

MEETING NOTES

Meeting Purpose:

The primary purpose of this meeting was to convene Safety Net Clinic Coalition Members to highlight data insights from CY 2021 Utilization Data, discuss organizational insights and the impacts of increased services utilization, and engage in strategic planning to set coalition access goals.

Welcome & Announcements

- Laura welcomed attendees and invited attendees to introduce themselves in the Zoom chat.
- Laura introduced SNCC planning committee.
- Laura reviewed the agenda and introduced new SNCC members.
- Laura shared partner announcements and invited partners to share.
 - Laura announced the release of updated SNCC Directory Brochures that will be available printed online. This resource will be released by the end of the year.

Utilization Data from Janus

- Stephanie Macwhorter, Chief Operating Officer presented on 2021 Utilization Data from Janus.
- Stephanie captured inpatient & outpatient services provided at Janus.
- Stephanie highlighted the organizational changes in roles, services, and programs at Janus
- Stephanie reviewed the trends of the MAT, Residential and Withdrawal, and Perinatal programs at Janus:
 - Hoping to serve populations under the age of 18 in the near future for MAT
 - Janus clients test positive for fentanyl during drug screenings though it is often not client's drug of choice.
- If you would like to reach out to Stephanie Macwhorter, please email smacwhorter@janussc.org.

SNCC Access Data

- Laura reviewed the 2021 SNCC Utilization data to attendees and thanked participating clinics that took part in data collection.
- Laura presented on 2021 SNCC data trends based on data received from SNCC partners.
- Laura captured increase and decrease data trends in Payer Mix, Patient visits, Dental visits, Behavioral Health visits, Nutritional/Health & Education visits, and Medical visits.

Round-Robin Discussion

- Trudy prompted partners to share insights from their clinics.
 - Dientes - COVID-19 impacted patient visits due to fear and longer cycle time because of COVID screening and sanitization.
 - Expecting numbers to increase in 2022 data with the increase in outreach at schools.
 - Increase in Med-Cal coverage may contribute to the increase in service utilization data.
 - SCCH - Gained behavioral health and medical providers for clinics, but struggled to recruit support staff

- Dientes - Accommodating service utilization increase with the addition of a new clinic to open in December and organizational changes in roles and programs to support patients and residents in the community.
 - A challenge to recruit support staff as a result of COVID-19
 - Engaging current staff in hygiene, dental, and residency programs
- SCCH - Licensing challenges for facilities and adjustment and coordination of new clinic
 - Implementing strategies to recruit frontline staff and to retain current staff
- SPLG - Struggling to accommodate the influx of new patients, specifically new adult patients.
 - Challenge to retain support staff and to recruit providers.
- HSA - Providing telehealth visits for behavioral health patients that has improved no-show rate.
- SCCH - Telehealth visits have benefitted both patients and providers.
- SPLG - 25% of family practice visits and approximately 40% of behavioral health visits are telehealth visits.
 - Analyzing patient demographics that utilize telehealth services and discovered that monolingual Spanish speaking patients and patients under the age of 45 prefer telephonic usage than video calls. Working to encourage these patients to switch to video.
- Trudy prompted partners to share other metrics to track and discuss for calendar year 2022/23
 - Expand data collection efforts to capture equity, demographic, and prenatal metrics.
- Laura prompted partners to share their thoughts on SNCC's story over the past five years
 - Learning from partners and support each other on achievements
 - Importance of relationships during uncertain times
 - Valued in-person meetings with the opportunity to network.

Strategic Planning Discussion

- Laura prompted partners to identify areas of focus for SNCC over the next two years.
- Laura engaged partners to share ideas on [Jamboard](#).
 - Safety Net Clinics to collaborate on services and referral processes.
 - Encourage data sharing across clinics.
 - Sharing best practices/workflows to improve service delivery.

Closing Comments

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