

# NORTH VALLEJO PATIENT ACCESS PARTNERSHIP

Jane Garcia, CEO, La Clinica

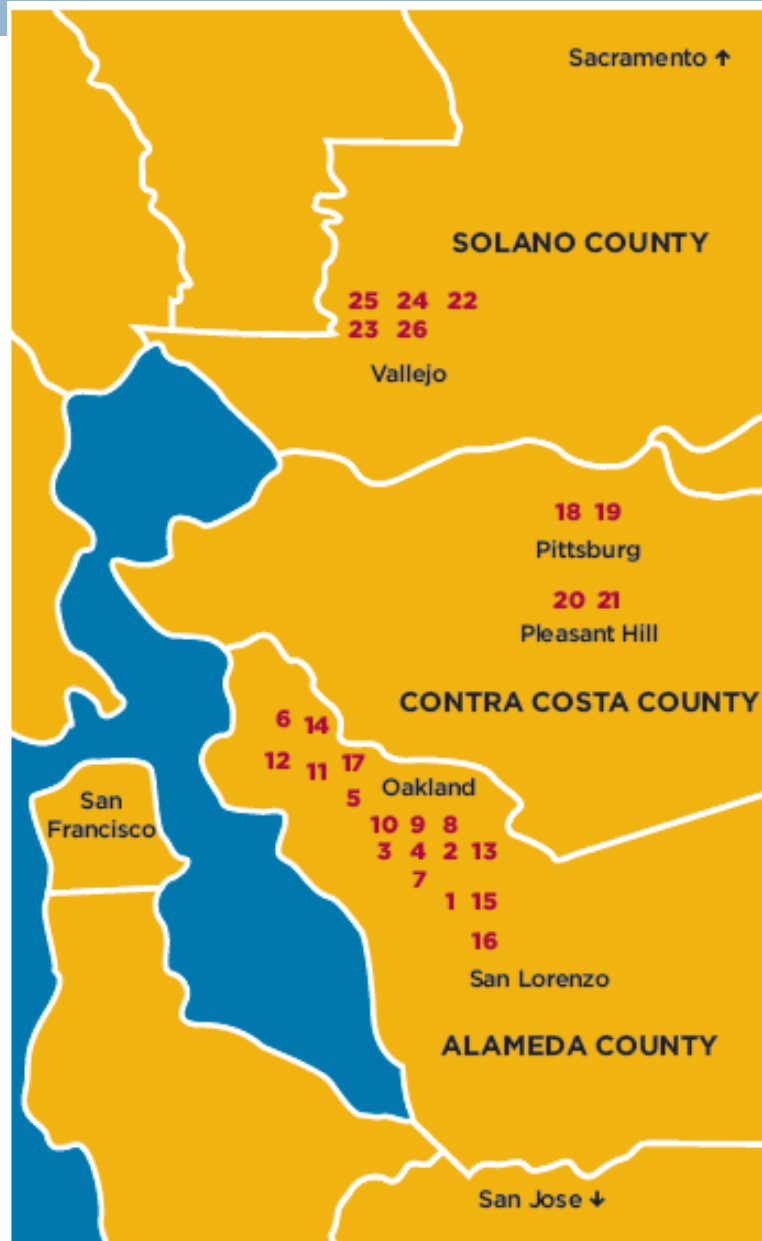
Terry Glubka, CEO, Sutter Solano Medical Center

Right Care, Right Time, Right Place

# Agenda

- La Clinica & Sutter Solano Medical Center  
At-A-Glance
- The Problem
- The Partnership
- Benefits & Challenges
- Return on Investment
- Successes

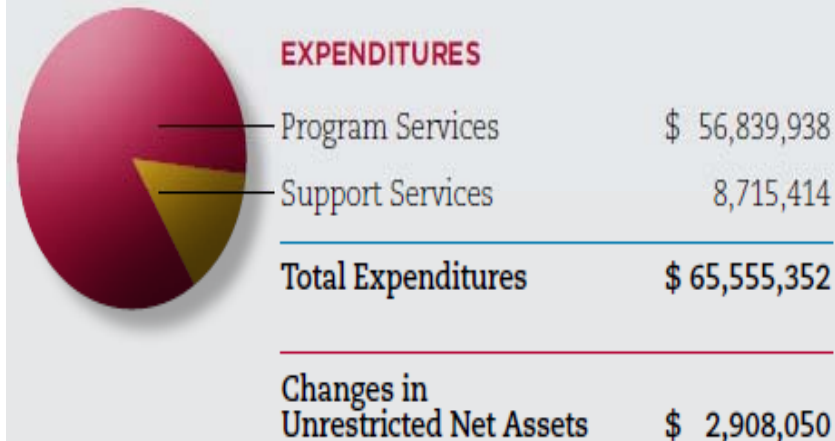
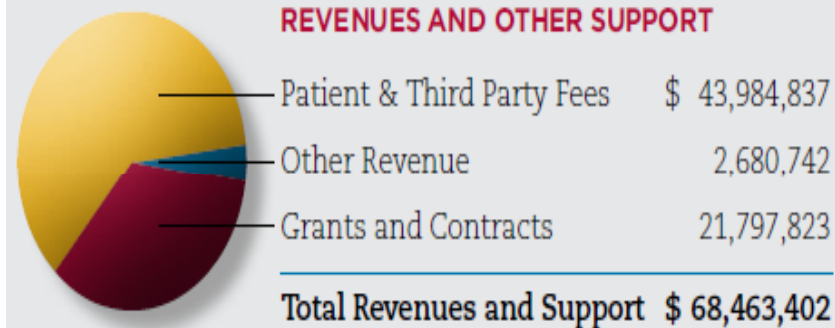
# La Clínica



- |   |  |
|---|--|
| <b>1</b> La Clínica de La Raza (Fruitvale Village)        | <b>14</b> Oakland Technical High School-Based Clinic           |
| <b>2</b> La Clínica Fruitvale Dental                      | <b>15</b> Fremont High School-Based Clinic                     |
| <b>3</b> Community Health Education (Adult)               | <b>16</b> San Lorenzo High School-Based Clinic                 |
| <b>4</b> Community Health Education (Youth)               | <b>17</b> Roosevelt Middle School-Based Clinic                 |
| <b>5</b> La Clínica de La Raza—WIC Program                | <b>18</b> La Clínica Pittsburg Medical                         |
| <b>6</b> La Clínica Dental at Children's Hospital Oakland | <b>19</b> La Clínica Pittsburg Dental                          |
| <b>7</b> Family Optical                                   | <b>20</b> La Clínica Monument                                  |
| <b>8</b> Casa del Sol                                     | <b>21</b> Dental Care Mobile                                   |
| <b>9</b> Casa del Sol II                                  | <b>22</b> La Clínica Vallejo                                   |
| <b>10</b> Casa del Sol III                                | <b>23</b> La Clínica Vallejo Dental                            |
| <b>11</b> Clínica Alta Vista                              | <b>24</b> La Clínica Vallejo Great Beginnings                  |
| <b>12</b> San Antonio Neighborhood Health Center          | <b>25</b> La Clínica Vallejo Great Beginnings Support Services |
| <b>13</b> Hawthorne Elementary School-Based Clinic        | <b>26</b> La Clínica North Vallejo                             |

# La Clinica

## Statement of Unrestricted Operations Year Ended June 30, 2010



## Fact Sheet Calendar Year 2010

PATIENTS SERVED	PATIENTS	VISITS
Medical	50,193	188,515
Dental	25,550	81,504
Eye, Podiatry, Chiropractic	10,104	16,406
Mental Health	3,949	18,888
Health Education/ Preventive Medicine	8,461	23,078
<b>Total Number of Patients and Visits</b>	<b>68,140</b>	<b>328,191</b>

*Many patients access multiple services*

**PERCENT OF TOTAL PATIENTS POVERTY LEVEL**

<100%	68%
101-150%	20%
151-200%	8%
>200%	4%

**PERCENT OF TOTAL PATIENTS BY GENDER**

Female	59%
Male	41%

**PERCENT OF TOTAL PATIENTS BY ETHNICITY**

African American	12%
Asian/Pacific Islander	9%
Latino	68%
White	11%

**PERCENT OF TOTAL PATIENTS BY AGE**

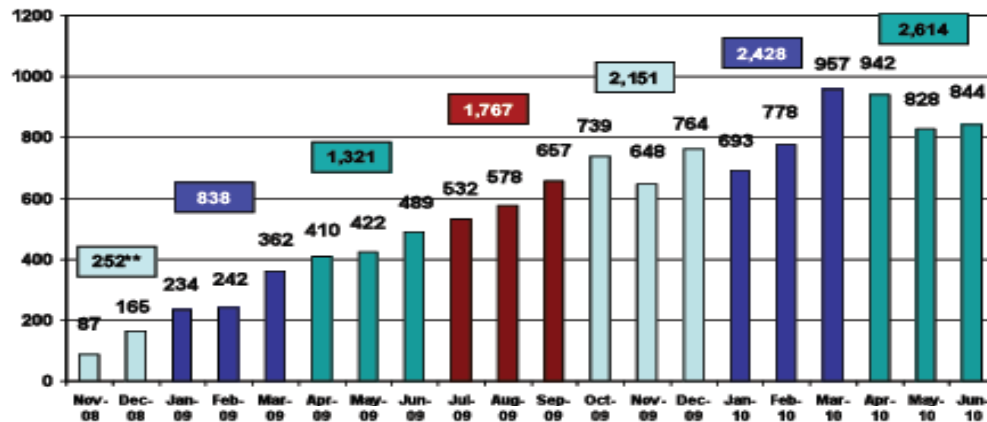
0-12	33%
13-19	12%
20-64	50%
65+	5%

**PERCENT OF PATIENTS BY PAYOR SOURCE**

Uninsured/Self Pay	44%
Medi-Cal	43%
Medicare	4%
Other Public Insurance	3%
Private Insurance	6%

# La Clinica

## RAPID GROWTH: THE FIRST 20 MONTHS LA CLINICA NORTH VALLEJO PATIENT VISITS -11,400



### Patient Demographics

**Income:** 85% of the patient base lives below poverty level

**Ethnicity:** Compared to Vallejo community demographics, La Clínica North Vallejo serves a larger proportion of traditionally underrepresented Latino/a (33%) and African-American (28%), as well as children under the age of 18 years (31%).

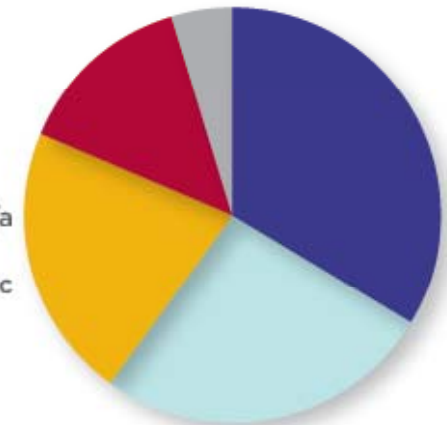
**Coverage:** Patient Payer Mix: Heavily Medi-Cal (42%); Significant Self-Pay (20%), Considerable County Medical Service Program (10%)

### Patients Served per year since 2008 (July—June)

	PATIENTS	VISITS
FY 2008-09	1,399	2,411
FY 2009-10	3,745	8,960
FY 2010-11	3,632 (9 mths) 4,022 (annualized)	9,489 (9 mths) 12,652 (annualized)

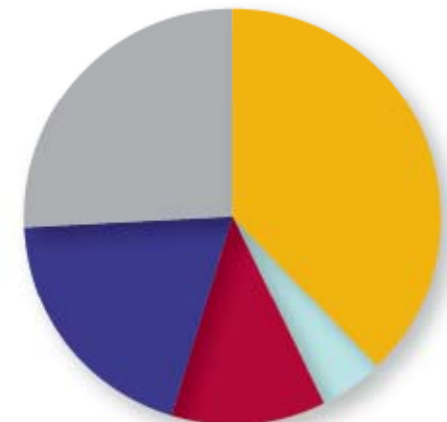
## A DIVERSE POPULATION RACE/ETHNICITY

- Latino/a (33.8%)
- African-American (26.4%)
- White, Non-Latino/a (21.2%)
- Asian/Pacific Islander (13.9%)
- All other (4.7%)



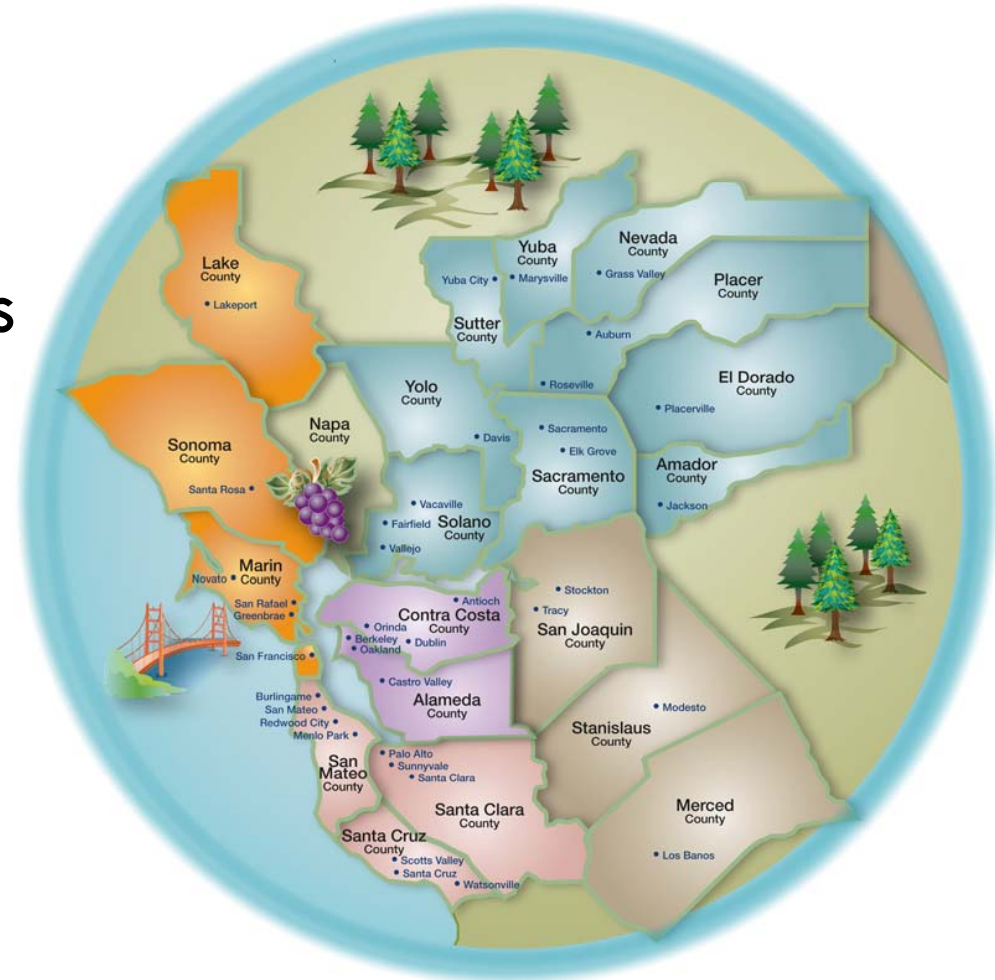
## AGE

- 0-1 Year (1.9%)
- 1-17 Years (19.5%)
- 18-34 Years (25.6%)
- 35-64 Years (37.9%)
- 65+ Years (5%)



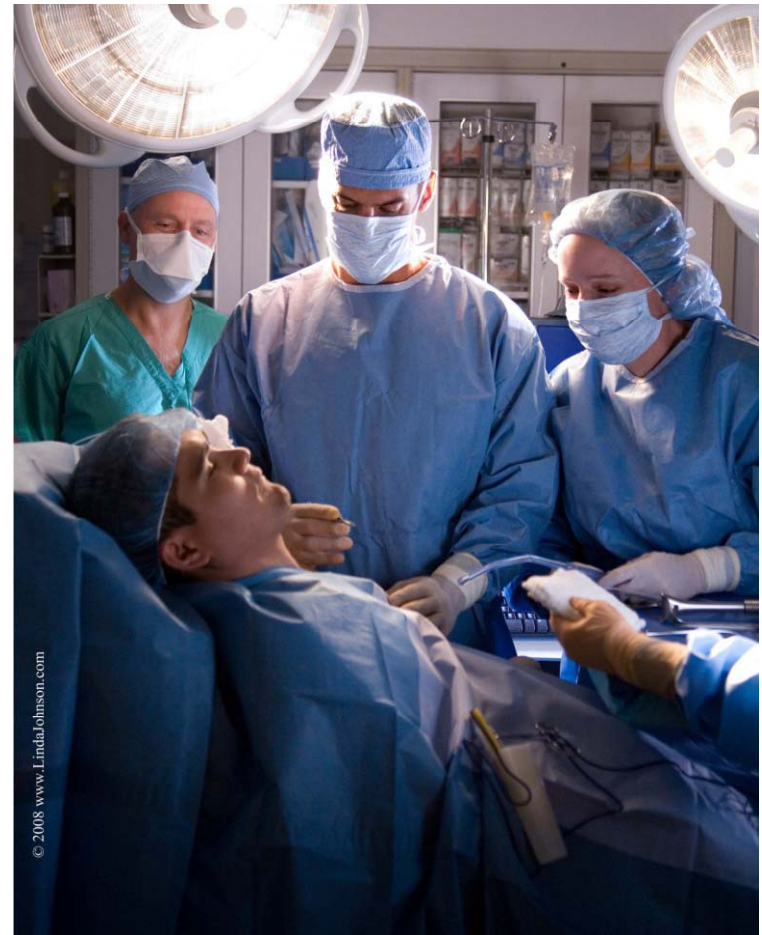
# Sutter Health at a Glance

- ☒ Serves patients in more than 100 Northern California cities and towns
- ☒ 48,000 employees
- ☒ Relationships with approximately 5,000 physicians
- ☒ 24 acute care hospitals
- ☒ 5 medical foundations



# SSMC at a Glance

- ❑ Licensed Beds: 102
- ❑ Outpatient Visits: 31,000
- ❑ Births: 800
- ❑ Discharges: 5,100
- ❑ ED Visits: 35,000
- ❑ Employees: 690
- ❑ Physicians: 290
- ❑ Volunteers: 100
- ❑ Community Benefit: \$19M



# SSMC Priorities





# The Problem

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- Overtaxed Emergency Department (ED)
  - ▣ Large numbers of people utilizing ED for non-urgent care
  - ▣ More than half of the non-urgent visits are underinsured
- Lack community capacity for underinsured

# Our Collaborative

- Key Stakeholders
  - ▣ La Clinica – North Vallejo FQHC
  - ▣ Sutter Solano Medical Center
  - ▣ Kaiser Permanente
  - ▣ Solano County Health and Social Services
  - ▣ Solano Coalition for Better Health
  - ▣ Community Clinic Consortium
  - ▣ Various Community Organizations
  - ▣ Providers and Health Plans

# Partnership Goals



- Reduce non-urgent ED visits
- Provide primary and urgent care resources for diverse, economically challenged community
- Connect patients to right care, right place, right time

# ED Referral Process

- ED referrals from Sutter Solano to La Clinica
- Non-urgent clients medically screened and immediately connected to La Clinica
  - ▣ Close proximity to clinic from ED
  - ▣ Appointment availability
  - ▣ Challenge – EMTALA Compliance

# Medical Home Integration

- Each new patient receives
  - ▣ Membership card
  - ▣ Information on how to reach us after hours
- Each patient is assigned a primary care provider
  - ▣ Provider works to develop a relationship with their new patient
- Panel management is provided for the chronically ill
  - ▣ Standing orders
  - ▣ Outreach is provided to patients who should be seen or have tests performed
- PCP and support staff coordinates and tracks all referrals
- All hospital discharge and consult reports go back to La Clínica and are reviewed by PCP
- Visits are grouped as appropriate

# Impact of Partnership

- Referrals expanded La Clinica client base
  - ▣ Approximately 1,000 clients referred, 50 clients per month
  - ▣ Of those clients referred, 95% continue to utilize La Clinica for their primary care needs
- Referrals reduced non-urgent visits in the Emergency Department
  - ▣ 4% decrease in initial visits
  - ▣ 40% decrease in follow-up ED visits

# Return on Investment

- Of the ED non-urgent referred:
  - ▣ 44% were underinsured
  - ▣ 1 / 3 were Medi-Cal
  - ▣ Little to no reimbursement for follow-up visits
- Right Care, Right Time, Right Place
  - ▣ \$54 to \$84 per La Clinica visit
  - ▣ \$233 non-urgent ED visit

# Challenges

- Building trust
- Changing behavior of clients
- Changing and blending internal cultures of organizations
- Large problem
  - ▣ Large number of underinsured
  - ▣ Large number of community stakeholders
  - ▣ Inadequate capacity (county, community providers)



# What's Next

## □ Partnership Expansion

### ▣ Transitional Care Program (2010)

- Two-dozen people served
- \$14,000 savings per patient
- \$363,000 return on investment

### ▣ Emergency Department Navigator

- La Clinica Case Manager working within our ED
- Connect with all non-urgent clients to connect with resources (i.e. primary care, substance abuse treatment, food access)
- Launch in 2012