



HealthPAC

Health Program of Alameda County

June 2012 News Brief

Volume 1, Issue 1

Visit us at: <http://acgov.org/health/indigent/pac.htm>

HealthPAC Quality Improvement (QI) Team

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Behavioral Health-Primary Care Integration

Alameda County Behavioral Health Care Services (BHCS) is investing in the development of increased and enhanced behavioral health screening, assessment, and treatment capacity within HealthPAC primary care clinics. In addition, BHCS is working to improve care coordination, communication and collaboration between specialty mental health and primary care service providers.

BHCS is offering grant funds in two key areas:

- Funding to support hiring new behavioral health care staff to provide mental health visits to HealthPAC enrollees; and
- Funding to support implementation of integrated care panel management systems for behavioral health conditions within primary care.

Care Transitions

The HealthPAC Clinical Implementation Workgroup (CIWG), an interagency workgroup of clinical leadership from across the Alameda County safety net health system is responsible for the development, implementation, oversight, and monitoring of quality improvement activities within HealthPAC. The CIWG has chosen improving care transitions as a primary areas of focus with two key aims:

1. Ensure that 100% of acute care discharges (both physical and mental health) have communication to the medical home; and
2. Reduce overall readmissions, ER visits, and number of "sicker" patients with no visits to the medical home.

In collaboration with the CIWG, HealthPAC's QI team will be working with clinics to improve discharge communication including defining a pathway for effective handoff of patients between the acute/specialty and primary care settings, and to develop a standard follow-up protocol that includes guidelines for care transitions and adoption of a standard transition record.

Fun Fact: To date, there are more than 72,000 HealthPAC enrollees!

2012-2013 HealthPAC Clinical Goals

- ✓ Implement and sustain panel management services
- ✓ Integrate behavioral health and physical health services
- ✓ Improve care transitions

Safety Net clinical leaders meet every month to discuss strategies to improve care.

SAVE THE DATES!

Join the club. Peer learning is an uncharted motivator for quality improvement.

HealthPAC QI Workgroup

Implementing Standing Orders and HIV PCMH

Tuesday, July 31, 3pm-5pm

1000 San Leandro, Blvd., 3rd floor, San Leandro

For more information, contact Patricia Calloway at patricia.calloway@acgov.org

Panel Management Training 2012

Learn Skills for:

- Understanding Medical Homes
- Connecting with Behavioral Health Resources
- Building Effective Care Transitions
- Improving your Registry Skills
- Using Standing Orders and How about a Huddle?

Friday, August 24, 8:30am-12:30am

Alameda Health Consortium, 101 Callan St., San Leandro

Space is limited, so please register early by calling (510)297-0237 or emailing at eante@alamedahealthconsortium.org or patricia.calloway@acgov.org

HealthPAC Program Updates

- As of July 1, 2012 clients who were on Ryan White or ADAP but are eligible for HealthPAC MCE or HealthPAC HCCI will need to enroll in HealthPAC at the time of their ADAP renewal. Please register for the June 7 webinar for more information.
- The 2012-13 HealthPAC contract clarifies that medical homes are responsible for promptly arranging the refill of medications for a participant's inpatient facility stay, even if they were seen at an out-of-network hospital and the medical home has not seen the patient before.
- The HealthPAC formulary was updated in May. For the most recent formulary go to <http://www.acgov.org/health/indigent/pac-prov.htm>
- Please welcome the new HealthPAC Program Administrator, Danice Cook! Danice previously served as Health Care Program Planner with the San Francisco Department of Public Health's Healthy San Francisco program where she oversaw various patient expansion projects for the Department's uninsured and underinsured populations.

Panel Management Assessments Are Underway At All Safety Net Sites!

Focus areas: Team Communication: Team Huddles, Standing Orders, Using Registry Reports to Improve Care...you can expect a site visit to assist with implementation and improvement at all clinic sites.