

Sacramento County DHHS / DPHS
Health Care for the Homeless Co-Applicant Board (HCHAB)

Meeting Agenda

August 21, 2015 / 9:30 AM – 10:30 AM

Loaves and Fishes

Delany Center

1st Floor Board Room
 401 North 12th Street
 Sacramento, Ca 95811

| Topic | Time | Action or Discussion |
|---|---------------|----------------------|
| Welcome, Introductions, and Announcements – <i>Paula Lomazzi, Chair</i> | 9:30 – 9:35 | Discussion |
| Documents Review and Approval – <i>Marcia Jo</i> <ul style="list-style-type: none"> ▪ Quality Improvement Council Activities | 9:35 – 10:00 | Discussion Action |
| Strategic Planning – <i>Karen Giordano</i> <ul style="list-style-type: none"> ▪ Needs Assessment ▪ New Member Recruitment | 10:00 – 10:15 | Discussion Action |
| Dental Services Nominations – <i>Paula Lomazzi</i> | 10:15 – 10:20 | Discussion Action |
| Public Comment – <i>Mike Blain</i> | 10:20 – 10:25 | |
| Closing Remarks and Adjourn – <i>Paula Lomazzi</i> | 10:25 – 10:30 | Discussion |
| <i>Next meeting topics: Strategic Planning, HRSA Update</i> | | |

Next Meeting: September 18, 2015 / 9:30 AM – 10:30 AM

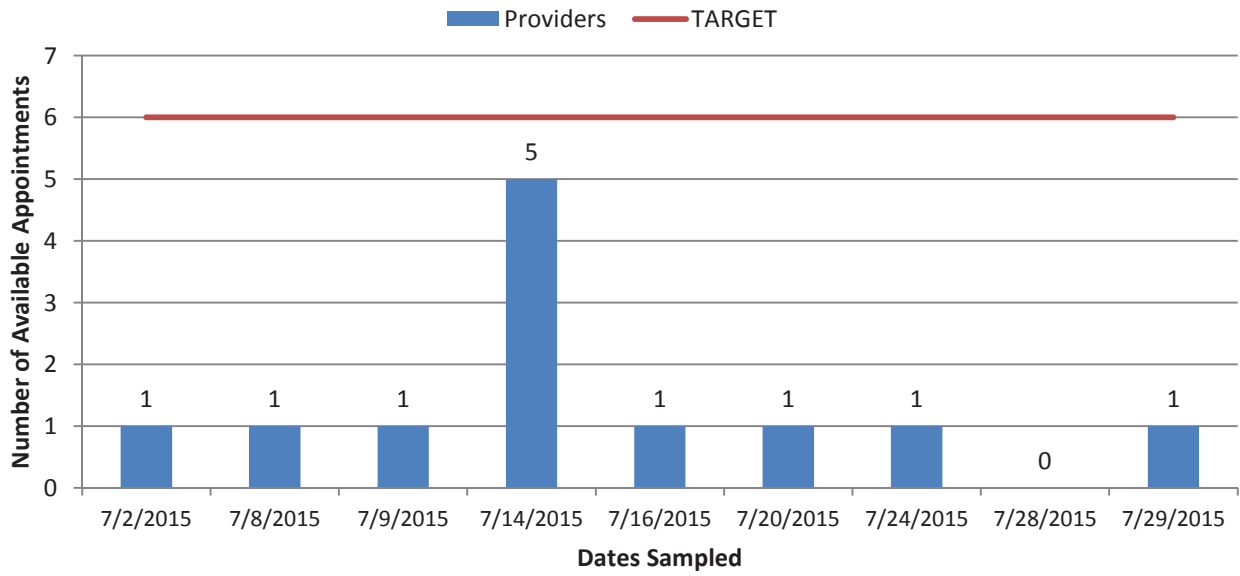
DHHS PRIMARY HEALTH

CLINIC SERVICES/PHARMACY QUALITY IMPROVEMENT COUNCIL (QIC) AGENDA

| | |
|----------------------|---|
| Meeting Date: | August 20, 2015 |
| Attendees | John Onate, MD, Medical Director - Chair; Steve Golka, RPh, MBA, Pharmacy Director; Marcia Jo, MPA/JD, Program Manager; Sandra Johnson Sr HPC; Tanya Duong Pharmacist |

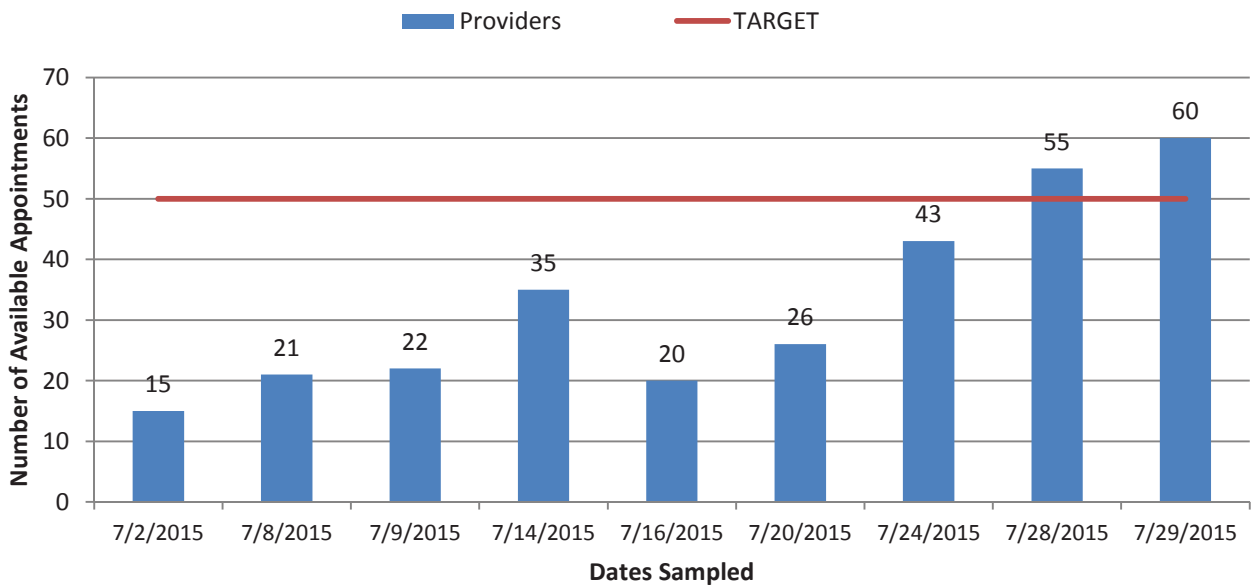
| ITEM | DISCUSSION | FOR NEXT MEETING |
|------------------------------|---|---------------------|
| Review structure and process | - Check in | |
| Review data | ACCESS TO CARE | |
| | NO SHOW RATE: DM incentives program parameters and baseline | |
| | MCLF UTILIZATION: | |
| | Pharmacy: MED TRAY | |
| | Pharmacy Chart Review | |
| | Clinical Outcomes DM: Dr Onate wants to track those whose condition is not known: those without A1C in last 4 months. Tanya: find those with no A1c in past 4 months Tanya: Order A1C machines (2) Tanya: Remove non DM from register Tanya: High-risk non adherent patient investigation: review chart for information and we can deploy PHNs to assist. | |
| Meeting Schedule | Monthly Reevaluate after 4 meetings | NEXT MEETING |

**IBH Medical Home
Same Day, Next Day Access vs. Target
July 2015**



Data Collection: ASO1 will check EMR two days per week and using report Schedule Forecast, will determine the number of available appointments for Rigg, Onate, Suo, Sanchez, Rao, Werner & Burnett.

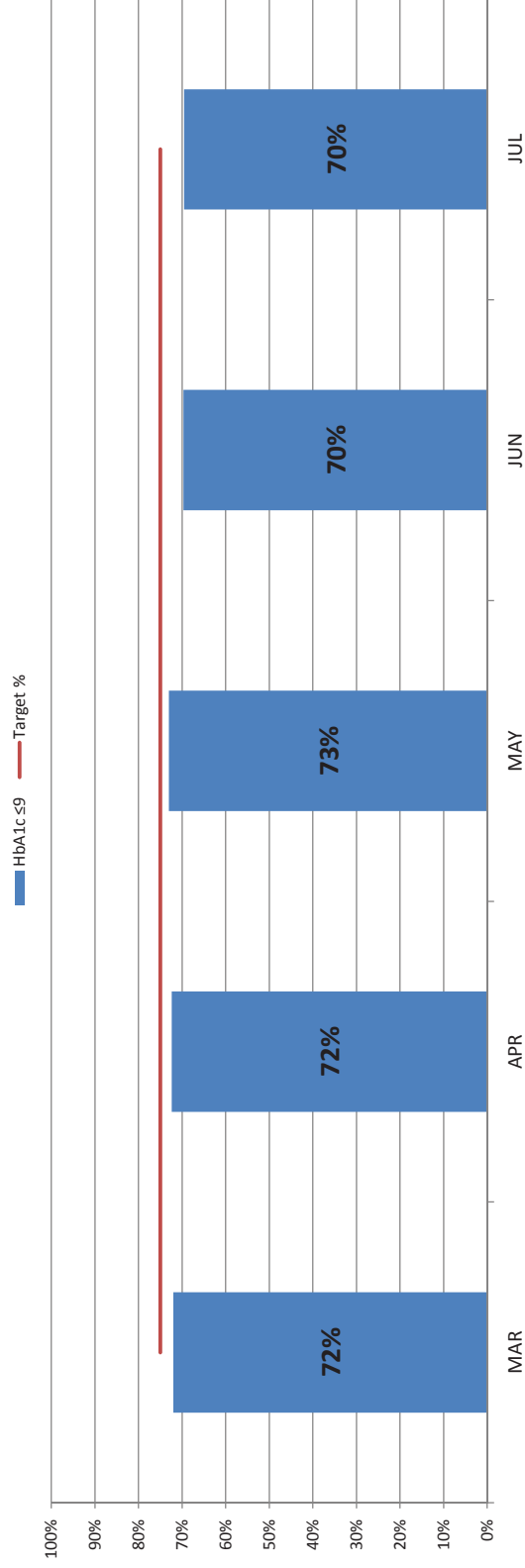
**IBH Medical Home
10 Day Access vs. Target
July 2015**



Data Collection: ASO1 will check EMR two days per week and using report Schedule Forecast, will determine the number of available appointments for providers Rigg, Onate, Suo, Sanchez, Rao, Werner & Burnett.

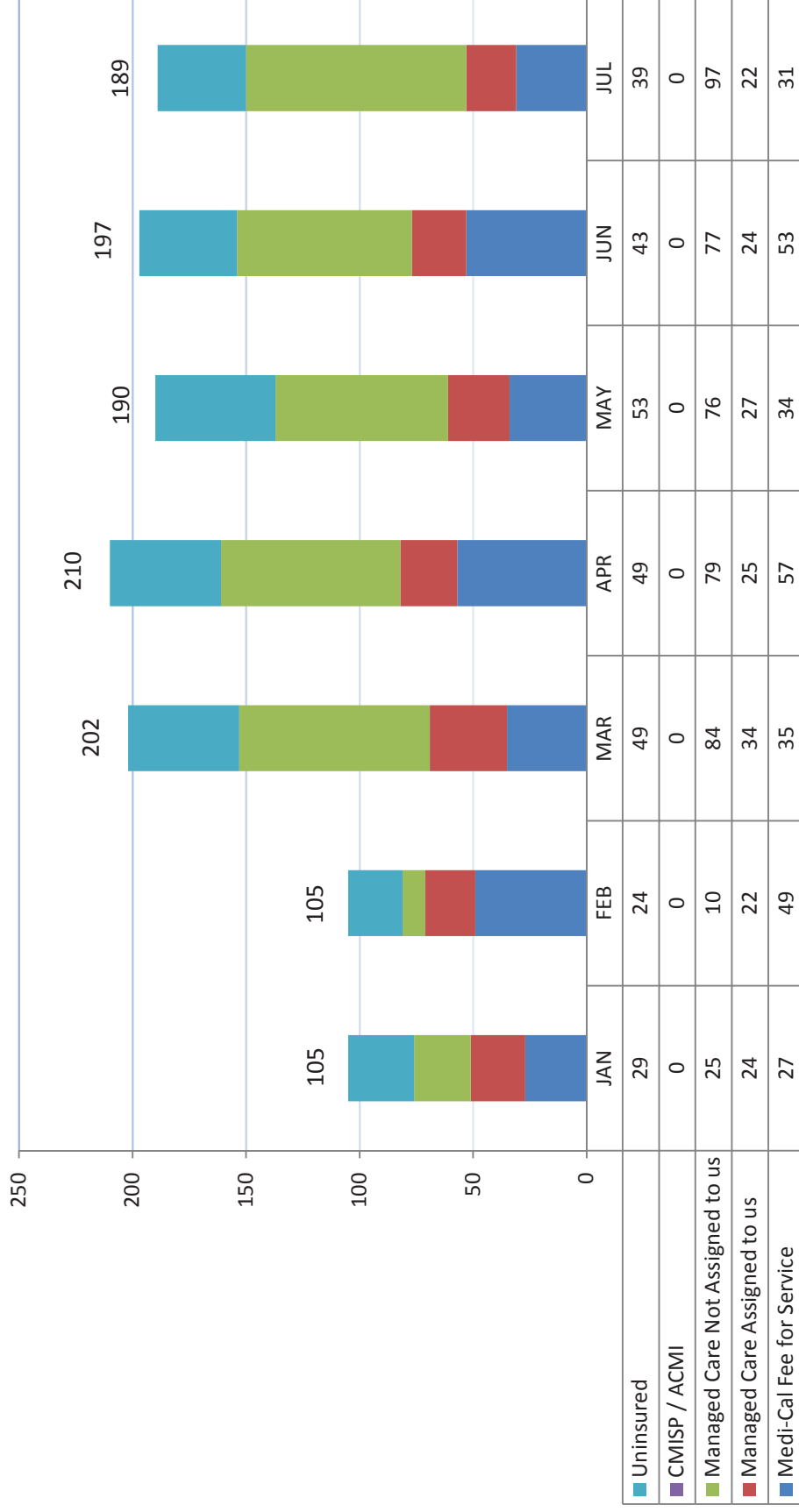
| | MAR 2015 | APR 2015 | MAY 2015 | JUN 2015 | JUL 2015 | AUG 2015 | SEP 2015 | OCT 2015 | NOV 2015 | DEC 2015 |
|-------------------------------------|----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|
| Molina Members | 1686 | 1675 | 1952 | 2081 | 1978 | | | | | |
| All/Homeless Molina Members | | | | | | | | | | |
| Molina Members in Diabetes Registry | 323 | 304 | 326 | 327 | 309 | | | | | |
| HbA1c ≤9 | 72% | 72% | 73% | 70% | 70% | | | | | |
| HbA1c >9 or no test | 28% | 28% | 27% | 30% | 30% | | | | | |
| >9 | 64 | 58 | 59 | 67 | 65 | | | | | |
| no test | 25 | 26 | 29 | 32 | 29 | | | | | |
| Date Data Pulled | 4/9/2015 | 4/30/2015 | 5/29/2015 | 6/30/2015 | 7/31/2015 | 8/31/2015 | 9/30/2015 | 10/30/2015 | 11/30/2015 | 12/31/2015 |

Managed Care Members in Diabetes Registry HbA1c Test less than or equal to 9 vs. Target 2015



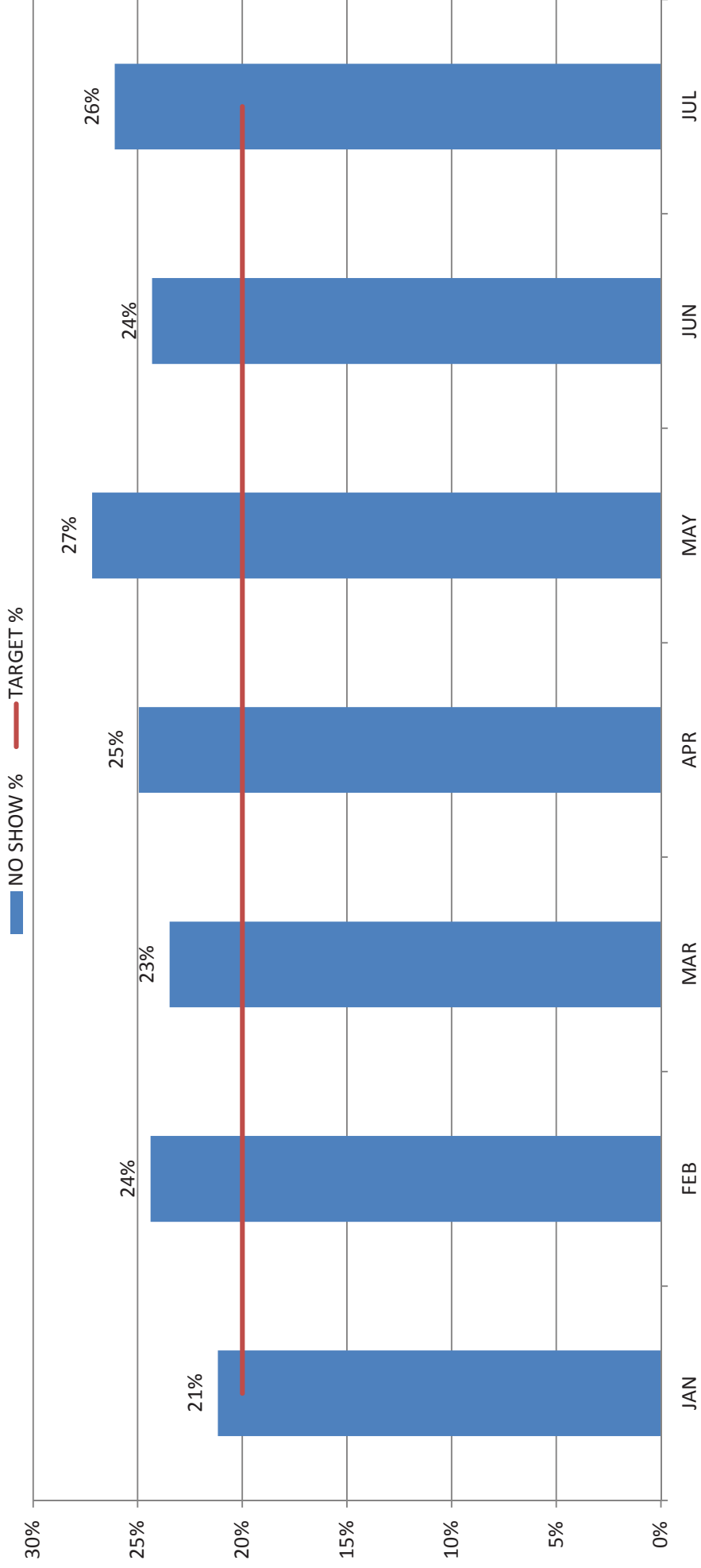
DATA COLLECTION: On last working day of month, ASO1 downloads Molina member roster, Diabetes Registry from EMR, and Active Molina members spreadsheet. The files are uploaded to an Access Database and data is queried to determine how many managed care members are also in the Diabetes Registry and to query member test results.

Mercy Clinic Loaves & Fishes Physician Visit Volume by Payor Type 2015



DATA COLLECTION: Assigned Senior OA uses eligibility printouts on each client served.

IBH Medical Home Monthly No Show Percentage vs. Target 2015



DATA COLLECTION: Assigned Senior OA uses EMR patients checked in and did not check in reports for providers: Rigg, Onate, Suo, Sanchez, and Han.

DHHS PRIMARY HEALTH
CLINIC SERVICES/PHARMACY QUALITY IMPROVEMENT COUNCIL (QIC) MINUTES

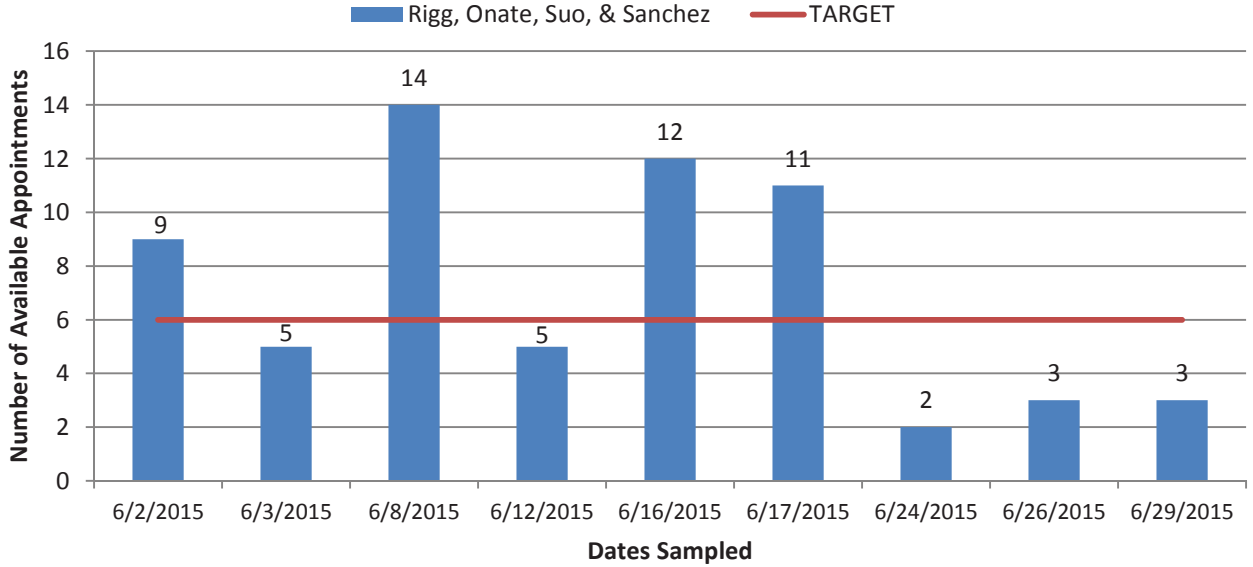
| | |
|----------------------|---|
| Meeting Date: | July 16, 2015 |
| Attendees | John Onate, MD, Medical Director - Chair, Steve Golka, RPh, MBA, Pharmacy Director; Marcia Jo, MPA/JD, Program Manager; |

| ITEM | DISCUSSION | FOR NEXT MEETING |
|------------------------------|---|---|
| Review structure and process | – Performance Improvement plan reviewed | |
| Review data | ACCESS TO CARE meets requirements. Data indicates that very high volume appointments given within 7-8 days. This data is consistent with prior months NO SHOW RATE: Exceeds target. Plan to increase appointment slots so that providers meet productivity targets. Interventions to increase NO SHOW have not worked. Will pilot incentives in DM program | Continue monitoring Pilot parameters |
| | MCLF UTILIZATION: Same volumes, about 9 per day, still high percentage other healthplans | Marcia: Investigate further by sorting “other healthplan” by healthplan, out of county, VA etc. Consider navigation/triage site rather than full medical care. |
| | Pharmacy: MED TRAY No reported problems Health maintenance tab functioning | |
| | Clinical Outcomes DM: Dr Onate wants to track those whose condition is not known: those without A1C in last 4 months. Tanya: find those with no A1c in past 4 months Tanya: Order A1C machines (2) Tanya: Remove non DM from register Tanya: High-risk non adherent patient investigation: review chart for information and we can deploy PHNs to assist. | Tanya to report next month |
| Meeting Schedule | Monthly Reevaluate after 4 meetings | NEXT MEETING |

Minutes taken by: Heather McGuire

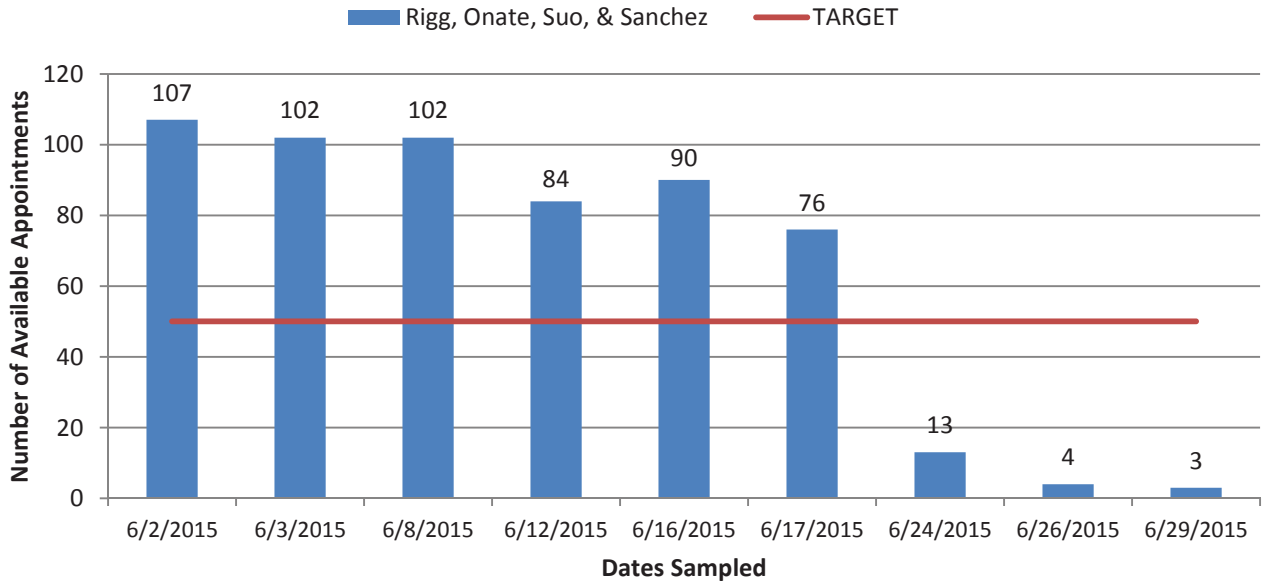
Next Meeting: August 13, 2015

**IBH Medical Home
Same Day, Next Day Access vs. Target
June 2015**



Data Collection: ASO1 will check EMR two days per week and using report Schedule Forecast, will determine the number of available appointments for providers Rigg, Onate, Suo and Sanchez.

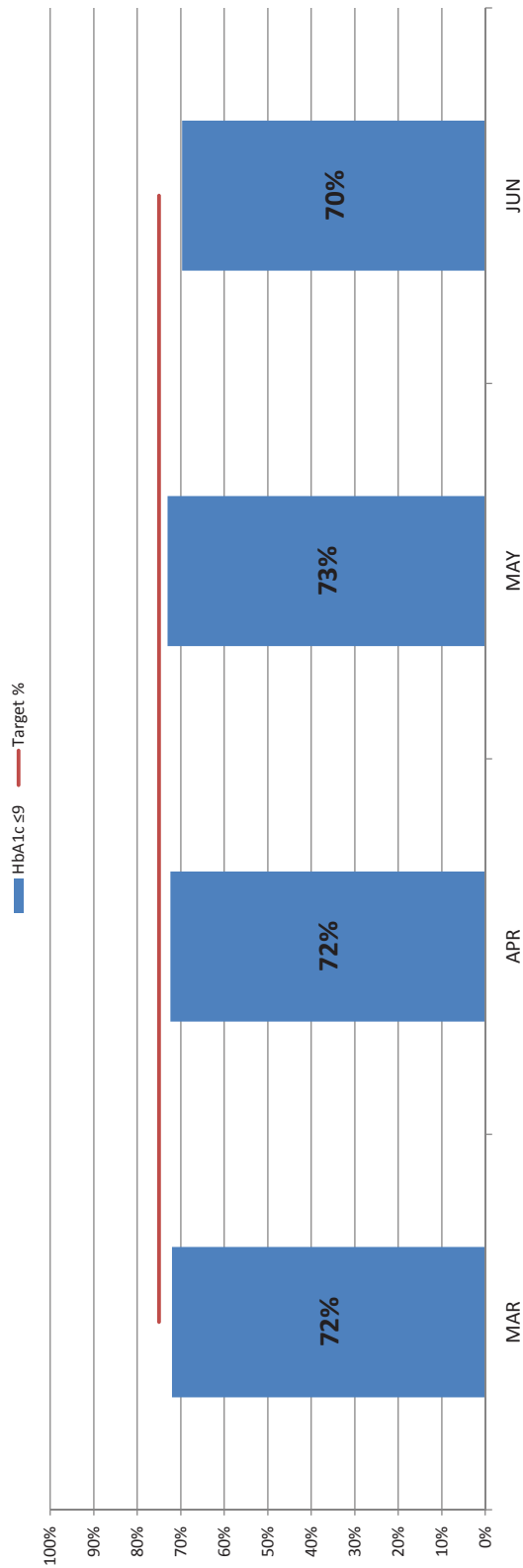
**IBH Medical Home
10 Day Access vs. Target
June 2015**



Data Collection: ASO1 will check EMR two days per week and using report Schedule Forecast, will determine the number of available appointments for providers Rigg, Onate, Suo and Sanchez.

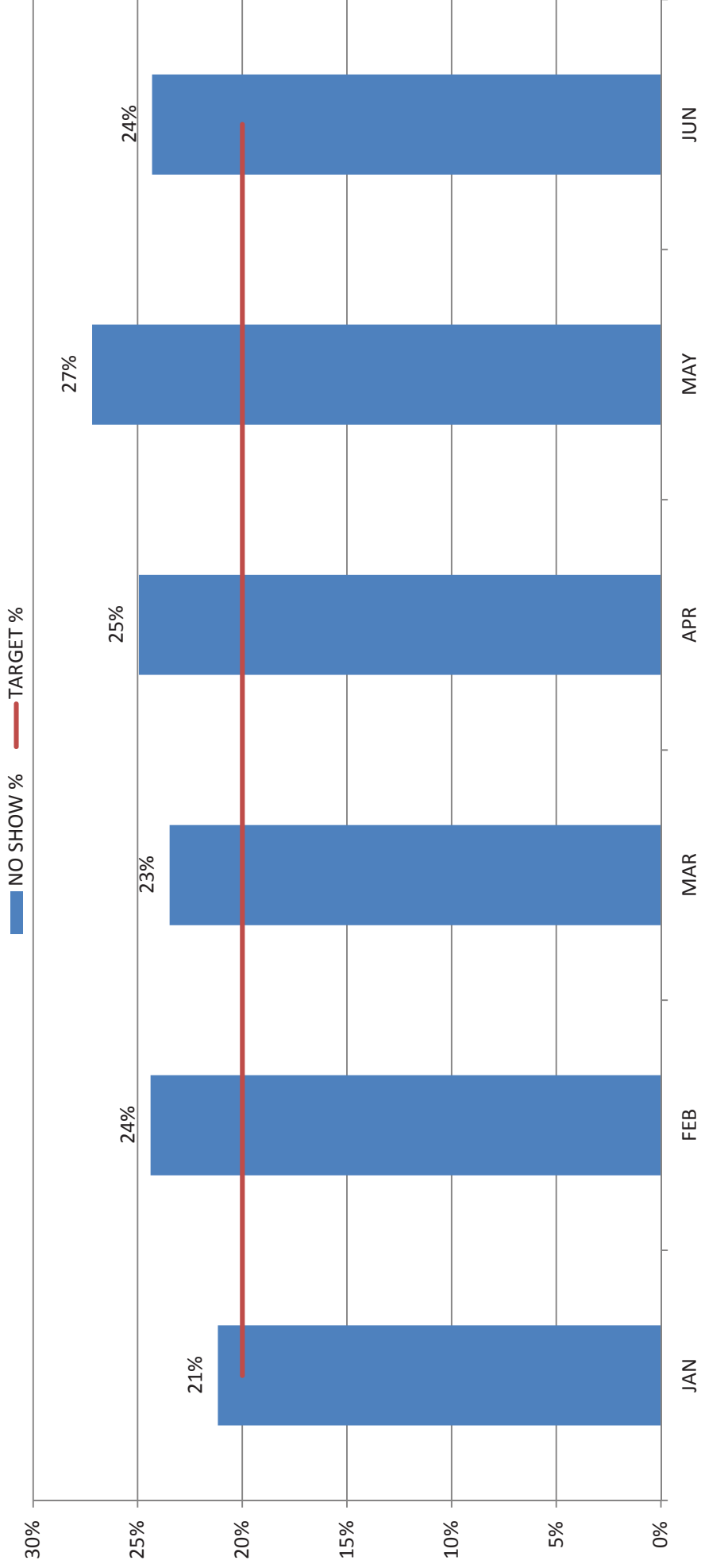
| | MAR 2015 | APR 2015 | MAY 2015 | JUN 2015 | JUL 2015 | AUG 2015 | SEP 2015 | OCT 2015 | NOV 2015 | DEC 2015 |
|-------------------------------------|----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|
| Molina Members | 1686 | 1675 | 1952 | 2081 | | | | | | |
| All/Homeless Molina Members | | | | | | | | | | |
| Molina Members in Diabetes Registry | 323 | 304 | 326 | 327 | 327 | 327 | 327 | 327 | 327 | 327 |
| HbA1c <9 | 234 | 220 | 238 | 228 | 228 | 228 | 228 | 228 | 228 | 228 |
| HbA1c >9 or no test | 89 | 84 | 88 | 99 | 99 | 99 | 99 | 99 | 99 | 99 |
| >9 | 64 | 58 | 59 | 67 | 67 | 67 | 67 | 67 | 67 | 67 |
| no test | 25 | 26 | 29 | 32 | 32 | 32 | 32 | 32 | 32 | 32 |
| Date Data Pulled | 4/9/2015 | 4/30/2015 | 5/29/2015 | 6/30/2015 | 7/31/2015 | 8/31/2015 | 9/30/2015 | 10/30/2015 | 11/30/2015 | 12/31/2015 |

Managed Care Members in Diabetes Registry HbA1c Test less than or equal to 9 vs. Target 2015



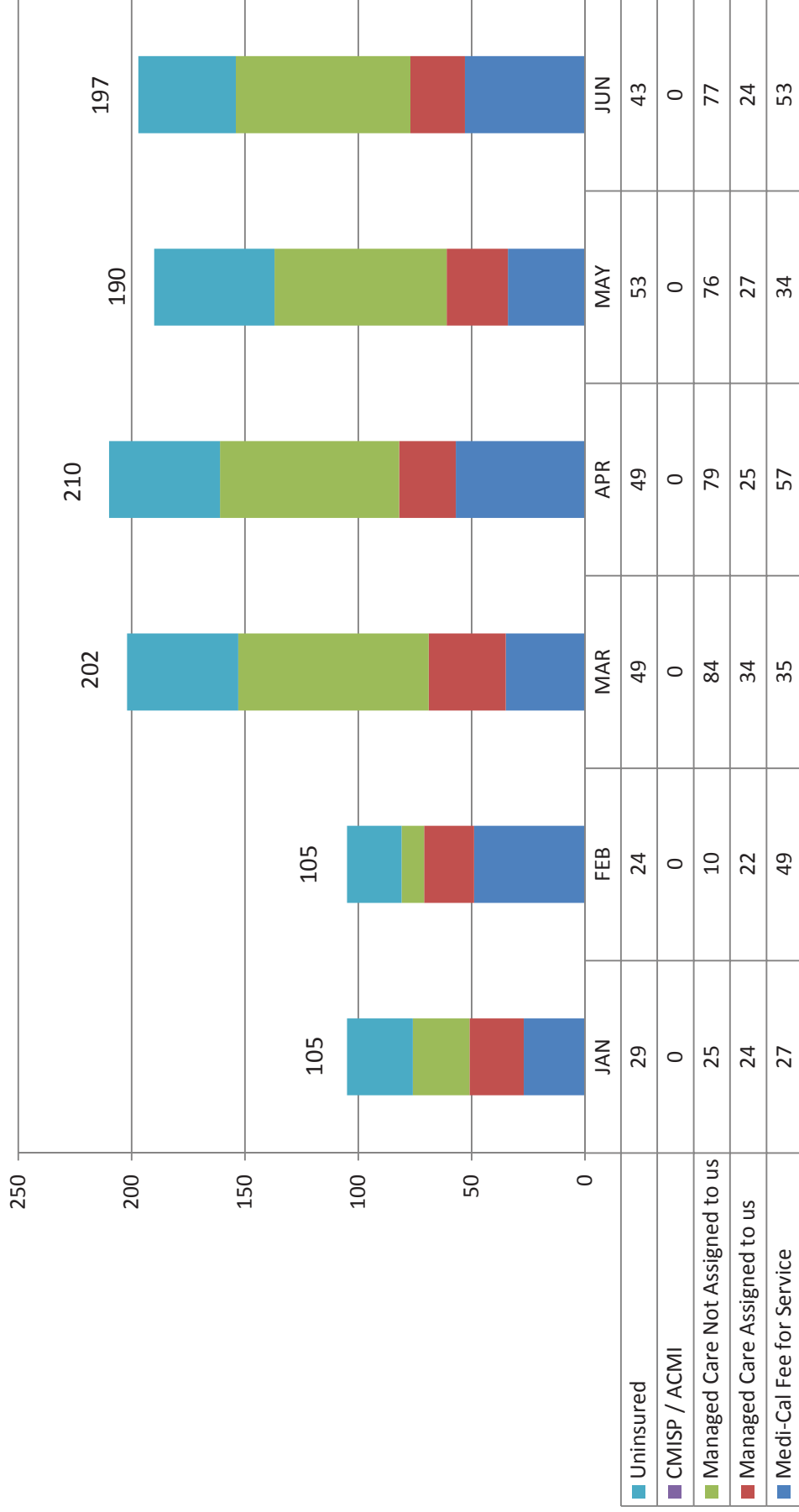
DATA COLLECTION: On last working day of month, ASO1 downloads Molina member roster, Diabetes Registry from EMR, and Active Molina members spreadsheet. The files are uploaded to an Access Database and data is queried to determine how many managed care members are also in the Diabetes Registry and to query member test results.

IBH Medical Home Monthly No Show Percentage vs. Target 2015



DATA COLLECTION: Assigned Senior OA uses EMR patients checked in and did not check in reports for providers: Rigg, Onate, Suo, Sanchez, and Han.

Mercy Clinic Loaves & Fishes Physician Visit Volume by Payor Type 2015



DATA COLLECTION: Assigned Senior OA uses eligibility printouts on each client served.

DHHS PRIMARY HEALTH

CLINIC SERVICES/PHARMACY QUALITY IMPROVEMENT COUNCIL (QIC) MINUTES

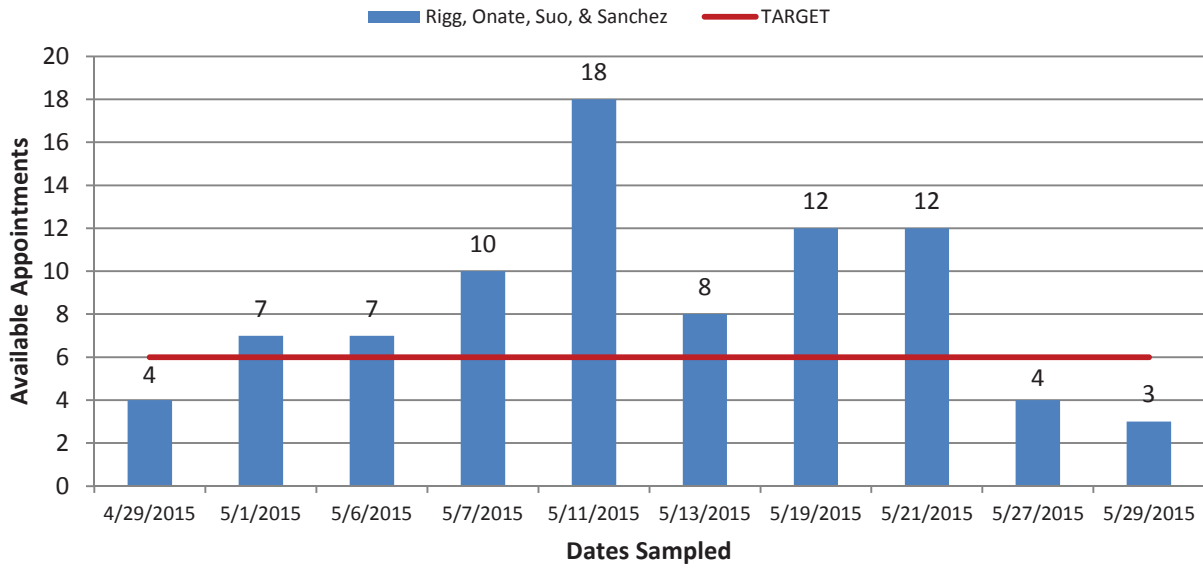
| | |
|----------------------|--|
| Meeting Date: | June 10, 2015 |
| Attendees | John Onate, MD, Medical Director - Chair; Steve Golka, RPh, MBA, Pharmacy Director; Marcia Jo, MPA/JD, Program Manager; Sandra Johnson, Sr Health Program Coordinator; Tanya Duong, Pharmacist |

| ITEM | DISCUSSION | FOR NEXT MEETING |
|------------------------------|---|--|
| Review structure and process | <ul style="list-style-type: none"> - New QIC based on clinic restructure - Attendees may change based on projects - Requirements from managed care and HRSA need to be included - Today we will review the indicators and the process | Heather: send Performance Improvement PP to members |
| Review data | ACCESS TO CARE meets requirements. Data indicates that very high volume appointments given within 7-8 days | Continue monitoring |
| | NO SHOW RATE: Exceeds target. Need more information. A survey might be considered. May want to focus on high risk patients. | Steve: Plan incentives pilot in DM Marcia: Investigate further: by appointment type, provider, dx. |
| | MCLF UTILIZATION: Increase in volumes overall. High percentage other healthplans | Marcia: Investigate further by sorting "other healthplan" by healthplan, out of county, VA etc. Continue monitoring |
| | Pharmacy: MED TRAY Too many No Consult | Sandra: Protocols is to give VIS for any injection. Make copies for exam rooms Sandra: HMTab needs to function |
| | Clinical Outcomes DM: Dr Onate wants to track those whose condition is not known: those without A1C in last 4 months. | Tanya: find those with no A1c in past 4 months Tanya: Order A1C machines (2) Tanya: Remove non DM from register Tanya: High-risk non adherent patient investigation: review chart for information and we can deploy PHNs to assist. |
| Meeting Schedule | Monthly Reevaluate after 4 meetings | NEXT MEETING |

Minutes taken by: Heather McGuire

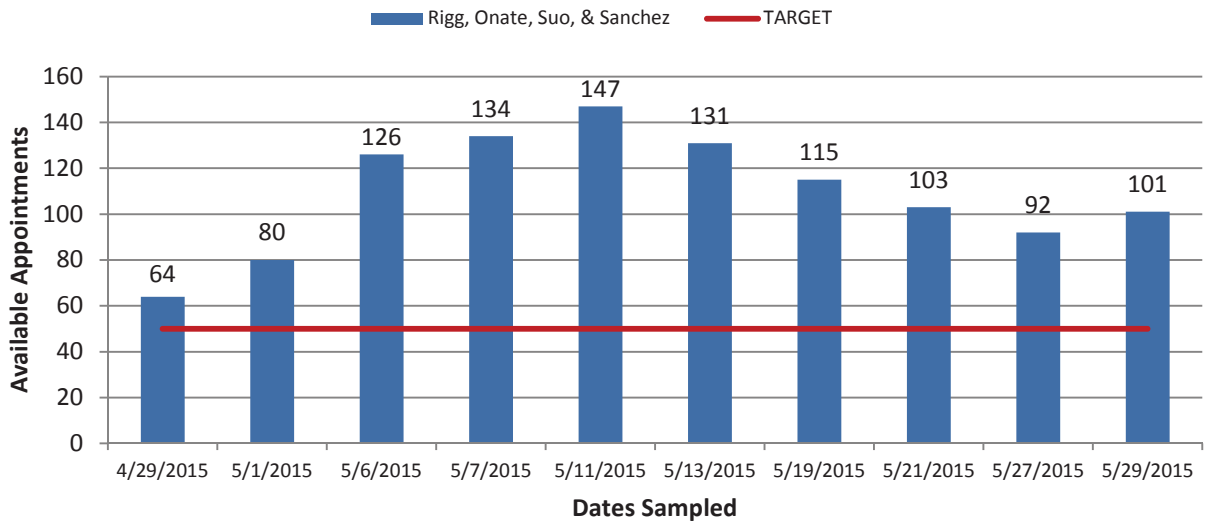
Next Meeting: July 9, 2015

IBH Medical Home Same Day, Next Day Access vs. Target 2015



DATA Collection: ASO1 will check EMR two days per week using report Schedule Forecast to determine number of available appointments for providers Rigg, Onate, Suo and Sanchez.

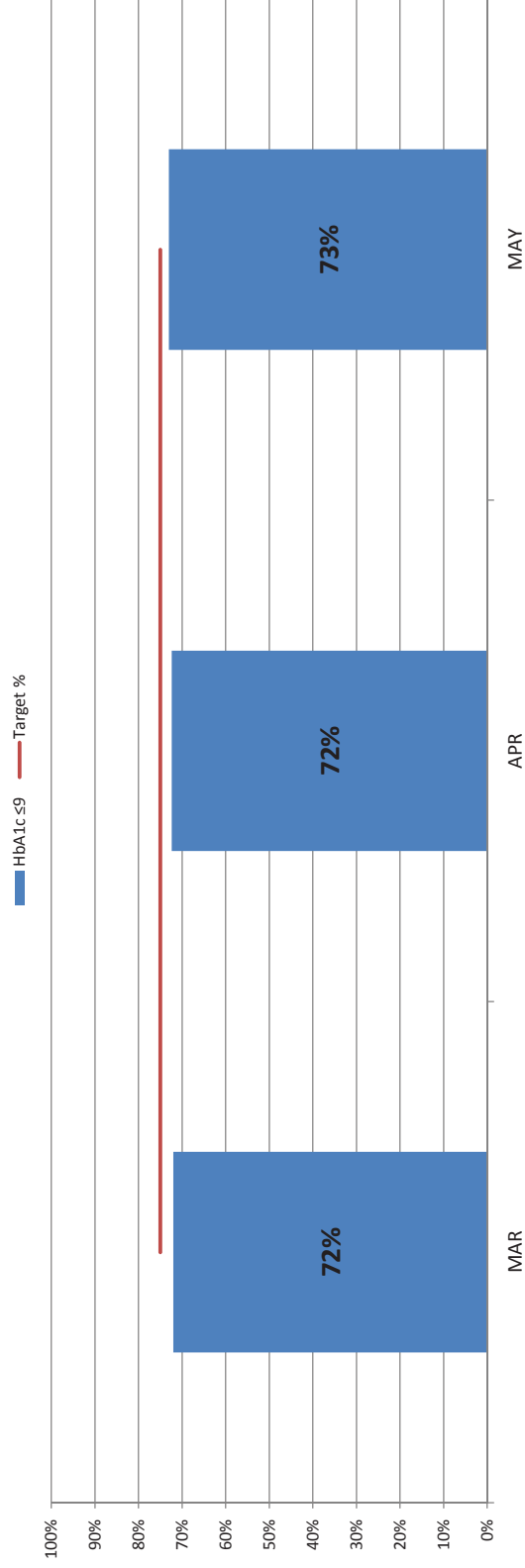
IBH Medical Home 10 Day Access vs. Target 2015



DATA Collection: ASO1 will check EMR two days per week using report Schedule Forecast to determine number of available appointments for providers Rigg, Onate, Suo and Sanchez.

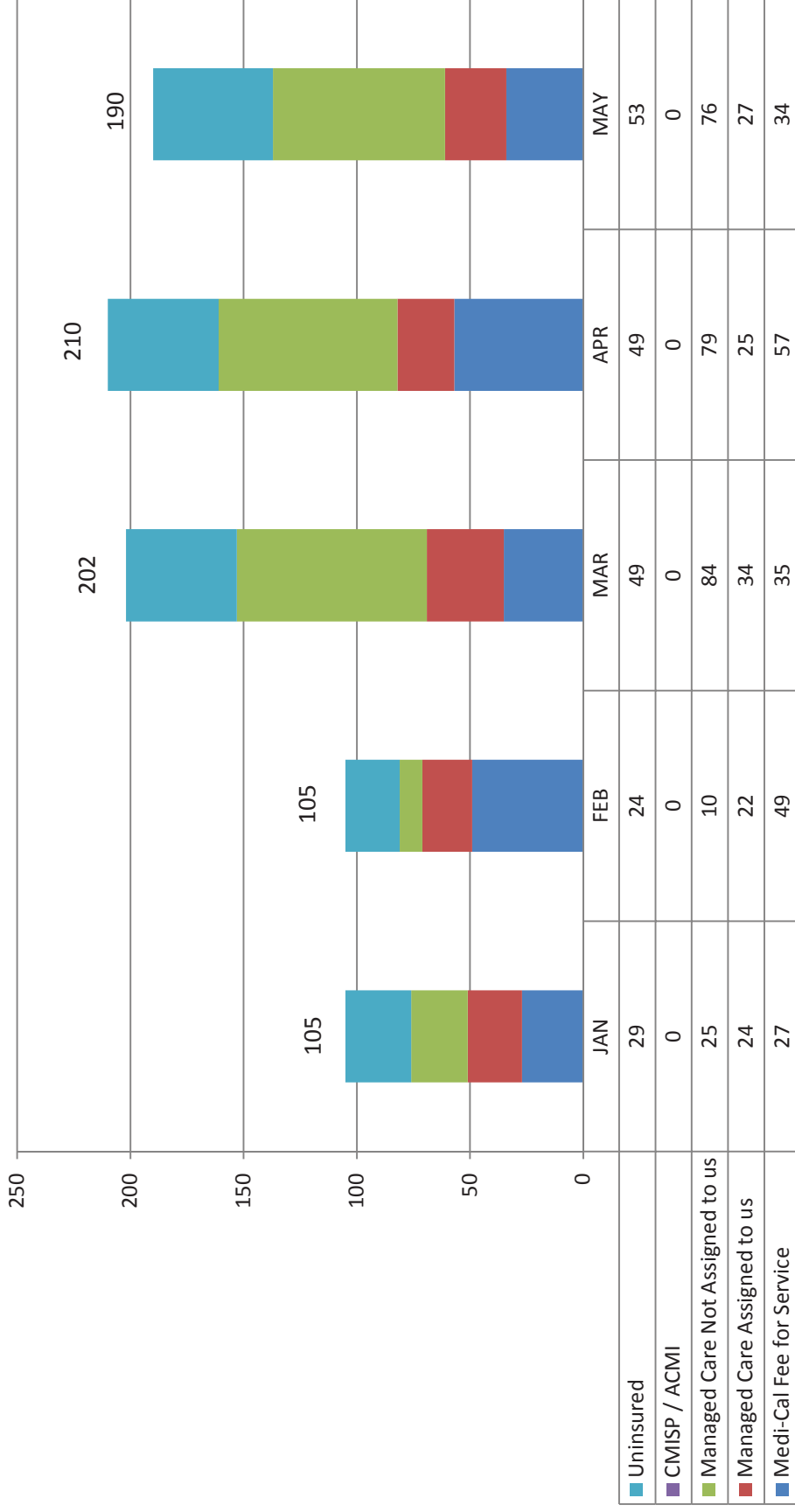
| | MAR 2015 | APR 2015 | MAY 2015 | JUN 2015 | JUL 2015 | AUG 2015 | SEP 2015 | OCT 2015 | NOV 2015 | DEC 2015 |
|-------------------------------------|----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|
| Molina Members | 1686 | 1675 | 1952 | | | | | | | |
| All/Homeless Molina Members | | | | | | | | | | |
| Molina Members in Diabetes Registry | 323 | 304 | 326 | | | | | | | |
| HbA1c <9 | 19% | 18% | 17% | | | | | | | |
| HbA1c >9 or no test | 234 | 220 | 238 | 90 | | | | | | |
| >9 | 84 | 84 | 88 | 44 | 0 | | | | | |
| no test | 64 | 58 | 59 | 25 | | | | | | |
| Date Data Pulled | 4/9/2015 | 4/30/2015 | 5/29/2015 | 6/30/2015 | 7/31/2015 | 8/31/2015 | 9/30/2015 | 10/30/2015 | 11/30/2015 | 12/31/2015 |

Managed Care Members in Diabetes Registry HbA1c Test less than or equal to 9 vs. Target 2015



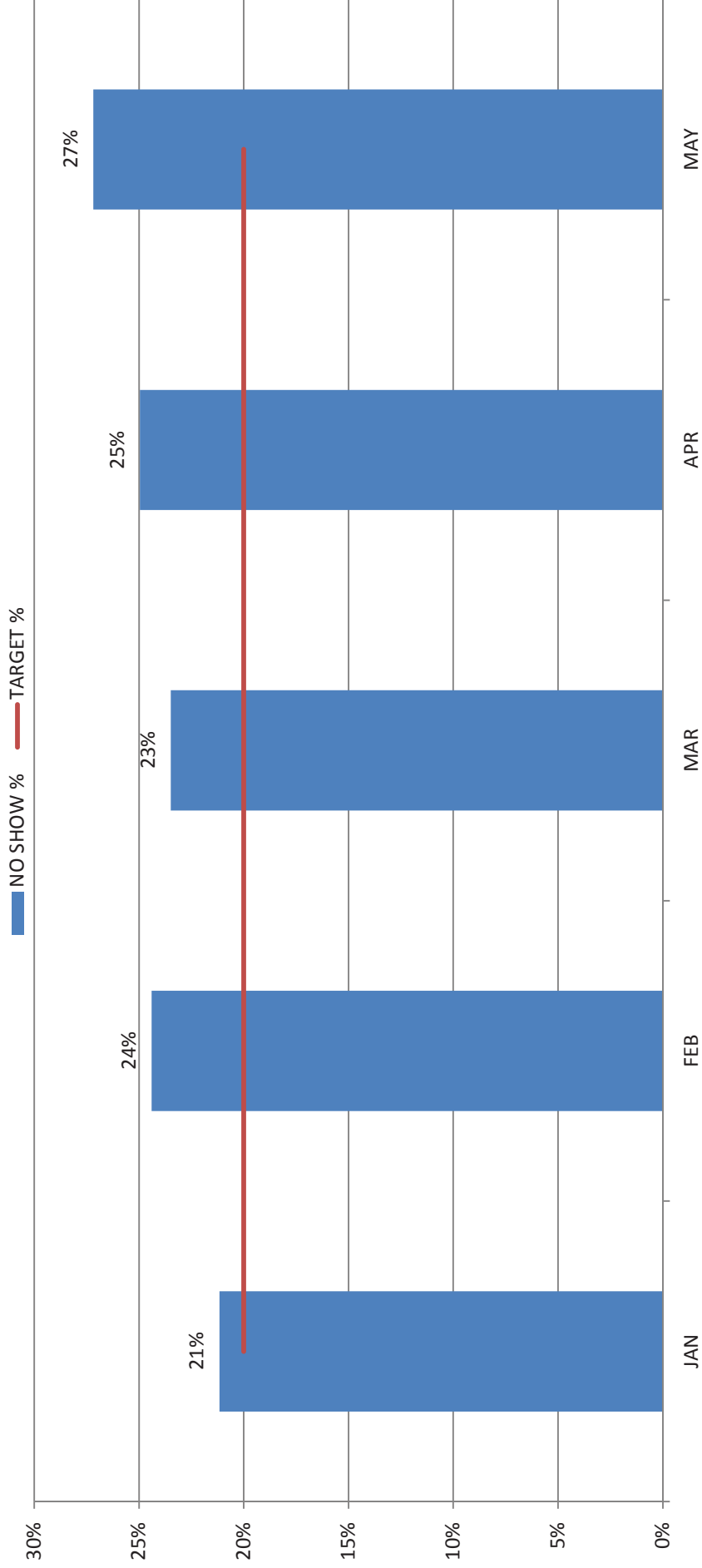
DATA COLLECTION: On last working day of month, ASO1 downloads Molina member roster, Diabetes Registry from EMR, and Active Molina members spreadsheet. The files are uploaded to an Access Database and data is queried to determine how many managed care members are also in the Diabetes Registry and to query member test results.

Mercy Clinic Loaves & Fishes Physician Visit Volume by Payor Type 2015



DATA COLLECTION: Assigned Senior OA uses eligibility printouts on each client served.

IBH Medical Home Monthly No Show Percentage vs. Target 2015



DATA COLLECTION: Assigned Senior OA uses EMR patients checked in and did not check in reports for providers: Rigg, Onate, Suo, Sanchez, and Han.

1. How long have you been homeless? _____

2. What is your gender? _____

3. What is your age? _____

4. How would you rate your personal health?
Very poor fair good very good excellent

5. What are two things that would help you get the healthcare you think you need?

6. What health problems do you have that concern you?

7. Do you have problems with alcohol and/or drugs?

8. Do you have problems with mental health conditions?

9. Do you have health coverage?
What kind?
- 10. When you have a health problem, does anything prevent you from going to the doctor?**

- 11. When was the last time you sought health care services?**
Where (PCP, ED)?