



TOPIC: HCH/FH Program QI/QA Subcommittee
DATE: November 9th, 2023
TIME: 12:30pm-2:00pm
PLACE: 455 County Center, Redwood City, CA 94063 (Room COB_101)

Item	Time
1. Welcome	12:30pm
2. Approve Meeting Minutes	12:35 pm
3. Program Updates	12:40 pm
4. Q3 2023 Tables- Performance Measures	12:55 pm
5. Fair Oaks Update	1:10 pm
6. NRC Health Update	1:20 pm
7. Patient Grievances	1:30pm
8. Looking ahead: 2023	1:55 pm
9. Adjourn	2:00 pm

FUTURE MEETING DATES: TBD

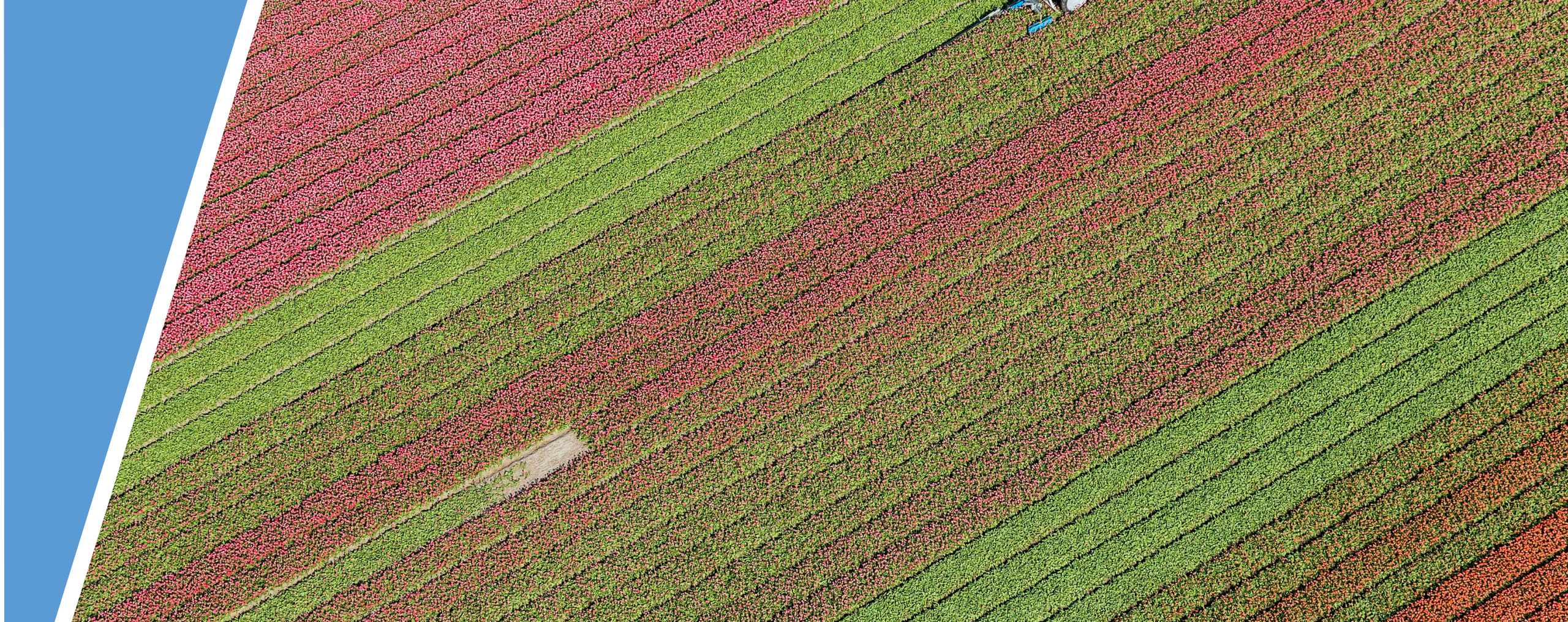
HCH/FH Program QI Committee

Thursday October 4th, 2023; 12:30-2:00 PM at 455 County Center, Redwood City, CA 94063 (Room COB_101)
 Present: Suzanne Moore, Gabe Garcia, Victoria Sanchez de Alba, Brian Greenberg, Alejandra Alvarado

ITEM	DISCUSSION/RECOMMENDATION	ACTION
	Meeting began at 12:33 PM	
Approve Meeting Minutes		Brian approved, Gabe second All committee members approved
QI/QA Plan Amendment	<p>Planned Modifications</p> <ul style="list-style-type: none"> • Update definitions to align with the 2023 UDS manual reporting criteria • Modify QI/QA Calendar to reflect projects timelines and areas of focus • Performance Measures of Focus- evaluate current metrics and modify list based off priorities for the upcoming year • Include 2022-2023 Adjusted Quartile Ranking Performance for 2022 UDS reporting year <p>Suzanne expressed concern about the low numbers for Cervical Cancer Screening, HCH/FH recognized this could be due to the COVID-19 pandemic. Committee members discussed the importance of improving screenings in primary care settings since this metric is challenging in a mobile setting. Gabe recommended including goals or benchmark goals for the HCH/FH performance measures tables if available. Committee members all recommended keeping the “Malnutrition and Food Scarcity” goal under Adult BMI and Follow-Up since this affects various performance measures. Brian noted that many of the unhoused individuals he sees are malnourished and overweight, noting a greater emphasis needs to be made of nutrition education for this population. Gabe noted that farmworker employment is seasonal, and many farmworkers struggle with food scarcity in the winter season. There was interest in sharing the QI Plan with the public to show the county-wide efforts in helping people experiencing homelessness and farmworkers. Committee members all reviewed and voted on the amended QI Plan 2023-2024.</p>	Suzanne approved, Victoria second All committee members approved
Program Updates	<p>Patient Grievances data</p> <ul style="list-style-type: none"> • HCH/FH has been working closely with Patient Experience department to pull data specific to people experiencing homelessness and farmworkers at SMMC • Previously only general population data at SMMC available to HCH/FH program • This data now included in monthly Patient Grievances report distributed to SMMC clinics 	

	<p>IPV (Intimate Partner Violence) Safety Cards</p> <ul style="list-style-type: none"> • Business card sized cards available for discreet distribution to farmworker community • Work with community partners and HMB library to distribute cards • Able to include national resources and local resources on cards <p>Puente Focus Group</p> <ul style="list-style-type: none"> • Farmworker focus group- capturing feedback not seen in Patient Satisfaction Survey • Determining what to prioritize in Needs Assessment and next revenue cycle • Feedback: transportation barriers, quality of services, and more community activities for “emotional support” <p>Brian expressed interest in distributing IPV Safety Cards to LifeMoves along with other county partners. Committee members appreciated the feedback from the Puente Focus Group, and asked to see more listening forums hosted for farmworkers and people experiencing homelessness throughout the county.</p>	
<p>Q2 2023 Tables- Performance Measures</p>	<p>Alejandra presented on the Q2 2023 performance measures, reporting how our program did for our selected outcome measures and highlighting some key performance measures</p> <ul style="list-style-type: none"> • FQHC: Federally Qualified Health Centers • Depression Screening and F/U- Committee members reflected that this metric has historically been a challenge. HCH/FH has been meeting with SMMC QIP to review similar trends and potential falloff similarities between the HCH/FH patient population and the QIP patient population. HCH/FH has been collaborating with QIP and the DEI manager to prioritize connecting patients to case managers and screening them for depression, using the patient pool from the Hypertension Disparity project. • Diabetes- This is an inverse metric, with the table indicating significant improvement from Q1 to Q2 2023 for this metric. HCH/FH is on track to align with the findings submitted in the 2022 UDS report. 	
<p>Patient Satisfaction Survey Data</p>	<p>Medical Practice – Provider Outpatient Question Pod</p> <ul style="list-style-type: none"> • Data derived for these findings are from from Q1 and Q2 2023 • Homeless and Farmworker status derived from annual HCH/FH Program Patient Master list • Collected by NRC Health- this is the SMMC Survey Vendor • Patients receive set of survey questions depending on which department they visit • Patients have 14 days to complete the survey; sent a series of reminders via call/text/email • Responses are scaled from “Yes definitely” through “No” • All questions require response- no skipping • Can view historical data on survey responses for people experiencing homelessness and farmworkers 	

	<ul style="list-style-type: none"> • “Medical Practice- Provider” question pod used to review survey results because this pools outpatient visits with PCPs, which targets our patient population and generates the largest n-size for these questions <p>Survey criteria, response rates, and responses were shared with committee members for review. There was recognition that these responses only reflect those who have either a phone or email (per the survey criteria) and do not fully capture the feedback from the most vulnerable of populations, who do not have access to phone or email. Gabe commented on the n-size responses for these questions, stating if people are not able to skip questions but can exit the survey at any time, are the surveys randomized so individuals are more likely to respond to an even amount of questions before exiting the survey. More information will be provided at an upcoming meeting.</p>	
Looking Ahead: 2023	<ul style="list-style-type: none"> • HCH/FH preparing for UDS 2023 reporting year • Review remaining feedback from SMMC Patient Satisfaction Survey results at upcoming meeting- HCH/FH population • Provide trainings to staff working directly with farmworkers and people experiencing homelessness <ul style="list-style-type: none"> • 1st training will focus on Motivational Interviewing with community partners in the Fall • Explore PSA training opportunities • Needs Assessment report in final stages- final report completed in October • Next QI/QA committee meeting: November (after board meeting) 	
Adjourn	Meeting adjourned at 1:58pm	
Future meeting dates	TBD	



QI/QA Q4 Committee Meeting

Healthcare for Homeless & Farmworker Health Program

Thursday November 9th, 2023



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Approve Meeting Minutes from 2023 Q3



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Agenda

- Program Updates
- Q3 2023 Tables- Performance Measures
- Fair Oaks Update
- NRC Health Update
- Patient Grievances
- Looking Ahead: 2023



Program Updates

Half Moon Bay Library- Blood Pressure Cuffs

- HCH/FH partnered with the Half Moon Bay Library to provide blood pressure cuffs accessible to members of the community with a library card
- This pilot project has commenced; HCH/FH will track usage of farmworker and homeless members for the duration of this project.

AMI Phones Project

- HCH/FH is working with AMI Strategies to provide phones to people experiencing homelessness around San Mateo County
- HCH/FH is recruiting contracted partners to distribute new phones to clients who'd benefit from accessing virtual care with SMMC providers
- HCH/FH will monitor device usage and applications. Goal- improve clients virtual access and health outcomes



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Q3 2023 Tables-
Performance Measures

QI Measures of Focus	2023 Q3 PEH	2023 Q3 FW	2023 Q2 PEH	2023 Q2 FW	2022 CA 330 Programs	2022 Adjusted Quartile Ranking	2023 SMMC Performance (QIP)
Screening and Preventive Care							
Cervical Cancer Screening	25%	46%	22%	40%	57.5%	4	71%
Colorectal Cancer Screening	54%	69%	49%	63%	42.1%	1	61%
Breast Cancer Screening	51%	79%	48%	78%	52%	1	79%
Depression Screening and Follow-up	25%	30%	19%	22%	66.9%	4	63%
Adult BMI Screening and Follow-up	42%	58%	44%	56%	58.5%	4	43%
Chronic Disease Management							
Hypertension	56%	55%	52%	52%	61%	3	63%
Diabetes A1c >9% or missing	36%	35%	43%	39%	32.6%	1	32%
Maternal Health							
Prenatal Care 1st Trimester					75.7%	1	N/A



Fair Oaks Update

- **Malnutrition and Food Scarcity**

- During COVID-19 pandemic, SMMC partnered with Facebook and Stanford to provide food boxes for families in San Mateo County
 - Facebook provided about 90 boxes for 10 months → served about 90 families weekly
 - Stanford food box program provided food for about 45 families weekly
- Both initiatives have since ended in 2022- SMMC filled the gap by partnering with San Mateo County Health Foundation and Samaritan House to create the Food Pharmacy program
 - Initially- delivered 180 boxes with eggs, dairy, and fresh produce; 100 bags with dry goods every Monday
 - Currently- 250 boxes and 190 bags received each week through the Food Pharmacy program
 - Partnering clinics- main campus, Fair Oaks, Daly City/South San Francisco, and Coastside
- Note, this project targeting general population not specifically people experiencing homelessness or farmworkers
- For more information, please visit: <https://smchf.org/food-farmacy/>



Fair Oaks Update (cont.)

What can HCH/FH Pay For?

- Delivery of health care services (primary care, dental care, mental health, substance use)
- Delivery of care coordination services
- Training and Conferences
- Supplies/equipment/construction
- Health Needs Assessments/Evaluation Projects

What can HCH/FH Partner/Collaborate On?

- Be a bridge between community organizations and SMMC Clinics
- Coordinate meetings between relevant stakeholders
- Communicate/advocate farmworker needs
- Provide farmworker health data, technical assistance, partnership in navigating county Health

What can HCH/FH NOT Pay or Work on?

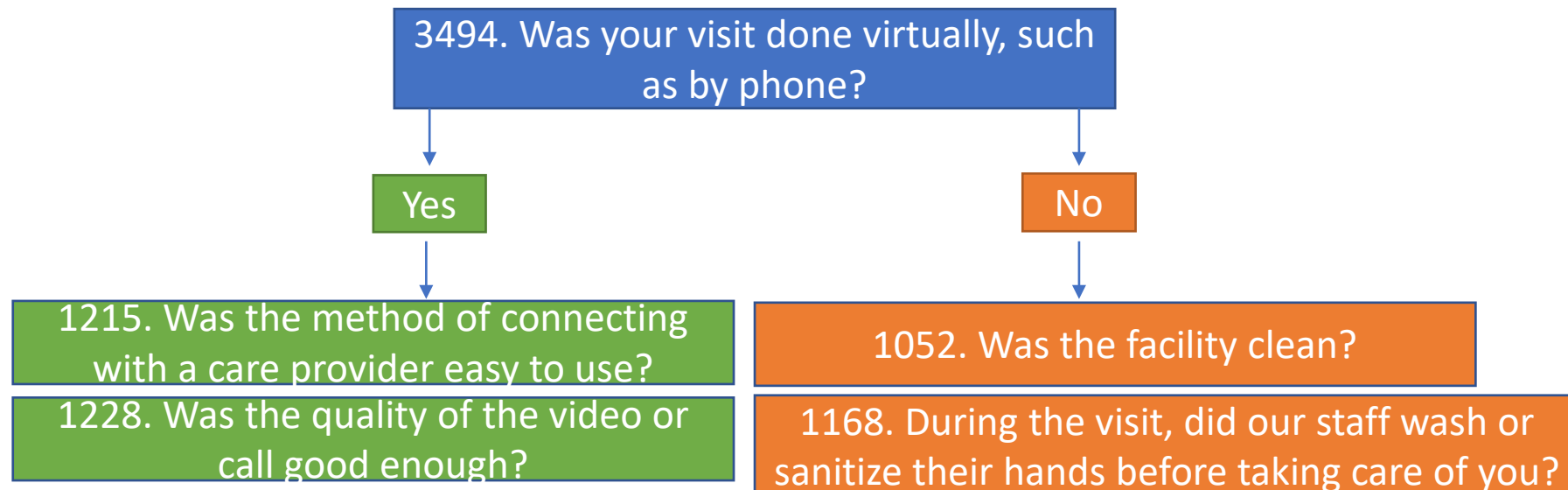
- Housing/Rental Subsidy
- Food/Beverage
- Financial incentives
- Political advocacy/activities



NRC Health Update

- **Questionnaire Randomization**

- HCH/FH contacted NRC Health to receive feedback on survey randomization
- Patient Satisfaction Surveys do not rotate- they are always asked in the same order. Questions cannot be randomized
- Its possible that n-sizes would be impacted by participants exiting survey after different questions
 - Data surrounding # of patients exiting surveys



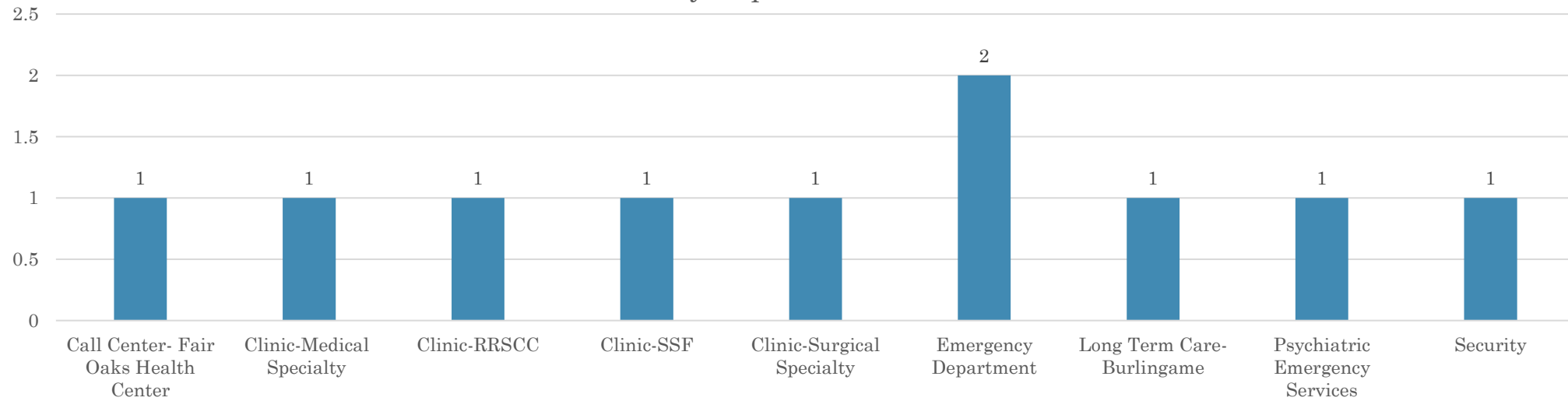


NRC Health Update (cont.)

3494	<i>Was your visit done virtually, such as by phone?</i>
1052	<i>Was the facility clean?</i>
1168	<i>During your visit, did our staff wash or sanitize their hands before taking care of you?</i>
1215	<i>Was this method of connecting with a care provider easy to use?</i>
1228	<i>Was the quality of the video or call good enough?</i>
4169	<i>Was it easy to get the clinic on the phone to schedule this appointment?</i>
1782	<i>Were you happy with the appointment date and time?</i>
1078	<i>Did the receptionist treat you with courtesy and respect?</i>
158	<i>Did nurses treat you with courtesy and respect?</i>
1057	<i>Did the care providers spend enough time with you?</i>
1037	<i>Did this provider listen carefully to you?</i>
1038	<i>Did this provider seem to know your medical history?</i>
1027	<i>Did you trust this provider with your care?</i>
1035	<i>Were you seen by this provider in a timely manner?</i>
3299	<i>Did the staff work together to meet your needs?</i>
1034	<i>Did you know what to do if you had more questions after your visit?</i>
1249	<i>How likely would you be to recommend this facility to your family and friends?</i>
2485	<i>In general, how would you rate your overall health?</i>
1039	<i>How likely would you be to recommend this provider to your family and friends?</i>
1065	<i>What else would you like to say about your experience?</i>
4264	<i>We are encouraging all patients to receive the COVID-19 vaccination. Would you like to be contacted about COVID-19 vaccination when it is available?</i>

Patient Grievances January-September 2023 Unhoused/Farmworker

Grievances by Department/Unit/Clinic



TOTAL:10

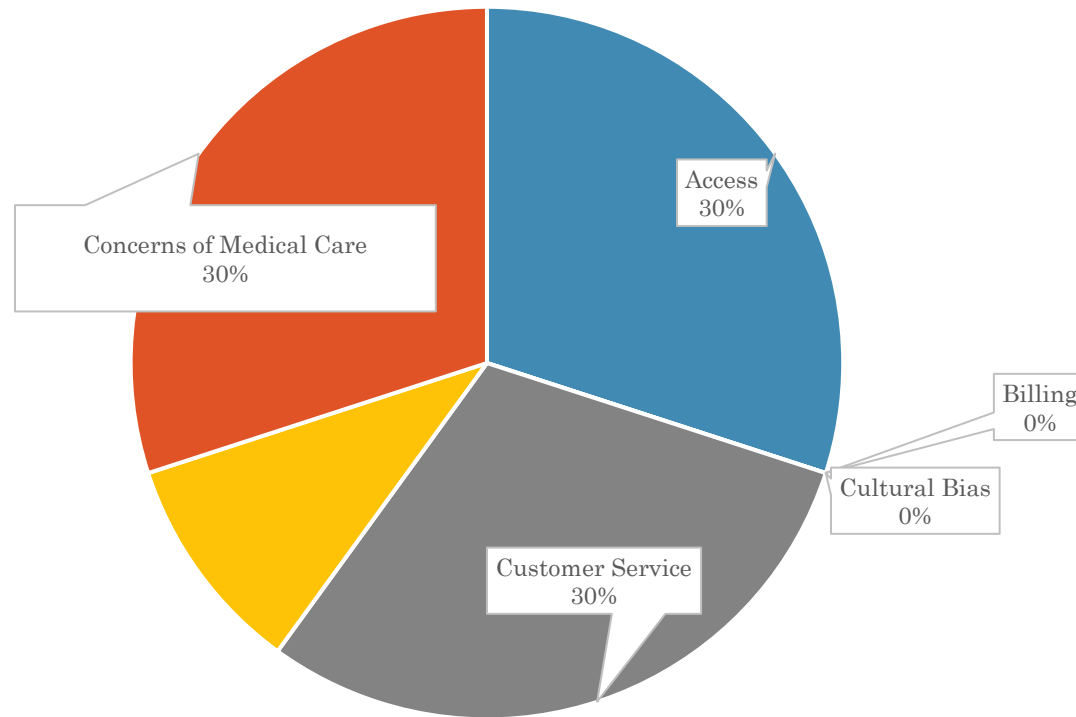


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Patient Grievances January- September 2023 Unhoused/Farmworker

Type



■ Access ■ Billing ■ Cultural Bias ■ Customer Service ■ Other ■ Quality of Medical Care

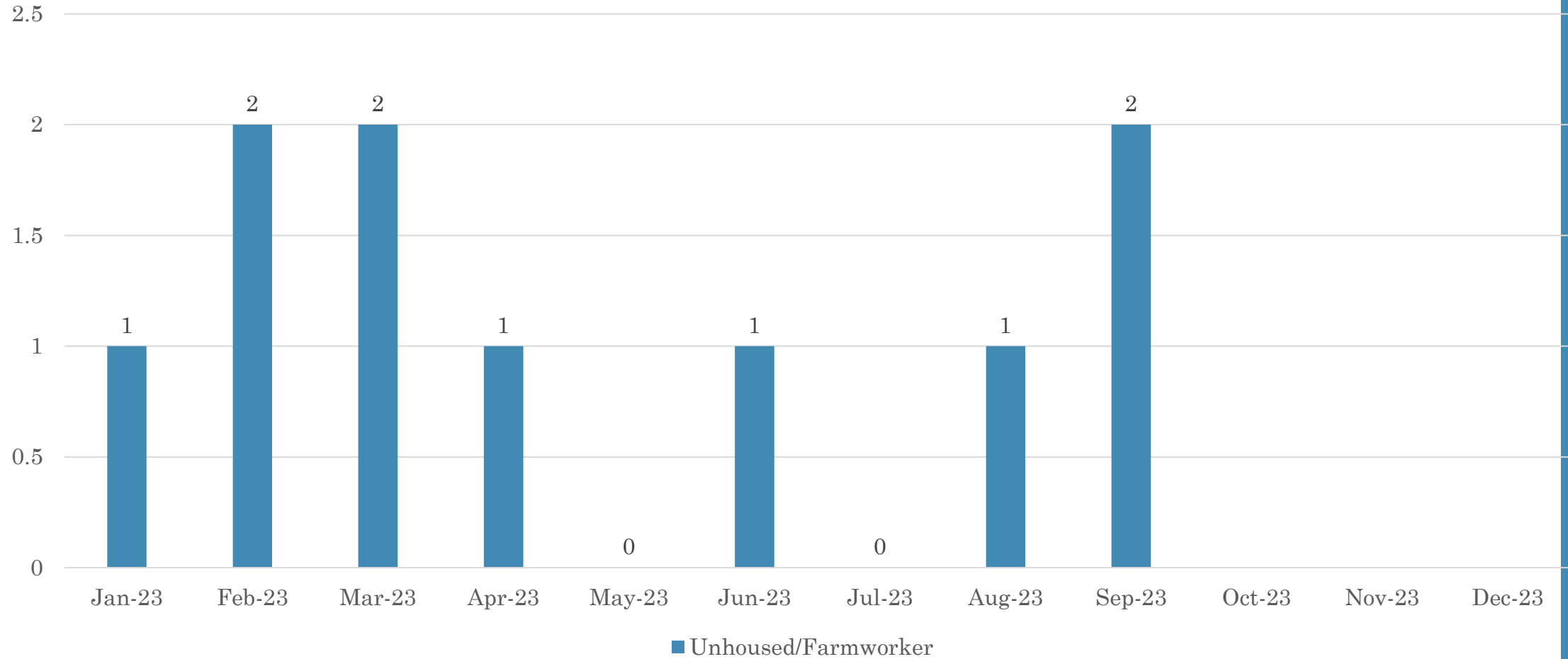
TOTAL: 10



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PATIENT GRIEVANCE DATA – YTD

Unhouse/Farmworker



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Looking Ahead: 2023

- HCH/FH UDS 2023 report submission- will review annual outcomes at upcoming meeting
- Provide trainings to staff working directly with farmworkers and people experiencing homelessness
 - 1st training focused on Motivational Interviewing with community partners in the November
 - Domestic Violence education and awareness
- Next QI/QA committee meeting: March 2024