

HIP 2018 PROGRESS TOWARD 2020 VISION OF HEALTHCARE IN SANTA CRUZ COUNTY

In 2015, the Health Improvement Partnership (HIP) released a strategic plan that continues to guide HIP's new leadership team in doing our part to achieve the healthcare community's vision for Santa Cruz County. The 2015-2020 Strategic Plan, informed by a listening tour of interviews with 25 healthcare organizations, describes a vision for 2020 focused on Improvement (our middle name): of access, addressing social determinants of health, moving from volume to value, in community data sharing and bridging gaps and silos. This year marks a mid-point in the 5-year strategic plan, and an opportunity to refresh and reassess our trajectory toward the vision. With the many changes in the healthcare ecosystem at both the national level (i.e. roll-out of the Affordable Care Act, followed by a new Federal Administration) and the local (i.e. augmentation of mental health & behavioral health treatment and entry of new healthcare providers in our county), HIP remains committed to responding to the community's most pressing needs.

In our efforts to move the needle on Improvement, HIP has leaned into a broad range of activities in support of our partners' momentum toward the vision of equitable healthcare for the community. The 2018 Annual Report shows the methods that HIP is best known for: Showcasing Community Endeavors, Clinical Guidelines, Peer Learning, Shared Metrics and Integrating Best Practices. In this year's report, we are displaying the intersectionality of our activities and how the methods we employ make an impact.

As we move forward into the final year of our strategic plan, we seek to improve how we articulate and measure what we do so we can move into the next decade with a focus on impact. We continue to look to our partners to guide HIP in how we can employ our methods and focus our activities on ensuring a sustainable healthcare ecosystem in Santa Cruz County, amid all the change.

We are grateful to our member organizations, funders and supporters for your investment of energy and resources, and for your commitment to a shared vision of equitable access to high quality healthcare for everyone in Santa Cruz County.

OUR METHODS



WHAT WE DO AT HIP

- Promote Collaboration
- Strengthen the Safety Net
- Build Systems of Care



From Left: Coral Brady (Program Assistant), Becky Carter (Coalition Assistant - VISTA), Anais Müller-Cohn (Operations Assistant), Rodsyl Ryan Magcuyao (Operations Manager), Elisa Orona (Executive Director), Maritza Lara (Program Manager), Shelly Barker (Program Director), Rita Allyn (Program Analyst), Rachel Stein (Program Associate)



HIP Member Organizations / Board of Directors

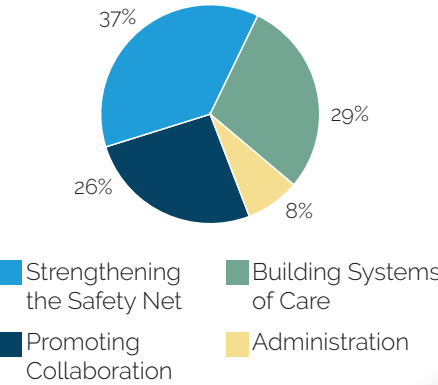
- Cabrillo College Student Health Center
Community Foundation Santa Cruz County
County of Santa Cruz Human Services Department
Dientes Community Dental Clinic
Encompass Community Services
Janus of Santa Cruz
Pajaro Valley Community Health Trust
Planned Parenthood Mar Monte
Santa Cruz Community Health Centers
Sutter Maternity & Surgery Center
Watsonville Community Hospital
- Central California Alliance for Health
County of Santa Cruz Health Services Agency
Diabetes Health Center
Dignity Health Dominican Hospital
Dignity Health Medical Network
Hospice of Santa Cruz
Medical Society of Santa Cruz County
Palo Alto Medical Foundation
Salud Para La Gente
Stanford Children's Health
United Way of Santa Cruz County

FINANCIAL HEALTH

ASSETS	
Total Checking/Savings	474,178
Total Accounts Receivable	397,784
Total Other Current Assets	2,976
Total Assets	847,938

LIABILITIES & EQUITY	
Total Liabilities	76,736
Equity	798,201
Total Liabilities & Equity	874,938

USAGE OF FUNDS

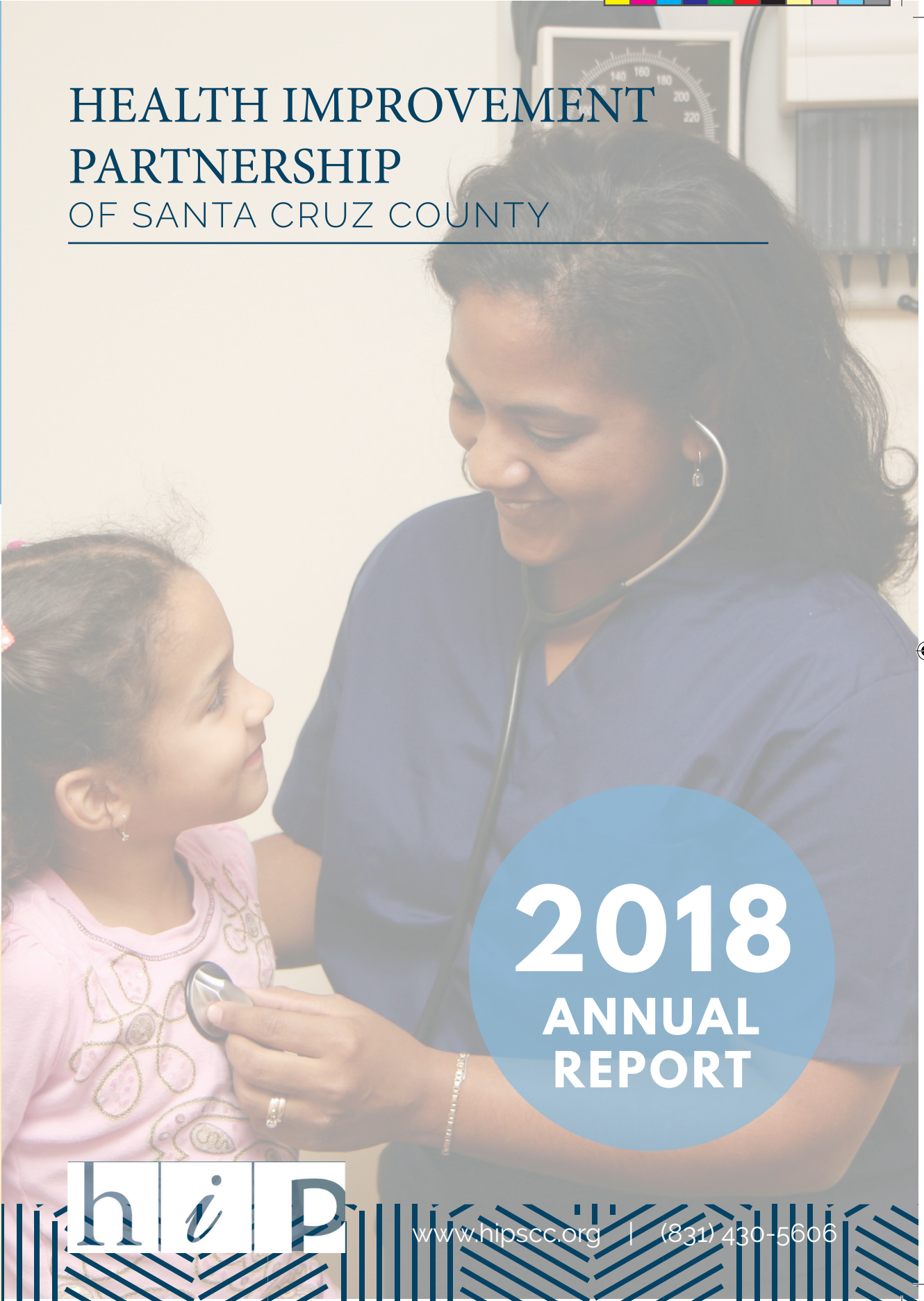


THANK YOU, RACHEL!

We thank Rachel Stein, HIP's Program Associate for her years as a key HIP team member. With her distinct work style, a composed and reserved demeanor, Rachel is highly valued and relied upon by HIP staff, consultants, and partners. Rachel began as an Intern and transitioned to full time Program Assistant, and then to Program Associate where she has been instrumental in SafeRx and MAT Advisory Group as well as internal HIP QI work and event planning for Joy in the Workplace.

The HIP family will miss Rachel and wish her the best of luck and success in her next endeavors: We are thrilled to announce that starting in January 2019, she will be embarking upon a nursing program with the goal of obtaining a Doctorate of Nursing Practice (DNP) degree and certifying as an Advance Practice Registered Nurse (APRN).

HEALTH IMPROVEMENT PARTNERSHIP OF SANTA CRUZ COUNTY



2018 ANNUAL REPORT



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HOW WE PROMOTE COLLABORATION, STRENGTHEN THE SAFETY NET AND BUILD SYSTEMS OF CARE

OUR METHODS

- Showcasing Community Endeavors
- Shared Metrics
- Clinical Guidelines
- Integrating Best Practices
- Peer Learning

HIP COUNCIL (HIPC) HIP Council creates opportunities for local healthcare leaders to make our community healthier. For over 15 years, HIPC has met monthly (at the same place and same time) to constructively address issues that are beyond any one organization's capacity or domain to solve.

NATIONAL HEALTH CENTER WEEK (NHCW): Bus Tour In honor of NHCW, HIP and SNCC hosted a county-wide bus tour. The health center bus tour brought healthcare leaders, Santa Cruz County representatives, health center donors, and other related figures to visit five health centers. Each health center celebrated a Health Center Superhero - one staff from their organization who epitomizes their mission - to provide high-quality healthcare to all. This celebration recognized the incredible work of community health centers and their dedicated staff members who work closely with the community every day to deliver quality care.



CONTINUING MEDICAL EDUCATION: The Neuroscience of Pain and Addiction: Tools for the Primary Care and Behavioral Health Visit

This CME event explored the neurochemical basis of addiction, the clinical implications of substance use disorder (SUD) as a chronic disease, behavioral treatments for SUD as alternatives for medicated treatment, and use of a "recovery-oriented" approach to addressing persistent pain.

INTEGRATED BEHAVIORAL HEALTH ACTION COALITION (IBHAC)

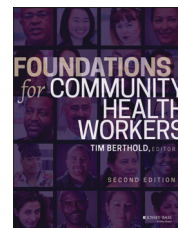
IBHAC consists of monthly meetings of a peer learning network focused on topics related to behavioral health. In October 2017, HIP held a regional event on Best Practices in Behavioral Health Integration highlighting behavioral health integration practices being utilized in four different counties.

188 Individuals



SLINGSHOT

The Central Coast Regional SlingShot funding catalyzes partnerships between industry and community leaders. HIP has supported coordination efforts for the first regional priority: Community Health Workers.



COMPLEX CARE Aware of the local landscape with regard to Complex Care Coordination, HIP has been promoting awareness of and alignment among various programs. The programs below are focused on improving care and health outcomes for our community's most complex patients by supporting their needs through coordinating care across care settings including hospitals, primary care, and social service organizations.

One patient with type-2 diabetes, arthritis, shoulder pain, and other health conditions displayed signs that health was not a priority. She had poor diabetic care, was postponing appointments, and was highly utilizing the ED. Since receiving care coordination services, her A1c level has gone down, she's lost 9 lbs, and hasn't had any ED visits. She has joined a gym, made positive dietary changes, and has submitted housing applications. - Salud Para La Gente

Complex Care Programs

Intensive Case Management (ICM) Program



Passport to Health (P2H)



Transitional Behavioral Health Integration Program



Cruz to Health - Whole Person Care Pilot (WPC)



Drug Medi-Cal Organized Delivery System (DMC-ODS)



Thrive by Three Initiative

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HEALTH IMPROVEMENT
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COMMUNITY FORUM: Promoting Joy in the Workplace

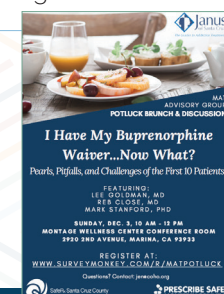
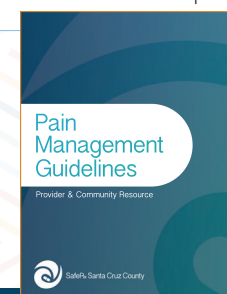


Added demands on healthcare providers have taken a toll: burnout and low provider retention are universal challenges. At the Community Forum, we pivoted this focus to joy. How can we promote joy (healthcare's greatest asset)? Attendees heard from national and regional experts, and engaged in conversations as the initial steps toward enhancing joy in the workplace.

SAFERX SANTA CRUZ COUNTY

A coalition of social service, government, and healthcare organizations dedicated to aligning and accelerating existing efforts around safety, awareness, and best practices for prescription pain medication:

- Formation of Pain Management Guidelines to be released in 2019.
- Medication Assisted Treatment (MAT) Advisory Group peer learning network meeting quarterly to increase provider confidence in providing MAT.



Opioid Rx
↓ -13.5%

↑15.0%

Buprenorphine Rx

In Santa Cruz County, opioid prescriptions decreased by 13.5% and buprenorphine prescriptions increased by 15% (one of the opioid use disorder treatment medications) from 2016-2017. (CA Department of Public Health Opioid Surveillance Dashboard)

QUALITY IMPROVEMENT ASSESSMENT

On behalf of the Central California Alliance for Health (CCAH), the Quality Improvement Needs Assessment was a two-phased project that combined qualitative and quantitative methods with the objective of exploring primary care providers' current quality improvement capacity, barriers and needs for technical assistance.

SAFETY NET CLINIC COALITION/ MEDICAL DIRECTORS (SNCC/ SNCC MD)

By bringing operational and medical leadership together regularly to build relationships among Safety Net clinics, SNCC members discuss the critical issues of Safety Net capacity and access to care for the uninsured, underinsured, and publicly insured.

Operational strategies for maximizing clinic capacity

Case management/care coordination

Workforce development and diversification

Regional and local projects

SNCC

Care Based Incentives (CBI) and CBI best practice sharing

Practice transformation

Technology solutions for case management

Population health management strategies

SNCC MD

DATASHARE SANTA CRUZ COUNTY

In 2017, HIP began incubating DataShare Santa Cruz County. DataShare SCC will be a user friendly, comprehensive, and reliable online resource for data, available to everyone to understand and share conditions and factors that contribute to all aspects of well-being.

DataShare
Santa Cruz County

EMPATHY EFFECT The Empathy Effect workshop guides team members as they examine their own beliefs and biases that may get in the way of compassionate care for all patients. While most people who work in healthcare are drawn to direct patient/client service, few have exposure to intentional training focused on evidence-based communication and models for interacting with patients/clients. This training uses foundational beliefs that:

- Empathy is healing, and judgment is harmful
- Vulnerable populations experience greater harm by judgment and lack of empathy
- We all have judgments, and we can learn to mitigate them.



+120 Over 120 members in Santa Cruz County have been trained since January 2018

"This training was so beneficial. I'm glad there are more workshops coming up. I'd encourage anyone to attend, whether involved in direct services or not" - EE Training Participant

MOTIVATIONAL INTERVIEWING

During an MI training to health center staff, one HIP intern/training participant learned,

"When patients feel like they are being spoken to relationally, and involved with their healthcare plan rather than being told what to do, they do better at taking care of themselves and are less resistant to change."