ACHCH Commission Clinical Quality Sub-Committee Meeting Agenda
January 29, 2024
9:30 – 11:00 am

I. Welcome

II. Minutes from October 30, 2023 Clinical Quality Sub-Committee Meeting [Attached Report]

III. Staffing
      1. ACHCH Staff   AB; 5 Minutes
      2. Clinical Provider Training Rotations Update   AB; 5 Minutes

IV. Quarterly Quality Report – Highlights
      1. Service Utilization Data [Appendix]   CZ; 20 Minutes
      2. Staff Education and Best Practices
            ACHCH Street Health medical service update   AG; 15 Minutes
            RN SOPs   AG; 5 Minutes
            Street Health Provider Clinical Meeting   AG; 5 Minutes
            Clinical Learning Community   AG; 5 Minutes
            Inter- Agency Case Conferences   AG; 10 Minutes
      3. Incident Reports   AB; 5 Minutes

V. Next Meeting: ****

ALAMEDA COUNTY HEALTH CARE FOR THE HOMELESS

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Date: 1/29/2024
To: ACHCH Staff Quality Committee
          (Amy Garlin, Ted Aames, Aislinn Bird, Lucy Kasdin, Luella Penserga, Casey Zirbel, Bx Health Clinical Sup)

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

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1. Service Utilization / Demographic Data Report

See attached Appendix, Patient Encounter Dashboard summarizing patient and encounter data by Brick & Mortar Primary Care & Specialty Clinics, Shelter Health Team, and Street Health Teams, followed by summarized demographic data.

2. 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 transitions to the Clinical Learning Community, to include all ACHCH licensed direct service providers. Goals include: 1. Learning from each other and best practices 2. Case conferences 3. Team building with ACHCH clinical staff and other County RN programs
 ii. ACHCH Street Health and Shelter Health teams visited multiple community partner sites to learn about their programs, how to refer patients and build working relationships. Examples include: Woodroe Place, Amber House, Eddie's Place.
 iii. EPIC Training: All ACHCH direct service staff and some supporting staff will be trained in the newly acquired AHS EPIC. Training started January 2nd and will continue through February 9th. Go Live week is February 12th.

B. Trainings and Technical Support Offered to Contracted Providers and Other Community Organizations:
 i.   ACHCH Monthly Training: How to Help Clients with Complicated Medical Needs. December 13, 2023. Presenter: Felix Thomson. Goals included: The most common health problems, how to get the client seen at a clinic, encouraging patients around medications and appointments, and what to do when a client is hospitalized. Learn tricks for getting in touch with a clinic, ER, and hospital staff.
 ii. ACHCH Annual Homeless Persons' Memorial Day Celebration: December 21, 2023. ACHCH hosted the 7th Annual Homeless Persons' Memorial Day Celebration for the Alameda County homeless health care community to gather and honor those we have lost this year.
 iii. ACHCH Monthly Training: Harm Reduction Three Part Series: Working With People Who Use Drugs: Harm Reduction Foundations & Engagement Strategies For Direct Service Providers (Part One): Presenters: Aislinn Bird, MD, Dax Jackson. Goals include: Review of harm reduction philosophy and practices, and practical strategies for engaging people who use drugs

iv. ACHCH Monthly Training: Common Risk Factors & Harm Reduction Interventions for People Who Use Drugs Discussion (Part Two). January 31, 2024. Presenters: Aislinn Bird, MD and Dax Jackson. Goals include: Practical harm reduction strategies for people who use drugs

v. ACHCH Monthly Community Provider Meeting. Second Wednesday of the month. Facilitator: David Modersbach. Goals include: update on COVID/RSV, homeless mortality, cold weather response and other items that impact the county-wide homeless health care community.

vi. 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.

vii. Alameda County Point-In-Time Count: January 25, 2024. ACHCH Staff will participate in the PIT Count.

C. Conference Presentations by ACHCH Staff
   i. Putting Care at the Center 2023 Conference: November 1, 2023. Boston, MA. Presenter: Diane Del Pozo. Title: "Applying Contingency Management, an evidence-based approach to SUD treatment. Diane Del Pozo, along with Katie Hayes of Cardea Health and Jovan Yglecias of BACS, presented on our CHCF Learning Collaborative Contingency Management pilot program at the Henry Robinson.

   ii. Lecture for UCSF Public Psychiatry Fellows. January 10, 2024. Presenter: Aislinn Bird, MD. Title: ACHCH Street Health Program. Goals included: a history of the Street Health program, and the programs current scope of work, services provided, team structure and future of the program.

3. Quality Improvement Report Back:

Note: Much of our QI and other work has been on pause this last quarter due to focusing resources on the transition to EPIC and the winter holidays.

A. Street Health:
   Work this month included:
   i. Continuing with the ACHC Street Health pre-pilot phase

B. Shelter Health:
   Work this month included:
   i. On pause, as the Shelter Health model is revised

C. Harm Reduction:
   Work this month included:
   i. CHCS Learning Collaborative with ACHCH, Cardea Health, BACS and Bridge Clinic,
   ii. Alameda County Drug Checking Program
   iii. Overdose Data to Action CDC Grant
   iv. Naloxone Wall Mount Program
   v. Harm Reduction Supplies

D. Pharmacy:
   Work this month included:
   i. Vaccines rollout

4. Patient Satisfaction

a. ACHCH directly provided services.
   No updates.

b. ACHCH contracted services.
No updates. Contractors are using CAPHS and CHCN patient satisfaction survey; use of ACHCH patient experience survey is low.

5. Patient Grievances

No patient grievances to report for <u>September - November 2023</u>.

6. Patient Safety, Including Adverse Events

a. ACHCH directly provided services.
One *No Harm* incident reported for <u>September - November 2023</u>.
b. ACHCH contracted services.
None reported for <u>September - November 2023</u>.

7. ACHCH Credentialing, Privileging Status Report

ACHCH Staff Credentialing		
A. Licensed Independent Practitioners*		
Clinicians	**Degree/Position**	**Date**
1. Aislinn Bird	MD, Psychiatrist, ACHCH Dir. of Integrated Care and Trust Clinic provider	CAQH attestations satisfactory as of Q4 '23.
2. Ted Aames	PhD, Behavioral Health Supervisor, Street Health and Trust Clinic provider	CAQH attestations satisfactory as of Q4 '23.
3. Wale Arshad	Psychiatric NP, Trust Clinic provider	CAQH attestations satisfactory as of Q4 '23.
4. Amy Garlin	MD, ACHCH Medical Director	CAQH onboarded, to attest every 120 days in the platform.
B. Other licensed or certified practitioners and other staff providing ACHCH health centers services		
5. Camila Curtis- Contreras	RN, Respite Coordinator	CAQH attestations satisfactory as of Q4 '23.
6. Phoebe Rossiter	RN, Street Health	CAQH attestations satisfactory as of Q4 '23.
7. Diane Del Pozo	RN, Shelter Health	CAQH attestations satisfactory as of Q4 '23.
*Attestation required every 120 days in CAQH platform.		

ACHCH Staff Quarterly Chart Reviews				
Clinicians	Peer Reviewer	Q2 '23 (Jan – Mar)	Q3 '23 (Apr – June)	Q4 '23 (Oct – Dec)
Aislinn Bird, MD	ACBH locum tenens MD	Complete	Complete	In Process
Amy Garlin, MD	Dr. Kathleen Clanon, HCSA Medical Director	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	Complete	In Process
Diane Del Pozo, RN	Consultants: S. Smith-Bernardin, PhD, RN, CNL - UCSF; Catherine Hayes, BSN, MPH, FNP - Cardea Health	Complete	Complete	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
Note: ACHCH conducts QI/QA assessments (peer review) on a quarterly basis to inform the modification of the provision of health center services.				

8. **Retrievable Health Record, Protecting and Safeguarding Patient Information**

   A. HCH Database for aggregating HCH directly-provided and contracted service data.
      i. ACHCH completed initial work is now working on (1) ingestion of contractor data with reduced errors (2) reporting and (3) preparing the last 3 years of patient data for migration to Epic.

   B. Epic EHR.
      i. ACHCH has been engaged in an intensive implementation process with Alameda Health System (AHS) since the ACHCH Commission approved the AHS Epic contract in September 2023. AHS recently completed the initial build for ACHCH and ACHCH tested the system for the first time last week.

      ACHCH staff who are now Epic Credentialed Trainers (Lillawa Willie, Ted AAmes) will train ACHCH staff in preparation for February 13th, the "Go Live" date. ACHCH is working with AHS on a Revenue Cycle Management (RCM) strategy to bill Medi-Cal, including for any eligible Enhanced Care Management (ECM) and specialty mental health services under Medi-Cal. Additionally, ACHCH staff (Casey Zirbel) completed Epic Report Analyst certification which expands ACHCH's ability to produce reports on directly-provided services, as well as strengthens our ability work with other Epic clinics on tracking of metrics.

Primary & Specialty Care Providers/Locations, Total Encounters and Patients (rolling 3 months)

Provider	Location	Total Enabling Svc Encounters (rolling 3 months)	Total Clinical Encounters (rolling 3 months)	Total encounters (rolling 3 months)	Total unduplicated patients (rolling 3 months)	Total # Encounters per patient (rolling 3 months)	Period
LifeLong Medical Care	Trust Clinic (Downtown Oakland)	1853	2994	4847	938	5.2	Sept. - Nov. '23
Alameda Health System	AHS Highland (Primary Care)	*	1271	1271	684	1.9	Sept. - Nov. '23
Alameda Health System	AHS Eastmont Wellness	*	534	534	313	1.7	Sept. - Nov. '23
Alameda Health System	AHS Hayward Wellness	*	276	276	161	1.7	Sept. - Nov. '23
Alameda Health System	AHS Newark Wellness	*	146	146	83	1.8	Sept. - Nov. '23
Alameda Health System	AHS Highland Dental (Half Day Homeless Appt Block)	*	223	223	145	1.5	Sept. - Nov. '23
Alameda Health System	AHS Highland (Bridge Clinic)	*	584	584	324	1.8	Sept. - Nov. '23
Alameda Health System	AHS Highland (Specialty Clinics & Other)	*	1132	1132	684	1.7	Sept. - Nov. '23

Note: Alameda Health System enabling service encounters are not included in this report.

Primary & Specialty Care: Mix of Enabling vs. Clinical Encounters (Sept. - Nov. '23)

Street Health Care Providers/Locations, Total Encounters and Patients (rolling 3 months)

Provider	Location	Total Enabling Svc Encounters (rolling 3 months)	Total Clinical Encounters (rolling 3 months)	Total encounters (rolling 3 months)	Total unduplicated patients (rolling 3 months)	Total # Encounters per patient (rolling 3 months)	Period
Abode Z1	Zone 1 (East County: Tri Valley cities, and	32	52	84	34	2.5	Sept. - Nov. '23
Bay Area Community Health (BACH) Z2	Zone 2 (South County: Fremont and Newark)	455	108	563	185	3.0	Sept. - Nov. '23
Tiburcio Vasquez Health Center Z3	Zone 3 (Hayward, Union City, and parts of	269	83	352	99	3.6	Sept. - Nov. '23
Tiburcio Vasquez Health Center Z4	Zone 4 (Unincorporated County and parts of	559	89	648	138	4.7	Sept. - Nov. '23
Tiburcio Vasquez Health Center Z5	Zone 5 (San Leandro and Alameda)	413	70	483	97	5.0	Sept. - Nov. '23
Lifelong Medical Care Z9	Zone 9 (Oakland - downtown)	153	170	323	113	2.9	Sept. - Nov. '23
Lifelong Medical Care Z10	Zone 10 (Oakland - West)	191	211	402	119	3.4	Sept. - Nov. '23
Lifelong Medical Care Z11	Zone 11 (Oakland - North)	177	116	293	107	2.7	Sept. - Nov. '23
Lifelong Medical Care Z12	Zone 12 (Oakland - West, Emeryville)	313	248	561	137	4.1	Sept. - Nov. '23
Lifelong Medical Care Z13	Zone 13 (Berkeley, Oakland - North)	229	140	369	110	3.4	Sept. - Nov. '23
Lifelong Medical Care Z14	Zone 14 (Berkeley, Albany)	222	199	421	99	4.3	Sept. - Nov. '23
Alameda County HCH	(No Specific Zone)	252	97	349	171	2.0	Sept. - Nov. '23

Street Health: Mix of Enabling vs. Clinical Encounters (Sept. - Nov. '23)

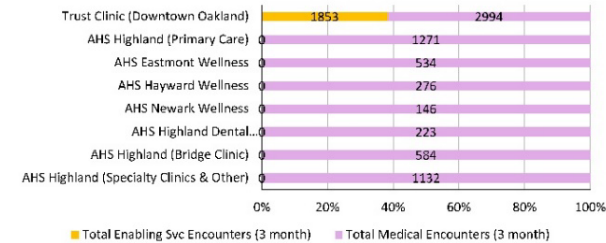## Shelter Health Care Providers/Locations, Total Encounters and Patients (rolling 3 months)

Provider/Location	Total Enabling Svc Encounters (rolling 3 months)	Total Clinical Encounters (rolling 3 months)	Total encounters (rolling 3 months)	Total unduplicated patients (rolling 3 months)	Total # Encounters per patient (rolling 3 months)	Period
AHS: Mobile Health Clinics	*	115	115	91	1.3	Sept. - Nov. '23
ACHCH Shelter Health Team	249	152	401	180	2.2	Sept. - Nov. '23
Dental Referrals: Onsite Dental Fdn van	0	354	354	117	3.0	Sept. - Nov. '23
Vision Referrals: Fruitvale Optometry Clinic	0	59	59	59	1.0	Sept. - Nov. '23

Shelter Health: Mix of Enabling vs. Clinical Encounters (Sept. - Nov. '23)
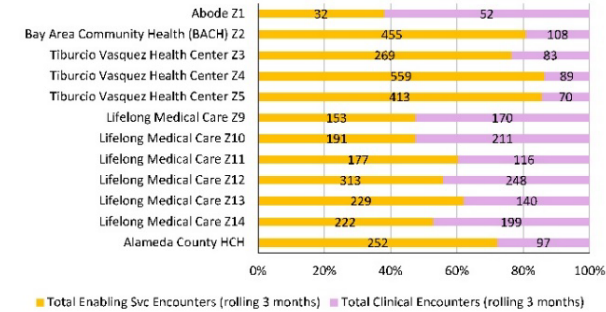
Definitions:

Supportive Service Encounters: Enabling services include case management, food and hygeine assistance, health education/supportive counseling, referrals, transportation, and housing assistance.

Clinical Encounters: Encounters between a patient and a licensed or credentialed provider who exercises independent professional judgment in providing documented services and individualized care that take place in-person or virtually. Category includes the following UDS visit service types: Medical, Mental Health, Dental, Other Professional, and Vision.
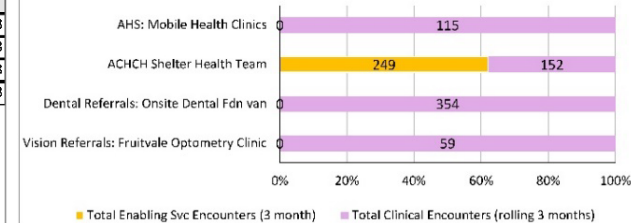
Total Patients, by Age (Sept. - Nov. 2023) (n=4,207)

Age	#
0-5	34
6-24	128
25-34	596
35-44	870
45-54	942
55-64	1043
65+	589
Age Unk.	5
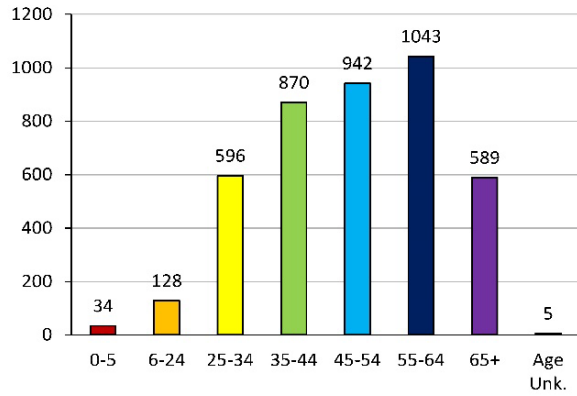
Total Patients, by Race (Sept. - Nov. 2023) (n=4,207)

- More than one race, 94, 2.2%
- Chose Not To Disclose / No Data, 1118, 26.6%
- White, 1114, 26.5%
- Amer. Indian / Alaska Native, 47, 1.1%
- Asian, 189, 4.5%
- Native Hawaiian, 7, 0.2%
- Other Pacific Islander, 27, 0.6%
- Black / African American, 1611, 38.3%
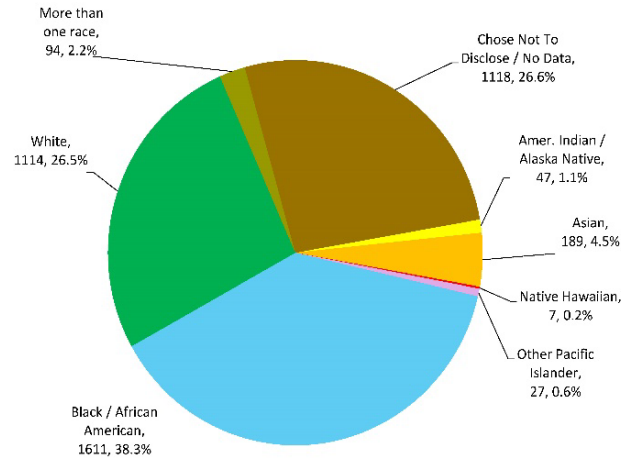
Total Patients, by Reported Sex (Sept. - Nov. 2023) (n=4,207)

- Female, 1,675, 40%
- Male, 2,532, 60%
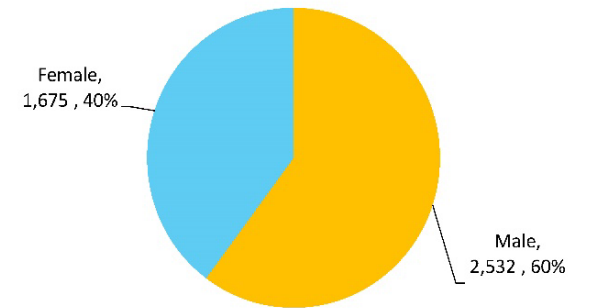
Total Patients, by Homeless Status (Sept. - Nov. 2023) (n=4,207)
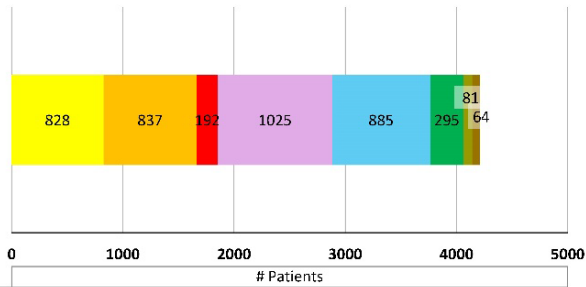
	# Patients
Not Currently Homeless	828
Shelter / Transitional	837
Motel / Hotel / Recovery Center	192
Doubling Up	1025
Street	885
Chose Not To Disclose / Other / No Data	295
Permanent Supportive Housing	81
Vehicle	64

Total Patients, by Ethnicity (Sept. - Nov. 2023) (n=4,207)

- Chose Not To Disclose / No Data, 430, 10%
- Not Hispanic or Latino, 2,920, 70%
- Hispanic or Latino, 857, 20%
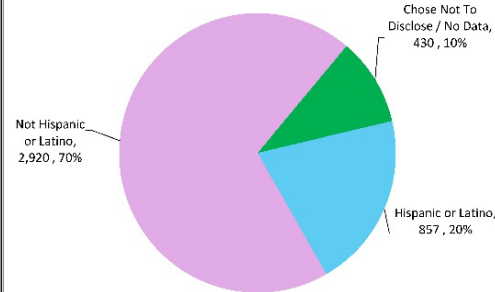
Total Patients, by Insurance (Sept. - Nov. 2023) (n=4,207)

- Uninsured, 953, 23%
- Other / Misc Public, 206, 5%
- Private, 108, 2%
- Medi-Medi, 249, 6%
- No Data / Not Disclosed, 198, 5%
- Medicare, 118, 3%
- Medi-Cal, 2,375, 56%
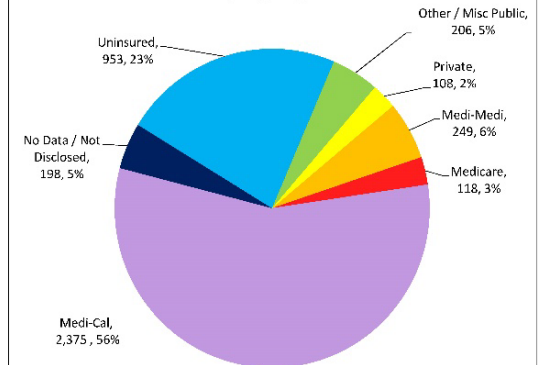
Total Patients, by Veteran Status (Sept. - Nov. 2023) (n=4,207)

- Veteran, 92, 2%
- Non-Veteran, 4115, 98%