



SAFETY NET CLINIC COALITION MEDICAL DIRECTORS MEETING

July 19, 2022 | 12 - 2 PM

Facilitated by: Amy Mancía, Laura Wishart,
& Dr. Casey KirkHart
Health Improvement Partnership

MEETING NOTES

Meeting Purpose:

The purpose of this meeting was to convene the Safety Net Medical Directors to explore how we can collectively develop and implement clinical policies and strategies to improve quality and clinical leadership.

Welcome & Announcements

- Laura Wishart welcomed coalition members and thanked the planning committee and reviewed the meeting agenda.
- Amy Mancía introduced and welcomed Suzette Reuschel-DiVirgilio, Ali Hayes and Carli Zegers as new HIP staff and meeting guests.
- Amy shared partner announcements and invited partners to share.
 - Amy announced the release of a Hepatitis C Screening & Treatment Toolkit and Glossary, co-developed through a partnership with Santa Cruz County Public Health Division and HIP. The toolkit materials will soon be launched on the [County CArE Team's website](#).
 - Hayley Mears shared on the Health Workforce Council working group tracks and invited partners to join the Health Workforce Council (HWC) and Track Workgroups.
 - If you have any questions or would like to join the HWC, please email Hayley Mears, Workforce Development Manager at hmears@hipscc.org.
 - Hayley Mears announced the HIP Annual Community Forum in-person event and invited partners to save the date.
 - HIP Annual Community forum will be on Wednesday, September 14th from 12 to 2 pm at Twin Lakes Church Monschke Hall.

California Health Care Foundation (CHCF) Project Showcase

- Casey KirkHart, DO shared his CHCF Healthcare Leaders Fellowship project findings focused on researching strategies to improve provider satisfaction and healthcare access in clinics.
- Casey KirkHart highlighted the differences between the two major health systems that serve Californians - Kaiser Permanente and California FQHCs.
- Casey KirkHart shared his research methods and focus on learning about Medical Groups and healthcare laws.
- Casey Kirkhart shared the pros and cons experienced by providers working in medical groups vs FQHCs.
- Casey KirkHart proposed the Clinical Excellence Committee for partners to collectively create clinic policies, with the intention of bringing together the strengths of the medical group model with the strengths of the mission-driven FQHC model.

FQHCs Clinical Policy Share

- Casey KirkHart invited partners to share their clinical policies and approach to developing them.
- Casey KirkHart shared Santa Cruz Community Health preoperative policy and provided background information of the development of this policy.
- Alex Threlfall shared the County Behavioral Health Clinics medications consent policy and psychiatric services coordination policy.

- Amy McEntee shared Salud Para La Gente chronic pain management, peer review policy, and shared additional information on the development of other policies.
- Danielle Harik shared Planned Parenthood Mar Monte controlled substance policy.

Clinical Policy Round Robin

- Casey KirkHart engaged FQHC partners to share the process of clinic policy creation, adjustment, and implementation.
 - SPLG and PPMM rely on the compliance team, risk management group, and subject matter experts for the creation of clinical policies.
 - SPLG shared that robust incidents and risks influence clinical policy creation.
 - SPLG utilizes policy templates and integrates information based on clinic topics and needs.
 - Documented processes are not always presented to the board for approval due to falling under clinical protocols that can allow feasible adjustment to clinic needs.
 - SPLG updates policies as frequently as monthly to adjust language within documents.
 - SCCH & PPMM policy creation process can take weeks to months.
 - PPMM implements policies by sharing with staff who manage the clinical area the policy is addressing.
 - SPLG shares new policies and addresses any concerns regarding new policies at team meetings.
 - SPLG, SCCH, and PPMM ensure staff are aware of policies via online documentation and signing.
 - PPMM ensures policies are put in practice by peer and chart reviews already set in place via routine EMR reports and audits.
 - PPMM prompts staff feedback on potential policies to implement feedback.
 - Jen Hastings shared the challenge of addressing LGBTQ+ health guidelines in clinics.

Proposals

- Casey KirkHart proposed the Clinical Excellence Committee for partners to collectively create clinic policies.
- Casey KirkHart reviewed priorities and goals of the committee.
- Casey KirkHart highlighted the committee's potential influence to sustain and improve access to specialty care in Santa Cruz County.
 - Dale Bishop shared an update on local specialty care access - specialty care access will be limited to health centers in Santa Cruz County.
 - Emily Solick shared the importance of multi-disciplinary participation in policy creation to provide different perspectives.

Closing Comments

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