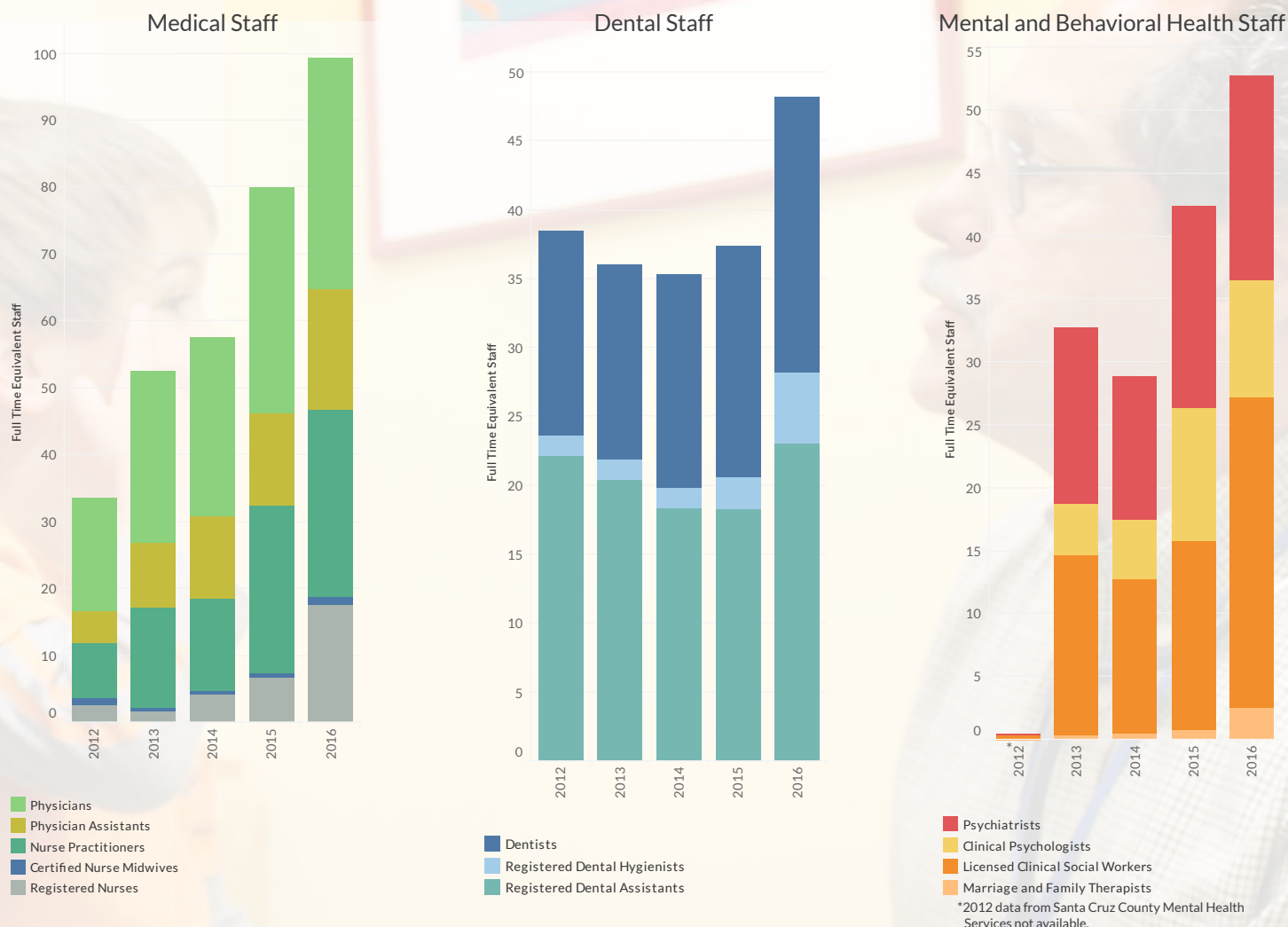**2017**

SAFETY NET CLINIC COALITION OF SANTA CRUZ COUNTY

FIVE-YEAR IMPACT REPORT
2012–2016

Prepared by Health Improvement Partnership of Santa Cruz County

LICENSED HEALTH CARE PROVIDERS

Medical Staff

Full Time Equivalent Staff

- Physicians
- Physician Assistants
- Nurse Practitioners
- Certified Nurse Midwives
- Registered Nurses

Dental Staff

Full Time Equivalent Staff

- Dentists
- Registered Dental Hygienists
- Registered Dental Assistants

Mental and Behavioral Health Staff

Full Time Equivalent Staff

- Psychiatrists
- Clinical Psychologists
- Licensed Clinical Social Workers
- Marriage and Family Therapists

*2012 data from Santa Cruz County Mental Health Services not available.

COMPASSIONATE CARE AT SANTA CRUZ COMMUNITY HEALTH CENTERS

A young man with unstable life circumstances came to our clinic. He was homeless, received many citations from the city, served time in jail, and frequently utilized emergency services. After one year of working with Santa Cruz Community Health Centers, receiving compassionate medical care, behavioral health services, and psychiatry services, the patient was given the tools to stabilize his life.

Now, he is receiving treatment for schizophrenia, a mental illness that had previously gone undiagnosed and has begun to address his alcohol use. He recently turned the key to his own apartment in a sober, supported living environment.

> " Having behavioral health clinicians integrated into the primary care setting allows me to now see my patients in three dimensions instead of two."
>
> *Penelope Brooks, MD*
> *SC County Health Services Agency*

Our staff know him by name and enjoy chatting when he visits our clinic for his appointments. They even pitched in to buy him a bike lock. The health center plans to aid him in enrolling for disability benefits to provide an income. Today, with the help from our clinic, he has found peace and stability.

SAFETY NET CLINIC COALITION OF SANTA CRUZ COUNTY EXPANSION AND GROWTH 2012–2016

HIP is proud to present this report on the significant and growing impact of the six safety net clinic organizations that are the Safety Net Clinic Coalition. From 2012 to 2016, SNCC members have expanded services and facilities to serve more than one in three residents of our county. These accomplishments demonstrate progress toward the county-wide goal that by 2020 all Santa Cruz County residents will have a regular source of primary care and integrated behavioral health services (Community Assessment Project 2016).

SNCC member organizations are thriving and expanding because of many factors: exceptional leadership, access to coverage with the Affordable Care Act and financial and organizational support from HIP members such as Central California Alliance for Health, Community Foundation Santa Cruz County, Dignity Health—Dominican Hospital, Sutter—Palo Alto Medical Foundation, United Way of Santa Cruz, and Watsonville Community Hospital.

OUR MISSION

Health Improvement Partnership's Mission is rooted in improvement: of systems, quality, relationships and access to care. HIP creates opportunities for local health care leaders to make our community healthier.

h i p
HEALTH IMPROVEMENT
PARTNERSHIP
of SANTA CRUZ COUNTY

WHO WE SERVE

The Safety Net Clinic Coalition of Santa Cruz County serves 90,000 patients annually. Of these patients, over 67% are Hispanic and over 78% are considered low income according to the Federal Poverty Level (FPL) determined by the Department of Health and Human Services.
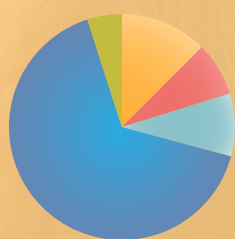
Income According to Federal Poverty Level
- Very Low Income (under 100% FPL)
- Low Income (100%–138% FPL)
- Moderate Income (139%–200% FPL)
- High Income (above 200% FPL)
- Unknown
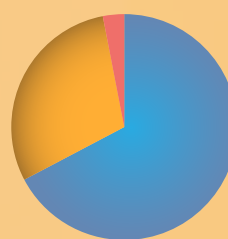
Ethnicity
- Hispanic
- Non-Hispanic
- Unknown

Increased Coverage
Low Income Health Program (LIHP) launches

Increased Access
Patient-Centered Medical Home efforts begin

Increased Access
Dominican Mobile Clinic begins service

Increased Behavioral Health Access
PPMM Westside initiates integrated behavioral health services

2012

2013

Increased Access
SCCHC designated as a Federally Qualified Health Center

Increased Access
SC County Health Services Agency begins providing medical care at the Recuperative Care Center on the Homeless Services Center campus

Increased Behavioral Health Access
SCCHC initiates integrated behavioral health services

Increased Access
Safety net clinics participate in training and coaching sessions to increase access and capacity (offered by Central California Alliance for Health)
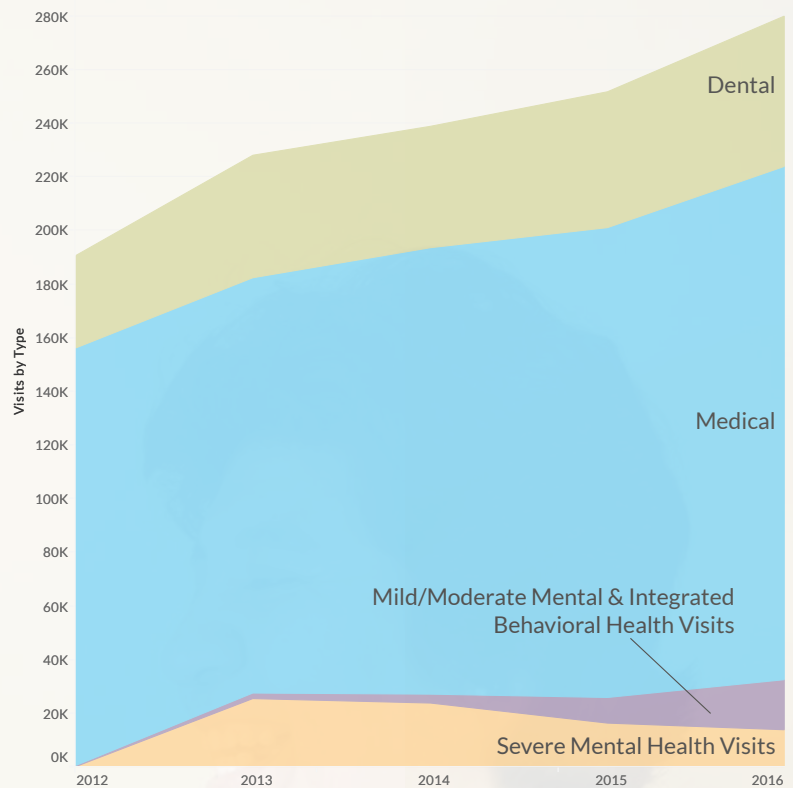
PATIENT VISITS
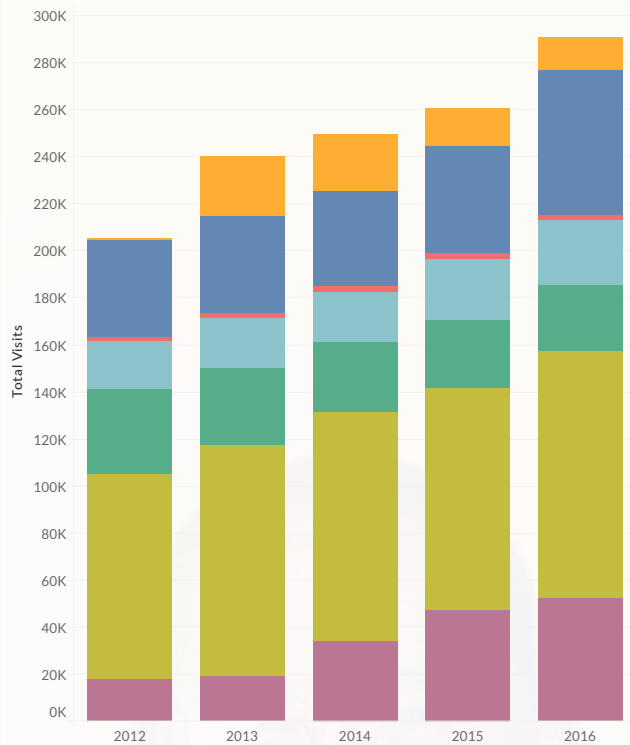
Total Patient Visits Provided

Patient Visits by Type of Care

Organization	2012	2013	2014	2015	2016
Santa Cruz County Mental Health Services	N/A*	25,420	23,595	16,183	13,752
Santa Cruz County Health Services Agency	41,654	40,787	40,714	45,347	61,636
Diabetes Health Center	1,639	2,238	2,188	2,338	2,338
Dientes Community Dental	20,657	21,378	21,648	26,218	27,391
Planned Parenthood Mar Monte	36,029	32,844	29,652	28,793	28,584
Salud Para La Gente	87,342	98,017	97,486	94,757	104,406
Santa Cruz Community Health Centers	17,914	19,414	33,945	47,034	52,757

*2012 data not available

48x Mild to Moderate Mental & Integrated Behavioral Health visits increased 48-fold from 2012 to 2016.

Safety Net visits have increased by 42% in the last five years. **42%**

Increased Behavioral Health Access
HIP initiates integrated behavioral health support to SNCC through Blue Shield funding

Increased Behavioral Health Acc
Integrated Behavioral Health Action

Increased Coverage
Affordable Care Act takes effect

Increased Access
SCCHC opens East Cliff Family Health Center in Live Oak

Incre
SC Co
Wats
denta

2014

2015

Increased Behavioral Health Access
PPMM Watsonville initiates integrated behavioral health services

Increased Access
Dominican Pediatric Clinic transitions patients and key staff to SCCHC

Increased Dental Access
Dientes completes construction on pediatric wing

Increased Behavioral H
SC County Health Se
integrates behavioral heal
their

Increased Coverage
Med-Cal coverage for dental care for adults is reinstated

Increased Behavioral Health Access
SC County Health Services Agency initiates integrated behavioral health services

Increased Behavioral Health Access
Salud initiates integrated behavioral health services

Alliance launc
to improve acce
capital

Data source: SNCC Utilization Data reported by each clinic (OSHPD equivalent)

COVERAGE TRENDS

2012	2013	2014	2015	2016

Medi-Cal / Other (pie charts for each year)

90K
80K
70K
60K
50K
40K
30K
20K
10K
0K

Patients

2012   2013   2014   2015   2016

Patients by Coverage Type

Measure Names
- Medi-Cal
- Self-Pay/Sliding Fee
- Commercial Insurance
- Medicare
- County Programs†

†Includes LIHP, MediCruz, and Healthy Kids
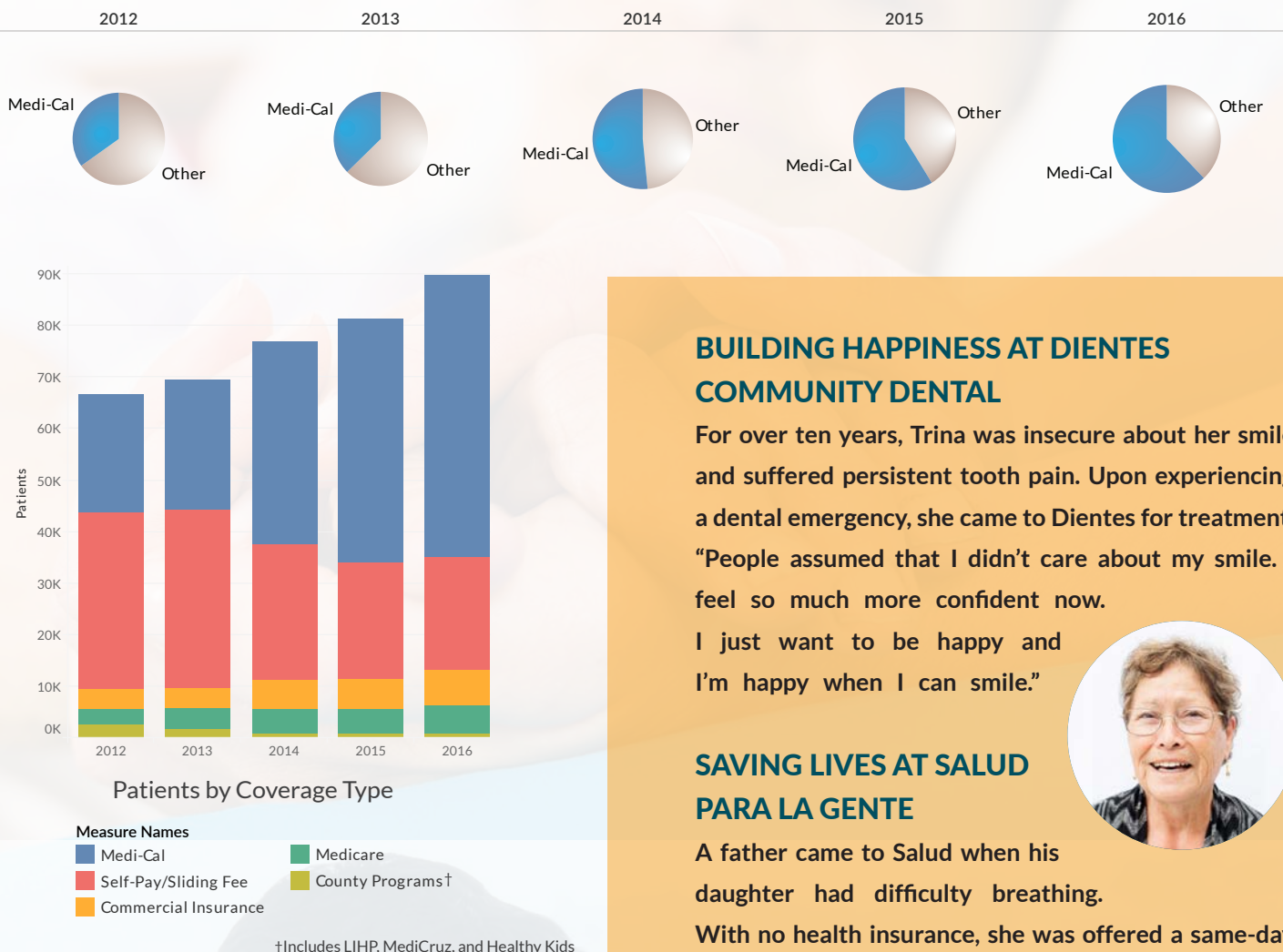
> "They see me more as a human being rather than a medical chart."
>
> *SCCHC Patient (Translated from Spanish)*

BUILDING HAPPINESS AT DIENTES COMMUNITY DENTAL

For over ten years, Trina was insecure about her smile and suffered persistent tooth pain. Upon experiencing a dental emergency, she came to Dientes for treatment. "People assumed that I didn't care about my smile. I feel so much more confident now.
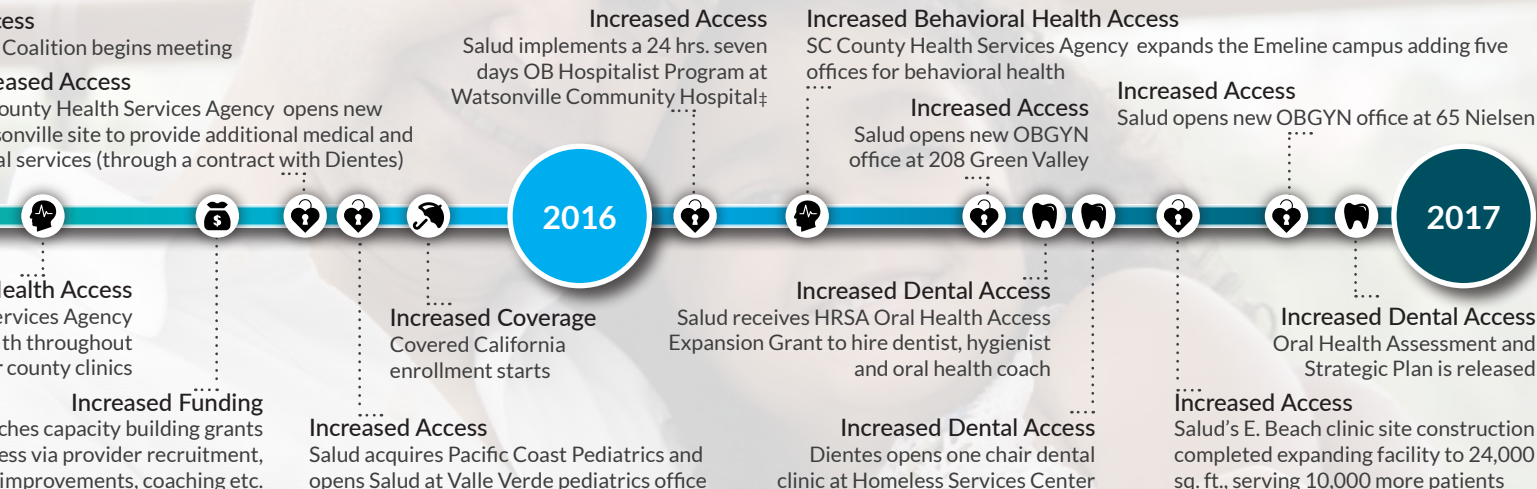
I just want to be happy and I'm happy when I can smile."

SAVING LIVES AT SALUD PARA LA GENTE

A father came to Salud when his daughter had difficulty breathing. With no health insurance, she was offered a same-day appointment at a discounted rate. The staff then helped get her Med-Cal application approved, allowing for further treatment by specialists. Today, the father feels blessed by the staff's efforts that ultimately saved his daughter's life.

Increased Access
...Coalition begins meeting

...eased Access
...ounty Health Services Agency opens new ...onville site to provide additional medical and ...al services (through a contract with Dientes)

Increased Access
Salud implements a 24 hrs. seven days OB Hospitalist Program at Watsonville Community Hospital‡

Increased Behavioral Health Access
SC County Health Services Agency expands the Emeline campus adding five offices for behavioral health

Increased Access
Salud opens new OBGYN office at 208 Green Valley

Increased Access
Salud opens new OBGYN office at 65 Nielsen

2016

2017

...Health Access
...services Agency ...th throughout ...r county clinics

Increased Coverage
Covered California enrollment starts

Increased Dental Access
Salud receives HRSA Oral Health Access Expansion Grant to hire dentist, hygienist and oral health coach

Increased Dental Access
Oral Health Assessment and Strategic Plan is released

Increased Funding
...ches capacity building grants ...ss via provider recruitment, ...improvements, coaching etc.

Increased Access
Salud acquires Pacific Coast Pediatrics and opens Salud at Valle Verde pediatrics office

Increased Dental Access
Dientes opens one chair dental clinic at Homeless Services Center

Increased Access
Salud's E. Beach clinic site construction completed expanding facility to 24,000 sq. ft., serving 10,000 more patients

‡Cover photo is the first baby born to a certified nurse midwife at WCH in more than 25 years.

SAFETY NET CLINIC COALITION OF SANTA CRUZ COUNTY

DIABETES HEALTH CENTER
CENTRO DE DIABETES
A PROGRAM OF THE PAJARO VALLEY COMMUNITY HEALTH TRUST
PROMOTING A HEALTHY FUTURE · PROMOVIENDO UN FUTURO SALUDABLE

Santa Cruz Women's Health Center
East Cliff Family Health Center
Santa Cruz Community Health Centers

Salud Para La Gente
Working Together for a Healthy Community

THE GREAT SEAL OF THE COUNTY OF SANTA CRUZ
1850
SINE PRAEJUDICIO

Planned Parenthood
Mar Monte

dientes
COMMUNITY DENTAL

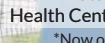Santa Cruz County Mental Health & Substance Abuse Services
Santa Cruz Health Center
Dientes
Dientes
Homeless Persons Health Project (HPHP)
SC Women's Health Center
PPMM Westside
Beach Flats Health Center*
*Now operated by Dientes
East Cliff Family Health Center
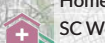
Dominican Mobile Wellness Clinic

PPMM Watsonville

Clinica del Valle del Pajaro
Diabetes Health Center
Watsonville Health and Dental Center
Santa Cruz County Mental Health & Substance Abuse Services
Salud Main Clinic

Organization
- Diabetes Health Center
- Dientes Community Dental
- Planned Parenthood Mar Monte
- Salud Para La Gente
- Santa Cruz Community Health Centers
- Santa Cruz County Health Services Agency

Report produced with support from

CS COMMUNITY FOUNDATION
SANTA CRUZ COUNTY