



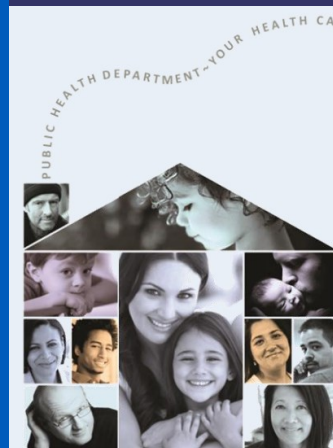
HEALTH CARE CENTERS

PUBLIC HEALTH DEPARTMENT
SANTA BARBARA COUNTY

Your Health Care Home



2015/16 Annual Report



Honorable Board of Supervisors of Santa Barbara County and our Community:

As Deputy Director of Primary Care & Family Health for our County, I serve as the Community Health Center's Executive Director. Our Board President, Skip Szymanski and I recognize that our clinics are vital community-based assets and should be directed that way, with an emphasis on patient-centered care.

2015 presented new opportunities that allowed our health centers to align strategies and services to provide higher levels of patient care. In 2015 our clinics continued implementing these strategies after two of our sites received recognition from the National Committee on Quality Assurance (NCQA) as Patient Centered Medical Homes the year before. Our other three sites are scheduled for submission for this recognition next year.

Under a new administration and a guiding hand from our Board, our clinics are poised to grow, moving toward both patient-centered operation and integration of primary and behavioral health services. The county's outpatient clinics are set to meet the demands of an evolving, dynamic health care system hoping to become not just facilities of last resort as the safety net, but also to become "providers of choice" for those with limited resources. Our Pharmacy program has grown and will continue to grow, making many medications that were once out of reach to our patients available and affordable.

We take great pride in the accomplishments highlighted in this annual report—as well as the daily achievements of each member of our dedicated staff who work day-to-day with the public health department's mission in their hearts, most serving the population and communities from which they live.

We are deeply grateful to our Board members, community and collaborative partners throughout the county whose efforts help ensure the continuity of care so paramount to our community's health and well-being. The care at our clinics is affordable and of the highest quality, as attested to by our patients.

We are making many positive patient-centered changes at our clinics and look forward excitedly about the opportunities that lay ahead.

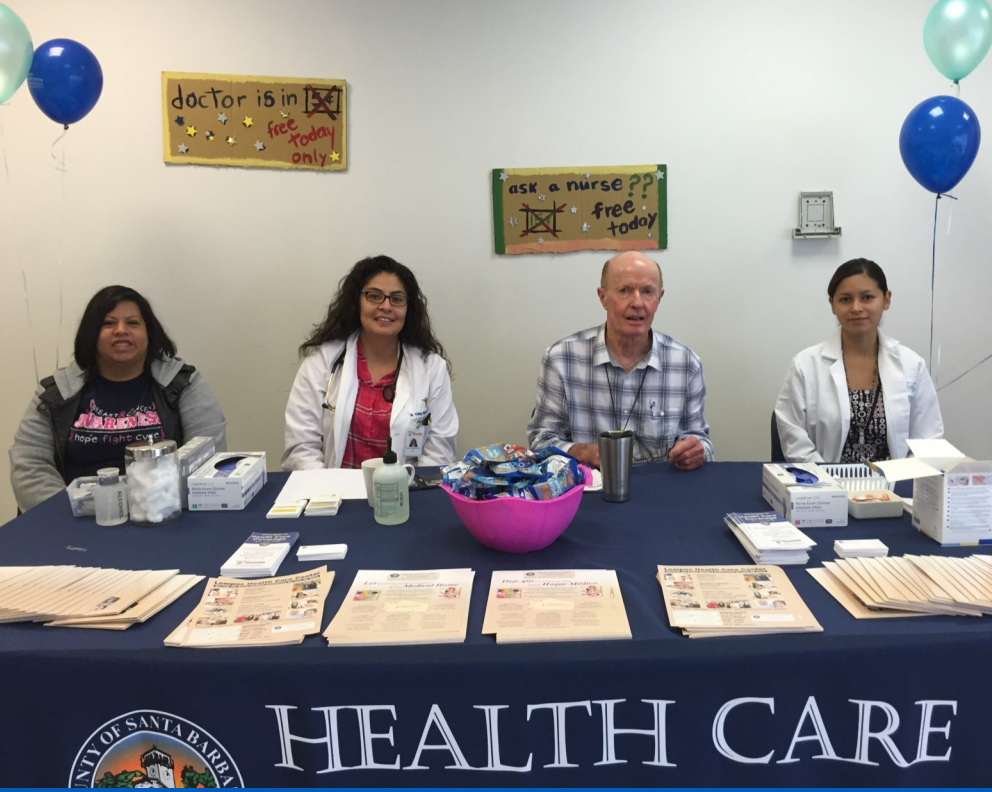
Best regards,



Douglas Metz, DPM, MPH
Deputy Director, Public Health
Primary Care & Family Health



Skip Szymanski
President, Health Center Board
of Directors



The County's Health Care Centers are lead by the Board of Supervisors and the Health Center Board

Health Center Board Members

Consumer Members:

Philippe (Filipo) Chapelle

Lee Herrington

Christopher Hutton

Celia Lee

Richard Osbourne

One Seat Vacant—Recruitment underway

Community Members:

Yalila "Lee" Gonzales

Sylvia Barnard

Marina Owen

Skip Szymanski—Chair

Judy Taggart

Co-Applicant Agreement Celebrates First Anniversary

Public Center Co-Applicant Agreement Ratified September 23, 2015

The current version of the Santa Barbara County Health Center Co-Applicant agreement was ratified by the Board of Supervisors and Health Center Board in September 2015. The Health Resources and Services Administration (HRSA –the federal agency responsible for the Federally Qualified Health Center program nationwide) approved the county's co-applicant agreement in January 2016.

While the public agency is the recipient of the health center grant and is the legal entity held accountable to HRSA for carrying out the approved Health Center Program scope of project, the term "co-applicant" is used, based on the fact that the public agency would not qualify on its own as meeting all the Health Center Program requirements. HRSA considers both the public agency and the co-applicant collectively as the "health center."

This report presents an overview of the accomplishments of the Health Center Program since September 2015 and key components of the program as it pertains to the Santa Barbara County Health Care Centers.

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Why was the Co-Applicant Agreement was Updated?

In 2009, Ordinance 09-4735 was adopted to create the Santa Barbara County Community Health Center Board and to establish the roles and responsibilities of the Board of Supervisors and the Health Center Board for the oversight of the Public Health Department's Federally Qualified Health Centers.

This relationship was referred to as the "Co-Applicant Agreement".

The Public Health Department (PHD) established the Health Center Board to allow the expansion of its FQHC status from only homeless patients to its entire patient population.

By doing so, PHD became both a Healthcare for the Homeless (330(h)) HRSA grantee and a Community Health Center (330(e)) HRSA grantee.

In 2014 HRSA issued additional clarifications concerning the shared and separate responsibilities for a Health Center Board associated with a Public Center such as Santa Barbara County.

In essence, the Board of Supervisors and the Health Center Board together make up the oversight Board for the PHD FQHC acting in a similar capacity to the Board of a 501(c)3 nonprofit entity.

PHD amended the Ordinance and implemented the Co-Applicant Agreement that clearly delineated the roles and responsibilities of the Board of Supervisors and the Health Center Board. The Ordinance and Agreement were executed in September, 2015.

"The Board of Supervisors and the Health Center Board together make up the oversight Board for the PHD Health Care Centers"

The Health Care Leadership Team

In March of 2016, a new health center leadership team was formed with the hiring of **Dr. Douglas Metz** as Deputy Director of Public Health, Primary Care & Family Health, among whose duties is to serve as the health center's Executive Director.

Dr. Polly Baldwin is the Chief Medical Officer; responsible for the oversight of all aspects of the clinical care delivered by more than 80 providers. **Suzanne Jacobson** is the Deputy Director of Finance and Administration and serves as the health center's Chief Financial Officer responsible for managing the financial and administrative functions. **Dana Gamble** was promoted in August 2015 to Assistant Deputy Director. **Dan Reid** as the Compliance Officer ensures the health center complies with outside regulatory requirements and internal policies.

Other members of the team include the health center administra-

tors, **Paola Hurtado** (Santa Barbara Health Center); **Judy Stebbens** (Franklin and Carpinteria Health Centers); **Jeanie Sleight** (Lompoc Health Center); and **Michael Camacho-Craft** (Santa Maria Health Center). **Ralph Barbosa** serves as the Health Care for the Homeless program coordinator.

The Public Health Centers consist of seven sites serving up to 30,000 patients per year, through more than 100,000 patient visits. Those sites include:

- Santa Barbara Health Center
- Franklin Health Center
- Carpinteria Health Center
- Lompoc Health Center
- Santa Maria Health Center

Services are also provided at three homeless shelters, two in Santa Barbara (PATH and the Rescue Mission) and one in Santa Maria (Good Samaritan).

Health Center Board—Compassionate and Focused



Pictured L to R: Marina Owen, Judy Taggart, Lee Herrington, Richard Osbourne, Celia Lee, Yalila "Lee" Gonzales, and Skip Szymanski.



Highlights of 2015/16

Carpinteria Health Care Center (CHCC) hired one new full-time Adult provider to expand access for adult patients and added an additional Pediatric provider one day per week to provide more CHDP visits.

Franklin Health Care Center (FHCC) Created two additional pediatric exam rooms, added a full-time Pediatrician and hired new full time adult provider to address the demand for services.

Lompoc Health Center (LHCC) hired four new Health Care Providers to increase capacity and access which increased CenCal Member capacity by 1,750. The LHCC also participated in three community-wide events during the year, providing glucose testing, blood pressure screening and promotional materials.

Santa Barbara Health Care Center (SBHCC) hired an experienced new Health Center Administrator; expanded Infectious Disease Clinic sessions by four additional sessions per month and hired two new physicians.

Santa Maria Health Care Center (SMHCC) participated in many local community events including the Veterans Stand Down; Day of the Farmworker; and the Town Center Health Fair.

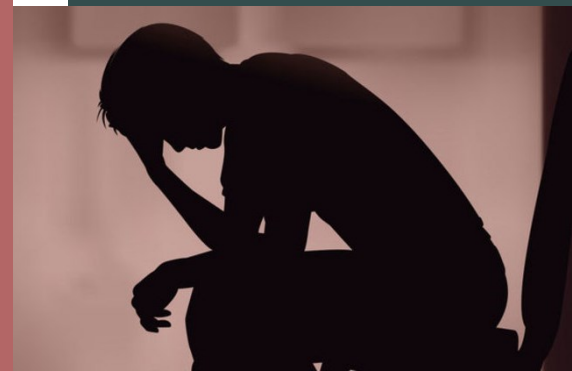
The Health Care For the Homeless Program added an additional 20 hours of service per week by the Public Health Nurse in Lompoc and increased access to dental care for people experiencing homelessness through enhanced partnerships with American Indian Health & Services, Community Health Centers of the Central Coast and Santa Barbara Neighborhood Clinics.

Incorporating Behavioral Health Services into Primary Care

Nearly 25% of health center patients are diagnosed with a mental health condition and/or a substance abuse disorder. To better serve patients with behavioral health needs the centers are integrating behavioral health services for its patient population. A Licensed Clinical Social Worker is available in Santa Barbara and similar services will soon be expanding to Lompoc and Santa Maria,

The Behavioral Health Integration project incorporates behavioral health screenings and treatments into existing case management practices. The services are in line with HRSA requirements and Patient Centered Medical Home (PCMH) objectives. The target population for behavioral health treatment are patients with mild-to-moderate impairments such as those coping with situational stress.

Those who are dealing with mental health and substance use conditions beyond the scope of this service will continue to be referred and treated through the existing collaborative relationship with the Santa Barbara County Department of Behavioral Wellness.





Patient Centered Medical Home (PCMH) Recognition

The Santa Barbara County Health Care Centers recognized as Level 3 (highest achievable) in 2015 were the Franklin Health Care Center and the Carpinteria Health Care Center.

The Public Health Department will seek recognition from NCQA for the Lompoc, Santa Maria and Santa Barbara centers next year.

The patient-centered medical home (PCMH) model of care emphasizes coordination and communication to transform primary care into “what patients want it to be.” NCQA (National Committee on Quality Assurance) PCMH Recognition is the most widely adopted model for transforming primary care practices into medical homes where patients receive the right care, in the right amount, at the right time. This increasingly popular delivery system

modernization leads to safer and better care, empowers patients and renews the patient-provider relationship.

Research confirms that medical homes can lead to higher quality and lower costs, and can improve patient and provider experiences of care. NCQA PCMH Recognition is the first and most widely used formal assessment program from a national quality evaluator that results in a designation.

Cottage Hospital Internal Medicine and Surgical Residents Continue to Serve Health Center Patients — A Vital Collaboration Since 1978



The Public Health Department (PHD) recently renewed its partnership with Santa Barbara Cottage Hospital.

Cottage Hospital and the Public Health Department have

worked collaboratively since 1978 to provide outpatient and hospital-based medical services to the uninsured and underinsured residents of Santa Barbara County. Together they provide valuable experience to participants of the Cottage Hospital Residency Programs in surgery and internal medicine.

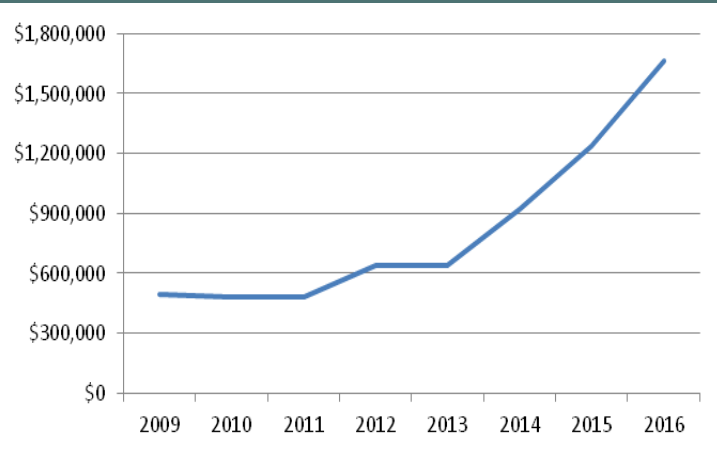
Physicians in training provide medical care for diverse patient populations in both outpatient clinics and hospital settings.

Residents enhance their medical skills under the supervision of experienced physicians and have access to a vast array of ancillary and support services in the Public Health Department’s facility.

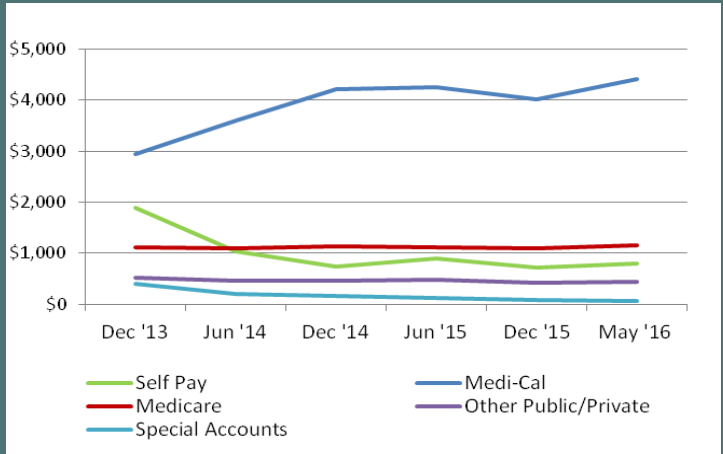
The community benefits from this historical partnership and from the opportunity to receive medical care from recently graduated medical students who have learned current perspectives and techniques in medicine.

2015-16 – The Fiscal Year in Focus

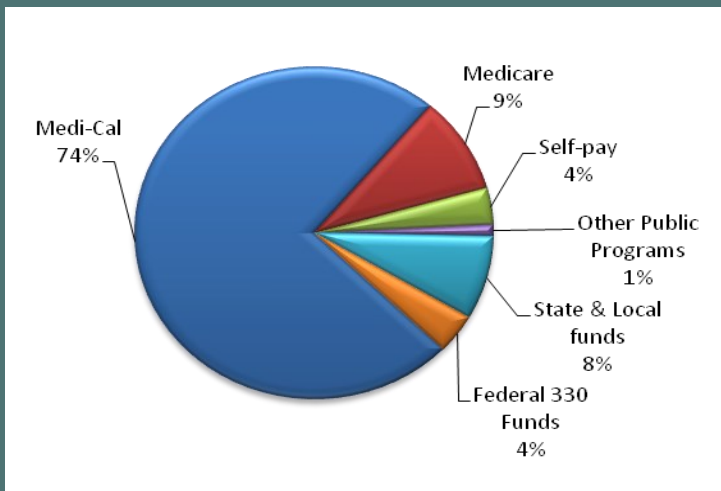
Federal 330 Grant Revenue Since Achieving 330e Status



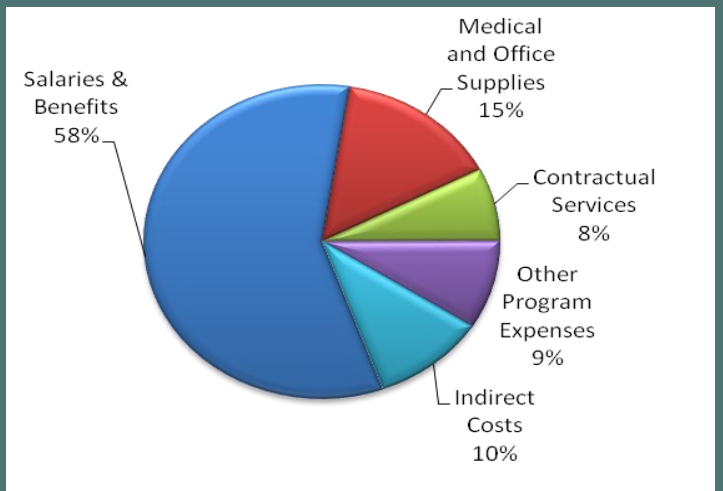
Patients Seen Trending by Financial Class Since Implementation of the ACA



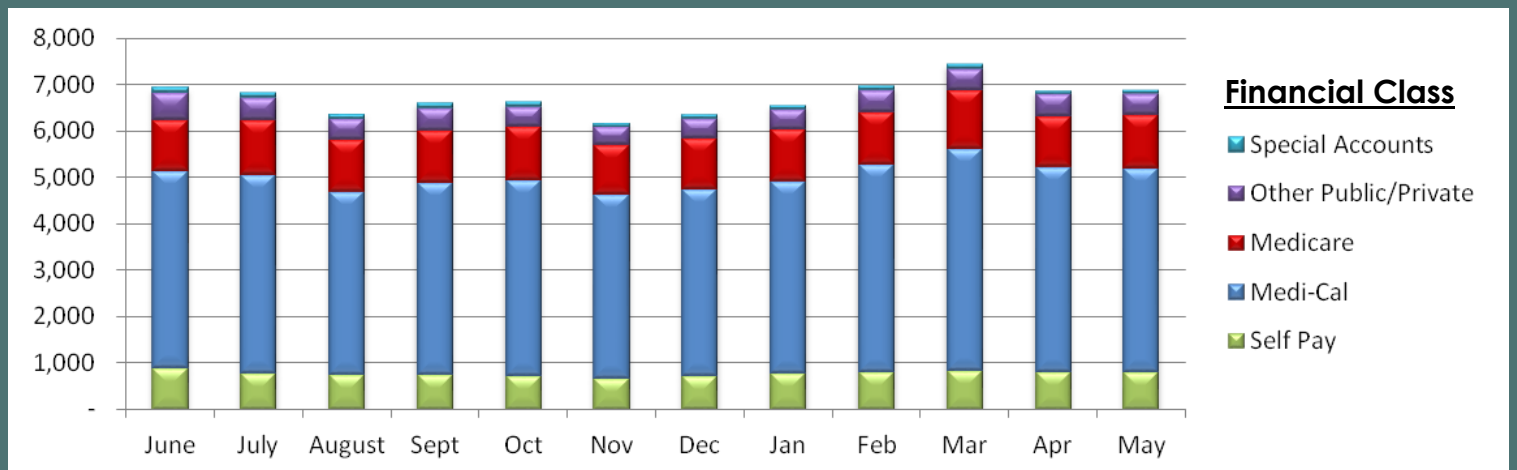
Patient Services Revenue \$49,736,874



Patient Services Expenses \$49,736,874



Monthly Unique Patients Seen FY 2015-16



Projections for the Future

As of September 2016 it is expected that nearly all Physician vacancies will be filled. The full complement of providers will further enhance our capacity to serve those who are in need of the quality care we provide.

In 2017, we will expand our Diabetes services to include ancillary staff such as Pharmacists and Health Educators as part of the care teams in Lompoc, Santa Barbara, and Santa Maria.

Technology is advancing by leaps and bounds on a daily basis. We are currently exploring ways to enhance our Practice Management software as well as our Electronic Health Records. The clinical laboratory will also be upgrading equipment to improve capacity and to ensure efficient operations.

The Santa Barbara County Public Health Department (SBCPHD) has been providing medical services since 1926 and the Health Care for the Homeless (HCH) program since 1989. The SBCPHD serves a critical role in the community by providing access to health care for the uninsured and underinsured through a county-wide network of Health Care Centers (HCCs) and homeless shelter-based clinics.

Health Care Centers (HCC) Main Office Lines

Carpinteria HCC
(805) 560-1050

Franklin HCC/Casa Esperanza/Rescue Mission
(805) 568-2099

Lompoc HCC
(805) 737-6400

Santa Barbara HCC
(805) 681-5488

Santa Maria HCC/Good Samaritan
(805) 346-7230

Community Health Assessment

To become eligible for federally-qualified status, and to meet the requirements on an ongoing basis, the health must perform periodic needs assessments of the target population to inform and improve the delivery of appropriate services.

The Santa Barbara County Public Health Department recently completed an assessment of health in our community and identified priorities for improving health.

To view this report go to:

<http://cosb.countyofsb.org/phd>

