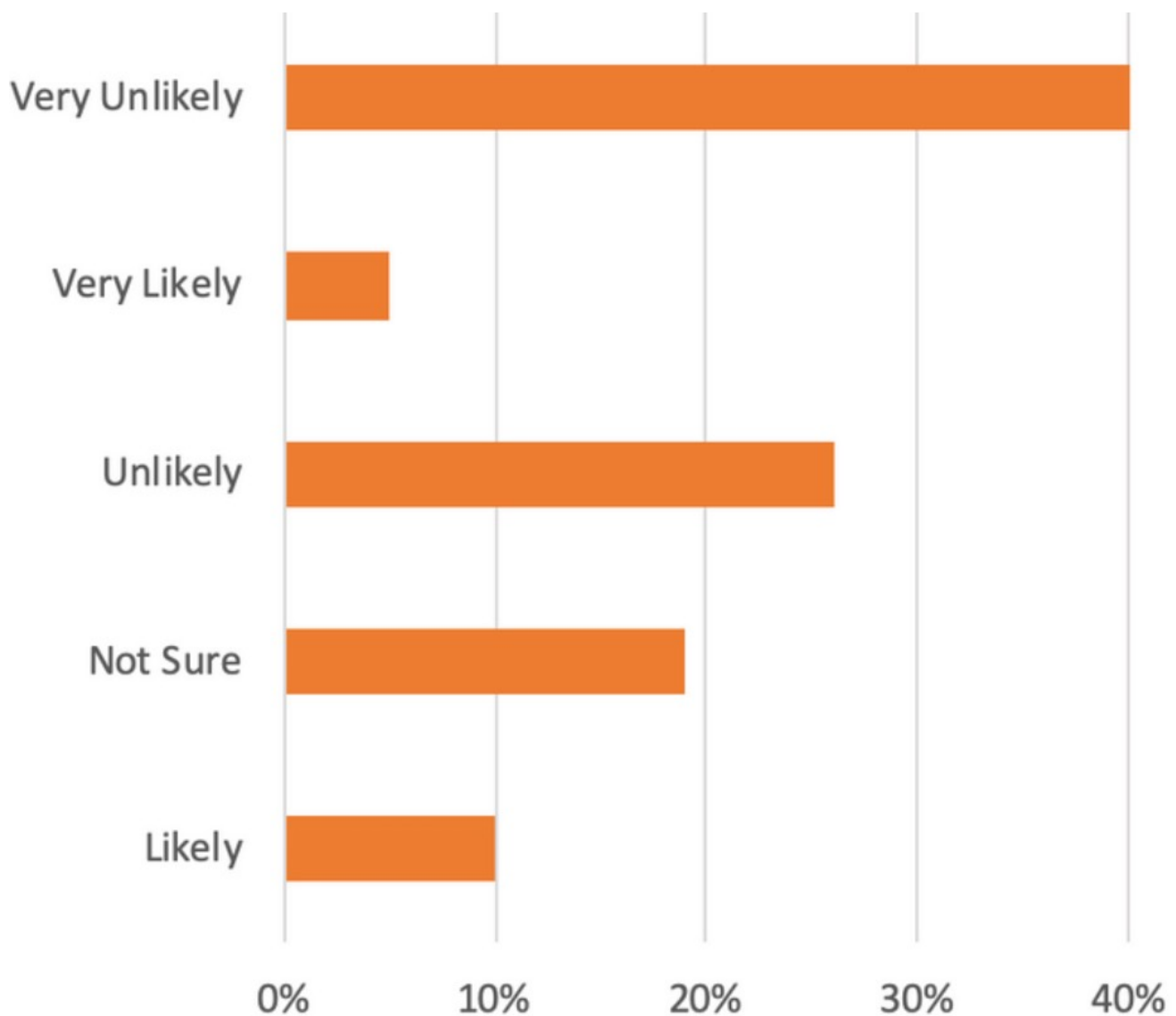
- **Total hours reported: 43,854 hours**
- **Average per volunteer: 82.4 hours**
- **Median hours per volunteer: 40 hours**



# VOLUNTEER SURVEY RESULTS

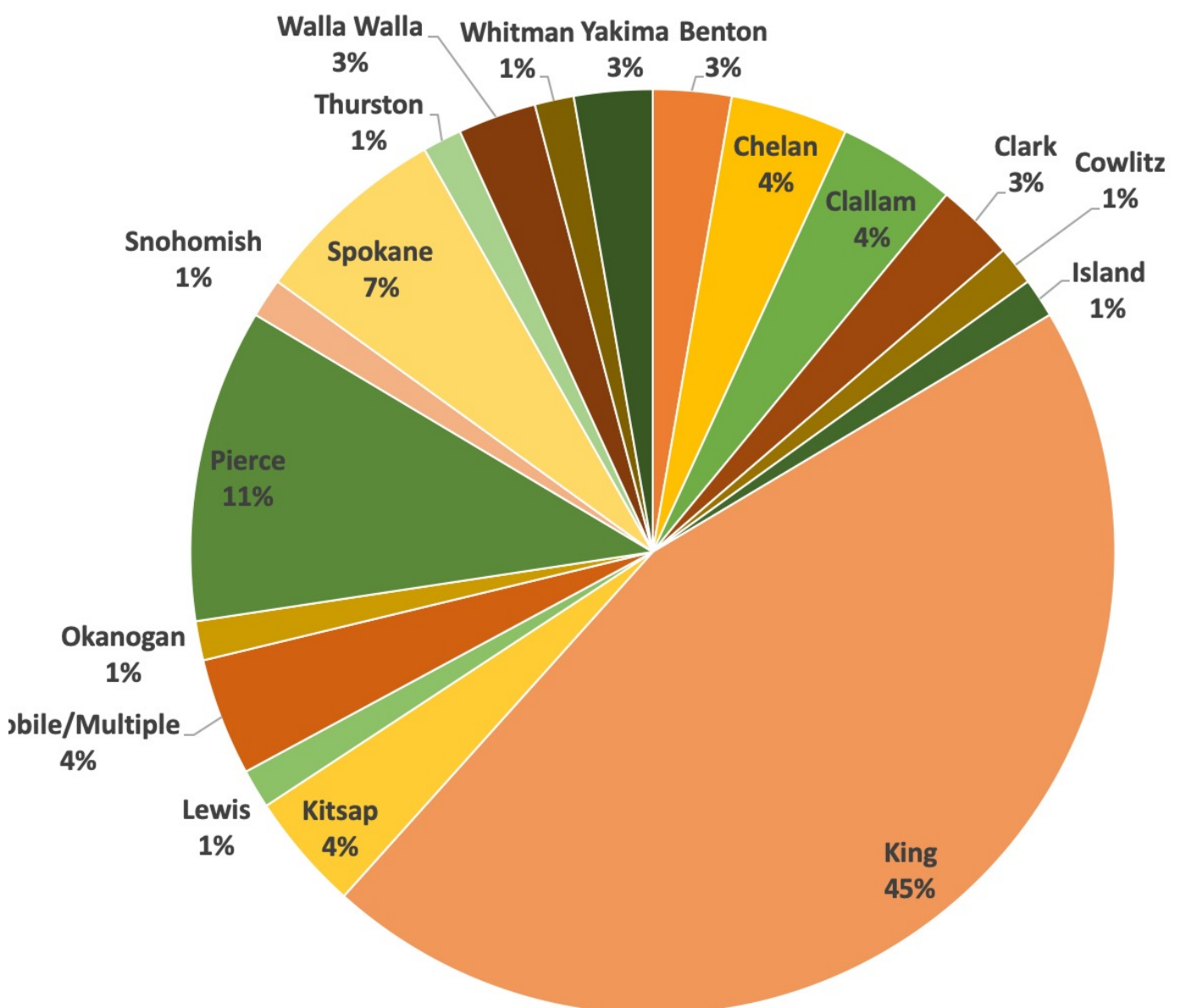


## LIKELIHOOD OF VOLUNTEERING WITHOUT VRP PROGRAM





## 2019 SURVEY SITE RESPONSES BY COUNTY

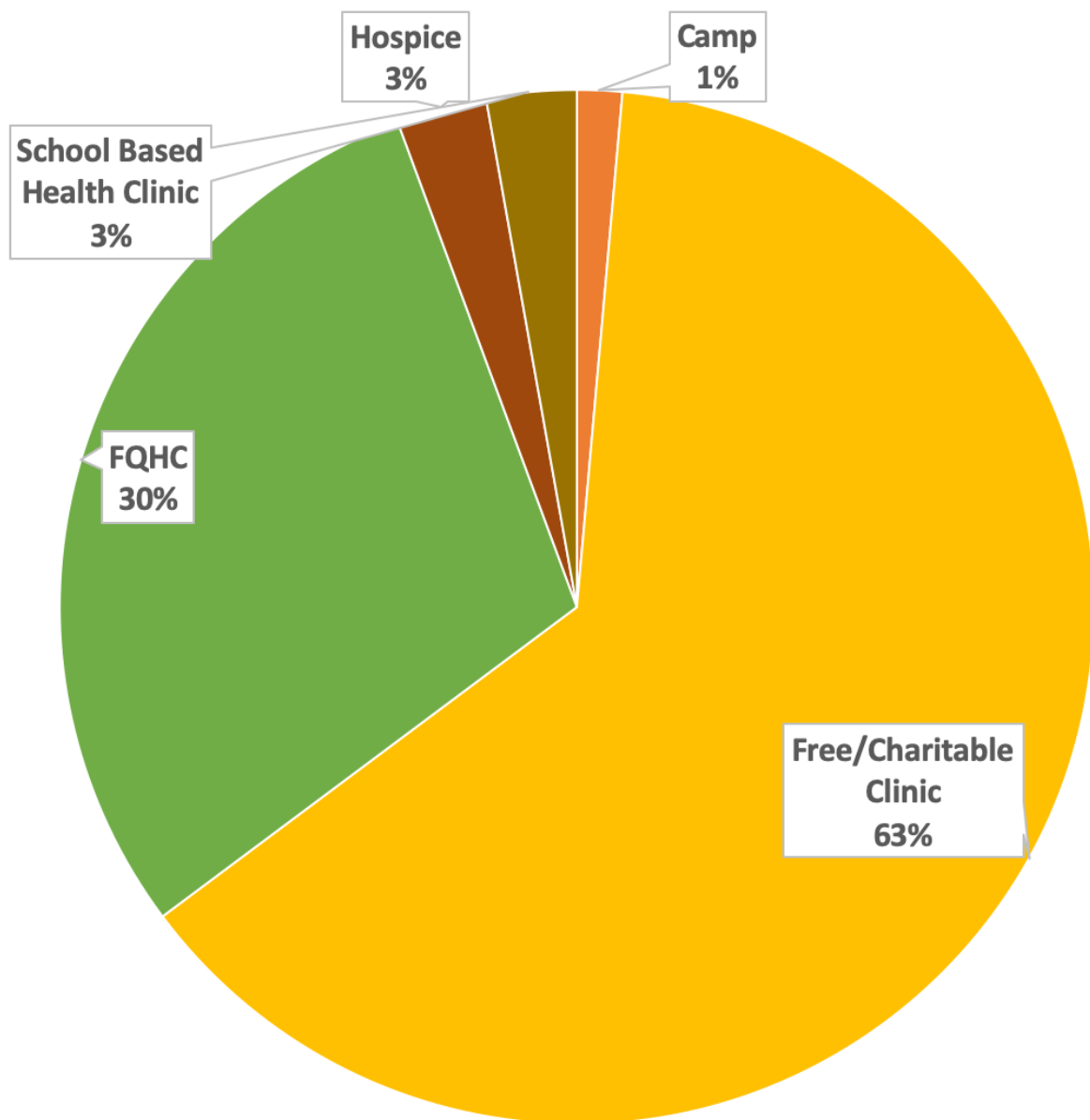






# SITE SURVEY RESULTS

## 2019 SITE SURVEY RESPONSES BY SITE TYPE

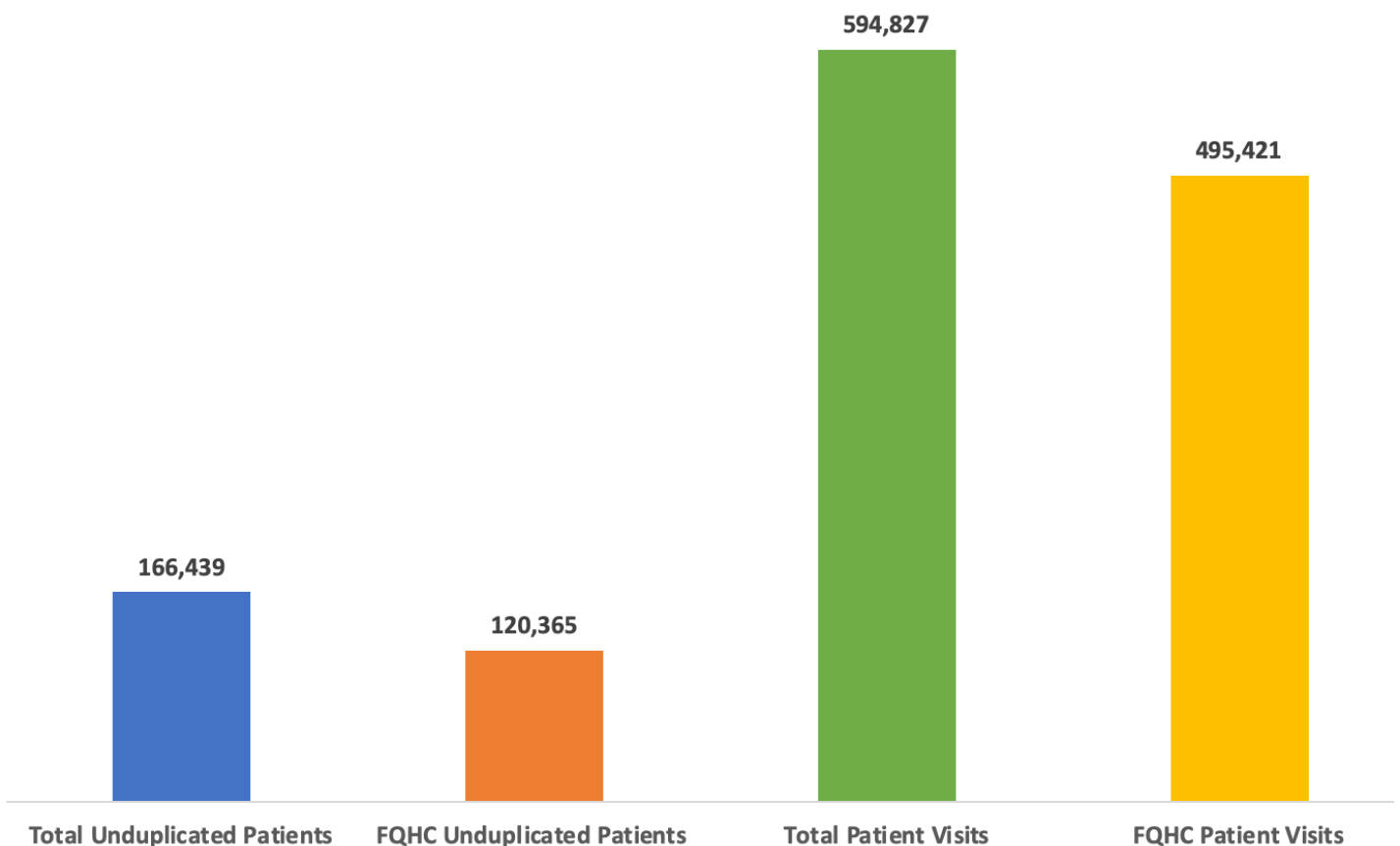




# SITE SURVEY RESULTS

## 2019 SITE SURVEY REPORTED PATIENTS SERVED

Although the VRP Program is primarily utilized by free and charitable clinic sites, publicly funded clinics also utilize healthcare volunteers insured and/or licensed through the program to supplement paid staff. Included among the survey responses is data from federally qualified community health centers.



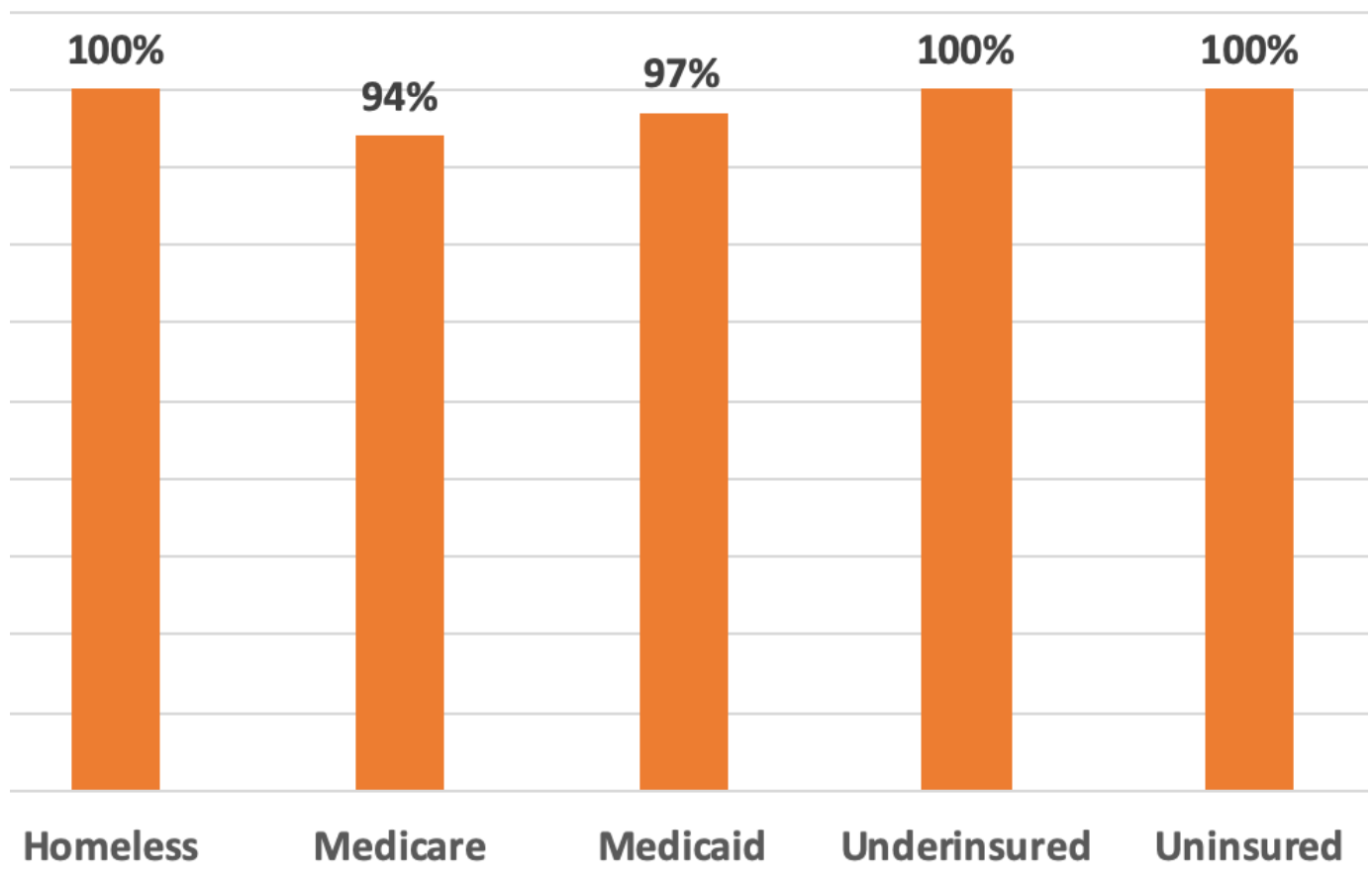


# SITE SURVEY RESULTS



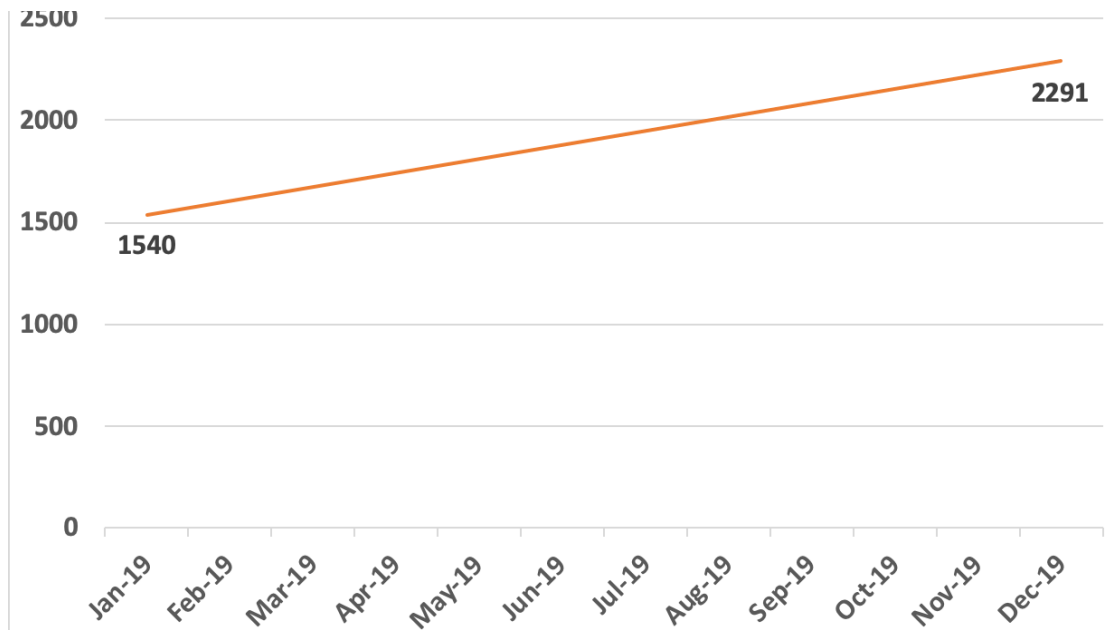
## 2019 SURVEY KEY POPULATIONS SERVED

The 2019 survey asked what key populations the safety net clinics served. Of the sites that replied, patient populations served were identified as individuals who were homeless, underinsured and uninsured, closely followed by Medicaid and Medicare patients.



# VRP PROGRAM INSIGHT

## 2019 PROGRAM GROWTH



### Survey Process Methodology and Future Initiatives

The 2019 survey was sent by email to healthcare volunteers identified as active, beginning in February, 2019 and to the safety net sites, beginning in March. Significant, additional follow up was necessary to secure survey results. The 2019 survey process was impacted by the COVID-19 pandemic, with some clinics partially or completely closed during the reporting period, and staff unable to access records.

In response to the COVID-19 pandemic, efforts are currently under development to expand patient access through telehealth technologies. This effort potentially serves multiple functions of improving mental healthcare access, bridging geographic gaps in care, enabling retired volunteers to continue to contribute, and preventing disease communication.



# APPENDIX

## 1



### HEALTHCARE VOLUNTEER SUGGESTIONS/COMMENTS

- This is an excellent program. If I had to pay for my own malpractice coverage, I would not volunteer. The risk at our free clinic is low because our patients are forever grateful to find out what is their problem and when can they return to work. That's like heaven for a retired orthopedic surgeon.
- Great program; benefits patients, students and providers.
- I am thankful for the opportunity to volunteer and to work with such a wonderful staff!
- I very much appreciate getting a dental license and insurance through your program.
- Thank you for making it possible to volunteer. I like to keep busy and love to help people. Without VRP, I wouldn't be able to afford to volunteer.
- I don't need free license renewal, but malpractice insurance is a must, Thanks.

# APPENDIX

## 1

### HEALTHCARE VOLUNTEER SUGGESTIONS/COMMENTS

- Excellent program. I am just finishing my first year with the program and I am very indebted to the support that I have received from the VRP Program allowing me to continue to work.
- I appreciate what you are doing to keep retired nurses in the mainstream.
- Couldn't volunteer without you!
- Thank you for this program. I wish I didn't have to worry about malpractice coverage, but the reality is that I do. I'm glad that I can provide care with the support of VRP.
- I wanted to travel to help out for COVID-19 care in another state and was told I would not have malpractice coverage for my service. I did not go, as a result.
- I very much appreciate your helping us with insurance and licensing coverage. You make it much easier for us to volunteer.
- Thank you and WA State for offering this program!
- Great program. CME is a continuing issue.





## **SAFETY NET SITE SUGGESTIONS/COMMENTS**

- Thanks for all you do! Perhaps considering materials to support paid staff, volunteer board members, and volunteer providers separately and asking this question separately to different stakeholders may be helpful.
- Provide liability and malpractice insurance to providers before the 3 year mark in their residencies. Allowed liability and malpractice coverage for healthcare workers who are working in small, community-based nonprofits, as well, as we often do not get paid competitively to our equivalents in more traditional/established healthcare settings.
- You guys are the best! Thanks for all the support, especially during this Covid outbreak.
- Thank goodness you exist or we would not have volunteers as providers or nurses.
- Thank you for all you do. Our volunteers are so glad to have your services.
- You are terrific always very quick to respond back to an email or phone call.

# APPENDIX

## 3

## 2019 VOLUNTEER SURVEY

### Healthcare Volunteer 2019 Program Survey

Thank you for volunteering with the Volunteer and Retired Providers (VRP) Program to serve the people of Washington. We survey all participating healthcare professionals annually to track the value of this program and to maintain accurate program records.

This brief survey is of immense value in understanding care you provide in underserved communities.

Thank you for your participation! We look forward to learning from you.

First Name \*

Last Name \*

Email \*

1. Has your contact information changed in the last year? If it has, please note below under question 5. \*

- ☐ Yes
- ☐ No

2. In 2019, did you volunteer your services as a healthcare professional in Washington State? \*

- ☐ Yes
- ☐ No

3. How likely is it that you would volunteer without free malpractice insurance for all volunteer professionals and/or free license renewal for retired healthcare professionals? \*

- ☐ Very unlikely
- ☐ Unlikely
- ☐ Not sure
- ☐ Likely
- ☐ Very likely





# APPENDIX 3

4. How could the VRP Program support you better in your role? \*

- ☐ No suggestions at this time
- ☐ Malpractice and/or License Renewal application
- ☐ Customer service
- ☐ Volunteer opportunities
- ☐ Low-cost and free continuing education opportunities
- ☐ Website accessibility
- ☐ Other:

5. OPTIONAL: Please add any additional comments you have about the VRP Program here including if your contact information has changed - thank you!

# APPENDIX

## 4

### 2019 SITE SURVEY

#### Site Survey

##### CONTACT INFORMATION

Please help us maintain the accuracy of our records.

Organization Name \*

Please select...

Name of person completing this form:

First Name \*

Last Name \*

Preferred Email

Email \*

Please select...

Preferred Address

Mailing Address \*

Please select...

Mailing City \*

Mailing State

Mailing ZIP Code

Please s

Does your organization offer mobile health services? \*

☐ Yes

☐ No

Administrative phone number (Best number for VRP administrators to reach you if different than above)

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# APPENDIX

## 4

### Site Survey

#### SURVEY QUESTIONS

How many providers volunteered services with your organization in 2019?  
Please count only providers who volunteered in Washington and not in other states. \*

How many overall volunteers served with your organization in 2019 in Washington State? (Please count both healthcare provider volunteers and non-provider volunteers.) \*

How many patient care hours did you provide in Washington State total over 2019? (Patient care hours refer to the total number of hours your organization was open and providing care to patients.) \*

Please select the category that best described your site(s) in Washington State in 2019. \*

- ☐ Free/Charitable Clinic
- ☐ Pop-Up Healthcare Event
- ☐ Federally Qualified Community Health Center
- ☐ Camp
- ☐ School Based Health Clinic
- ☐ Hospice
- ☐ Other

# APPENDIX

## 4

Please check all that applied to your organization's services in Washington State in 2019: \*

- ☐ Multiple Clinic Sites
- ☐ On-Site Pharmacies
- ☐ PAP Assistance
- ☐ Partnership with Off Site Pharmacy
- ☐ Electronic Health Record Usage
- ☐ Formal Collaboration with a Hospital
- ☐ Sliding Fee Schedule
- ☐ Bill Medicaid
- ☐ Completely Free to Patients
- ☐ Accept Patient Donations at Time of Care

How many total patient visits did you have from January 1 through December 31, 2019 in Washington State? (Unduplicated patients refers to unique patients, rather than total patient visits.) \*

How many unduplicated patients visited your site(s) in Washington State from January 1 through December 31, 2019? \*

Please check all services provided in 2019 in Washington State: \*

- ☐ Acute Medical
- ☐ Chronic Medical
- ☐ Dental
- ☐ Mental Health
- ☐ Resource/Referrals
- ☐ Specialty Care
- ☐ Care Coordination
- ☐ Pain Management
- ☐ Physical and/or Occupational Therapy
- ☐ Other