



## Standards for Excellence Impact Story – [Health Care Access](#)



### How has the Standards Accreditation impacted your organization?

When Health Care Access began the standards process, we were relatively new as an agency, and I was new in my role as Executive Director. I found the comprehensiveness of the Standards for Excellence helped me establish all the basic elements needed to operate a successful small nonprofit agency. Making my board members part of the process was a big plus. It helped them see the value of the standards and buy into the effort for the long term.

**Although it was a lot of work for me with very limited staff support, I found the experience and knowledge gained well worth it (and I still have those 5 binders!) I was grateful for the opportunity then and I'm grateful for the ongoing support I receive now from PANO. I highly recommend the program.**

### About Health Care Access (HCA)

Health Care Access (HCA) helps uninsured, lower-income residents of the Greater Phoenixville area obtain the specialized health care they need. Our programs include dental, vision, and prescription services, an emergency orthopedic and a mammogram program, and the new Immigration Services Program; serving children and adults within the 19 boroughs and townships surrounding Phoenixville in Chester and Montgomery Counties. During the last 15 years we have helped over 12,000 people.

HCA accomplishes its mission to improve the health and quality of life with our unique community provider model. We have established a network of local practitioners that are willing to provide care for our clients at a greatly reduced rate. Our method is cost-effective and reproducible, and targets the needs of the most vulnerable who have no other means to obtain specialized care. By utilizing existing community resources, HCA is also contributing to the economic health of the Phoenixville community.

*In 2009 Health Care Access was accredited by the Standards for Excellence Program sponsored by the Pennsylvania Association of Nonprofit Organizations (PANO). In June of 2012, HCA achieved accreditation renewal for 5 more years!*

