

**HCH/FH Program QI Committee**

Thursday November 9th, 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, Janet Schmidt, Meron Asfaw, Alejandra Alvarado

ITEM	DISCUSSION/RECOMMENDATION	ACTION
	Meeting began at 12:37 PM	
Approve Meeting Minutes		Brian approved, Susanne second All committee members approved.
Program Updates	<p><b>Half Moon Bay Library- Blood Pressure Cuffs</b></p> <ul style="list-style-type: none"> <li>• HCH/FH partnered with the Half Moon Bay Library to provide blood pressure cuffs accessible to members of the community with a library card.</li> <li>• This pilot project has commenced; HCH/FH will track usage of farmworker and homeless members for the duration of this project.</li> </ul> <p><b>AMI Phones Project</b></p> <ul style="list-style-type: none"> <li>• HCH/FH is working with AMI Strategies to provide phones to people experiencing homelessness around San Mateo County</li> <li>• HCH/FH is recruiting contracted partners to distribute new phones to clients who'd benefit from accessing virtual care with SMMC providers.</li> <li>• HCH/FH will monitor device usage and applications. Goal- improve client's virtual access and health outcomes.</li> </ul> <p>The committee members expressed interest in the blood pressure cuff project at the Half Moon Bay library and asked about the possibility of distributing those cuffs to other isolated areas along the coast like Pescadero. Alejandra explained that this is a pilot project, and the HCH/FH staff is waiting to see what the results of the pilot project to analyze any particular areas of interest from the target audience, to determine how to best proceed with expanding the project.</p>	
Q3 2023 Tables- Performance Measures	<p>Alejandra presented on the Q3 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"> <li>• FQHC: Federally Qualified Health Centers</li> <li>• Cervical Cancer Screenings: Last ye screenings were about 7% lower for Q3 so we are seeing an improvement there for both sub-populations.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Depression Screening and F/U- There was a big jump in improvement from both sub-populations from the previous quarter to this quarter. The majority of the homeless visits are coming from Primary Care, South County and Daly City clinics, then PHPP. These three locations have been consistently the highest recording clinics for this measure from Q2 to Q3 2023. The majority of the farmworker visits were from Coastside, followed by PHPP.</li> <li>• Adult BMI and F/U- There was a slight drop in homeless visits and a minimal farmworker visit in Q3, which was unusual considering the significant improvement from Q1 to Q2 2023. This could be because SMMC is thinking of tabling this metric for the Primary Care Quality Report and the QIP Report. The reason for doing this is because this metric does not have enough clinical evidence. Therefore, SMMC so stopping the collection of this metric could be the reason for this drop. HCH/FH still needs to report on this metric and has expressed this to the QIP manager, so the QIP manager will make a push to continue collecting Adult BMI, but improvement on the follow-up component is uncertain. This is something to keep in mind here as we review this metric next year.</li> <li>•</li> </ul>	
Fair Oaks Update	<p><b>Malnutrition and Food Scarcity</b></p> <ul style="list-style-type: none"> <li>• During COVID-19 pandemic, SMMC partnered with Facebook and Stanford to provide food boxes for families in San Mateo County</li> <li>• Facebook provided about 90 boxes for 10 months → served about 90 families weekly.</li> <li>• Stanford food box program provided food for about 45 families weekly.</li> <li>• 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</li> <li>• Initially- delivered 180 boxes with eggs, dairy, and fresh produce: 100 bags with dry goods every Monday.</li> <li>• Currently- 250 boxes and 190 bags received each week through the Food Pharmacy program.</li> <li>• Partnering clinics- main campus, Fair Oaks, Daly City/South San Francisco, and Coastside</li> <li>• Note, this project targeting general population not specifically people experiencing homelessness or farmworkers.</li> <li>• For more information, please visit: <a href="https://smchf.org/food-farmacy/">https://smchf.org/food-farmacy/</a></li> </ul> <p>A list of what the HCH/FH program can and cannot fund was provided to board members, see list below:</p> <p>What can HCH/FH Pay For?</p>	

	<ul style="list-style-type: none"> <li>• Delivery of health care services (primary care, dental care, mental health, substance use)</li> <li>• Delivery of care coordination services</li> <li>• Trainings and Conferences</li> <li>• Supplies/equipment/construction</li> <li>• Health Needs Assessments/Evaluation Projects</li> </ul> <p>What can HCH/FH Collaborate On?</p> <ul style="list-style-type: none"> <li>• Be a bridge between community organizations and SMMC Clinics</li> <li>• Coordinate meetings between relevant stakeholders.</li> <li>• Communicate/advocate farmworker/PEH needs.</li> <li>• Provide farmworker/PEH health data, technical assistance, partnership in navigating county Health.</li> </ul> <p>What can HCH/FH NOT Pay or Work on?</p> <ul style="list-style-type: none"> <li>• Housing/Rental Subsidy</li> <li>• Food/Beverage</li> <li>• Financial incentives</li> <li>• Political advocacy/activities</li> </ul>	
NRC Health Update	<p><b>Questionnaire Randomization</b></p> <ul style="list-style-type: none"> <li>• HCH/FH contacted NRC Health to receive feedback on survey randomization.</li> <li>• Patient Satisfaction Surveys do not rotate- they are always asked in the same order. Questions cannot be randomized.</li> <li>• It's possible that n-sizes would be impacted by participants exiting survey after different questions. <ul style="list-style-type: none"> <li>• Data surrounding # of patients exiting surveys.</li> </ul> </li> </ul> <p>A visual chart showing the gate questions that NRC Health administered was shown in the slides, along with the list of questions that patients receive in their survey after having a patient visit.</p>	
Patient Grievances	<p><b>HCH/FH Patient Grievance Report</b></p> <ul style="list-style-type: none"> <li>• Patient grievances were displayed by department/unit/clinic, with a total of 10 grievances YTD (September 2023).</li> <li>• The grievances were also divided up by Type, revealing that there is the same number of complaints for Concerns of Medical Care, Access, and Customer Services. HCH/FH will continue to monitor any trends and ultimately evaluate year over year data to identify areas of concern.</li> <li>• The number of grievances was broken down by grievances per month, showing an average of 1 or 2 grievances per month with May and July having no grievances to report.</li> </ul>	

Looking Ahead: 2023	<ul style="list-style-type: none"> <li>• HCH/FH UDS 2023 report submission- will review annual outcomes at upcoming meeting.</li> <li>• Provide trainings to staff working directly with farmworkers and people experiencing homelessness.</li> <li>• 1<sup>st</sup> training focused on Motivational Interviewing with community partners in the November.</li> <li>• Domestic Violence education and awareness</li> <li>• Next QI/QA committee meeting: March 2024</li> </ul>	
Adjourn	Meeting adjourned at 1:55pm	
<b>Future meeting dates</b>	<b>TBD</b>	



**TOPIC:** HCH/FH Program QI/QA Subcommittee  
**DATE:** March 14<sup>th</sup>, 2024  
**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. Q4 2023- Performance Measures	12:55 pm
5. Trimester Entry Into Care Update	1:10 pm
6. IPV & Human Trafficking Update	1:20 pm
7. Puente Convention Resources	1:30pm
8. Looking ahead: 2023	1:55 pm
9. Adjourn	2:00 pm

**FUTURE MEETING DATES:** TBD

Contact **Frank Trinh** [frinh@smcgov.org](mailto:frinh@smcgov.org) or **Alejandra Alvarado** [aalvarado@smcgov.org](mailto:aalvarado@smcgov.org) for additional information regarding the HCH/FH Program Quality Improvement Committee.

# QI/QA Q1 Committee Meeting

Healthcare for Homeless &  
Farmworker Health Program  
Thursday March 14<sup>th</sup>, 2024



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Approve Meeting  
Minutes from Q4 2023

# Agenda

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Program Updates

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Q4 2023- Performance Measures

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Trimester Entry Into Care Update

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IPV & Human Trafficking Update

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Puente Convention Resources

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Looking Ahead: 2024





# Program Updates

## **2023 UDS Submission**

- Annual report has been submitted on February 15<sup>th</sup>, will revise requested edits and the final report will be submitted by March 31<sup>st</sup>
- This report contains performance data surrounding demographics, finances, and clinical measures for the program
- 2023 UDS data will help subcommittee determine which Clinical Quality Measures to prioritize for the 2024 QI Plan

## **AMI Phones Project**

- HCH/FH currently works with AMI Strategies and T-Mobile to provide phones to people experiencing homelessness in San Mateo County
- Ongoing project since 2022- extending this project another year (2024-2025)
- EPIC has an established telehealth site and portal that can be utilized for this project, will explore this possibility once EPIC is implemented



# Program Updates

## **Death Data**

- HCH/FH is working with Public Health Epidemiology to generate homeless mortality report
- Public Health Epidemiology gets the death data from Health Service Agency through their database (HMIS)- this is the step we're currently at
- Will be asking Public Health Epidemiology manager to come give another update at upcoming board meeting

## **Smart Watches Project**

- HCH/FH will be distributing smart watches to people experiencing homelessness and farmworkers in San Mateo County
- Goal: promote health education and get patients accustomed to establishing daily health habits (calories, steps, heart rate, etc.)
- Training module being created to explain key health features to focus on- attendance required to receive a watch. Follow-up plan will be created to track patient engagement.



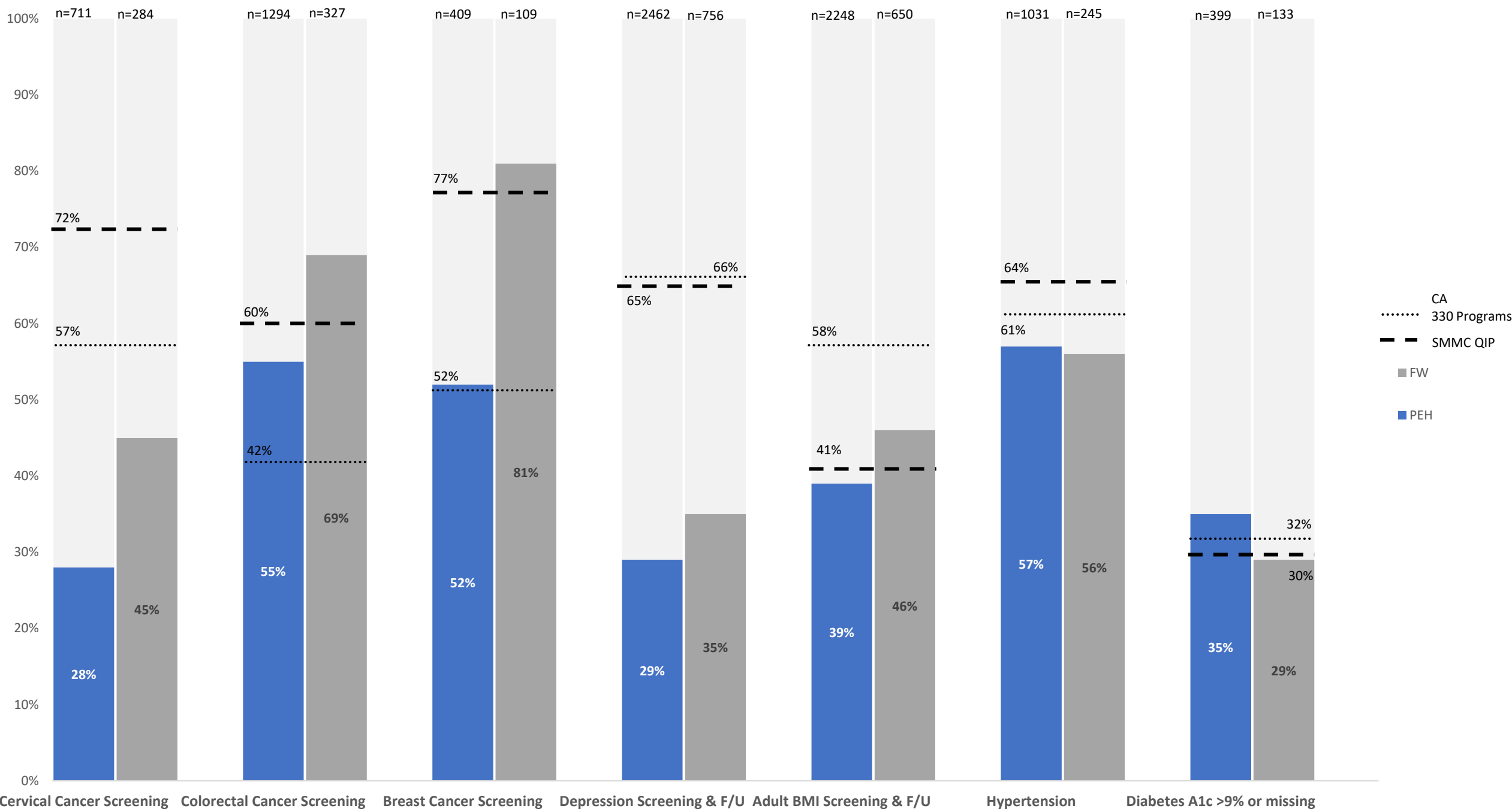
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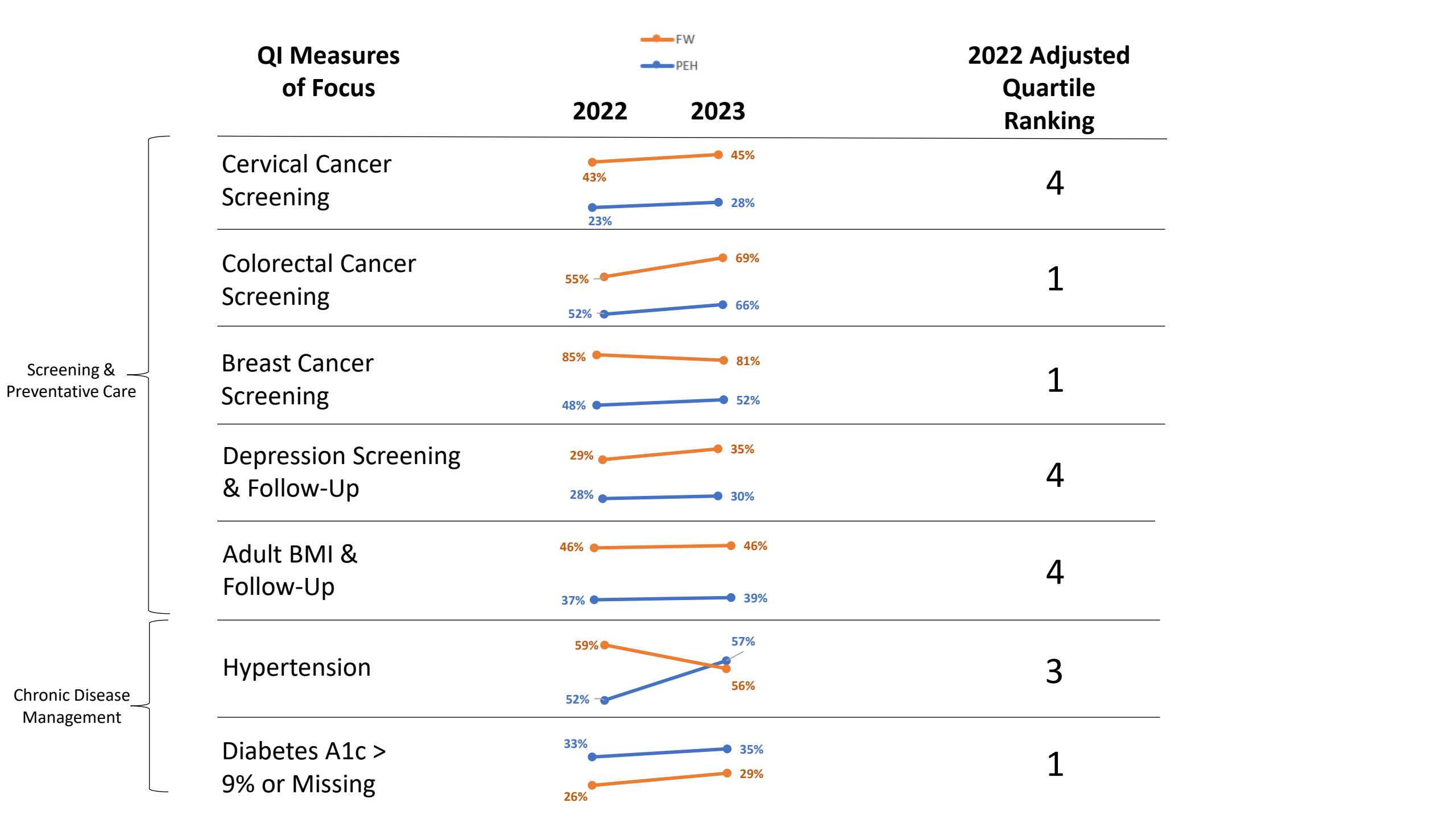
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# Q4 2023- Performance Measures

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# Clinical Measures Comparison





# Trimester Entry Into Care Update

## 2022 UDS Trimester Entry into Care- 76 patients

- 1<sup>st</sup> trimester- 63 patients
- 2<sup>nd</sup> trimester- 12 patients
- 3<sup>rd</sup> trimester- 1 patient

## 2023 UDS Trimester Entry into Care- 59 patients

- 1<sup>st</sup> trimester- 43 patients
- 2<sup>nd</sup> trimester- 13 patients
- 3<sup>rd</sup> trimester- 3 patient

Prenatal care visits require an ultrasounds, some visits are being coded as ultrasound visits

- SMMC is doing improvement work to assure that prenatal care visits are coded correctly
- HCH/FH will continue to follow this work and track quarterly reports to see if visit #'s increase

# IPV and Human Trafficking Update

- 2023 UDS Human Trafficking- 0 patients reported
- 2023 Intimate Partner Violence
  - PEH: 4 visits, 2 patients
  - FW: 0 patients
- HCH/FH will be participating in county anti-trafficking meeting to discuss individual cases and working towards labor trafficking campaign

# Puente Convention Resources

- HCH/FH will be attending the conference and will be providing resources at our booth:
  - IPV Safety Cards
  - HCH/FH Provider Templates- Coast
  - Patient Experience Contact Information



# Looking Ahead: 2024

- Half Moon Bay library- BP cuff pilot project ending in April
  - Will be reviewing questionnaire data
  - Discussing next steps and project expansion
- Discuss QI Plan for upcoming year
  - Review UDS comparative data, trends, discuss modifying performance measures
- Next QI/QA committee meeting: June 2024



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