Alameda County
Health Care for the Homeless

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Date: 7/31/2023

To: ACHCH Commission Clinical Quality Sub-Committee

From: Aislinn Bird, MD, ACHCH Director of Integrated Care; Casey Zirbel, QI/QA Analyst

Re: **Quarterly ACHCH Quality Assurance/Improvement Report – April to June 2023**

The following memo provides an overview of ACHCH's QA/QI activities to-date. Generally, the purpose of the ACHCH QI/QA program is to address:

A. The quality and utilization of ACHCH's directly provided, and contracted services:
   i. community-based and patient-directed
   ii. comprehensive, culturally competent, high-quality primary health care services
   iii. integrate access to pharmacy, mental health, substance use disorder, and oral health services
B. Support adherence to evidence-based clinical guidelines, standards of care, and standards of practice through provider/staff education and dissemination of resources and tools;
C. Address patient satisfaction and patient grievance processes;
D. Address patient safety, including adverse events and follow up actions as necessary;
E. Ensure that all ACHCH staff and contractors who provide patient care are credentialed and privileged; and
F. Ensure the patient information and confidentiality is maintained and safeguarded.

1. Service Utilization / Demographic Data Report

ACHCH is required to produce and share reports on QI/QA to support decision-making and oversight by key management staff and by the ACHCH Commission regarding the provision of ACHCH health center services. Refer to the **Appendices A & B**, attached to this report, for ACHCH service utilization covering the period of April 2023 – June 2023 (Quarter 2 of Calendar Year 2023) and patient demographic data for the period of February 2023 – April 2023. Data include both ACHCH directly provided services by ACHCH employees, and contracted services with community providers. Appendix A includes summarized patient and encounter data by Brick & Mortar Primary Care & Specialty Clinics, Shelter Health Team, and Street Health Teams.

2. Staff Education and Best Practices

The following trainings and resources were developed and/or offered by ACHCH in the past three months.

A. Trainings and Technical Support Offered to ACHCH Providers/Staff:
   i. *ACHCH RN Group Supervision:* Bi-monthly supervision with all ACHCH RNs continues, facilitated by Katie Hayes, NP and Aislinn Bird, MD. This quarter we focused on reviewing and implementing the RN SOPs approved by Dr. Clanon and the Clinical Commission Subcommittee, problem solved around obtaining labs in the field and discussed the mandatory weekly Grayken Center for Addiction Training and Technical Assistance Harm Reduction trainings.

B. Trainings and Technical Support Offered to Contracted Providers and Other Community Organizations:
   i. *ACBH: Mechanisms of Action and New Treatments for Major Depression*. June 1, 2023. Presenter: Dr. Schatzberg. Dr. Schatzberg reviewed main mechanisms of action of antidepressants and what they tell us about risk/benefit of specific agents for clinical practice currently and in the near future.
   ii. *ACBH: The Self-Assessment for Modification of Anti-Racism Tool (SMART): Addressing Structural Racism in Community Mental Health* Wednesday, June 28, 2023. Presenter: Rachel

Talley, MD and Sosunmolu Shoyinka, MD This training will introduce participants to the Self-Assessment for Modification of Anti-Racism Tool (SMART), an innovative self-directed quality improvement tool developed by the American Association for Community Psychiatry (AACP) to assist community mental health organizations in addressing structural racism.

iii. *ACHCH Monthly Training:* Exploring & Understanding Bias. July 26, 2023. Presenter: Dr. Kristee Haggins The general goal is to improve the effectiveness of participants in their approach to working with unhoused clients and raise their awareness of the impact of bias. The workshop is designed to enhance attendees overall professional growth and their successful application, consideration, and development of resources and services for unhoused community members in Alameda County.

iv. *OHCC:* Targeted Universalism July 19, 2023. Presenters: Chole Greene, Dusty Olson. Goals included: Explore targeted universalism as an anti-racist, justice oriented framework that supports communities to set and meet universal goals through targeted processes and Discuss the five main components of targeted universalism and the benefits of the framework.

v. *OHCC Racial Equity Training*: Self and Collective Care. May 17, 2023. Presenter: Chole Greene and Dusty Olson. Part of an ongoing Racial Equity Training Series. This session's goals included: 1. Discuss the importance of care for self and the collective and 2. Practice care and rest.

vi. *ACHCH Monthly Training*: Homeless Service Providers as Grief Survivors: May 24, 2023. Presenters: Pai Duch and Andrea Henderson. Presenters, Andrea Henderson and Pai Duch shared their own personal experiences of provider loss and what they have learned from the creation of the Mental Health Providers as Grief Survivors drop-in group. They discussed the prevalence of client loss in the field, provide suggestions for agencies on how to develop practices to respond to client loss, and explore how to continue to honor the lives of the clients we have served.

vii. *Opioid Overdose Responder & Naloxone Training.* Trainer: Diane Del Pozo, RN. Offered bi-monthly. Alameda County Emergency Medical Services (EMS) will start offering these trainings to the community starting in the fall of 2023. ACHCH will continue to offer Naloxone trainings in certain circumstances, especially for organizations who serve people experiencing homelessness.

viii. *California Street Medicine Collaborative: Clinician's Learning Circle.* Second Wednesday of the month. Facilitator: Camilo Zaks. Monthly training for street medicine providers across California to share best practices and discuss difficult clinical cases, attended by the ACHCH RNs and Psychiatrist.

C. Conference Presentations by ACHCH Staff

i. *ACBH Bright Young Minds Conference, "Mentor for a Minute".* May 5, 2023. Wale Arshad, NP, participated in this career panel for the second year in a row. The BYM conference is designed for high school students in our county to learn about a variety of careers in behavioral health, and gain some skills about current mental health topics that are important to students.

ii. *California Street Medicine Collaboration- Clinicians Learning Circle.* Title: Street Medicine-Guiding Principles and Clinical Pearls. Presenter: Aislinn Bird, MD. June 14, 2023. This presentation highlighted guiding principles in providing street psychiatry, including clinical pearls for diagnosing and treating in the field.

ACHCH training resources are available on the ACHCH website on the Learn page.

3. Quality Improvement Report Back:

i. Street Health:
   a. Work this quarter included: 1. Developing the ACHCH Street Health team modification plan 2. Developing a transition plan for Zone 11 patients to the new LifeLong Street Medicine team

ii. Shelter Health:
   a. Work this quarter included: 1. Finalizing the social services RBA measures 2. Naloxone dispensing boxes for shelters and drop-in centers 3. Dispensing air filters to shelters

iii. Harm Reduction:
   a. Work this month included: 1. CHCS Learning Collaborative with ACHCH, Cardea Health, BACS and Bridge Clinic 2. Alameda County Drug Checking Program 3. Harm Reduction Supplies 4. Harm Reduction P&Ps 5. Harm Reduction Trainings

iv. Pharmacy
   a. Work this month included: 1. Updating the pharmacy and medical supply ordering P&P 2. Spending down the New Oakland Pharmacy budget before the end of the fiscal year. 3.

Renewed the ACHCH Pharmacy 4. Seth Gomez, PharmD, completed the QI 2023 Pharmacy Audit, which was reviewed with the ACHCH RNs.

b. *Corrective actions completed:* 1. Reviewing the SOP re: the medication data sheet, database documentation and removing expired medications. 2. Update medication storage bins to highlight which medications require special disposal and post disposal instructions. 3. Identify missing labels on medications administered.

D. Patient Safety, Including Adverse Events

a. The following are incidents involving ACHCH patients (directly provided care). Consistent with ACHCH's incident reporting policy and procedure, ACHCH reviews all incident reports immediately, and tracks the following information: date and month, number of incidents by ACHCH team, type of incident, detail, resolution, recommendation included, and follow-up needed.

b. In June 2023, the ACHCH Incident Reporting Form was updated to clarify the different types of incidents (updated definitions below). The new form was reviewed at the Street Health and Shelter Health Team meetings and was emailed to all direct service providers.

INCIDENT REPORTS* April 1, 2023- June 30, 2023 [Q2, CY23]		
Program Area	**Incidents, by type**	**Description**
ACHCH Street Health Team	1. No Harm = 0 2. Near Miss = 0 3. Adverse Events = 0 4. Sentinel Events = 1	Sentinel Event – On April 6, 2023, the ACHCH Street Health team reported a Sentinel Event when they learned during outreach that a patient died in the hospital for an unknown reason. ACHCH staff was informed of, but not involved with, the sentinel event.
Street Health Incidents Reported, TOTAL	**1**	
ACHCH Shelter Health Team	1. No Harm = 0 2. Near Miss = 0 3. Adverse Events = 0 4. Sentinel Events = 0	N/A
Shelter Health Incidents Reported, TOTAL	**0**	
GRAND TOTAL	**1**	

*See below for the data definitions used by ACHCH to define incidents involving patients.

Definitions:

1. **Incident:** An event or circumstance that could have resulted or did result in unnecessary harm to a patient [source: World Health Organization]
2. **No harm:** These include incidents that need to be communicated across the Health Care for the Homeless health center that may impact the collective safety of staff (e.g., a street health team approaches an encampment where they have provided services in the past and an encampment resident warns them to stay away saying, 'It's not a good time to come here."
3. **Near miss:** Those involved do not experience serious injury but could have been harmed by the potential risk detected. An example of this type of incident is if a patient stumbled over a box left on the office floor but does not become injured.
4. **Adverse event**: A serious, undesirable and usually unanticipated patient safety event that resulted in harm to the patient but does not rise to the level of being a Sentinel Event including an event in which care resulted in an undesirable clinical outcome-an outcome not caused by underlying disease, or a medical mistake. An example of this is a staff member accidently giving a patient the wrong vaccine.
5. **Sentinel event**: Unexpected occurrences involving death or serious physical or psychological injury, or risk thereof. Serious injury specifically includes loss of limb or function.

E. Patient Satisfaction

A. ACHCH directly provided services.

The ACHCH patient experience survey was shortened to one page and approved by the

CCAB. A nonclinical staff member accompanied street and shelter health teams to administer the survey. The survey was offered to street health team patients between 4/25/23-4/27/23 and shelter health patients in mid-May. A total of 4 shelters received the survey: Men on the Way (Hayward), City Team (Oakland), Dos de Febrero (Oakland), Sunrise Village (Fremont). A total of 32 surveys were completed. Results:

Did you feel respected?					
	1	2	3	4	5
N					32
Percentage (%)					100%

Average: 5

How well did we listen to you?					
	1	2	3	4	5
N			1	1	30
Percentage (%)			3%	3%	94%

Average: 4.91

Did we communicate in a clear and understandable way?					
	1	2	3	4	5
N			1		31
Percentage (%)			3%		97%

Average: 4.94

Do you feel like the care you get from us is helping you head in a positive direction?					
	1	2	3	4	5
N			1	2	29
Percentage (%)			3%	6%	91%

Average: 4.88

B. ACHCH contracted services.

i. Use of ACHCH patient experience survey is low. Contractors are using the Consumer Assessment of Healthcare Providers (CAHPS) and Community Health Center Network (CHCN) patient satisfaction survey.

F. Patient Grievances

a. No patient grievances have been received for this quarter (4/1/2023 – 6/30/2023).

G. ACHCH Credentialing, Privileging

a. ACHCH providers (directly provided services):

i. Credentialing process is done through Alameda County's CAQH credentialing portal. Camila Curtiss-Contreras, new RNII was added to CAQH. All staff files are current.

ii. Quarterly Clinician Assessments. ACHCH conducts QI/QA assessments (peer review) on a quarterly basis to inform the modification of the provision of health center services. Chart reviews are conducted quarterly by the following peer reviewers:

ACHCH Staff Quarterly Peer Reviews				
Clinicians	**Peer Reviewer**	**Q1 '23 (Jan – Mar)**	**Q2 '23 (Apr – June)**	**Q3 '23 (Jul – Sep)**
Aislinn Bird, MD	Vicente Gonzaga, MD (ACBH locum tenens)	Complete	Complete	Oct '23
Wale Arshad, NP	Aislinn Bird, MD	Complete	Complete	Oct '23
Phoebe Rossiter, RN	Consultant: Catherine Hayes, Cardea Health	Complete	In Process	Oct '23
Diane Del Pozo, RN	Consultant: Catherine Hayes, Cardea Health	Complete	In Process	Oct '23

H. Retrievable Health Record, Protecting and Safeguarding Patient Information

a. HCH Database. ACHCH is working on improvements to the HCH client database: (1) interface for end-users, (2) ingestion of contractor data to reduce errors (3) reports and (4) preparing patient data for migration to Epic.

b. Epic EHR. ACHCH is meeting weekly with Alameda Health System to plan for AHS to extend its Epic electronic health record system (via Community Connect) to ACHCH for ACHCH directly-provided care.