



San Mateo Medical Center
A County System of Healthcare

BOARD OF DIRECTORS MEETING

Thursday, September 1, 2016

8:00 AM – 10:00 AM

SAN MATEO MEDICAL CENTER

EXECUTIVE BOARD ROOM

Second Floor, Administration Wing



San Mateo Medical Center
A County System of Healthcare

BOARD OF DIRECTORS MEETING

September 1, 2016 8:00 – 10:00 AM

Executive Board Room – Second Floor, Administration Wing

AGENDA

A. CALL TO ORDER

B. CLOSED SESSION

Items Requiring Action

1. Medical Staff Credentialing Report
2. Quality Report

Dr. Janet Chaikind

Dr. Alex Ding

Informational Items

3. Medical Executive Committee

Dr. Janet Chaikind

Conference with Legal Counsel – Anticipated Litigation

4. *Initiation of litigation pursuant to subdivision (d)(4) of Gov't Code Section 54956.9*
One case

C. REPORT OUT OF CLOSED SESSION

D. PUBLIC COMMENT

Persons wishing to address items not on the agenda

E. FOUNDATION REPORT

Sara Furrer

F. CONSENT AGENDA

TAB 1

Approval of:

- 1. August 4, 2016 Meeting Minutes

G. MEDICAL STAFF REPORT

Chief of Staff Update

Dr. Janet Chaikind

H. ADMINISTRATION REPORTS

- 1. Patient Experience
- 2. Emergency Medical Services
- 3. Financial Report
- 4. CEO Report

Dr. Alpa Sanghavi Verbal

Louise Rogers Verbal

David McGrew..... TAB 2

Dr. CJ Kunnappilly..... TAB 2

I. HEALTH SYSTEM CHIEF REPORT

Health System Snapshot

Louise Rogers..... TAB 2

J. COUNTY MANAGER’S REPORT

John Maltbie

K. BOARD OF SUPERVISOR’S REPORT

Supervisor Carole Groom

L. ADJOURNMENT

Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternative format for the agenda, meeting notice, agenda packet or other writings that may be distributed at the meeting, should contact Michelle Lee, Executive Secretary, at least 48 hours before the meeting at (650) 573-2222 and/or mlee@smcgov.org. Notification in advance of the meeting will enable the County to make reasonable arrangements to ensure accessibility to this meeting and the materials related to it. Attendees to this meeting are reminded that other attendees may be sensitive to various chemical based products.



San Mateo Medical Center
A County System of Healthcare

TAB 1

CONSENT AGENDA

HOSPITAL BOARD OF DIRECTORS
MEETING MINUTES
Thursday, August 4, 2016
Executive Board Room

Board Members Present

Supervisor Adrienne Tissier
John Maltbie
Dr. CJ Kunnappilly
Dr. Janet Chaikind
Dr. David Lin
Dr. Alex Ding
Deborah Torres

Staff Present

David McGrew
Joan Spicer
John Thomas
Srija Srinivasan
John Nibbelin
Eric Raffin
Michelle Lee
Tosan Boyo
Conrad Fernandes
Gary Horne
Peggy Jensen
Dr. Alpa Sanghavi

Members of the Public

Cecilia Diaz
Karen Pugh
Priscilla Romero

ITEM	DISCUSSION/RECOMMENDATION	ACTION
Call to Order	Supervisor Tissier called the meeting to order at 8:00 AM, and the Board adjourned to Closed Session.	
Reconvene to Open Session	The meeting was reconvened at 8:15 AM to Open Session. A quorum was present (see above).	
Report out of Closed Session	Medical Staff Credentialing Report for August 4, 2016. Medical Executive Committee Minutes from July 12, 2016. QIC Minutes from June 28, 2016.	John Nibbelin reported that the Board approved the Credentialing Report and the QIC Minutes and accepted the MEC Minutes.
Public Comment	None.	
Foundation Report	The Annual Foundation Golf Tournament will be on August 29, 2016 at the Stanford Golf Course. The Foundation is in a process of transition and the Foundation Board is actively recruiting for the Director position.	FYI
Consent Agenda	Approval of: 1. Hospital Board Meeting Minutes from July 7, 2016. 2. Compliance and Privacy Report. 3. Environment of Care Report.	It was MOVED, SECONDED and CARRIED unanimously to approve all items on the Consent Agenda.
Medical Staff Report Dr. Janet Chaikind	Dr. Sylvia Espinoza is co-chairing the Primary Care Department with Dr. Evelyn Haddad until a decision is made regarding chairmanship. If Dr. Espinoza becomes the Chair for the Primary Care Department, her member-at-large position will become vacant. Dr. Kevin Tao will serve as interim Chair of Emergency Medicine while Dr. Serena Lee is on leave.	FYI

<p>Operations Report John Thomas, COO</p>	<p>Presentation: Environment of Care presented by Conrad Fernandes.</p> <p>Environment of Care Areas</p> <ul style="list-style-type: none"> • Employee Health and Safety • Security • Hazardous Materials and Waste • Emergency Planning and Operations • Fire/Life Safety • Bio-Medical Equipment • Utilities/Engineering <p>Highlights</p> <ul style="list-style-type: none"> • Safety –EOC Rounds, Average of 94% compliance. 75% of findings completed within 30 days. • Security – Workplace Violence Prevention Committee was formed. • Bio-Med – Completed preventative maintenance inspections for 100% of life support systems • Fire/Life Safety – All Life Safety systems were tested with a 100% compliance factor. • Utilities/Engineering - 100 % of required emergency generator testing accomplished <p>Hazmat and Green Team</p> <ul style="list-style-type: none"> • Compost Program (2 tons per week) • Cardboard Recycling (1.26 tons per week) • Drought tolerant Landscaping • Battery Recycling Program • Removal of Cidex and Ethylene Oxide • Use of more green cleaning solutions 	<p>FYI</p>
<p>Health System Report Louise Rogers Health System Chief</p>	<p>Presentation: Electronic Health Records 2.0 Assessment presented by Eric Raffin.</p> <p>Progress</p> <ul style="list-style-type: none"> • EMPI is completed • HIE Contract and team are about ready to go • Analytics – new data warehouse agreement will happen in the fall of 2016 <p>EHR 2.0 will be one actionable, longitudinal health record for wherever we engage with our clients, and our clients with us. One system - one logon – one unified user experience for providers. One place for information sharing within and outside of our system.</p>	<p>FYI</p>

	<p>Rationale</p> <ul style="list-style-type: none"> • Client Safety • Obsolescence • Regulatory Compliance • Lack of Coordination <p>By the numbers</p> <ul style="list-style-type: none"> • By 2020, the Health System will have spent just shy of \$70 million on EHR systems • Does not include the thousands of hours of staff time spent on planning, testing and implementing these systems • EHR software does not get less expensive over time, it's actually exactly the opposite! <p>Timeline</p> <p>2016-17 Plan 2017-18 Compete 2018 Acquire 2018-20 Implement 2020-35 Optimize</p>	
<p>Financial Report David McGrew, CFO</p>	<p>The June FY15/16 financial report was included in the Board packet and David McGrew answered questions from the Board.</p>	<p>FYI</p>
<p>CEO Report Dr. CJ Kunnappilly, interim CEO</p>	<p>Dr. Kunnappilly presented the CEO report which is included in the Board packet and answered questions from the Board. He also updated the Board on the Pillar Goals which were included.</p>	<p>FYI</p>
<p>Health System Snapshot Srija Srinivasan</p>	<p>Srija Srinivasan reported on behalf of Louise Rogers.</p> <p>Assisted Outpatient Treatment Team starts helping residents recover. Developed out of the County's adoption of Laura's Law (Assembly Bill 1421) in the summer of 2015, the Assisted Outpatient Treatment (AOT) program reaches out to people with a severe mental illness who are not connected to services and are challenged to live safely and stably in our community. The AOT team helps decrease mental health crises, hospitalizations, incarceration and homelessness while helping people maintain good physical and mental health.</p>	<p>FYI</p>
<p>County Manager John Maltbie</p>	<p>Soon the County will offer commuter bus services from Colma BART station to the Health System campus in San Mateo and the County Center in Redwood City. It will be a pilot for one year. Each shuttle will have wifi and can transport 18 passengers.</p>	<p>FYI</p>

Board of Supervisors Supervisor Tissier	No report.	FYI
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Supervisor Tissier adjourned the meeting at 9:15 AM. The next Board meeting will be held on September 1, 2016.

Minutes recorded by:



Michelle Lee, Executive Secretary

Minutes approved by:



Dr. Chester Kunnappilly, Chief Executive Officer (interim)



San Mateo Medical Center
A County System of Healthcare

TAB 2

ADMINISTRATION REPORTS

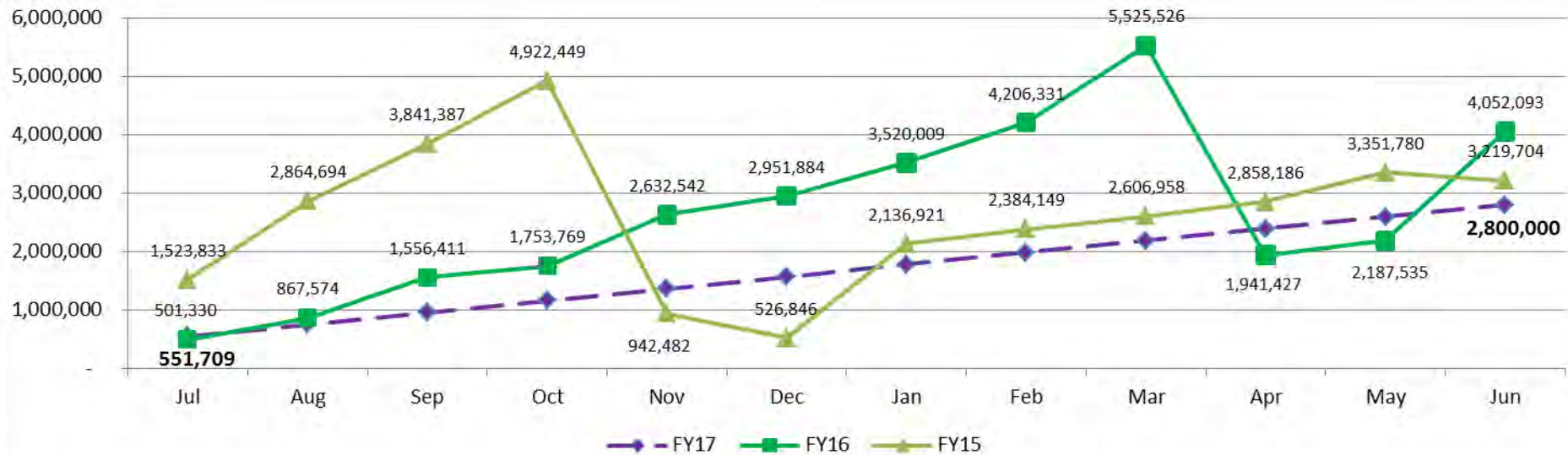


San Mateo Medical Center
A County System of Healthcare

**July FY 2016-17
Financial Report**

**Board Meeting
September 1, 2016**

Financial Highlights – Net Income Trend



Financial Drivers:

- Inpatient Revenue – Volume
- GPP and PRIME

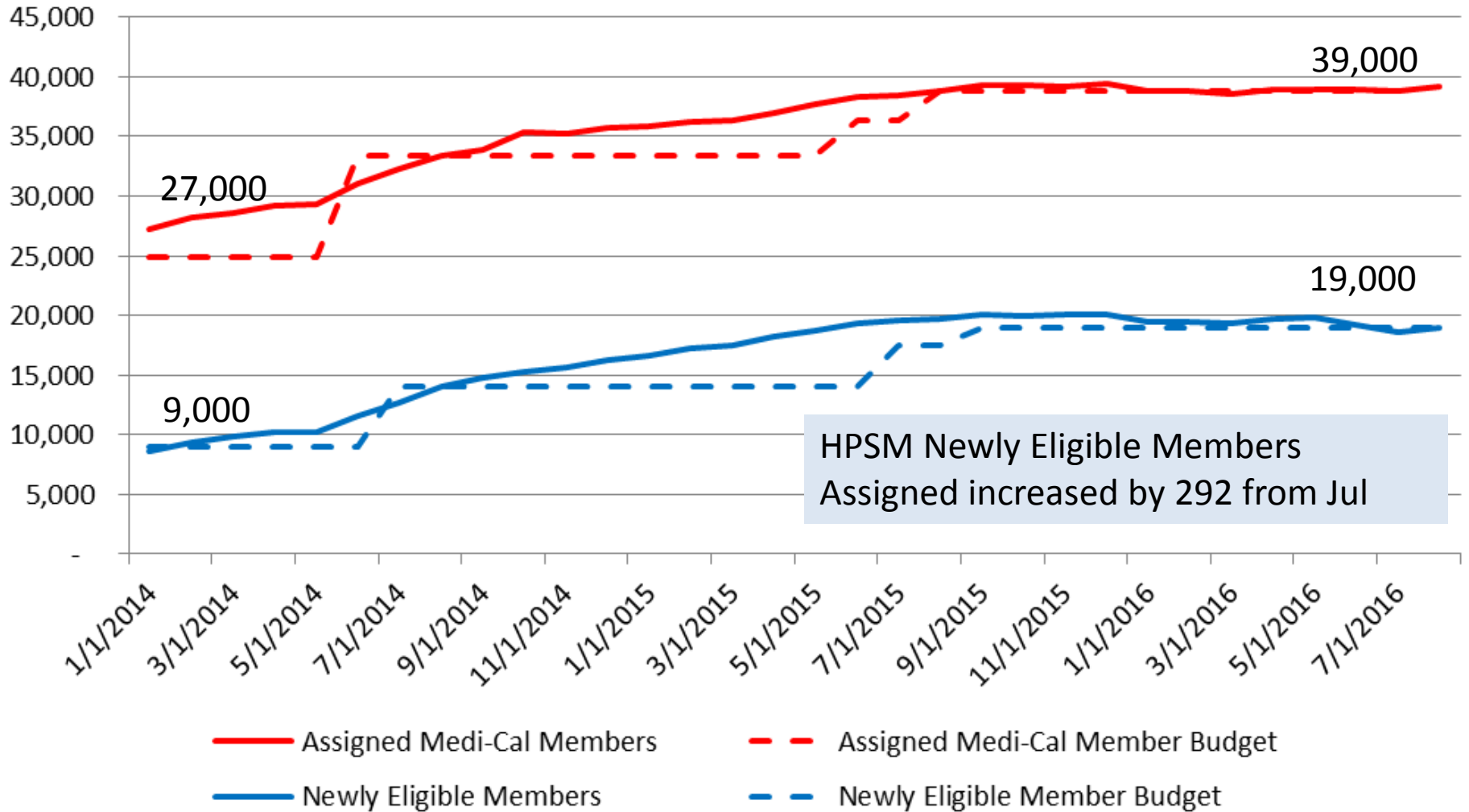
- Capitation Rate Cut
- Many invoices paid in June/Low purchases

Full Year Forecast:

FY17 forecast is based on last year's run rate and will be updated throughout the year as more information is available

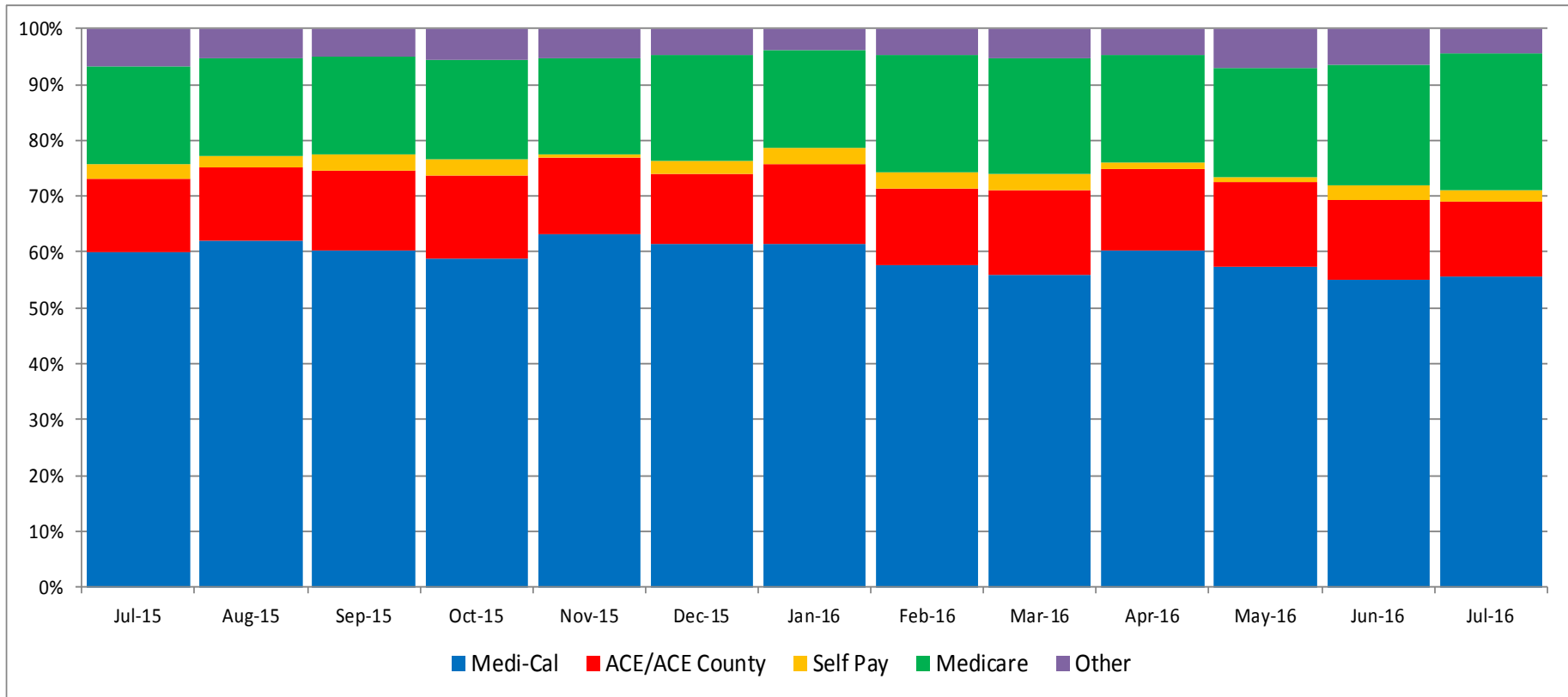
SMMC Medi-Cal Members

HPSM Newly Eligible and Assigned Members



**San Mateo Medical Center
Payer Mix
July 31, 2016**

		MONTH				YEAR TO DATE			
		Actual	Budget	Variance	Stoplight	Actual	Budget	Variance	Stoplight
Payer Type by Gross Revenue		A	B	C	D	E	F	G	H
15	Medicare	24.4%	16.6%	7.8%		24.4%	16.6%	7.8%	
16	Medi-Cal	55.5%	59.9%	-4.4%		55.5%	59.9%	-4.4%	
17	Self Pay	2.2%	3.5%	-1.2%		2.2%	3.5%	-1.2%	
18	Other	4.4%	5.9%	-1.5%		4.4%	5.9%	-1.5%	
19	ACE/ACE County	13.4%	14.1%	-0.7%		13.4%	14.1%	-0.7%	
20	Total	100.0%	100.0%			100.0%	100.0%		

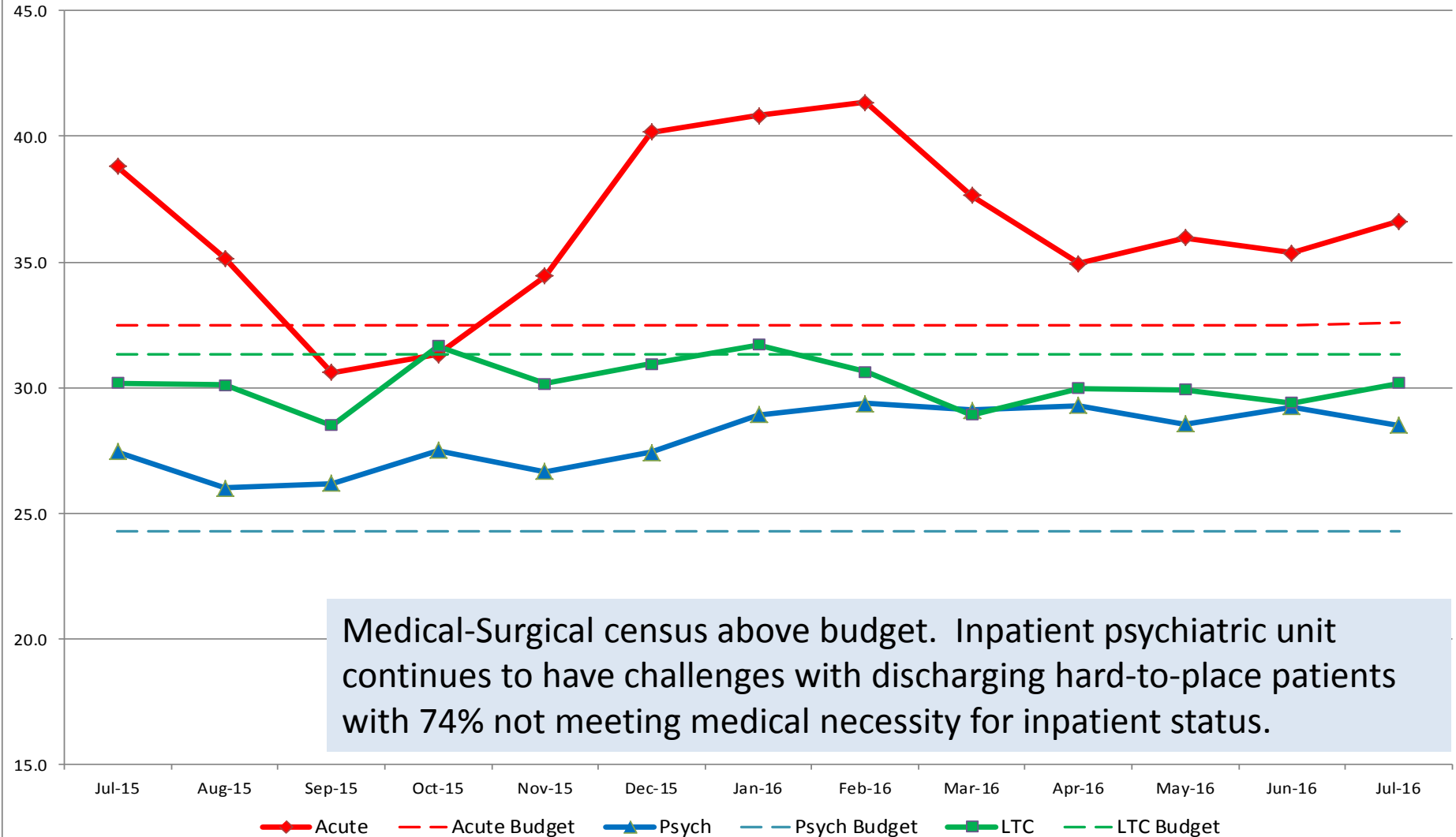


**San Mateo Medical Center
Inpatient Census
July 31, 2016**

MONTH			
Actual	Budget	Variance	Stoplight
2,955	2,701	254	9%

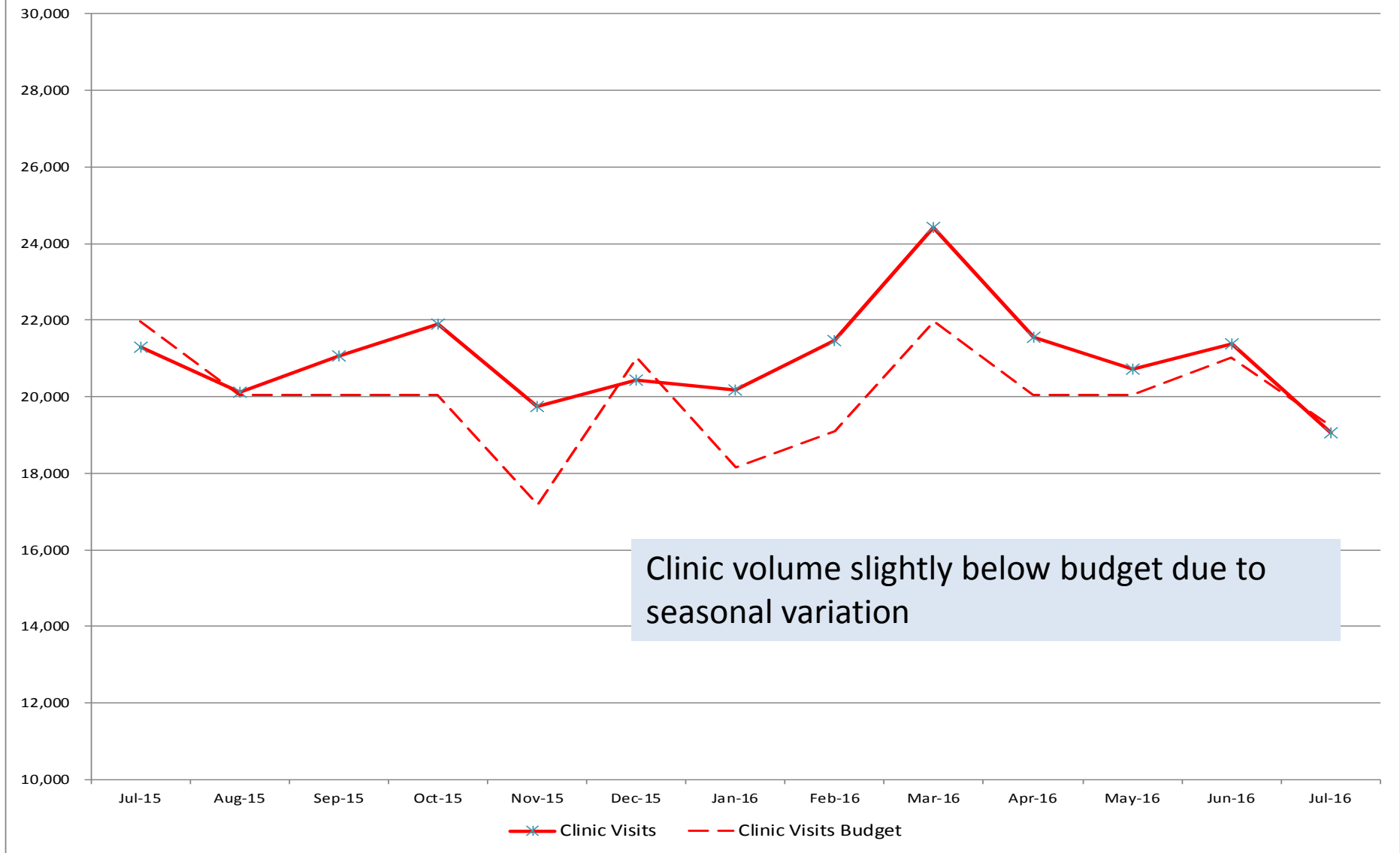
YEAR TO DATE			
Actual	Budget	Variance	Stoplight
2,955	2,701	254	9%

Patient Days



**San Mateo Medical Center
Clinic Visits
July 31, 2016**

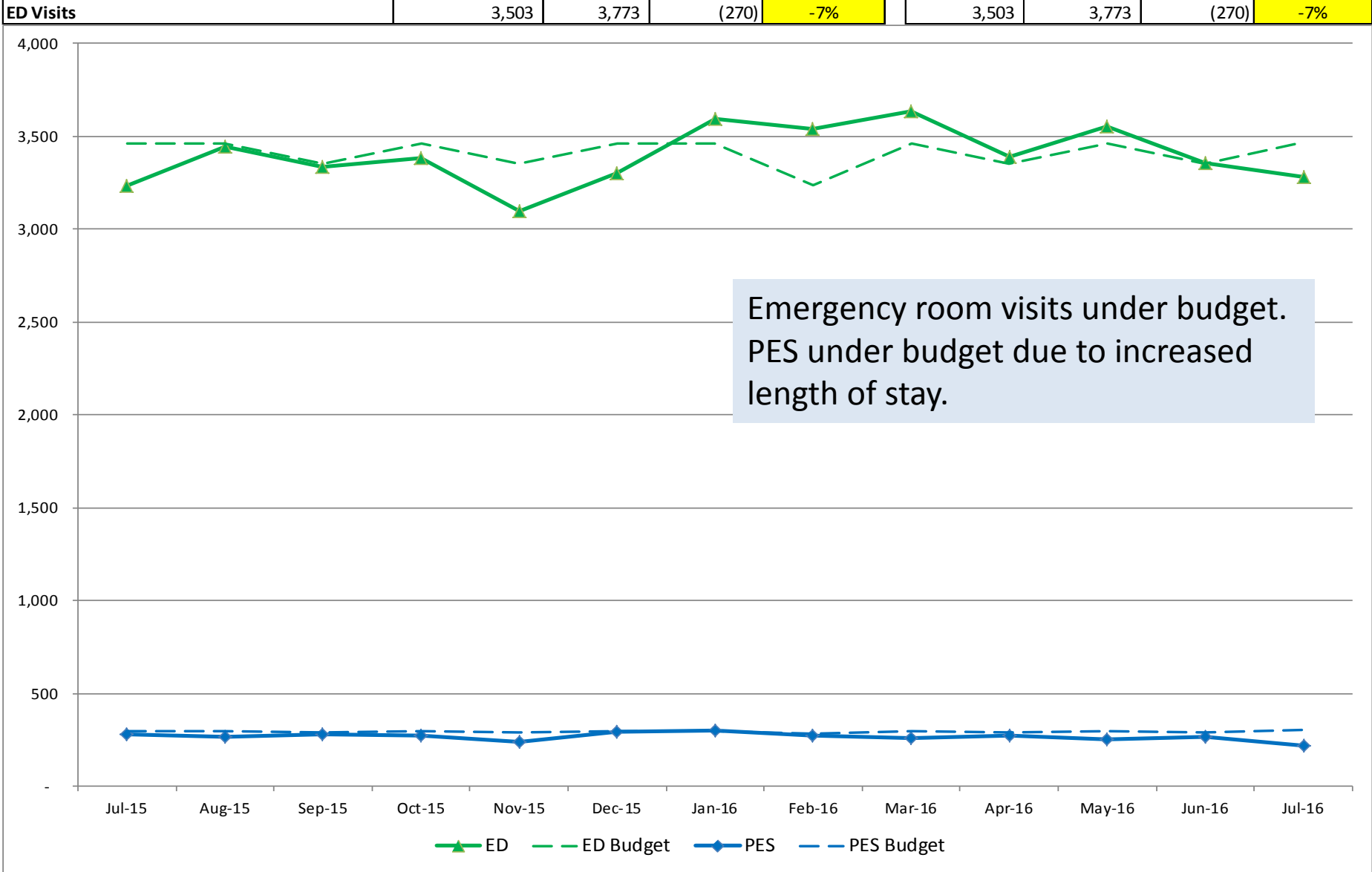
	MONTH				YEAR TO DATE			
	Actual	Budget	Variance	Stoplight	Actual	Budget	Variance	Stoplight
Clinic Visits	19,050	19,879	(829)	-4%	19,050	19,879	(829)	-4%



**San Mateo Medical Center
Emergency Visits
July 31, 2016**

MONTH			
Actual	Budget	Variance	Stoplight
3,503	3,773	(270)	-7%

YEAR TO DATE			
Actual	Budget	Variance	Stoplight
3,503	3,773	(270)	-7%

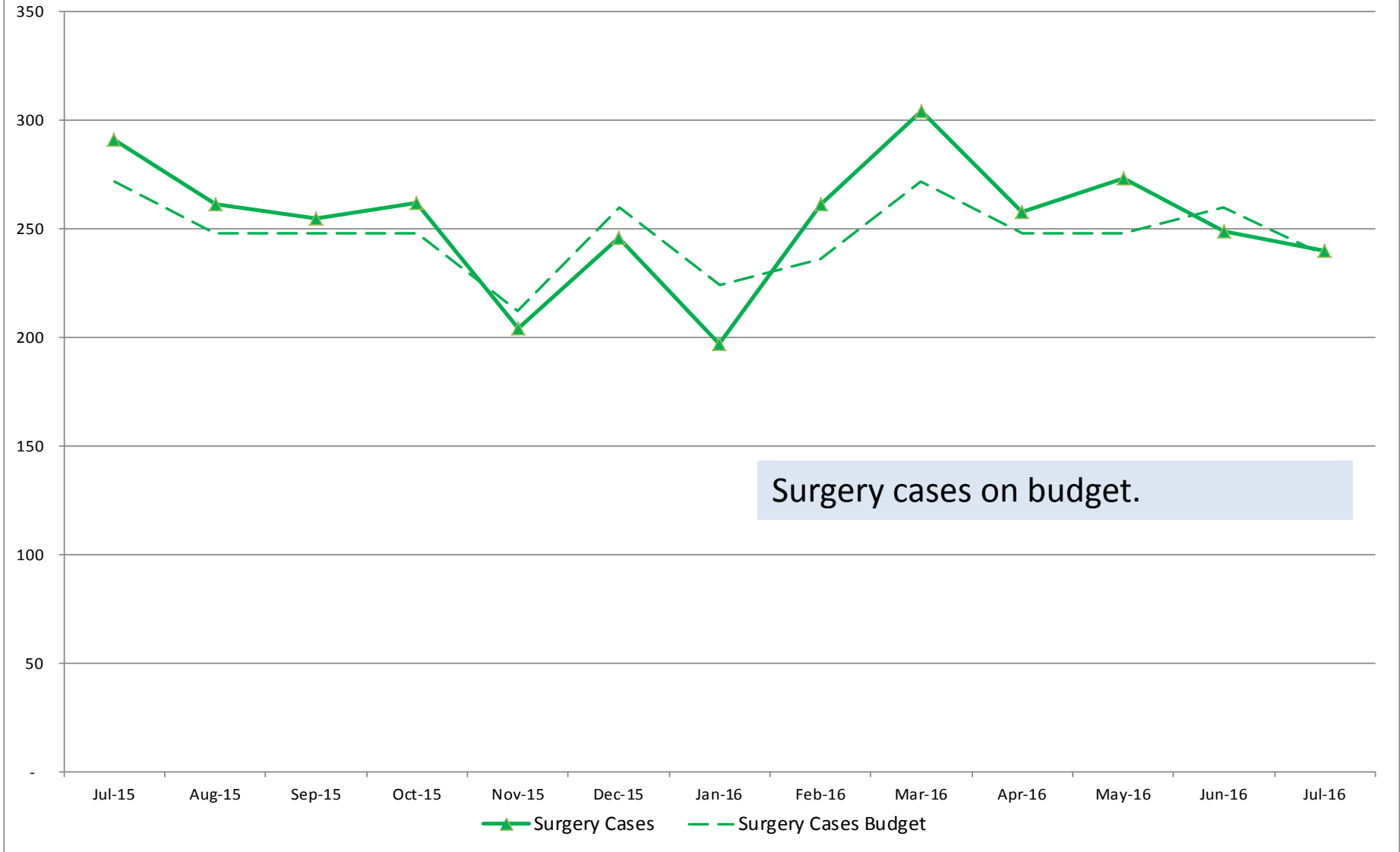


**San Mateo Medical Center
Surgery Cases
July 31, 2016**

MONTH			
Actual	Budget	Variance	Stoplight
240	238	2	1%

YEAR TO DATE			
Actual	Budget	Variance	Stoplight
240	238	2	1%

Surgery Cases

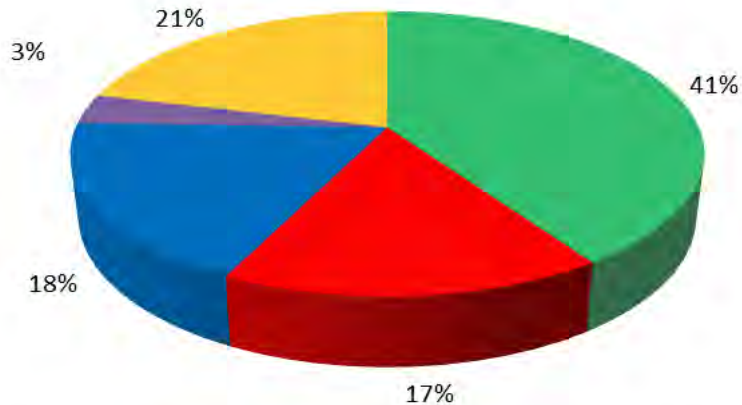


APPENDIX

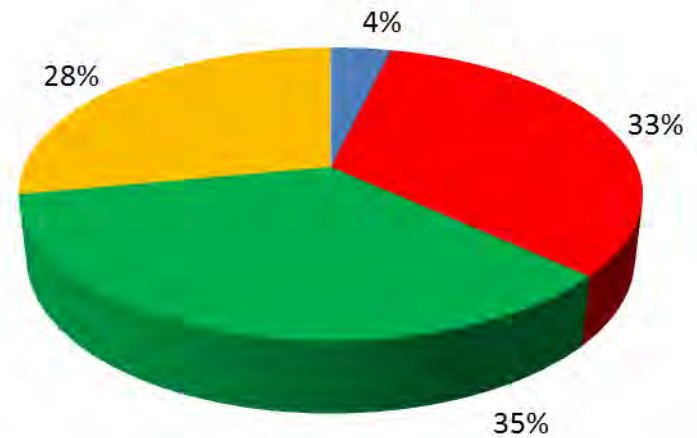
Revenue Mix

57,000
Managed
Care
Lives

Sources of Revenue



Managed Care Mix



■ Fee For Service ■ Capitation ■ Supplemental ■ Other ■ County Contributio

■ Medicare ■ Capitation ■ Traditional ■ ACE County

- **Managed Care** programs represent 57% of our Operating Revenue
- **Capitation** is a pre-payment reimbursement model that pays providers a set amount for each enrolled person assigned to them, per period of time, whether or not that person seeks care.

San Mateo Medical Center
Income Statement
July 31, 2016

	MONTH				YEAR TO DATE			
	Actual	Budget	Variance	Stoplight	Actual	Budget	Variance	Stoplight
	A	B	C	D	E	F	G	H
1 Income/Loss (GAAP)	551,709	(0)	551,709		551,709	0	551,709	
2 HPSM Medi-Cal Members Assigned to SMMC	38,743	38,773	(30)	0%	38,743	38,773	(30)	0%
3 HPSM Newly Eligible Medi-Cal Members Assigned to SMMC	18,657	19,018	(361)	-2%	18,657	19,018	(361)	-2%
4 Patient Days	2,955	2,701	254	9%	2,955	2,701	254	9%
5 ED Visits	3,503	3,773	(270)	-7%	3,503	3,773	(270)	-7%
6 ED Admissions %	5.5%	-	-		5.5%	-	-	
7 Surgery Cases	240	238	2	1%	240	238	2	1%
8 Clinic Visits	19,050	19,879	(829)	-4%	19,050	19,879	(829)	-4%
9 Ancillary Procedures	66,504	58,529	7,975	14%	66,504	58,529	7,975	14%
10 Acute Administrative Days as % of Patient Days	16.9%	9.0%	-7.9%	-88%	16.9%	9.0%	-7.9%	-88%
11 Psych Administrative Days as % of Patient Days	73.5%	58.0%	-15.5%	-27%	73.5%	58.0%	-15.5%	-27%
(Days that do not qualify for inpatient status)								
Pillar Goals								
12 Patient & Capitation Revenue PMPM	182	195	(13)	-7%	182	195	(13)	-7%
13 Operating Expenses PMPM	322	349	27	8%	322	349	27	8%
14 Full Time Equivalents (FTE) including Registry	1,181	1,206	25	2%	1,181	1,206	25	2%

San Mateo Medical Center

Income Statement

July 31, 2016

	MONTH				YEAR TO DATE			
	Actual	Budget	Variance	Stoplight	Actual	Budget	Variance	Stoplight
	A	B	C	D	E	F	G	H
21 Inpatient Gross Revenue	9,694,881	7,933,661	1,761,220	22%	9,694,881	7,933,661	1,761,220	22%
22 Outpatient Gross Revenue	22,634,680	24,786,360	(2,151,681)	-9%	22,634,680	24,786,360	(2,151,681)	-9%
23 Total Gross Revenue	32,329,560	32,720,021	(390,461)	-1%	32,329,560	32,720,021	(390,461)	-1%
24 Patient Net Revenue	9,311,816	8,292,539	1,019,277	12%	9,311,816	8,292,539	1,019,277	12%
25 Net Patient Revenue as % of Gross Revenue	28.8%	25.3%	3.5%	14%	28.8%	25.3%	3.5%	14%
26 Capitation Revenue	3,783,725	5,985,516	(2,201,791)	-37%	3,783,725	5,985,516	(2,201,791)	-37%
27 Supplemental Patient Program Revenue (Additional payments for patients)	4,208,491	4,526,520	(318,029)	-7%	4,208,491	4,526,520	(318,029)	-7%
28 Total Patient Net and Program Revenue	17,304,032	18,804,576	(1,500,544)	-8%	17,304,032	18,804,576	(1,500,544)	-8%
29 Other Operating Revenue (Additional payment not related to patients)	782,947	1,089,949	(307,002)	-28%	782,947	1,089,949	(307,002)	-28%
30 Total Operating Revenue	18,086,979	19,894,524	(1,807,545)	-9%	18,086,979	19,894,524	(1,807,545)	-9%

San Mateo Medical Center
Income Statement
July 31, 2016

MONTH			
Actual	Budget	Variance	Stoplight
A	B	C	D

YEAR TO DATE			
Actual	Budget	Variance	Stoplight
E	F	G	H

Operating Expenses

31 Salaries & Benefits	14,698,128	14,680,954	(17,175)	0%	14,698,128	14,680,954	(17,175)	0%
32 Drugs	676,845	648,254	(28,590)	-4%	676,845	648,254	(28,590)	-4%
33 Supplies	478,255	906,478	428,224	47%	478,255	906,478	428,224	47%
34 Contract Provider Services	2,824,591	2,800,374	(24,217)	-1%	2,824,591	2,800,374	(24,217)	-1%
35 Other fees and purchased services	2,681,317	4,201,491	1,520,174	36%	2,681,317	4,201,491	1,520,174	36%
36 Other general expenses	159,818	486,895	327,077	67%	159,818	486,895	327,077	67%
37 Rental Expense	224,131	206,306	(17,825)	-9%	224,131	206,306	(17,825)	-9%
38 Lease Expense	802,876	745,153	(57,723)	-8%	802,876	745,153	(57,723)	-8%
39 Depreciation	262,684	241,114	(21,570)	-9%	262,684	241,114	(21,570)	-9%
40 Total Operating Expenses	22,808,646	24,917,019	2,108,374	8%	22,808,646	24,917,019	2,108,374	8%
41 Operating Income/Loss	(4,721,667)	(5,022,495)	300,829	6%	(4,721,667)	(5,022,495)	300,829	6%
42 Non-Operating Revenue/Expense	429,907	179,027	250,881	140%	429,907	179,027	250,881	140%
43 Contribution from County General Fund	4,843,468	4,843,468	0	0%	4,843,468	4,843,468	0	0%
44 Total Income/Loss (GAAP)	551,709	0	551,709		551,709	0	551,709	

(Change in Net Assets)



September, 2016

LEAP UPDATES & EXCELLENT CARE

Strategic Planning Development

Starting in March of this year, the executive management team began the critical process of evaluating where SMMC is in relation to our 5 year pillar goals. Three separate strategic sessions (in March, May and June) allowed for reflections on the progress thus far, new opportunities available to us through state and federal programs, and future areas of focus needed for our patients and staff.

One of the clear needs highlighted during this process was **focus and alignment** to ensure that staff's time, energy and efforts are honored and accounted for. In addition, it was critically important that staff and patients be deeply involved in the process to ensure we were focused on the most important issues and that potential solutions were those most likely to "move the needle." With this in mind, areas of strategic focus were identified in alignment with the 11 pillar goals to ensure that staff is focused on the most critical efforts.

With potential areas of focus identified; in July, diverse workgroups for each effort were identified and development of improvement charters began. The workgroups, led by an executive sponsor, included executives, managers, line staff and in most cases patients or family members. In order to leverage scientific problem solving, these workgroups are following a clear and deliberate process to truly understanding the problems that we will be focusing our efforts on solving. They are currently engaged in gathering and analyzing data, going to observe the processes involved as they happen, engaging with our patients to ensure their voice is incorporated and collaborating with staff to ensure that we understand the root causes.

Once we have confidence that we understand the problems we are focused on, and the root causes for them, the workgroups will develop and design experiments to address them. We will look forward to sharing our progress as we move through each stage of development.

PATIENT CENTERED CARE & STAFF ENGAGEMENT

- **SMMC Staff Member to be Recognized as County Employee of the Month:** Earlier this summer, Michelle Merola RN, Charge Nurse in Surgical Specialty Clinic, was at Hillsdale Mall after work. As she was leaving the mall, she noted a man lying face down at the bus stop. She immediately stopped and began to render aid including CPR until the EMTs arrived. Thanks to Michelle's quick actions, the gentleman survived this incident and the last we heard was doing well. SMMC is very proud that Michelle will be recognized as the San Mateo County Employee of the Month in September.
- **2015-2016: A Highly Successful Year for Nursing:** Attached to this report is the 2015-2016 Annual Nursing Report from our Chief Nursing Officer, Joan Spicer RN, PhD. This report highlights

achievements in all five of our pillar areas. Congratulations and Thank You to all our nursing staff for these achievements and everything they do every day for our patients.

- **Selected patient/family stories of gratitude:**

- **From the Emergency Department:**

- I really like this emergency room more than any other. Times I have had to go, they were fast and courteous to myself and my wife. They treated her very very nicely and made her comfortable as well. No one ever wants to visit the emergency room, but it isn't bad when I do have to make a visit. There are a few closer ERS in my area, but I choose to make the trip to this particular ER.

- **From 2A/B:**

- Always was treated with much friendliness and was well informed.
- Everyone very, very nice & supportive.

- **From 39th and Mobile Dental:**

- Dr. Diaz was excellent! she was compassionate, always pleasant, explained each procedure carefully and completely. Dr. Diaz went over and above to make sure everything turned out perfect.
- Everyone was very friendly and considerate great staff, she looked into a medical condition I have to see how it relates to my dental care I was very impressed with her dedication to my overall health

- **From Coastside:**

- The staff is always very nice at the front desk. The nurses and doctors at this office are really excellent, so was the NP Diana Emerson that I saw. Very pleased and would recommend.
- Nothing but positive experience every time

- **From Daly City Clinic:**

- The Staff are all so helpful whenever I have appointments.
- Marissa Pfohl and Alex Velasquez are the reasons I will continue to seek my health services at this clinic. It is worth the longer drive to get excellent health care. I hope these two are recognized for their exceptional help and care.

- **From Fair Oaks Health Center:**

- Dr. Dalal is a great doctor. She explains everything, so you can understand. She cares about her patients and gives you service with a smile!!
- Took very good care of me and were sensitive to my needs

- **From South San Francisco Clinic:**

- Great people working there.
- Doctors & nurses work hard there

- **From the Innovative Care Center:**
 - I would like to say , Thank you San Mateo Hospital , you all have been doing a difference in my health life for more than 20 years ago and the San Mateo Communities love and trust my doctors. Keep doing great and God bless you all
 - The staff (receptionists, nurses and doctors) in this hospital has been the best I have ever encountered. They do a remarkable job and I cannot say enough about them

- **From Main Campus OB/Gyn:**
 - Excellent Experience

- **From the Ron Robinson Senior Care Center:**
 - Never bad experience. Only good when waited more than half hr., 45 mins. Otherwise excellent service.
 - *Dr. Ashe is the best dr. I ever had

- **From the Surgical Specialty Clinic:**
 - They are fast and helpful
 - Everyone was very professional and courteous

- **From the Medical Specialty Clinic:**
 - Dr. Silver has a long wait for appointments, but once I got my appointment. He was right on point. Very helpful and very attentive to my needs. We made a plan and scheduled blood work.
 - I have been amazed by the service that I've received from everybody since I first became enrolled in the program. I expected a somewhat DMV-like experience. For the most part, it is nothing like that. There is some waiting in lines; but, once I am interacting with someone (anyone), maximum effort is applied to meet my needs.

- **From the Radiology Department:**
 - (From a patient letter)-Couldn't leave today without thanking you for a really sweet man who accompanies us to the MRI trailer from the Radiology Dept. His name is Alberto Lujan. It is such a nurturing experience to be treated with genuine respect and concern at a medical establishment. The tall fellow inside the MRI trailer, running the controls, was also very nice. Thank you so much!

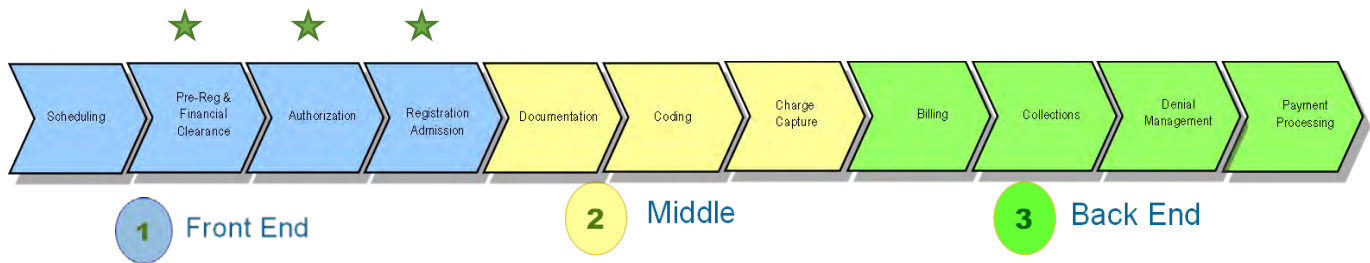
FINANCIAL STEWARDSHIP

Revenue Cycle Transformation

We continue to work on our revenue cycle priorities: 1) workflow redesign; 2) decrease defects through standard work; 3) software as an enabler to workflow efficiencies; and 4) performance benchmarking. This work is being refined as the FY17 Financial Stewardship Strategic Initiative workgroup is planning the specific tasks, milestones and deliverables for these priorities.

Our current patient accounting and billing system, Invision, is outdated, doesn't support industry standard processes, and needs to be replaced. However, a new IT system implemented on top of

poorly designed and inefficient workflows will fail. Therefore our first priority is to focus on the Front End processes of patient registration and treatment authorizations.



For registration workflows, we initiated gap assessment of current registration practices, which is approximately 50% complete and will provide us with recommendations for standard work, a pre-registration function, training materials, and a roadmap for execution.

For treatment authorizations our next steps are to initiate improvement events identified during a value stream mapping event. Recommended actions include improving our collaboration & communication with our internal stakeholders as well as the Health Plan of San Mateo.

We will continue to provide updates to the Board at regular intervals.

Public Hospital Financing

A major program under California’s Medi-Cal 2020 Waiver is the Global Payment Program, or GPP, which is designed to encourage delivery system reform for the uninsured population. GPP creates an incentive to shift from traditional care in an inpatient setting to preventative care through increased primary and specialty care in the clinic setting. In addition, it provides funding for services that historically have not been reimbursed, such as phone and email encounters, group visits, telemedicine, and Nurse visits. SMMC recently submitted its first interim claiming report for GPP, which is based solely on utilization without regard to costs, and achieved 98% of its targeted budget. SMMC’s final submission is due March 2017 and is expected to result in 100% funding as additional utilization data is captured.



To: SMMC Board Members
From: Louise Rogers, Chief
Subject: Health System Monthly Snapshot – August 2016

Indicator	Number	Change from previous month	Change from last year
ACE Enrollees	20,030 <i>(July 2016)</i>	1%	9.3%
SMMC Emergency Department Visits	3,503 <i>(July 2016)</i>	-3.2%	-0.2%
New Clients Awaiting Primary Care Appointment	292 <i>(August 2016)</i>	25.3%	80%

Health Information Exchange

The Health System is embarking upon a new venture that will increase availability of pertinent patient data to clinicians by creating HIPAA-compliant access to internal and external Electronic Medical Record (EMR) information. Robust and efficient interoperability via the Health Information Exchange is needed due to the varying entities and types of care provided to our patients and clients. This web-based system will support patient-centered continuity of care through safe, secure, and efficient use of EMR technology by enabling clinicians to include previously unavailable data in their patient evaluation and management.

Celebrating National Recovery Month in September

Now in its 27th year, Recovery Month celebrates San Mateo County residents who have reclaimed their lives through recovery from mental health and substance use issues and honors the healthcare providers who make recovery possible. This year’s theme, “Join the Voices for Recovery,” highlights the value of peer support by educating, mentoring, and helping others. Events throughout September will bring together more than two dozen community organizations, local businesses, the Health System’s Behavioral Health and Recovery Services, and over 500 people in the recovery community. Find all events listed at: smchealth.org/RecoveryMonth.



Walking from the Heart

Over 100 Health System staff have signed up to raise funds and awareness for [Heart Walk](#), the American Heart Association’s October 20 event in Redwood City. More than \$2,700 has been donated by staff to prevent heart disease and strokes and promote physical activity. We’re also proud of San Mateo Medical Center’s Kate Johnson’s t-shirt design, which won out in a vote among County employees, and will be sported by all County participants this year.



Emergency Management Services’ Staff Earns Key Emergency Certification

Kevin Rose, a member of the Health System’s Emergency Medical Services division, recently became one of only 408 people in the state and few in the county awarded with the California Office of Emergency Services’ Emergency Management Specialist Certification. The Certification represents more than 176 hours of training over the past few years, including training to help Bay Area emergency officials prepare for Super Bowl 50.

Stronger Together

Last month, Chronic Disease and Injury Prevention (CDIP) staff from Family Health Services joined forces with Alcohol and Other Drug (AOD) Prevention Services from Behavioral Health and Recovery Services. This move unifies prevention efforts across two divisions into one unit, strengthens the place-based AOD prevention partnerships, and leverages the framework and learnings of CDIP to drive reductions in tobacco use in communities across San Mateo County. This consolidated effort will increase Health System staff working across chronic disease and AOD prevention and help to further policy opportunities, promote health, and prevent diseases.