

**Alameda County Health Care for the Homeless
Quarterly Clinical Quality Committee
Mon, October 30, 2023, 9:30am - 11:00am
Agenda**

Purpose: To ensure that the quality and utilization of ACHCH's directly provided, and contracted services are:

- a. community-based and patient-directed*
- b. comprehensive, culturally competent, high quality primary health care services*
- c. integrate access to pharmacy, mental health, substance use disorder, and oral health services*

Item	Attachments / Tabs		Time
A. Welcome			9:30 am
B. ACHCH's directly provided, and contracted services; utilization & demographics	[TAB 1] – B. Quarterly utilization data	CZ, LP	
C. Supporting adherence to evidence-based clinical guidelines, standards of care, and standards of practice, promising practices through provider/staff education and dissemination of resources and tools.	[TAB 2] – C. Trainings, TA, conferences, guidelines etc. provided to ACHCH staff, contractors	AG, AB	
D. Patient Satisfaction	[TAB 3] – D. No updates on surveys, focus groups; E. No Patient Grievances Received; F. Adverse Events; G. Staff Credentials, Chart Review Status; and H. Epic and P&P updates.		
E. Patient Grievances		AG, AB	
F. Patient Safety - Adverse Events and Follow-Up		AG, AB	
G. Ensure that all ACHCH staff and contractors who provide patient care are credentialed and privileged.		CZ	
H. Ensure the patient information and confidentiality is maintained and safeguarded.		LP	

Next Meeting Date: TBD

Date: 10/24/23

To: ACHCH Commission Clinical Quality Subcommittee

From: Luella Penserga, Casey Zirbel, ACHCH Staff

Subject: **Attachment 1: Clinical Quality Committee, Report on Agenda Item B**
 ACHCH Patients and Services, June 1, 2023 – August 31, 2023 (rolling 3-month period)

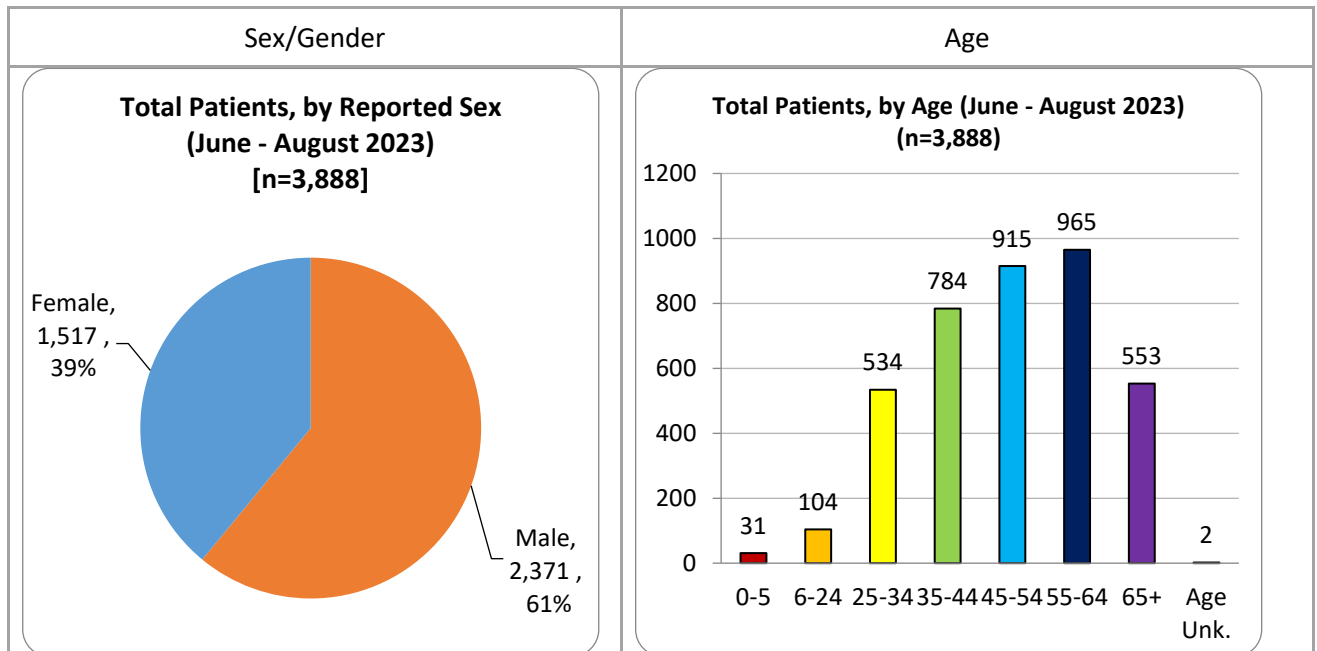
1. Total Patients Served: Demographics, Insurance and Housing Status, and Patient Diagnoses

The following report covers the most recent 3 months of utilization data from sites on the ACHCH scope of service, from June 1 through August 31, 2023.

During the past 3 months, ACHCH served more than 3,800 patients across various teams, subrecipients, and health center contractors. The following is the demographic breakdown of the total patients seen in the last 3 months.

a. Age and Reported Sex

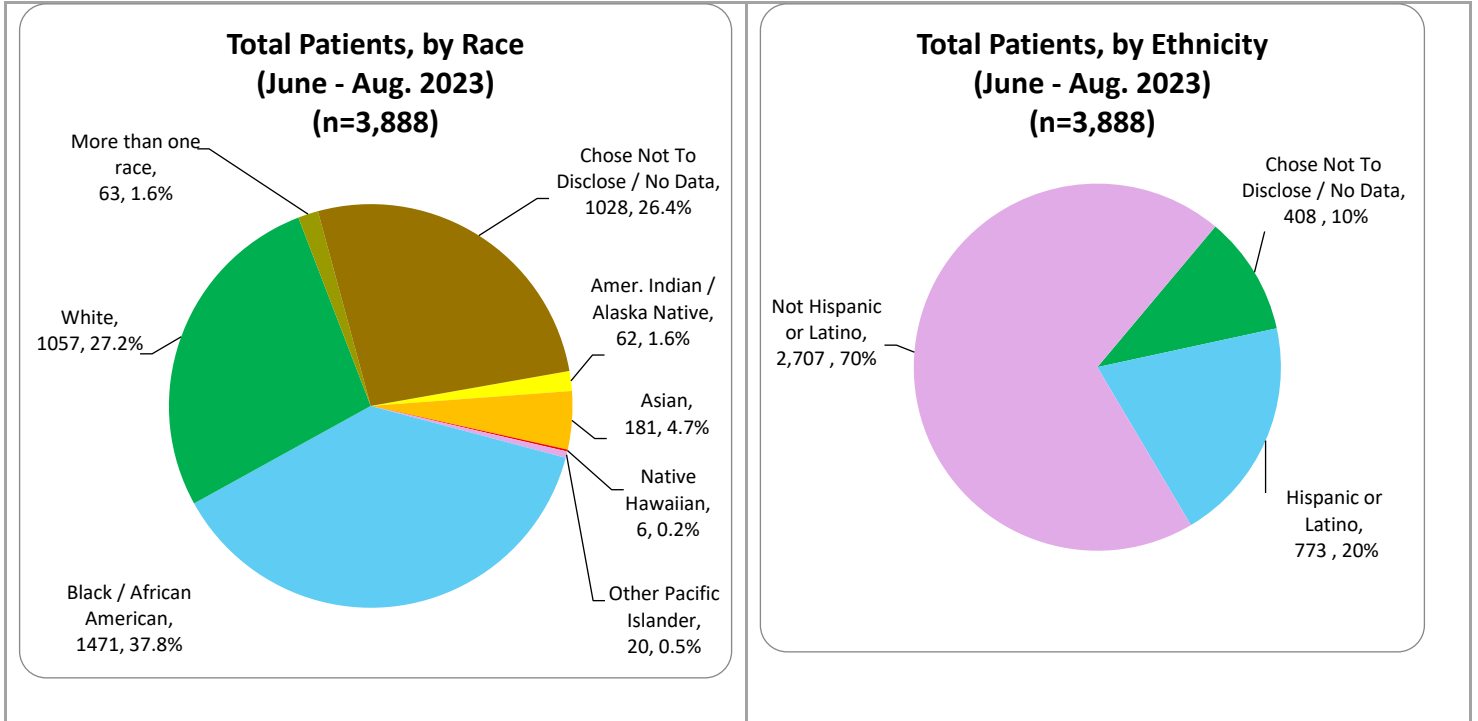
The majority of patients seen were male (61%). The age breakdown of ACHCH patients seen skews towards an older demographic which matches the general demographic trend of a growing aging homeless population. Most people served this period were in the older age categories of 45-54, 55-64, and 65+ years old.



b. Race and Ethnicity

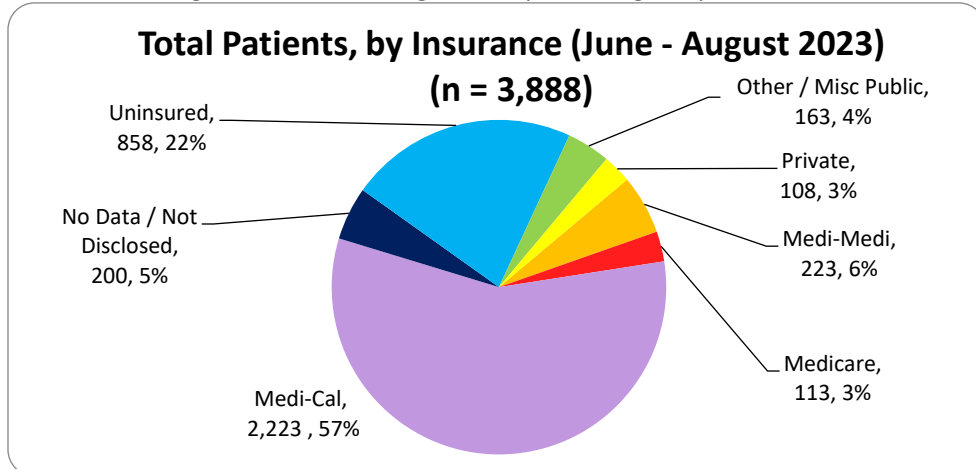
The race and ethnicity breakdown among ACHCH patients seen is roughly:

- 38% African American
- 27% White
- 20% Hispanic or Latinx
- 5% Asian
- 1.6% American Indian, Alaskan Native
- 0.7% Native Hawaiian, Other Pacific Islander



c. Insurance Status

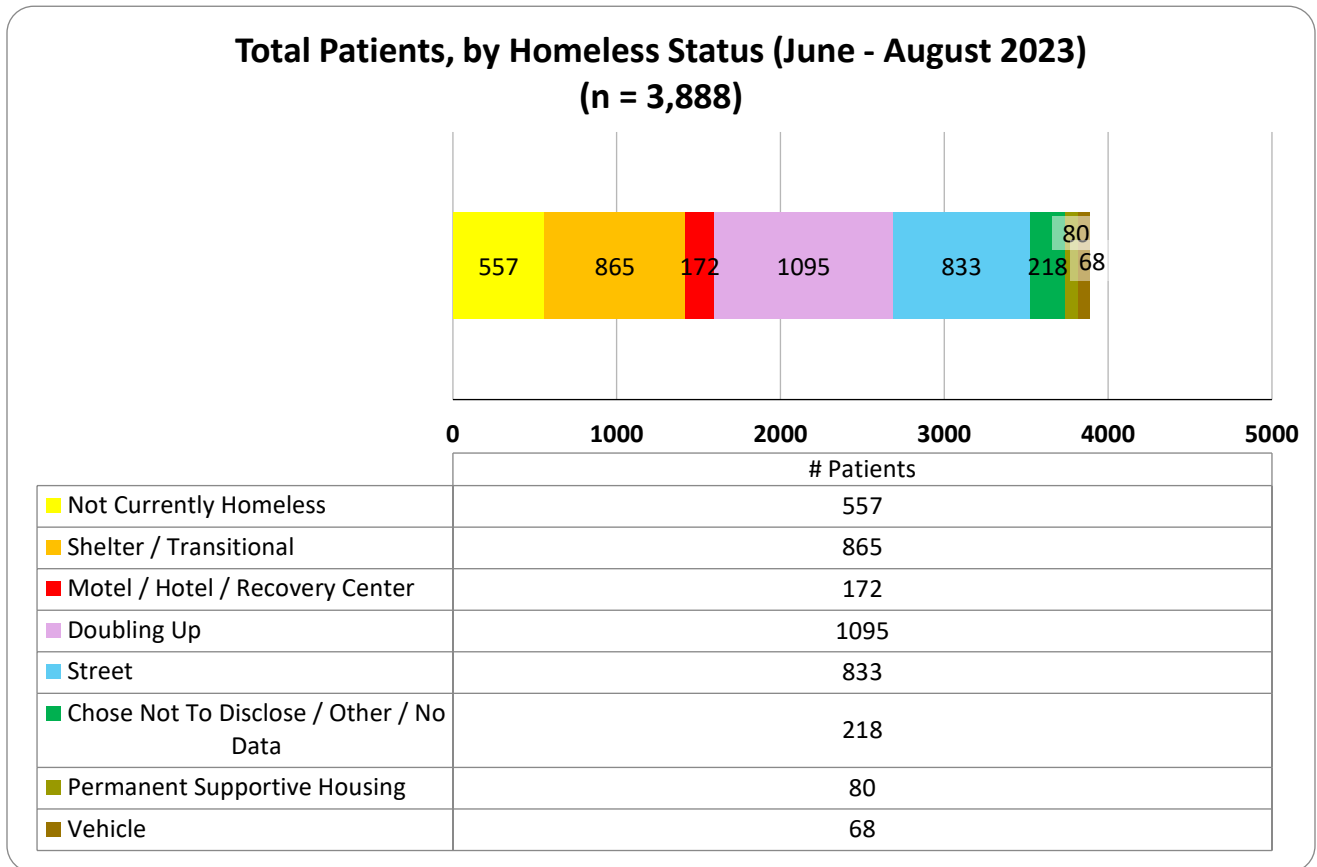
The majority of ACHCH patients seen have Medi-Cal (57%) or Medi-Cal/Medicare (9%), for a total of 66% with Medicare or Medi-Cal coverage. A smaller but significant percentage of patients are uninsured (22%).



d. *Housing Status*¹

Top housing status among patients served were:

- **Doubled-up (1,095 people)**, generally seen through Alameda Health System.
- **Shelter/transitional/motel/hotel/recovery center (1,037)**, generally seen via the ACHCH Shelter Health program (ACHCH staff, AHS mobile dental and medical van, Onsite Dental Foundation mobile van).
- **Street and vehicle (901)**, seen by the Trust Clinic or ACHCH-supported Street Health Teams (11 of 14 teams reporting this period).



e. *Patient Diagnoses*

Below are selected diagnoses of patients served during this period. Data reported below includes patients who have multiple diagnoses. Encounters are not limited to encounters related to listed conditions.

Patients with Selected Diagnoses and Number of Encounters per Patient (June - August '23)				
	Diagnosis	Encounters	Patients	Encounters Per User
Medical	HIV	234	122	1.9

¹ Note: The Alameda County Point In Time (PIT) count, as mandated by HUD every two years, is an attempt to count everyone in Alameda County who HUD refers to as "literally homeless," such as people living in emergency shelters, transitional housing, or places not meant for habitation. Unfortunately, the PIT count excludes the thousands of people who are "doubled-up homeless" (i.e., couch-surfing) in Alameda County.

	Hepatitis C	123	80	1.5
	Asthma	87	72	1.2
	Diabetes Mellitus	512	328	1.6
	Hypertension	715	486	1.5
Mental Health	Anxiety/PTSD	1350	460	2.9
	Depression & Other Mood Disorders	1129	458	2.5
	Other Mental Disorders	32	15	2.1
SUD	Alcohol Related Disorders	297	163	1.8
	Substance Related Disorders	1082	661	1.6
Dental	Oral Examinations	75	75	1.0
	Restorative Services	269	167	1.6
	Oral Surgery (extractions only)	94	43	2.2
	Rehabilitative Services (Endo, Perio, Prosth,)	114	52	2.2

B. Services: Types of Services and Service Utilization, by Provider

1. Primary Care and Specialty Care Services -- at the Trust Clinic (LifeLong Medical Care) and Alameda Health System

The Trust Clinic is an integrated primary care clinic in downtown Oakland that is operated by LifeLong Medical Care, with three ACHCH staff (1 FTE psychiatric NP; .2 FTE psychiatrist, .2 FTE clinical psychologist) embedded in the clinic.

LifeLong TRUST saw 969 patients during the 3-month period. Patients are getting access to the clinic multiple times; on average, patients got 4.9 visits. 78% of these patients meet the HUD definition of homeless: living in emergency shelters, transitional housing, or places not meant for habitation (e.g., streets, vehicles).

As a hospital system, Alameda Health System offers a continuum of services including primary care, specialty care, dental clinic services, and low-barrier substance use disorder services (SUD). Alameda Health System saw 569 unduplicated homeless health center patients at their four AHS Wellness Centers (Highland, Eastmont, Hayward and Newark). Most of these patients are doubled-up homeless (couch-surfing), meeting with HRSA homeless definition, , with fewer meeting the HUD definition of homeless.

On average, patients at Highland Primary Care sites received 3-4 visits each; patients at Eastmont, Hayward and Newark Wellness Centers received 2-3 visits each, including both medical and enabling service visits.

Dental at AHS - Highland Campus

Alameda Health System Dental Clinic at Highland Hospital has a 1/2 day block of appointments reserved weekly to support access for people experiencing homelessness. ACHCH refers patients directly to the dental clinic. In three months, 65 homeless health center patients were seen with an average of 1-2 visits each.

Substance Use Disorder Services at AHS - Highland Campus

The AHS Bridge Clinic offers addiction medicine (for opioids, alcohol, meth, tobacco), counseling, case management, and help with housing and childcare. Patients are referred to the Bridge Clinic from the Highland Emergency Dept, from other AHS depts, and via community providers and outreach. Services are offered on a drop-in basis twice a week. The AHS Bridge Clinic on the Highland campus saw 204 homeless health center patients in three months, with an average of 2-3 visits each.

AHS specialty clinics saw 821 homeless health center patients, with an average of almost 4 visits each. This category includes many sites, including:

- | | | |
|-------------------------------------|---------------------------------|------------------------------|
| Highland Behavioral Hlth Clinic | Highland Hematology Clinic | Highland Pain Mgmt Clinic |
| Highland Cardiology Clinic | Highland Neurology Clinic | Highland Pediatrics Clinic |
| Highland Chest Pulm Clinic | Highland Neurosurgery Clinic | Highland Podiatry Clinic |
| Highland Ent Clinic | Highland Op Psychology Clinic | Highland Renal Clinic |
| Highland Gen Surg Clinic | Highland Ophthalmology Clinic | Highland Rheumatology Clinic |
| Highland G.I. Clinic | Highland Oral Surgery Clinic | Highland Urology Clinic |
| Highland Gynecology Oncology Clinic | Highland Orthopedic Clinic | Highland Vascular Clinic |
| | Highland Orthopedic Hand Clinic | |

2. Shelter Health Services

ACHCH Shelter Health services are provided through a contract with AHS to provide mobile medical and dental services, and directly by ACHCH staff (2 FTE nurse, 2 FTE social workers). Both AHS and ACHCH provide referrals to Onsite Dental Foundation van, and Fruitvale Optometry. During this reporting period, 97 unduplicated patients were seen by the AHS Mobile team, and 236 unduplicated patients were seen by the ACHCH Shelter Health team.

AHS saw 97 unduplicated patients via the AHS mobile medical/dental van at the locations below. Patients got an average of 3 visits each this period.

AHS Mobile Medical/Dental Van	CITY
1. Alameda Food Bank	Alameda
2. Alameda Food Bank / Immanuel Lutheran Church	Alameda
3. Village of Love	Alameda
4. Berkeley Library	Berkeley
5. Multicultural Institute	Berkeley
6. First Presbyterian Church of Hayward	Castro Valley

7. HEDCO	Hayward
8. South Hayward Parish	Hayward
9. LavaMae Pop-Up Care Village	Oakland - Downtown
10. Magnolia House Women's Recovery	Oakland - Downtown
11. Oakland Library	Oakland - Downtown
12. Homebase ("Private Site")	Oakland - East
13. Oak Days Hotel	Oakland - East
14. Mandela Cabins	Oakland - West

ACHCH staff and the Onsite Dental Foundation Van saw 236 unduplicated patients and 150 unduplicated patients, respectively, at the locations below. Patients got an average of 1-2 visits each this period via the ACHCH Shelter Health team and between 2-3 visits each via the Onsite Dental Foundation van, respectively. Visit types were a combination of nurse, social worker, and referrals to dental visits, as well as a small number of optometry visits; Fruitvale Optometry saw 64 total unduplicated patients with an average of 1 visit per patient each during this period.

ACHCH Staff, Onsite Dental Foundation Van	CITY
1. Midway	Alameda
2. Fremont Main Library	Fremont
3. South County Wellness	Fremont
4. Sunrise Village	Fremont
5. Cronin House	Hayward
6. Men on the Way	Hayward
7. New Hope Fellowship	Hayward
8. New Hope Onsite Dental Case Management	Hayward
9. SCHP (South County Homeless Project)	Hayward

3. Street Health Services

A total of 1,210 people experiencing homeless on the street were served by ACHCH-supported Street Health teams during this period. Street Health teams are operated by Abode/Bay Area Community Health (BACH) (2 teams), LifeLong Medical Care (6 teams), Tiburcio Vasquez Health Center (3 teams), Roots Health Center (3 teams), and County staff (1 team). Data below reflect 11 of 14 teams reporting.

Street Health Teams					
Zone	Provider	Region	Total # Encounters	Total unduplicate	Average # Encounters

			(rolling 3 months)	d patients (rolling 3 months)	per patient (rolling 3 months)
1	Abode Z1	Zone 1 (East County: Tri Valley cities, and parts of Unincorporated County)	69	53	1.3
2	Bay Area Community Health (BACH) Z2	Zone 2 (South County: Fremont and Newark)	711	154	4.6
3	Tiburcio Vasquez Health Center Z3	Zone 3 (Hayward, Union City, and parts of Unincorporated County)	325	93	3.5
4	Tiburcio Vasquez Health Center Z4	Zone 4 (Unincorporated County and parts of Hayward)	678	151	4.5
5	Tiburcio Vasquez Health Center Z5	Zone 5 (San Leandro and Alameda)	348	90	3.9
9	Lifelong Medical Care Z9	Zone 9 (Oakland - downtown)	630	146	4.3
10	Lifelong Medical Care Z10	Zone 10 (Oakland - West)	368	124	3.0
11	Lifelong Medical Care Z11*	Zone 11 (Oakland - North)	66	49	1.3
11	Alameda County HCH Z11*	Zone 11 (Oakland - North)	544	173	3.1
12	Lifelong Medical Care Z12	Zone 12 (Oakland - West, Emeryville)	473	139	3.4
13	Lifelong Medical Care Z13	Zone 13 (Berkeley, Oakland - North)	253	81	3.1
14	Lifelong Medical Care Z14	Zone 14 (Berkeley, Albany)	648	126	5.1



Date: 10/24/2023
To: ACHCH Staff Quality Committee
(Ted Aames, Aislinn Bird, Lucy Kasdin, Luella Penserga, Bx Health Clinical Sup)

From: Aislinn Bird, MD, Casey Zirbel, MPA
Re: **Attachment 2: Clinical Quality Committee, Report on Agenda Item C**

C. Support Adherence to Evidence-based Clinical Guidelines, Standards of Care, and Standards of Practice

- A. Trainings and Technical Support Offered to ACHCH Providers/Staff:
 - i. RN Group Supervision. June 14, 2023. Presenter: Seth Gomez, PharmD. Reviewed the operation of dispensing OTC medications.
 - ii. ACHCH Mandatory MAA Meeting. June 21, 2023. Presenter: Terri Moore. Annual MAA meeting for all ACHC staff.
 - iii. ACHCH Direct Service Provider Quarterly Meeting- August 16, 2023. First quarterly meeting. Discussed goals of this meeting. Aislinn Bird, MD presented a Risk Screening Training.
 - iv. ACHCH Direct Service Provider In-Person Retreat. August 23, 2023. Second in-person retreat will cover: introduction to our new Medical Director, Dr. Amy Garland, discuss updates to Shelter Health, Street Health, the Regional Coordinator's focus group results and feedback on the Grayken Center Harm Reduction Training Series.
 - v. ACHCH All Staff Quarterly Safety Meeting: September 20, 2023. This quarter Stacey Perry presented on the upcoming office relocation plan, which included reviewing the office alarm codes and general office safety guidelines.

- B. Trainings and Technical Support Offered to Contracted Providers and Other Community Organizations:
 - i. 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. The presenters will describe the process by which SMART was developed, including its grounding in input from community mental health providers and existing health inequity frameworks. The domains and items of SMART as well as its application process will be outlined. Presenters will also provide lessons from on-the-ground applications of SMART's process and principles in Philadelphia's public mental health system.

- ii. 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.
 - iii. 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.
 - iv. Opioid Overdose Responder & Naloxone Training. Trainer: Diane Del Pozo, RN. Offered bi-monthly.
 - v. 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.
 - vi. Grayken Center: Harm Reduction Training: Every Tuesday. ACHCH Direct Service Staff are required to attend a weekly 1.5-hour harm reduction training for a total of ten weeks. Trainings this month included: Overdose Response Strategies and Safer Sex
 - vii. Opioid Overdose Responder & Naloxone Training. Trainer: Diane Del Pozo, RN. Offered bi-monthly.
 - 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. 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.

Quality Improvement Report Back:

A. Street Health:

Work this quarter included:

- i. Developing the ACHCH Street Health team modification
- ii. Active transition of Zone 11 patients to the new LifeLong Street Medicine team
- iii. Finalized Street Health RBA measures for 2024-2025

B. Shelter Health:

Work this quarter included:

- iv. Finalizing the social services RBA measures
- v. Potentially transitioning the Naloxone training to EMS [in process]
- vi. Dispensing air filters to shelters

C. Harm Reduction:

Work this quarter included:

- vii. CHCS Learning Collaborative with ACHCH, Cardea Health, BACS and Bridge Clinic,
- viii. Alameda County Drug Checking Program

- ix. Harm Reduction Supplies
- x. Harm Reduction P&Ps
- xi. Harm Reduction Trainings

D. Pharmacy:

Work this quarter included:

- xii. Updating the pharmacy and medical supply ordering P&P, which includes transferring the responsibility of waste disposal and ordering supplies to the ACHCH Medical Assistant
- xiii. Spending down the New Oakland Pharmacy budget before the end of the fiscal year.



Date: 10/24/2023

To: ACHCH Staff Quality Committee

(Ted Aames, Aislinn Bird, Lucy Kasdin, Luella Penserga, Bx Health Clinical Sup)

From: Aislinn Bird, MD, Casey Zirbel, MPA

Re: **Attachment 3: Clinical Quality Committee, Report on Agenda Items D – G**

D. Patient Satisfaction

- A. ACHCH directly provided services.
 - i. ACHCH revised its patient experience survey with feedback from the ACHCH Community Consumer Advisory Board (CCAB) and is working on implementing the survey across program areas.
- B. ACHCH contracted services.
 - i. No new update. Contractors are using CAPHS and CHCN patient satisfaction survey; use of ACHCH patient experience survey is low.

E. Patient Grievances

No patient grievances to report for July - September 2023.

F. Patient Safety, Including Adverse Events

- A. ACHCH directly provided services.
 - i. None reported for July-September 2023.
- B. ACHCH contracted services.
 - i. None reported for July-September 2023.

G. ACHCH Credentialing, Privileging Status Report

ACHCH Staff Credentialing		
A. <i>Licensed Independent Practitioners*</i>		
Clinicians	Degree/Position	Date
1. Aislinn Bird	MD, Psychiatrist, ACHCH Dir. of Integrated Care and Trust Clinic provider	CAQH insurance updates and re-attestations in process; satisfactory as of 9/15/23.
2. Ted Aames	PhD, Behavioral Health Supervisor, Street Health and Trust Clinic provider	CAQH insurance updates and re-attestations in process; satisfactory as of 9/15/23.
3. Wale Arshad	Psychiatric NP, Trust Clinic provider	CAQH insurance updates and re-attestations in process; satisfactory as of 9/15/23.
4. Amy Garlin	MD,	CAQH attestation in process; ETA for onboarding completion is Oct-Nov 2023.
B. <i>Other licensed or certified practitioners and other staff providing ACHCH health centers services</i>		

5. Camila Curtis-Contreras	RN, Respite Coordinator	CAQH insurance updates and re-attestations in process; satisfactory as of 9/15/23.
6. Phoebe Rossiter	RN, Street Health	CAQH insurance updates and re-attestations in process; satisfactory as of 9/15/23.
7. Diane Del Pozo	RN, Shelter Health	CAQH insurance updates and re-attestations in process; satisfactory as of 9/15/23.
*Attestation required every 120 days in CAQH platform.		

ACHCH Staff Quarterly Chart Reviews				
Clinicians	Peer Reviewer	Q1 '23 (Jan – Mar)	Q2 '23 (Apr – June)	Q3 '23 (Jul – Sept)
Aislinn Bird, MD	Vicente Gonzaga, MD (ACBH locum tenens)	Complete	Pending Oct '23	In Process
Amy Garlin, MD		N/A	N/A	In Process
Wale Arshad, NP	Aislinn Bird, MD	N/A	N/A	In Process
Phoebe Rossiter, RN	Consultants: S. Smith-Bernardin, PhD, RN, CNL - UCSF; Catherine Hayes, BSN, MPH, FNP - Cardea Health	Complete	Pending Oct '23	In Process
Diane Del Pozo, RN	Consultants: S. Smith-Bernardin, PhD, RN, CNL - UCSF; Catherine Hayes, BSN, MPH, FNP - Cardea Health	Complete	Pending Oct '23	In Process
Camila Curtis-Contreras, RN	Consultants: S. Smith-Bernardin, PhD, RN, CNL - UCSF; Catherine Hayes, BSN, MPH, FNP - Cardea Health	N/A	N/A	In Process
<i>Note: ACHCH conducts QI/QA assessments (peer review) on a quarterly basis to inform the modification of the provision of health center services.</i>				

H. Retrievable Health Record, Protecting and Safeguarding Patient Information

A. HCH Database.

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

B. Epic EHR.

- i. The Board of Supervisors has approved ACHCH to contract with AHS to extend its Epic electronic health record system (via Community Connect) to ACHCH for use by ACHCH direct services staff ACHCH staff will view demos of AHS' Epic system in October and November 2023. Go-live is scheduled for February 2024.