
ACHCH Commission Clinical Quality Subcommittee

Meeting Agenda

August 3, 2022

11:00am -12:30pm

- I. Welcome
- II. Minutes from 5/4/22 Committee Meeting
- III. Staffing
- IV. Quarterly Quality Report - Highlights
 1. Service Utilization Data
 2. Staff Education and Learning Community
 3. Incident Report
- V. Next Meeting: Wed, Nov. 2 2022 from 11:00am-12:30pm

**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: Michelle Schneidermann, MD	
Last meeting date: March 2, 2022	Current meeting date: May 4, 2022
Commissioners in attendance: Michelle Schneidermann, MD Shannon Smith-Bernardin, Phd, MSN, RN	
ACHCH staff in attendance: Theresa Ramirez, DrPH, Lucy Kasdin, LCSW Director, Luella Penserga, MPH, Kari Jennings-Parriott, LCSW, Jared Bunde, RN, Janice Talley	
Absent: Sam Weeks, DDS, Gerard Jenkins, MD	

1. Items discussed:

- a. ACHCH Shelter Health Program was discussed by Kari Jennings-Parriott, OAD HCH and Jared Bunde, R.N. Spoke on Shelter Health including the Alameda Health System “AHS” mobile van which provide services. Services in Alameda County and how to help people with ADL, activities of daily living.
- b. Medical Respite term discussed: For example, can’t take a shower by themselves. Two options for research: 1. Hiring CNA’s and 2. Expanded IHSS for people in shelters.
- c. Racial disparity in housing. The study shows there was discussion in the study in certain housing. <https://www.homelesshub.ca/blog/racial-and-gender-bias-vi-spdatt>
- d. We also discussed the Racial Equity Report by Everyone Home. <https://everyonehome.org/centering-racial-equity/>
Dr. Michelle Schneidermann, MD commented that we need a race breakdown of who is getting in permanent housing from the Room Key hotels.

- e. Quality Directors Report by Teresa Ramirez. Lucy is interested in a break down report by region. Michelle Schneidermann, MD ask for a breakdown for street health by race and ethnicity and compare it with Housing Management Information System “HMIS” data. Shannon Smith-Bernardin, PhD, MSN, RN ask that the pie charts be changed to bar charts for Race and ethnicity chart. Luella Penserga, OAD HCH, we’re working on a contract with OCHIN Epic and Electronic Health Record System. Racial Disparities. We discussed some bias in certain housing.
2. Action(s) recommended by the Committee for discussion/action by the full Commission at the next meeting:
- a. No action items.

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ALAMEDA COUNTY BOARD
OF SUPERVISORS

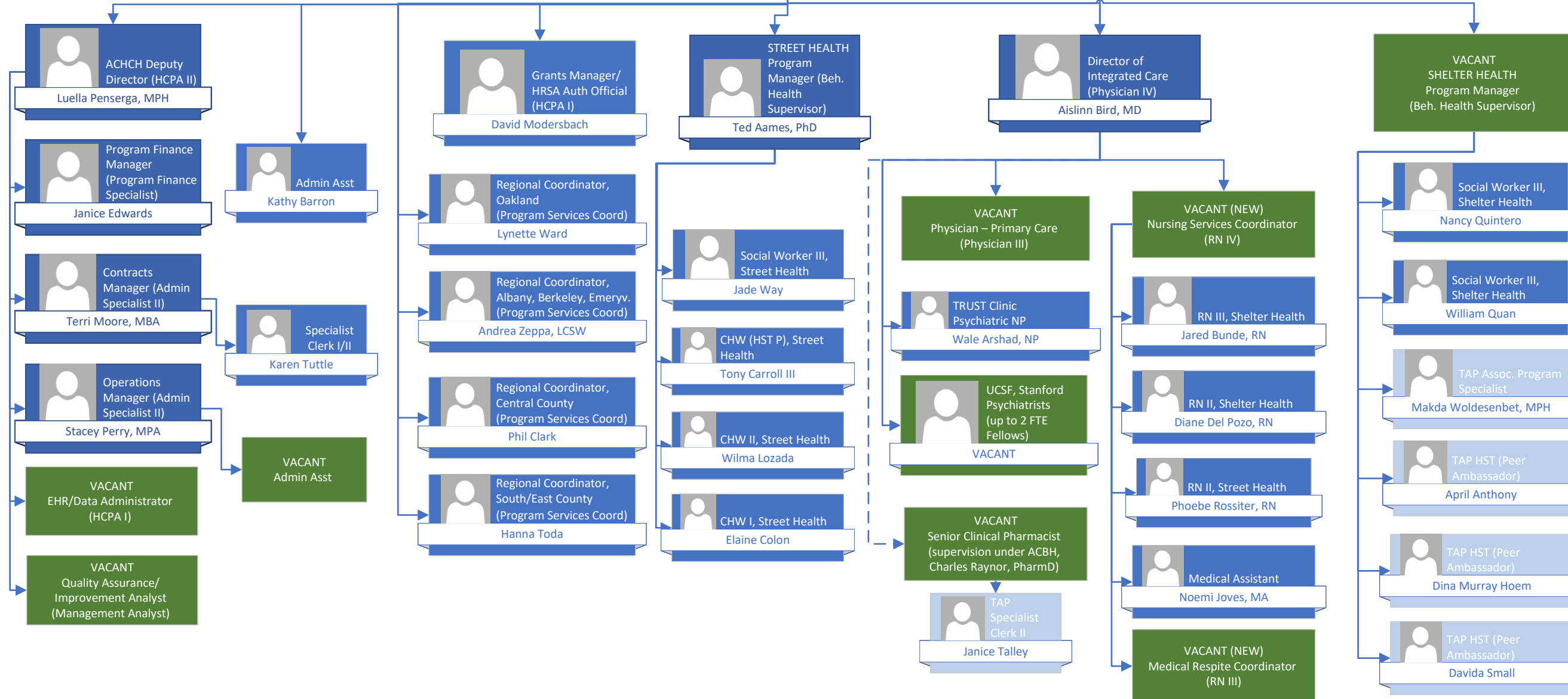


Director,
Alameda County
Health Care Services
Agency (HCSA)
Colleen Chawla

Director, HCSA Office of
Homeless Care &
Coordination (OHCC)
Kerry Abbott

HCSA Medical Director
(Physician IV)
Kathleen Clanon, MD

ACHCH Director
(Homelessness
Services
Administrator)
Lucy Kasdin, LCSW



Clinical Consultants:
 1. **Medical** (Cardea Health)
 2. **Dental** (Bahar Amanzadeh, DDS)
 3. **Pharmacy** (Seth Gomez, PharmD)
 4. **Street Health nursing, HIV care** (Shannon, RN, PhD and Sophy Wong, MD)

Additional Clinical Staff:
 1. Lisa Samuel, PA – MAT services at I&Q

Date: 8/3/22

To: ACHCH Commission Clinical Quality Committee

From: Luella Penserga, ACHCH Deputy Director and Aislinn Bird, MD, ACHCH Director of Integrated Care

Re: **Quarterly ACHCH Quality Assurance/Improvement Report – April to June 2022**

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:

1. The quality and utilization of ACHCH's directly provided, and contracted services:
 - 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
2. Support adherence to evidence-based clinical guidelines, standards of care, and standards of practice through provider/staff education and dissemination of resources and tools.
3. Address patient satisfaction and patient grievance processes; and
4. Address patient safety, including adverse events and follow up actions as necessary.
5. Ensure that all ACHCH staff and contractors who provide patient care are credentialed and privileged.
6. Ensure the patient information and confidentiality is maintained and safeguarded.

1. Service Utilization 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 governing board regarding the provision of health center services.

Attached (appendix A) are ACHCH service utilization data to-date for CY 2022. Data include both ACHCH directly provided services by ACHCH employees, and contracted services with community providers. The number of visits per unduplicated patient can serve as an indicator of access to care, with more visits generally considered to be an indicator of good access. High numbers of visits per patient could also reflect a number of factors including: adequate staffing, high provider productivity, or high needs for services among the patient population.

For example, among the Street Health teams, one of LifeLong's Street Health team reported the highest number of visits (high of 8 visits per patient in Zone 12 West Oakland/Emeryville).

ACHCH reported seeing the highest number of unduplicated patients during the last 6 months (507 patients total, ave. 85 patients/month), with lower numbers of visits per patient (2.8 visits per patient in Zone 11, North Oakland).

Staff welcomes the Commission Clinical Quality committee's feedback on the format of the data that the Committee would like to see in future meetings for ongoing performance monitoring and quality improvement initiatives.

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

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

A. ACHCH Providers/Staff:

- a. Standing orders/protocols for RNs. Standing orders were drafted by Cardea Health, reviewed by consultant Shannon Smith-Bernardin, and are now pending review and approval by Dr. Clanon.
- b. *Safety Guidelines for Field Based Services*. Lucy Kasdin is scheduled to conduct a new safety training at the next quarterly ACHCH Staff Safety meeting, August 17, 2022.

B. ACHCH Staff, contracted Providers and Other Community Organizations:

- a. *Managing End of Life Care in Homeless Patients with Substance Use Disorder and Mental Illness*, April 27, 2022 (virtual). Trainer: Mariel Lougee, MD, Contra Costa County Public Health. 1) Identify risk factors that make care of homeless patients more challenging at the end of life, 2) develop strategies to work with your team and existing resources to help homeless patients manage end of life issues, 3) develop patient-centered care plans to manage substance use disorder and mental illness for patients in hospice/end of life.
- b. *HIV and Hepatitis C (HCV) Testing and Linkage Training*, May 25, 2022 (virtual). Trainer: Sophy Wong, MD, Director of [East Bay Getting to Zero](#). Training objectives: 1) Review HIV/HCV history, epidemiology, prevention and treatment updates, 2) discuss how HIV/HCV testing and linkages can be integrated into street/shelter settings, 3) determine HIV/HCV work flows and share strategies for implementation.
- c. *Portable Ultrasound Training for Street Health Providers*, June 1-2. Trainer: [Global Ultrasound Institute](#) (GUSI). Held at the California Endowment, Oakland. ACHCH purchased handheld ultrasounds for all Street Health teams. The handheld ultrasounds are for streetside diagnostic medical imaging to assist in diagnostic and medical procedures by a non-radiologist (medical doctor trained in diagnostic imaging). Providers can be credentialed for medical exams (cardiac, lung, breast, thyroid, renal, gall bladder, bladder, soft tissue, vascular, musculoskeletal, pelvic,

obstetric). RNs are primarily credentialed for use in vascular (hard sticks, identifying veins), obstetric, and soft tissue ultrasound (identification of abscess). Imagery can be viewed in real-time on a laptop, iPad, or smartphone.

- d. *Best Practices for Mental Health Crises*, June 22, 2022. Trainer: Vo Vo, educator in racial justice, intercultural communication, trauma-informed care, de-escalation and transformative justice. Objectives include: (1) understand definitions of ‘mental health’ and ‘disability’ and (2) understand de-escalation for different situations, including suicidal ideation, and how it relates to trauma informed care.
- e. *Opioid Overdose Responder & Naloxone Training*. Trainer: Jared Bunde, RN. Offered bi-monthly. Next training (virtual): July 28, 11am-12pm.

ACHCH training resources are available on the ACHCH website on the [Learn page](#).

3. Patient Safety, Including Adverse Events

- A. ACHCH directly provided services.
 - i. The ACHCH Street Health team reported on 6/3/22 they observed an opioid overdose in the field. The patient required multiple doses of Naloxone before regaining consciousness. The team called 911, and the patient declined EMS. The incident was debriefed with the team and their supervisor
 - ii. The ACHCH Street Health team reported on 6/22/22 they responded to a potential opioid overdose. However, the patient was responsive and did not require Naloxone administration. They provided the patient with Naloxone and food. The incident was debriefed with the team and their supervisor.

4. Patient Satisfaction

- a. ACHCH directly provided services. ACHCH held an internal meeting to brainstorm ideas to solicit more patient feedback. Ideas:
 - i. Continue paper surveys; add a secure drop-off box to the van.
 - ii. Create an online survey that goes to designated ACHCH quality staff; ACHCH can offer patient’s the use of an ipad to submit a survey.
 - iii. Each month randomly select 10 people to complete survey. Provide a small incentive, consult with peer ambassadors on ways to promote the survey, e.g., Wellness Days.
 - iv. Create a phone tree on the ACHCH phone line with an option to “press 3” to leave a comment.

- b. ACHCH contracted services. 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.

5. Patient Grievances

- a. No patient grievances to report for this quarter.

6. ACHCH Credentialing, Privileging

- a. Credentialing process through the [CAQH](#) credentialing portal.
 - o Prior to her departure, Theresa Ramirez worked with ACBH to set up ACHCH’s new CAQH account, including troubleshooting uploading issues. Luella is reviewing the current status of ACHCH provider information in the portal.
- b. 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 by the following peer reviewers:

Clinicians	Peer Reviewer	Completion Status for Quarter 2 (April-June)
Aislinn Bird, MD	Vicente Gonzaga, MD (ACBH locum tenens)	Review in process; to be completed by 8/5/22.
Wale Arshad, Psychiatric NP	Aislinn Bird, MD	Completed.
Jared Bunde, MD Phoebe Rossiter, RN Diane Del Pozo, RN	Consultant: Shannon Smith-Bernardin, RN or Cardea Health	Completed for Jared Bunde and Phoebe Rossiter. Diane Del Pozo recently onboarded in May 2022.

7. Retrievable Health Record, Protecting and Safeguarding Patient Information

ACHCH is in communication with OCHIN, HCSA IT (incl. Asad Iqbal, the new HCSA IT Director), and County Counsel to explore becoming a member of OCHIN.

APPENDIX A: Service Utilization Data, Calendar Year (CY) 2022 To-Date

Date below covers January to June 2022.

Brick and Mortar Primary Care and Specialty Care									
Provider/Location	Jan	Feb	March	April	May	June	Total encounters (to-date)	Total patients (to-date)	# encounters per patient
AHS Eastmont Wellness, East Oakland	144	131	179	136	142	138	870	433	1.7
AHS Hayward Wellness	72	46	57	63	45	54	337	163	1.7
AHS Highland Dental, Oakland	24	19	56	59	51	34	243	151	1.4
AHS Highland Wellness, Oakland	534	473	518	415	465	541*	2,946	1,200	2.5
AHS Newark Wellness	25	16	17	17	20	21	116	52	1.8
AHS Highland K7 Specialty Clinics, Oakland	286	278	356	314	319	309*	1,862	881	2.1
AHS Mobile clinic	65	32	85	41	41	50	314	201	1.3
LifeLong Medical Care Trust Clinic, downtown Oakland	1,713	1,449	1,618	1,535	1,348	1,333	7,663	1,332	5.8
Shelter Health									
Provider/Location	Jan	Feb	March	April	May	June	Total encounters (to-date)	Total patients (to-date)	# encounters per patient
ACHCH Shelter Health Team	117	99	183	203	149	197	948	568	1.7
ACHCH Shelter Health referrals to dental and optometry	151	174	257	171	207	140	1,100	530	2.0

							960	441	2.2
Street Health Teams									
Provider/Location	Jan	Feb	March	April	May	June	Total encounters (to-date)	Total unduplicated patients (to-date)	# encounters per patient
ACHCH Street Health Team (Zone 11 North Oakland)	286	195	266	257	230	210	1,444	507	2.8
Abode/BACH (Zone 1 Tri-Valley East County)	170	53	55	36	75	--*	389	97	4
Bay Area Community Health (BACH) (Zone 2 Fremont, Newark)	90	75	102	169	57	150	643	190	3.4
Tiburcio Vasquez Health Center (Zone 3 Hayward, Union City)	146	147	158	167	171	174	963	154	6.3
Tiburcio Vasquez Health Center (Zone 3 clinic 22331 Mission Blvd., Hayward)	54	69	58	55	68	53	357	81	4.4
Tiburcio Vasquez Health Center (Zone 4 Unincorp/Mid-County)	172	185	191	125	165	148	986	188	5.2
Tiburcio Vasquez Health Center (Zone 4 clinic 16110 E 14 th St, San Leandro)	30	34	62	31	54	63	274	65	4.2
Tiburcio Vasquez Health Center (Zone 5 San Leandro/Alameda)	173	197	205	128	153	154	1,010	167	6.0
Tiburcio Vasquez Health Center (Zone 5) - clinic	127	84	129	103	169	139	751	117	6.4
LifeLong Zone 9 (downtown Oakland)	105	90	191	210	267	195	1,058	175	6.0

LifeLong Zone 10 (West Oakland)	280	303	324	304	313	223	1,747	291	6.0
LifeLong Zone 12 (W. Oakland- Emeryville)	276	265	363	231	268	304	1,707	205	8.3
LifeLong Zone 13 (downtown Berkeley)	218	182	131	82	152	138	903	209	4.3
LifeLong Zone 14 (Berkeley/Albany)	352	233	267	225	158	239	1,474	220	6.7

*Preliminary data.

Source: "Subsite Performance Statistics, Encounters" and "Subsite Performance Statistics, Unduplicated Users," reports, Alameda County Health Care for the Homeless database, 1/1/2022 – 6/30/22.