



HEALTH CARE CENTERS

PUBLIC HEALTH DEPARTMENT
SANTA BARBARA COUNTY

Your Health Care Home



2016-2017 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 continue to work towards making the clinics high quality care accessible to our community while fulfilling our mission to "turn no one away who needs care, regardless of their ability to pay".

Despite national challenges and changes in health care policy looming, 2016 experienced clinic growth in patients served and quality of care to those patients. This past year our eight clinic sites, through a concerted initiative, improved our customer service as quantified by our surveying, and continued our pursuit of National Committee on Quality Assurance (NCQA) recognition as a patient centered medical home (PCMH). Our Franklin and Carpinteria centers were re-recognized as Level 3 (the highest level of recognition) PCMH sites and our other three sites are scheduled for submission for this recognition in 2019. Our Specialty clinics have grown as well over the past year, serving more patients in Dermatology, Urology, Neurology, Orthopedics, General Surgery and Obstetrics/Gynecology. Our health centers have been at the table, too, with our partners in the region, collaborating on initiatives with CenCal Health, Cottage Health, and the hospital systems in North County.

This past year the health centers have reached the goal of integration of primary and behavioral health services by having in place behavioral health specialists seeing patients for counseling at Santa Barbara, Lompoc and Santa Maria, allowing for provider "warm hand-offs" for patients at our three largest sites. The county's outpatient clinics are committed to meeting 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.

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 and 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. As attested to by both our patients and quality reviews and audits, care at our health centers remains affordable and of the highest quality.

Clinic leadership is aware of the changing, uncertain landscape of health care in this country, but remains steadfast in its community commitment to continue to provide the best of care for our patients in Santa Barbara County.

Best regards,



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



Skip Szymanski
President, Health Center Board
of Directors



The Five County Health Care Centers are expected to be PCMH Accredited by December 2018

Franklin and Carpinteria Centers Reaccredited as Level 3 PCMH

Lompoc, Santa Barbara and Lompoc will seek accreditation in 2018

Congratulations to the Franklin and Carpinteria Health Care Centers on their reaccreditation as a Level 3 Patient Centered Medical Home (PCMH) by the National Committee on Quality Assurance (NCQA) in July 2017. The recognition demonstrates the commitment to the “triple aim” of providing high quality health care, while reducing medical costs and improving patient and provider experience.

Lompoc, Santa Barbara, and Santa Maria Health Care Centers will follow Franklin and Carpinteria Health Care Centers as they transform into medical homes and strive for recognition in 2018.

NCQA PCMH has released new guidelines that will be incorporated in the remaining clinics and Franklin and Carpinteria Health Care Centers. The integration of behavioral health and a focus on preventative health services are critical components to making the transformation to a true medical home.

Health Center Board Members

Consumer Members:

- Philippe (Filipo) Chapelle
- Lee Herrington
- Christopher Hutton
- Celia Lee
- Richard Osbourne
- William Darrel Gardner

Community Members:

- Sylvia Barnard
- Marina Owen
- Jason Prystowsky, MD
- Skip Szymanski—Chair
- Judy Taggart

IN THIS REPORT	
Letter to Supervisors	2
PCMH Reaccreditation	3
The Health Center Board	4
Health Center Highlights	5
Behavioral Health Expands	5
PCMH	5
OCHIN/Epic	6
PHNs—Cornerstone of the HCH Program	6
Fiscal Review	7
Health Center Contact	8

The Health Center Board

The Health Center Board is the consumer-majority governing board mandated by the Health Resources Services Administration's (HRSA) - Bureau of Primary Health Care (BPHC) to provide oversight of the county's network of federally-qualified health centers (FQHCs), as well as the Santa Barbara County Ordinance, Codified in Article XVII.

The Board assists and advises the Public Health Department in promoting its vision of healthy people in healthy communities. It supports and guides the Department in its mission to improve the health of our communities by preventing disease, promoting wellness, and ensuring access to needed health care. The Board provides input and feedback to generally advise the development, implementation and evaluation of the Department's Primary Care & Family Health Division programs funded through the BPHC Health Center Grant.

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

Through the Co-Applicant Agreement, 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.



The Composition and Bylaws of the Health Center Board

The composition of the Health Center Board is prescribed by Health Resources Services Administration (HRSA).

The health center's governing board must consist of at least 9 and no more than 25 members. Our Board currently has 11 members.

The majority [at least 51 percent] of the health center board members must be patients served by the health center. These health center patient board members must, as a group, represent the individuals who are served by the health center in terms of demographic factors, such as race, ethnicity, and gender.

Non-patient health center board members must be representative of the community served by the health center and must be selected for their expertise in relevant subject areas, such as community housing, local Medi-Cal plans, finance and banking, foundation work and fundraising, services

dealing with issues related to ending homelessness, Emergency Medicine and Trauma services or other social service agencies within the community.

A health center board member may not be an employee of the center, or spouse or child, parent, brother or sister by blood or marriage of such an employee.

The health center has bylaws that specify how to carry out required responsibilities, functions, and authorities in areas such as the following: Whether to establish standing committees, including the number and type of such committees. The bylaws determine what defines a quorum for board meetings; For public agencies such as ours with a co-applicant board, the co-applicant board's bylaws and the public agency determine how to collaborate in carrying out the Health Center Program objectives.



Lee Herrington, Jason Prystowsky, Skip Szymanski, Marina Owen, Judy Taggart, Doug Metz, Richard Osbourne, Wm Darrel Gardner, Philippe (Filipo) Chapelle



Highlights of 2016-2017

Carpinteria Health Care Center (CHCC) completed renovation plans for two additional exam rooms and participated in two community outreach events offering health screenings and information.

Franklin Health Care Center (FHCC) is also preparing to add two exam rooms to ensure community members have adequate access to care. These additional rooms will accommodate up to twenty additional appointments per day.

Lompoc Health Center (LHCC) added another Adult Primary Care Provider. LHCC successfully implemented Group Medical Diabetic Education Appointments which occur twice weekly and are helping diabetic patients gain better control over diabetes. LHCC participated in multiple community events providing blood pressure screening, blood glucose screening, BMIs and education

Santa Barbara Health Care Center (SBHCC) responded to patient need and added one full-time Adult Primary Care Physician and one full-time Internal Medicine Physician. The Specialty waiting area was converted into two exam rooms. The SBHCC implemented English & Spanish Diabetic Medical Group Education classes.

Santa Maria Health Care Center (SMHCC) established a specialty clinic for patients with diabetes using a team approach with physicians, dietitians, a psychologist, and additional support staff to tackle the complexities of this chronic condition. With a strong focus on customer service, the SMHCC remodeled the waiting room and decreased the wait time for patients to see their doctors.

The Health Care For the Homeless Program hired a new Public Health Nurse (PHN) in Santa Barbara. PHNs in Lompoc, Santa Barbara, and Santa Maria are vital in connecting people experiencing homelessness with life-saving services.

Incorporating Behavioral Health Services into Primary Care

The SBCPHD integrated Behavioral Health Services in 2014. Currently integrated services are available in the three largest health centers (Santa Barbara, Lompoc and Santa Maria). The two smaller clinics in the southern region (Franklin and Carpinteria Health Care Centers) refer patients to the Santa Barbara Health Care Center for behavioral health care. Patients from the Franklin and Carpinteria health care centers travel as far as 10-25 miles to access care and this is an added barrier even with the support of travel vouchers and other assistance.

HRSA offered funding to expand the current services to add contracted behavioral health specialists (LCSWs or Psychologists) at the Carpinteria and Franklin Health Care Centers. The Health Center Board voted and approved this expansion in July 2017.

The target population for this effort are those served in the southern most regions of Santa Barbara County with mild-to-moderate impairments, those coping with situational stress and stabilized patients with serious mental disorders. The main objectives are to assist in the recognition, treatment, and management of mental and addictive disorders, chronic diseases, psychosocial issues, and health risk behaviors.



OCHIN

The Health Care Centers are making an Epic Transformation

Founded in 2000, Oregon-based nonprofit OCHIN is one of the largest and most successful health information and innovation networks, serving hundreds of organizations comprised of more than 10,000 clinicians across the nation with solutions that improve the integration and delivery of health care services.

In February 2018, the health care centers will go live with a new electronic medical record (EMR): OCHIN/EPIC. This system will move the health care centers in a new technological direction through improved communication and documentation.

The OCHIN/EPIC product promotes effective communication and more accurate and timely patient information. This is an important step towards maintaining the Public Health Departments Mission of "improving the health of our

communities by preventing disease, promoting wellness, ensuring access to needed health care".

Patients will communicate directly to the health care provider through the use of a portal. The patient portal is accessible to all patients via a computer or a smart phone. Features allow patients to send secure messages, request appointments and medications as well as lab and imaging results and reminders of needed preventative services.

Health Care for the Homeless Public Health Nurses

Making a difference for many and preserving hope since 1989



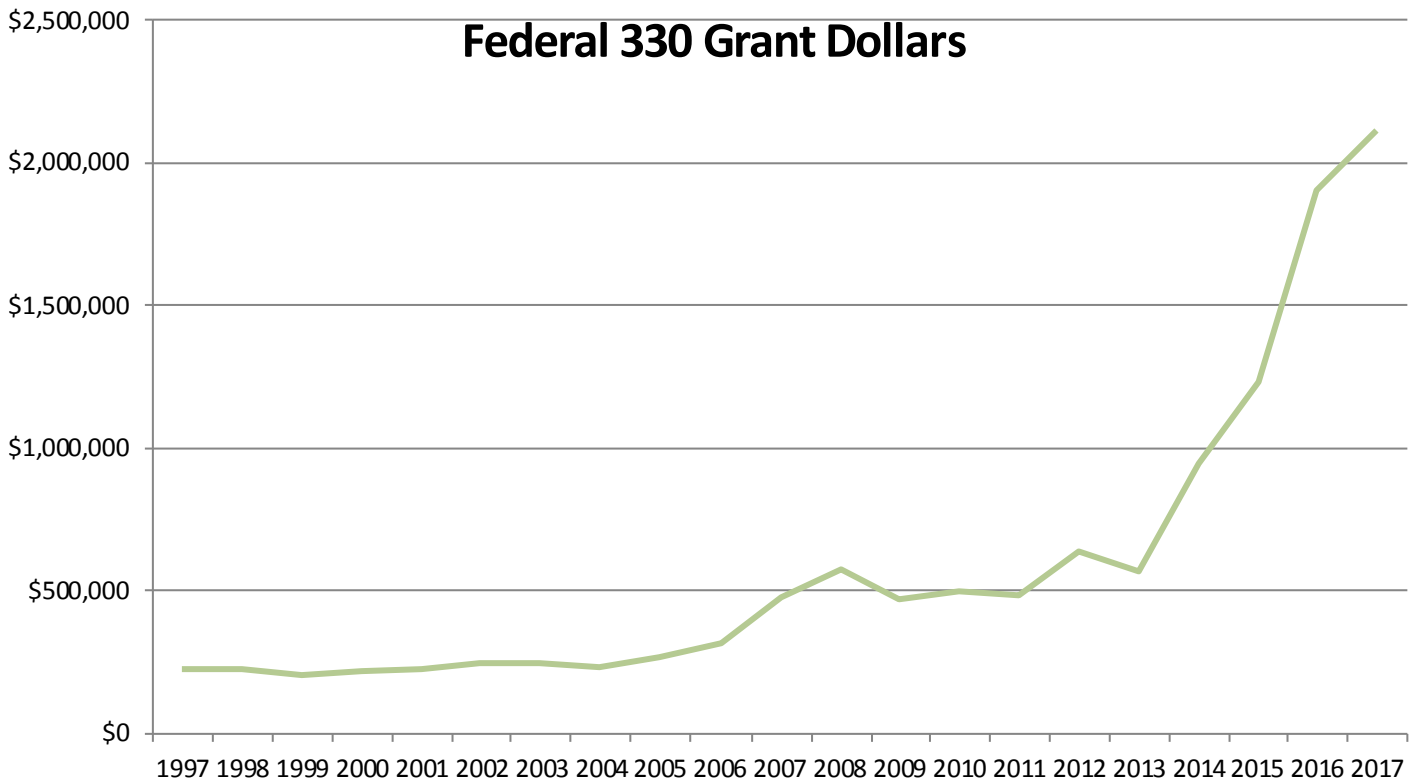
In 1989 the County of Santa Barbara applied for and received a Health Care for the Homeless project grant. Initially the main objective of the project consisted of three Public Health Nurses (PHN) driving in a repurposed County Van to various locations providing triage in the field and offering transportation to one of the

fixed clinic locations. The project has expanded considerably since then to include shelter based clinics, five fully functioning clinics with in house pharmacies, labs and specialty services such as Ortho, Ophthalmology, Endocrinology and Rheumatology, the PHN model is still a cornerstone of the program. The van is long gone, yet the same number of nurses carry the torch. While they now each have a health service aide to assist, they still have one of the toughest jobs in the county.

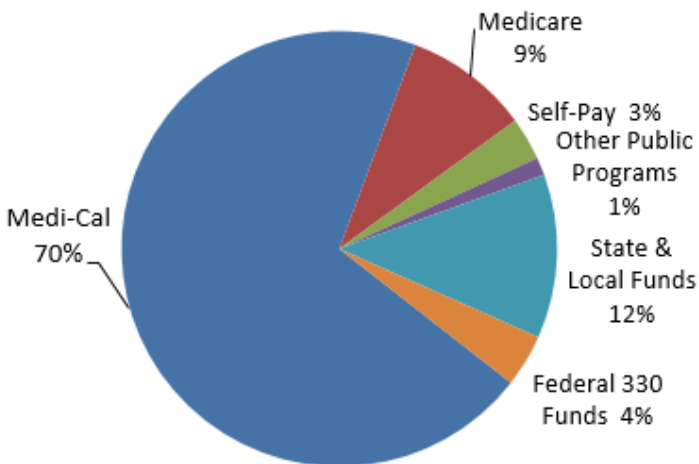
The consistent approach of the PHN component of the Santa Barbara County Health Care for the Homeless Program is inspiring. The nurses reinforce an important message - that is as long as there are people in need- the good work will continue one person at a time. Working with one person at a time builds bonds and trust that lead to healing and change. As long as there is a need, and Health Care for the Homeless Public Health Nurses, there will always be hope.

2016-17 – The Fiscal Year in Focus

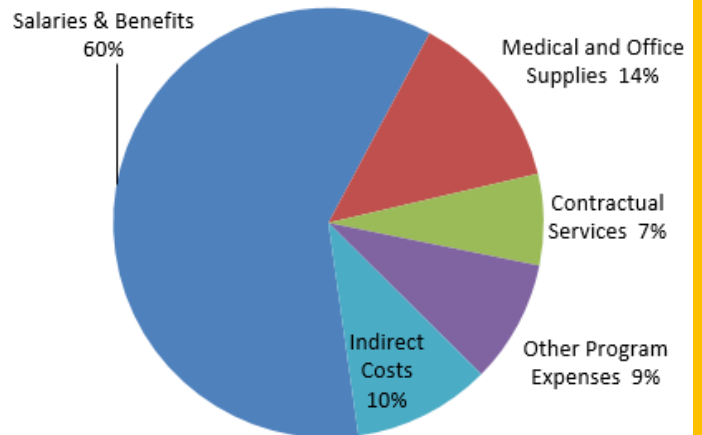
Federal 330 Grant Revenue Since Achieving 330e Status



Patient Services Revenue \$54,006,050



Patient Services Expenses \$54,006,050



Outlook for 2018

We look forward to the year ahead. Change in the delivery of health care is a regular occurrence. New technologies and best practices make what was once impossible the routine. Next year we will have a new Electronic Health System, integrated behavioral health care in Carpinteria and further expansion of our Patient Centered Medical Home efforts.

Funding for care is always a challenge and it is our role as health care providers to ensure that the appropriate level of care is available for the people we are here to serve. We take this responsibility seriously and during this era of change we strive to position the Public Health Department Health Care Centers as leaders in the provision of delivering quality and affordable health care to our community.

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

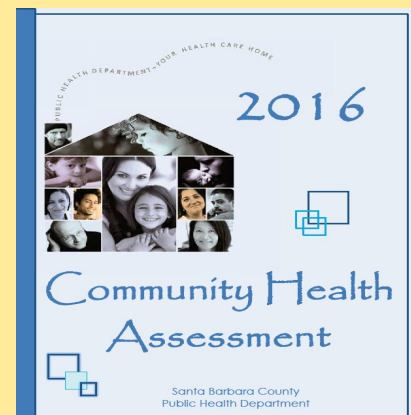
Carpinteria HCC
(805) 560-1050

Franklin HCC/PATH/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 be eligible for federally-qualified status, and to meet the requirements on an ongoing basis, the health center 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>