



**Alameda County Health Care for the Homeless
Commission Committee Report**

Committee:

- Executive:** Oversees Commission structure organized and moving; provides strategic guidance to staff. Meets monthly.
- Clinical Quality:** Recommends clinical measures to the full Commission; informs medical, dental, mental health, SUD programming. Meets quarterly.
- Budget and Finance:** Monitors HRSA grant budget vs actuals; recommends budgetary actions to the full Commission. Meets quarterly.

Commissioner Liaison to the full Commission: <ul style="list-style-type: none"> • Michelle Schneidermann, MD 	
Last meeting date: January 29, 2024	Current meeting date: April 29, 2024
Commissioners in attendance: <ul style="list-style-type: none"> • Michelle Schneidermann, MD 	
ACHCH staff in attendance: <ul style="list-style-type: none"> • Dr. Amy Garlin, MD, Medical Director • Dr. Aislinn Bird, Director of Integrated Care • Casey Zirbel, Management Analyst • Kathy Barron, Administrative Assistant 	
Absent: <ul style="list-style-type: none"> • Gerard Jenkins, MD - Commissioner 	

1) Items discussed:

- a) Shannon Smith-Bernardin has resigned from the ACHCH Commission and won't be attending the Clinical Quality meetings in the future. Dr. Amy Garlin would like to invite another Commissioner to join this meeting. Michelle Schneidermann suggested that we consider bringing on additional clinicians onto the Commission.
- b) ACHCH Staffing:
 - 1. ACHCH Staff
 - Diane Del Pozo is now in the RN IV position officially this week.
 - Hiring for two RN III positions; (1) candidates are being interviewed (2) an offer has been extended to a candidate.
 - Hiring for a RN II position
 - 2. Clinical Provider Training Rotations Update
 - Dr. Aislinn Bird interviewed four UCSF people for the Street Health team fellowship starting in July (she is unclear if anyone will be available). Michelle Schneidermann asked what it would look like to have Psych NPs or PMHNPs do

the fellowships. Dr. Bird replied that she would need to find out more about supervision requirements.

3. Credentialing – no discussion; all is in order.
4. ACHCH Staff Quarterly Chart Reviews
 - Damon Francis will be reviewing all charts for Dr. Garlin.
 - Dr. Garlin will be reviewing all charts for the nurses.
 - Josh Kayman will be reviewing all charts for Dr. Bird.

c) Quarterly Quality Report Highlights

1. Service Utilization Data – Casey Zirbel
 - Data systems are in transition with IS moving to PowerBi and ACHCH bringing in Epic. Contractors are getting used to new data reporting processes.
 - ACHCH staff is working closely and troubleshooting with contractors regarding RBA and running reports.
 - Casey Zirbel reviewed reports (available in meeting packet). Michelle Schneidermann liked that the data was easy to digest but wondered what the next step/what do we do with the data. Dr. Garlin would like to talk with AHS and discuss next level questions and is interested in collecting root cause data.
 - Casey Zirbel reviewed Street Health Team report. ACHCH staff continue to work closely with Roots Community Health Center to ensure the correct data is reported. Michelle Schneidermann noticed that BACH's data suggests they are providing very few clinical services. Dr. Garlin responded that she was aware of vacations that impacted staffing, and that both Zones 1 & 2 have had capacity challenges in hiring that are being resolved. Zone 2 now has a provider.
 - Casey Zirbel reviewed Shelter Health report. ACHCH is completing the Fruitvale contract. Michelle Schneidermann is interested in learning more about the evolution of the Shelter Health team and what they plan on doing differently in the future. Dr. Garlin is interested in finding out when, why, and where dental and optometry providers are referring clients for specialty medical care when they identify a need.
2. Patient Demographic Data – Casey Zirbel
 - See report – TAB 4; only covers ACHCH Street Health zones for two months. The goal is to cover 3 months of data reporting. All patients that ACHCH staff serviced in March 2024 were insured.
 - Homeless Status chart: Highest value is homeless shelter. Michelle Schneidermann wondered where vehicular homelessness was included, and Casey Zirbel believed that was classified under 'Street.' Michelle Schneidermann wanted a data definition for the 'Transitional' classification and what that encompasses. She advised ACHCH staff to make sure we all have a shared understanding of data definitions and include a little overview of those definitions in the future reports so that Commissioners can truly understand what's reported. Action item was assigned to Casey Zirbel.
 - Age chart reflects a high older population. Michelle Schneidermann asked to keep an eye on that and what we're doing to address older adult homelessness.
 - Casey Zirbel reviewed charts for Gender Identity and Veteran status.

3. Staff Education and Best Practices
 - EPIC training is ongoing.
 - Policies and procedures are being reviewed and revised.
 - Dr. Garlin mentioned that Luella Penserga is doing a fantastic job with work plan and new series of meetings called 'Clinical Operations.' Leadership of this area will transition to RN IV.
 - Dr. Bird discussed Harm Reduction report:
 - Naloxone vending machines are being distributed throughout Alameda County.
 - Working closely with OP3 teams that aren't overlapping our efforts with the Naloxone Wall Mount program.
 - Doing more outreach with Street Health team regarding harm reduction supplies.
 - Alameda County Drug Checking program is progressing; FTAR machines have been acquired, everyone has done the required training, and program will officially go live in May. ACHCH is working with CAPE to gather data from what the machine is finding in the substances. ACHCH's role is gathering data behind the scenes, facilitating group case conferences, and making sure people have Motivational Interviewing skills.

4. Pharmacy Report – Dr. Amy Garlin
 - ACHCH Regional Coordinators are distributing Paxlovid to all Street Health teams (through ACHCH pharmacy).

5. Patient Grievances – Dr. Aislinn Bird
 - No patient grievances reported for the 1st quarter of 2024. Michelle Schneidermann recommended that any clinical patient grievances that involve Dr. Garlin or her team members be directed to Dr. Bird or Dr. Clanon and that ACHCH continues to refine the definition of grievance and where action is needed.

6. Incident Reports – Dr. Amy Garlin and Dr. Aislinn Bird
 - There were two incident reports:
 - a. A patient of the ACHCH Street Health team was seriously ill over a period of a week and was admitted to the hospital in critical condition (renal failure, sepsis). Patient is doing better and has been discharged from the hospital. The patient experienced difficulties in getting outpatient blood tests drawn prior to the hospitalization (was sent to a lab). Challenges in getting labs done included a lack of staffing for phlebotomy at the Trust Clinic (being resolved by additional hiring). Dr. Garlin has been troubleshooting with Dr. Jay at Trust and is working to create another draw station to increase capacity. The history that was gathered by ACHCH and provided to inpatient teams was critical in this patient's hospital care.
 - b. An elderly man in a (broken) wheelchair was found on Broadway and 14th Street by the ACHCH Street Team. He had recently left a Board and

Care facility which he did not like because he felt he could not come and go, was not treated well, and did not have a plan for shelter. He consented to receive ACHCH services. Dr. Garlin and Phoebe Rossiter (ACHCH Street Health team staff) triaged him, identified acute medical needs, and facilitated an ambulance to transport him to the ER. He was hospitalized for acute medical issues, and during his hospitalization it was determined that he needed a higher level of permanent placement. While this was not a classic incident report (the person was not an established patient under the care of the ACHCH Street Health team), it just highlighted the acuity and severity of medical issues among people experiencing street homelessness in Alameda County.

7. Announcements – no announcements

8. **Next Meeting:** Monday, July 29, 2024; 9:30am – 11:00am

Meeting adjourned 11:01am