



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Public Health
Department No.: 041
For Agenda Of: November 1, 2016
Placement: Administrative
Estimated Tme:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: Department Dr. Takashi Wada, Director
Director(s) Public Health Department 681-5105
Contact Info: Dana Gamble, Assistant Deputy Director of Primary Care and
Family Health (681-5171)
SUBJECT: Personnel Resolution for Additional Health Care Center Position

County Counsel Concurrence

As to form: Yes

Other Concurrence: CEO/Human Resources

As to form: Yes

Auditor-Controller Concurrence

As to form: N/A

Recommended Actions:

That the Board of Supervisors consider recommendations as follows:

- a) Approve the attached Resolution and allocate to the Public Health Department the following new position effective November 7, 2016:
Add: (1) 1.0 FTE Public Health Performance Improvement Coordinator (class 3098).
Range 7100 (\$6,774.44 - \$8,270.04 approximately per month)
- b) Determine that this action is exempt from California Environmental Quality Act review per CEQA Guideline section 15378(b)(4), since the recommended action is a government fiscal activity which does not involve commitment to any specific project which may result in a potentially significant physical impact on the environment.

Summary Text:

This item is on the agenda to approve a Resolution (Attachment A) and allocate the Public Health Department (PHD) a new Public Health Performance Improvement Coordinator position. The Patient Centered Medical Home (PCMH) model of care has improved patient outcomes for several years. In 2014, the PHD received the highest level of PCMH accreditation (Level III-2014 standards) from the National Centers for Quality Assurance (NCQA) for the Carpinteria and Franklin Health Care Centers. In addition, the PHD was awarded capital improvement funding to remodel the Lompoc Health Care Center to facilitate the implementation of the PCMH model of care. The Franklin and Carpinteria

certifications expire in 2017. Lompoc Health Care Center, Santa Maria Health Care Center and Santa Barbara will be applying for initial certification at PCMH Level III as well in 2017, under the recently released 2017 standards. The PCMH Performance Improvement Coordinator position is required to ensure successful implementation and ongoing monitoring for sustainability and recertification of the PCMH model. This role will increase practice efficiency as well as provider and patient satisfaction through the delivery of quality, integrated, coordinated, cost-effective care to patients.

Background:

Patient-Centered Medical Homes are responsible for some of the more dynamic innovations in today's healthcare delivery system. Research shows that PCMH practices are saving money by reducing hospital and emergency department visits, mitigating health disparities, and improving patient outcomes. Medical providers of excellence are nationally adopting this practice transformation, centering care around patient's needs, highlighting continuity of health care as well as setting goals towards the "Triple Aim" -- Improving the patient experience of care (including quality and satisfaction); Improving the health of populations; and Reducing the per capita cost of health care. NCQA PCMH Recognition is the most widely adopted model for transforming primary care practices into medical homes.

With national FQHC clinic payment reform on the horizon, accreditation for PCMH could most likely be an important foundation of these changes in the future. In addition, the transformation of all 5 free-standing PHD health centers as NCQA Level III practices has been called out in the Public Health Department's most recent 3-year Strategic Plan, with this implementation outcome scheduled for 2017.

The NCQA provides a set of standards for implementing the PCMH model, but these standards intentionally lack hard and fast protocols/workflows enabling individual centers to implement PCMH practices that work within the realities of the practice. As such, individual centers must tailor existing resources to meet the demands of the NCQA standards. The model brings considerable change to medical practice operations and such change brings challenges for staff and administration as workflows change considerably from the status quo. Without a designated PCMH Public Health Performance Improvement Coordinator (PIC) ensuring ongoing adherence to the new practices on an ongoing, full-time basis, the tendency is for the health care centers to revert back to previous practices. The PCMH PIC Coordinator will understand these challenges, work with leadership to develop customized plans for change, define and achieve measurable outcomes, and create lasting and sustainable impact for the PHD Health Care Centers and the patients.

Performance Measure:

N/A

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis: The fully burdened annual cost for the PCMH PIC Coordinator is approximately \$164,000. The anticipated cost for the remainder of FY 2016-17 is \$109,000 and is proposed to be covered by FY 2016-17 salary savings, due to vacancies and delays in hard-to-recruit positions in the PHD Health Care Centers. Funding for this position in subsequent years will come from a combination of Medi-Cal patient service revenues and enhanced federal Health Resources and Administration (HRSA) funds received as a result of our PCMH status. In addition, CenCal Health has expressed the intention to provide additional incentive funding to providers as a result of PCMH status. However, those funds are not being relied upon at this time to fund this position, as other sources have been identified.

Staffing Impacts:

Legal Positions:

1

FTEs:

1.0

Special Instructions:

Please return one (1) Minute Order of the action and one (1) signed copy of the Resolution to PHD. Please email phdcu@sbcphd.org when available for pickup.

Please return one (1) signed copy of the Resolution to Stefan Brewer in the Human Resources Department.

Attachments:

A. Personnel Resolution

Authored by:

Dana Gamble, Assistant Deputy Director, Primary Care and Family Health