

## **SAFETY NET CLINIC COALITION & MEDICAL DIRECTORS MEETING**

**January 21st, 2021 | 12:00 – 2:00 PM**

**Facilitated by: Maritza Lara & Vicki Amon-Higa  
Health Improvement Partnership**

### **Meeting Purpose**

The primary purpose of this meeting was to convene Safety Net Clinic Coalition members and medical directors to 1) listen and learn from one another as each clinic shares their 2023 stories, 2) explore common themes across SNCC and identify unique elements of each clinic, 3) discuss barriers to bringing their stories to life, and 4) creating a sustainable multigenerational plan to bring clinic stories to life.

### **Partner Announcements**

- Dr. Sepi Taghvaei from Dientes shared that the Virtual Oral Health Summit will take place on February 4th at 9:00am to review the work of the Oral Health Access Steering Committee in the past 5 years and recognize Oral Health Leaders.
- Maritza Lara from HIP welcomed Alex Threlfall, MD: Chief of Psychiatry for the County of Santa Cruz Behavioral Health Services; and Matt Sparke, Professor of Politics at UCSC and Inaugural Director of Global and Community Health.

### **2023 Clinic Stories**

Maritza Lara and Vicki Amon-Higa started the meeting by re-introducing the Change Catalyst Framework that was presented to SNCC Operational Leaders in September, and asserting that each member has been a resilient change agent during the coronavirus pandemic. Maritza emphasized that stories have the power to shift perceptions and change the future. Anita Aguirre from Salud Para La Gente, Pam Conelly from Encompass, and Laura Marcus from Dientes/Santa Cruz Community Health shared their story while Leslie Salmon-Zhu graphically recorded the themes across the three stories.

### **Highlights:**

- In 2023, Salud is the provider of choice by working upstream to improve the health of individuals, families, and the entire community; and by growing their own youth to become the future generation of healthcare in the community.
- Encompass is the one stop access to comprehensive, quality services for Santa Cruz County by 2023, working hard to provide trauma-informed care and building community resilience.
- The partnership between Dientes and SCCH is fully operating their 3.6 acre campus in 2023, and able to respond to a wide range of community needs via multiple integrated services.

### **Common Themes**

Vicki Amon-Higa and representatives of the coalition highlighted the following themes:

- Whole person centered care and treatment
- Cultural sensitivity and empathy
- Partnerships and collaboration
- Resiliency in the workforce
- Building an employer of choice
- Replication of design/ideas
- Human centered design

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### **Moving Forward: From Awakening to Re-Architecting**

Vicki Amon-Higa invites clinics to use their stories to serve as an awakening to re-architect and move their visions forward. Representatives broke out into teams of two to answer the following questions with the identified themes in mind.

Vicki posted the following questions for the breakout rooms:

1. How do these themes impact my organization and what support do I need to bring these themes to life?
2. What does your clinic's future of health look like now for the next 4 years?

Representatives shared the following top insights from their work:

- How to bring a trauma-informed approach and humility to the education sector?
- How to create connections at the university level to start building the workforce locally?
- How to create a space for our organizations to learn and support each other through real collaboration and partnerships for collective impact?
- How can we support our staff to continue the work?
- How to prepare for impact in funding changes in the near future?
- How to build resilience among medical providers to address the social and economic factors that impact a patient's health?
- How might we heal each other from the collective trauma experienced from Covid-19?
- How might we return to 'normal' without losing the good stuff as we move forward?

### **Closing**

- HIP to take common themes and begin to formulate 2021 plan and 2023 story
- Offer of coaching with Vicki
- Share 2021 meeting schedule