



SAFETY NET CLINIC COALITION MEDICAL DIRECTORS MEETING

January 13, 2022 | 12 - 2 PM

Facilitated by: Amy Mancía, Laura Wishart & Jen Hastings
Health Improvement Partnership

MEETING NOTES

Meeting Purpose:

The primary purpose of this meeting was to convene SNCC Medical Directors to share best practices, discuss CalAIM Enhanced Care Management & Community Support Services, discuss healthcare quality measures, data trends, and demographic data, and to identify annual goals to improve performance and strategies to close health disparities.

Welcome:

- Amy welcomed Medical Directors and shared SNCC 2021 graphic recording.
- Amy reviewed the meeting agenda, thanked the Population Health Team who supported the meeting development, and welcomed new HIP staff members: Hayley Mears, Gustavo Indarose, Maria Estela Jerezano, and Mason Flanagan.
- Amy welcomed new SNCC MD members and guests.

CCAH Santa Cruz Collaboration

- Amy transitioned to Rosa Vicente-Soito, Executive Director, Clinical Integration, Dignity Health presented on Central California Alliance for Health (CCAH) Santa Cruz Collaboration. and outlined areas of improvement.
- Rosa Vicente-Soito highlighted opportunities for growth in ED Utilization and Readmissions.
- Rosa Vicente-Soito outlined patient data based on stakeholder group collaboration.
- Rosa Vicente-Soito captured learned items from stakeholder collaboration and care programs.
- Rosa Vicente-Soito prompted clinics to reflect on transitions of care and to identify gaps.
- If you have any questions regarding CCAH Santa Cruz Collaboration, email Rosa Vicente-Soito, MHA, BSN, RN; Executive Director Clinical Integration, Dignity Health at rosa.soito@commonspirit.org or via phone at (530) 276-1003.

CalAIM Enhanced Care Management & Community Support Services:

- Dale Bishop presented on the CalAIM proposal and outlined goals to improve quality of life and health outcomes.
- Dale Bishop focused on Enhanced Care Management (ECM) & Community Supports (CS) integration.
- Dale Bishop outlined the focused care areas that are included in ECM.
- Dale Bishop overviewed Community Support services and coverage information.
- Dale Bishop summarized the efforts of CalAIM ECM & CS.
 - Expanding pool of providers to who will be providing through CalAIM.

Care Based Incentive 2022 Updates

- Kristen Rohlf presented on 2022 Care Based Incentive (CBI) Measures at CCAH.
- Kristen Rohlf highlighted program measures, new measures, modified measures, exploratory measures, retired measures and screening processes at CCAH.
- If you have any questions regarding 2022 CBI Measures, contact Kristen Rohlf at krohlf@ccah-alliance.org or email the CBI team at cbi@ccah-alliance.org.

Presentation from Clinics:

- Jen Hastings facilitated the CBI Quality Measure presentations and emphasized our goal of integrating health equity.

Salud Para La Gente - 2020 Well Child Visits

- Devon Francis presented on 2020 Well Child Visit data and strategies.
 - Recognized the impact the pandemic had on services: decrease in visits and mental well-being of children.
- Devon Francis highlighted 2021 strategies to increase and focus on well child visits.
 - Expanded services to include additional visit types not related to well child visits during the last months of 2021.
- Devon Francis reviewed 2021 Well Child-Visits and 2021 Well Adolescent Visits data trends.
- Devon Francis highlighted 2021 Childhood Immunization and Adolescent Immunization data.
- Devon Francis summarized the impact the COVID-19 pandemic had on Well Child Visits and Vaccine Rates– taking into account the impact of what’s to come, including the Omicron Surge.

Preventable ED Visits - Santa Cruz Community Health

- Casey Kirkhart presented on 2020 Preventable Emergency Department (ED) Visits at SCCH.
- Casey Kirkhart highlighted strategies that improved care and care access in Preventable ED Visits.
- Casey Kirkhart captured internal Emergency Department data tracking on follow-up processes.
- Casey Kirkhart emphasized the decrease in Preventable ED Visits from 2019 to 2020 – that may be a result of COVID-19 and prompted clinics to reflect on this downward trend.
- Casey Kirkhart highlighted key strategies to improving quality of life and Preventable ED visit performance:
 - Reaching out to patients to schedule visits and check in before visits is impactful to the well-being of patients.
 - Nurse team availability reduced ED visits.
 - Ensuring telehealth includes telephonic care to increase access to patients has had a profound impact on patient care.

HbA1c CBI Measure - Planned Parenthood Mar Monte

- Danielle Harik presented on 2020 Diabetic HbA1c Measure at Planned Parenthood Mar Monte.
- Danielle Harik outlined populations included in the Diabetic HbA1c Metric.
 - Patients with HbA1c over 9%
 - Patients age 18-75
 - Patients with Diabetes type 1 or 2
- Danielle Harik captured clinical changes to improve access to care.
 - Clinics implemented curbside testing for HbA1c.
 - Clinics increased primary care outreach.
- Danielle Harik compared 2021 Diabetic HbA1c Data and 2020 Diabetic HbA1c Data, noting change in performance.
- Danielle Harik highlighted the clinical challenges, transitions, and priorities.
 - Patients were not aware of telehealth availability.
 - Transition of the care team to remote led to a decrease in patient outreach.
- Danielle Harik captured the goals of PPM to increase and improve care access.

Guided Discussion:

- Jen Hastings engaged SNCC MD members to share what they learned, reflect on presented measures, share goals for improving other QI measures that were not addressed, and explore how clinics are embedding health equity in data collection.
 - Salud including insurance type and language spoken in QI presentations.

- SCCH plans to include a filter on their data dashboard to compare race and ethnicity data.
- There are new measures implemented that are aimed to focus primarily on behavioral health.
- Clinics and providers to ensure telehealth includes telephonic access.
- Quality Improvement Groups implemented at SCCH to identify goals and strategies to achieve identified goals.
- Implementing a human centered design approach helps to uncover areas or considerations that the data does not represent.
- Connecting data to the patient to address improvements in care and implementing patient voices to identify health areas they care about.
- Allowing patients to voice their needs and clinics to take their needs into consideration.

Closing Comments:

- Laura thanked attendees and SNCC partners for their involvement in this meeting.

Resources:

- [2021 SNCC Graphic Recording](#)
- [2020 SNCC CBI Data Slides](#)
- [Preventable Emergency Care Visit Diagnosis Tip Sheet - CCAH](#)
- [Clinical-Community Linkages Framework - Agency for Healthcare Research and Quality](#)