

Health Care for the Homeless Co-Applicant Governing Board



WELCOME

WEDNESDAY, NOVEMBER 17, 2021

11:00-12:30PM

**BOARD MEMBER & PUBLIC
ATTENDEE INTRODUCTIONS**

Health Care for the Homeless Co-Applicant Governing Board



ACTION ITEM: **REQUEST FOR APPROVAL** **OCTOBER MEETING MINUTES**

JENNIFER MACHADO, HCH BOARD CHAIR

ATTACHMENTS: OCTOBER MEETING MINUTES

Health Care for the Homeless Co-Applicant Governing Board



STANDING ITEM: PROJECT DIRECTOR REQUESTS & UPDATES

RACHAEL BIRCH

Health Care for the Homeless Co-Applicant Governing Board



STANDING ITEM: CONSUMER FEEDBACK

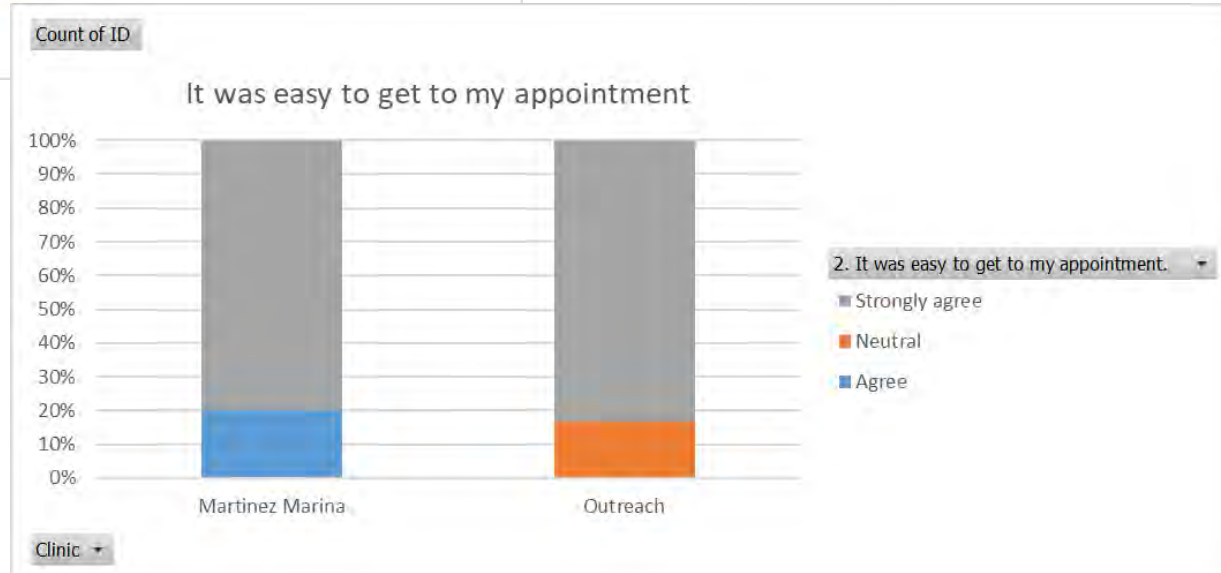
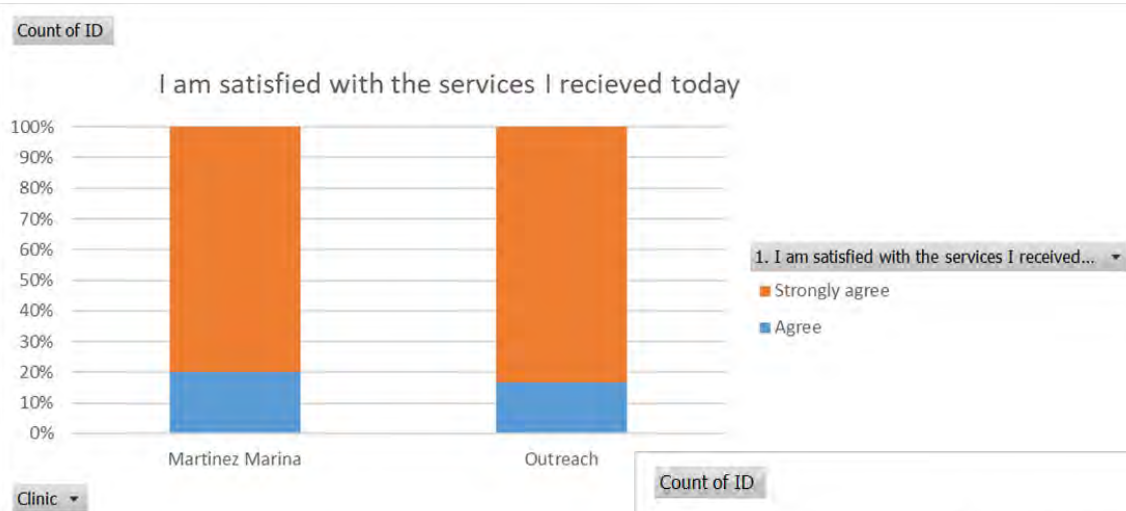
GABRIELLA QUINTANA, HCH QI TEAM

Satisfaction Survey



- **Survey approved by the Board September 2018**
 - 4 Likert Scale Questions (Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree)
 - 2 True/False
 - 1 Open ended improvement question

Overall Satisfaction & Access



100 % Strongly Agree



- “The staff listened to my concerns and answered all my questions”
- “The staff were friendly and respectful towards me”

100% of clients also felt that they were involved in decisions about their medical care and would come back to the clinic again

Health Care for the Homeless Co-Applicant Governing Board



STRATEGIC PLAN DISCUSSION

GOALS REVIEW

Clinic Services & QI Detail



Previous Goals

- Develop a detailed plan for fixed and mobile services in East Contra Costa County in collaboration with the Health, Housing and Homeless Division, CCHS Ambulatory services and community partners
- Collect additional data on location and needs of elderly homeless, develop and implement a plan in collaboration with partners, to address needs
- Update Quality Assurance and Performance Improvement plan to include additional analysis of key clinical process and quality outcome data; identify resources required to implement plan
- For identified service gaps: a) Assess and, if appropriate, respond to funding and/or reimbursement opportunities b) Identify regulatory or other structural barriers to implement services and assess ability to remove barriers

New Goals

- 1: Update Quality Assurance and Performance Improvement (QA & PI) Plan to align with HRSA Quality Measures and include additional analysis of key clinical processes and quality outcome data with a focus on inequities.
- 2: For identified service gaps: a) identify regulatory or structural barriers to implement services and assess ability to remove barriers b) assess and if appropriate, respond to funding opportunities

Partnership & Communication



Previous Goals

- Identify 2-3 areas to improve coordination with key County partners including CCHS divisions: Health, Housing and Homeless, Ambulatory, Emergency, and Behavioral Health
- Develop a “Community Partnership Plan” that includes a guiding vision, identification of key partners and specific goals and objectives for each partner

New Goals

- 1: Improve coordination with key County partners including EHSD and all CCHS divisions.
- 2: Increase awareness and access to program services.

Planning & Oversight



Previous Goals

- Identify key questions and issues requiring data to ensure effective planning: What are the unmet social and health needs of the homeless population?
- Review existing needs assessments available through other county entities and identify data gaps to address key questions and issues
- Conduct internal system analysis of overlapping homeless population data within the Contra Costa Health Services Department
- Conduct Board Assessment; develop Board Development & Training Plan
- Develop dashboard for routine Board reports to include key clinical, operational, and financial metrics

New Goals

- 1: Develop a program level process to review and prioritize requests for data and/or analysis.
- 2: Maintain regular consumer input to inform program service delivery.
- 3: Increase program visibility, transparency and care collaboration both within CCHS and with the community
- 4: Maintain Board development, engagement, and training for all members
- 5: Improve metric awareness and access for all team members to inform patient care. **(move/delete)**
***objective**
- 6: Develop a program level plan for addressing inequities **(specify and align with county)**

Finances & Staffing



Previous Goals

- Continue to ensure all patients are enrolled in the best insurance/coverage programs possible
- Monitor state and national reimbursement and funding opportunities to support and augment current services
- Develop a capital plan to ensure adequate facilities and equipment for service delivery model including mobile options
- Identify resources needed for programming changes (new services, new locations, emphasis on special populations)
- Include discussion of programmatic changes in monthly all staff meetings
- Provide staff continued core competency, trauma informed care and cultural humility training

New Goals

- 1: Continue to ensure all patients are enrolled in insurance programs.
- 2: Monitor state and national reimbursement and funding opportunities to support and augment current services.
- 3: Maintain resources needed to meet operational demands
- 4: Provide staff continued education

Strategic Plan Overview



1. **Goals to board for review (October/November)**
2. **Establish Objectives and Timeline (November/December)**
3. **Board approval of Strategic Plan (December)**

Health Care for the Homeless Co-Applicant Governing Board



HCH SERVICES & COVID-19 UPDATE

*HEATHER CEDERMAZ,
HCH LEAD CLINICIAN*

Community & Program Updates



1. **Brookside Shelter opening 12/1/2021**
2. **East County Interim Housing Program opening 12/7/2021**
3. **Closure of Rydin Road Safe Parking Program 12/31/2021**
4. **Any program updates?**

Future Items to Discuss



1. Strategic Plan Approval
2. Quality Improvement & Assurance Report
3. Project Director Annual Evaluation

HCH Co-Applicant Governing Board



Next Meeting

Wednesday, December 15, 2021

11:00 – 12:30pm

Zoom Conference Call