

**COUNTY** OF **SAN MATEO**



**SAN MATEO  
COUNTY HEALTH**  
All together better.

*All Together Better*

# FY 2023-24 Performance Presentation

Louise F. Rogers, Chief and members of Executive Team  
October 22, 2024

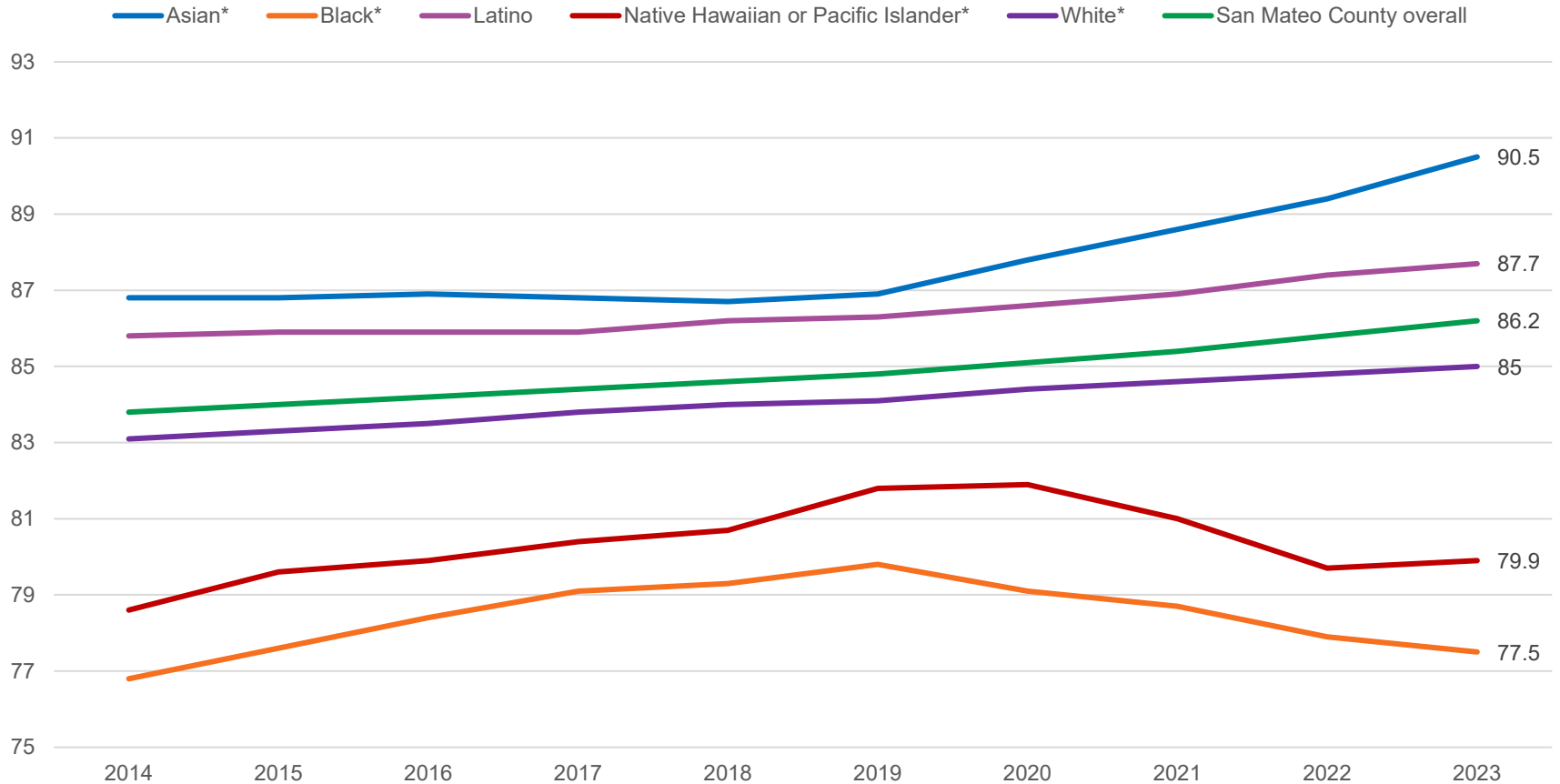


# **SAN MATEO** **COUNTY HEALTH**

All together better.

Our mission is to help everyone  
in San Mateo County live  
longer and better lives.

# Life Expectancy at Birth in San Mateo County by Race 2017-2023

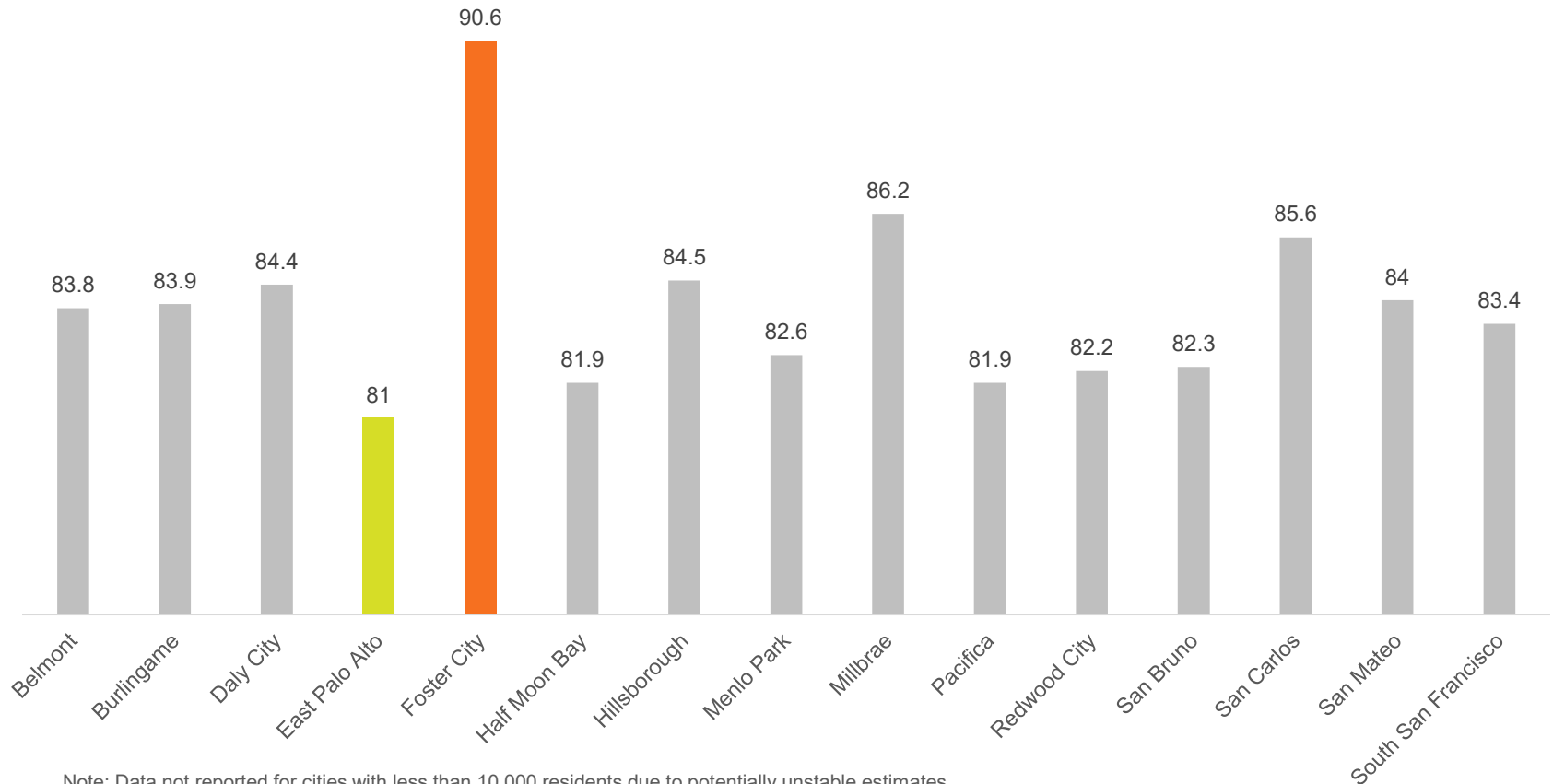


\*Non-Latino

Note: Data not reported for American Indian/Alaska Native and Multirace groups due to potentially unstable estimates

Source: California Department of Public Health Vital Records Business Intelligence System 2013-2023 deaths; California Department

# Life Expectancy in San Mateo County by City 2022



Note: Data not reported for cities with less than 10,000 residents due to potentially unstable estimates

Source: California Department of Public Health Vital Records Business Intelligence System 2018-2022 deaths; US Census Bureau 2018-2022 American Communi



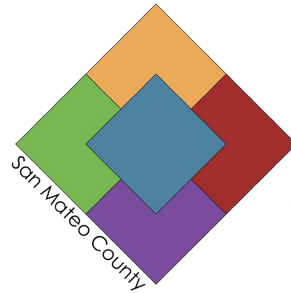
# Public Health engaged more than 90 partners in Community Health Improvement Planning



*Behavioral Health partnered with County Office of Education and 80+ partners to develop*

## **United for Youth Vision 2030**

*Blueprint for School and Transitional-Age Youth Well-Being*



**Coalition for  
Safe Schools &  
Communities**



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**SAN MATEO  
COUNTY  
OFFICE OF  
EDUCATION**

**Excellence and Equity in Education**

*Family Health partners with the Jackie Speier Foundation, First5 SMC, HPSM, Human Services, Stanford and others to develop*



## **SAN MATEO COUNTY BABY BONUS PROGRAM: Essential Supports for Baby's Beginning**

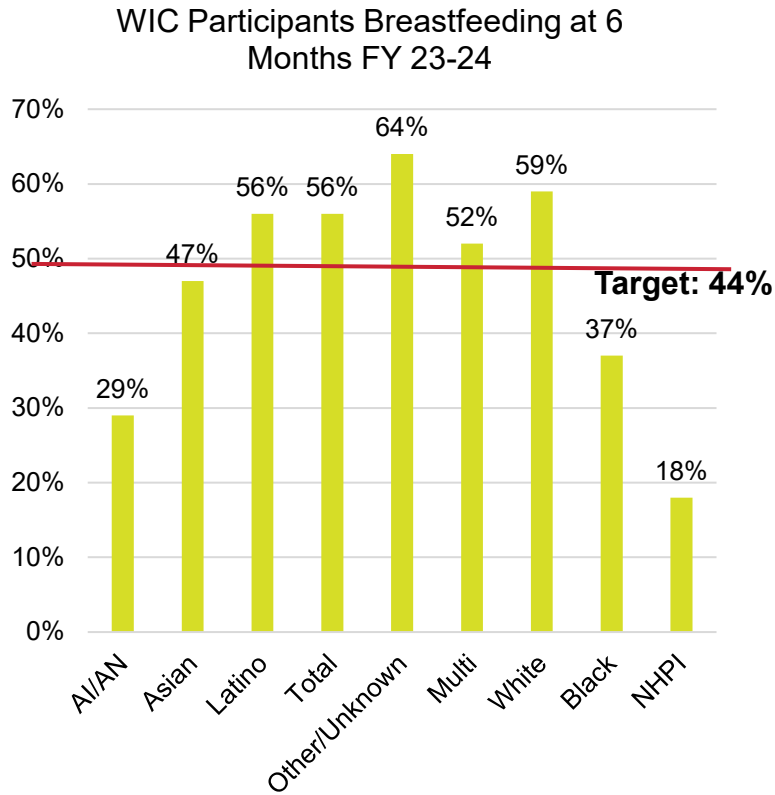
The San Mateo County Baby Bonus Program is an innovative, locally-focused demonstration project centered on understanding the value of cash aid and early childhood supports for new parents. The Program goes beyond existing baby bonus pilots by pairing unconditional cash gifts with coordinated care in the first three years of life.



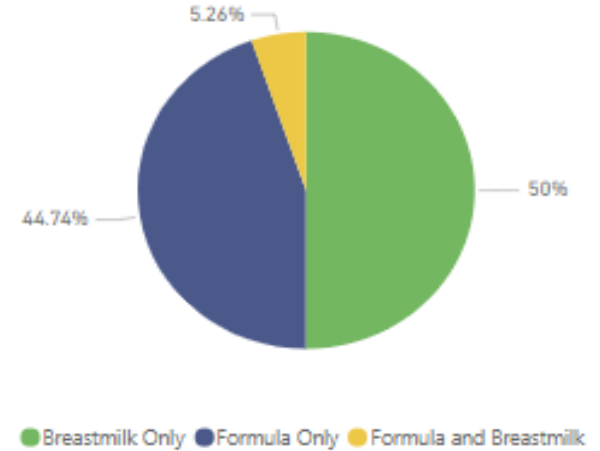


# Goal: Increase equitable health outcomes

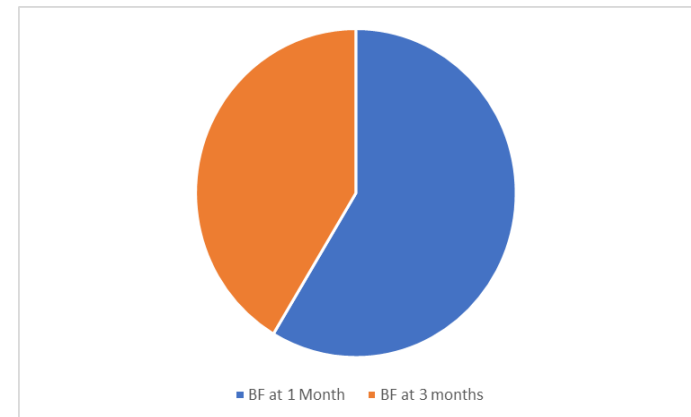
*Family Health Services aims to elevate all Breastfeeding rates at 6 Months by Race*



## BIH client Breastfeeding Assessment at 3 months

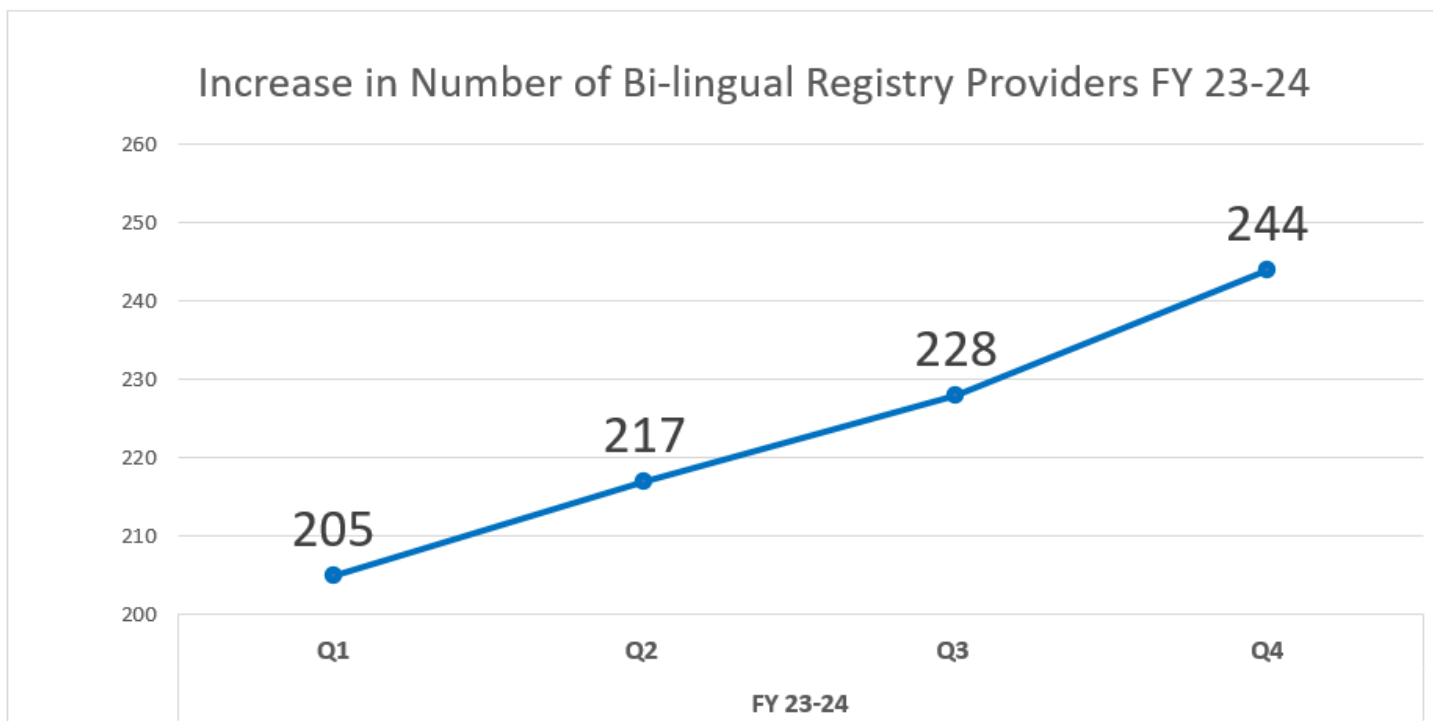


## PI Clients With Peer Counselor BF Initiation Rates at 1 month & 3 months



# Goal: Increase equitable health outcomes

*Aging and Adult –In Home Supportive Services  
Increases number of bi-lingual registry providers by 19%*



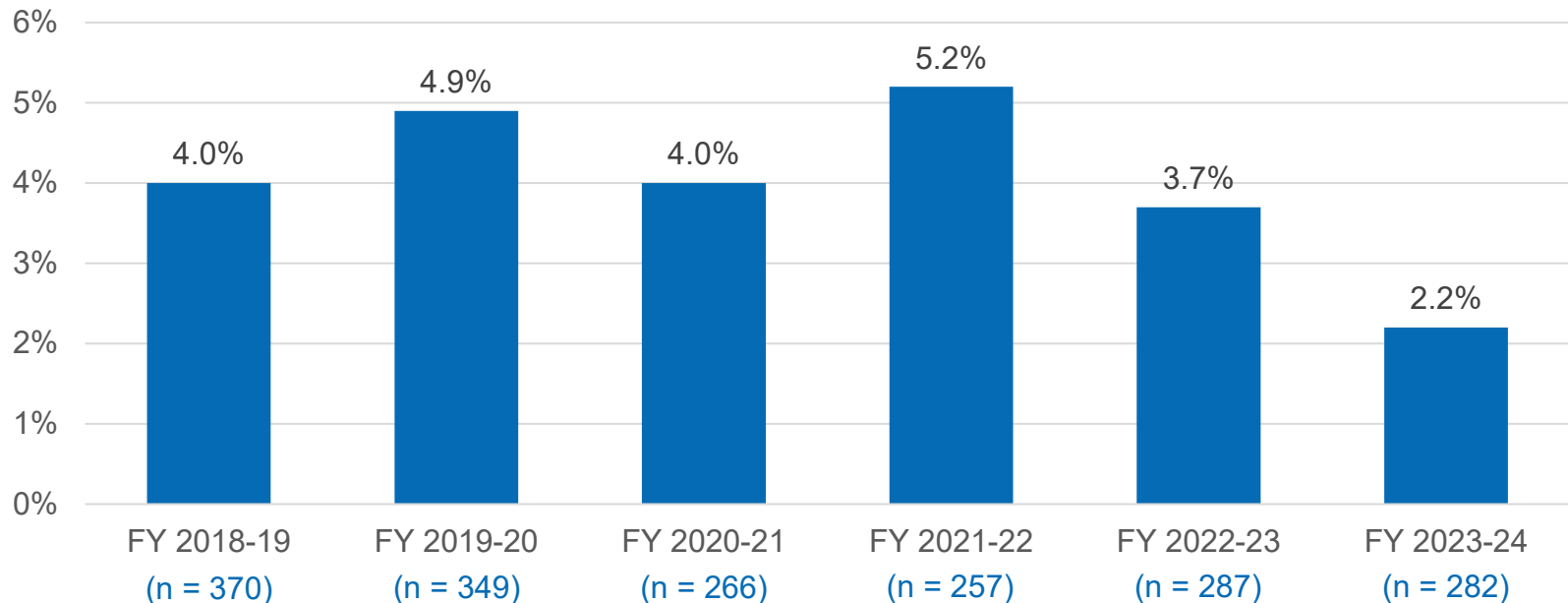
“Due to severe arthritis, it would be impossible to manage my day-to-day without the support from my caregiver who understands my needs.”

- Toni Moran

# Goal: Increase equitable health outcomes

## *San Mateo Medical Center Reduces Disparity in Hypertension Control for Black Patients*

Disparity in Hypertension Control  
All Patients to Black/African American Patients



### Continued Measure:

Hypertension control in the Black population, aimed at eliminating existing gap between this population and SMMC average across all populations (6600B). Data source: PCMH

# Goal: Advance improvements for patients



*All-Health Epic electronic health record to empower our providers, nurses, and staff to advance excellent care and health equity*

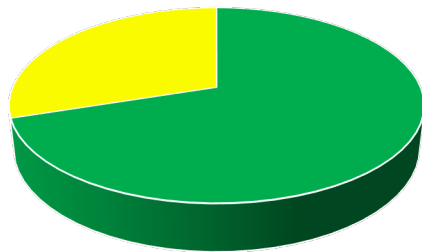
- Better tracking of health outcomes across different populations and identify health disparities more effectively
- Enhance care coordination among healthcare providers
- MyChart patient portal will give patient's access to their own health data and empower them to make more informed decisions
- Streamline, coordinated workflows to improve patient and provider experience

# On-Track for Go-Live



JAN-AUG	SEPT - MAR	APR - AUG	SEPT - OCT	NOV 2, 2024
<b>PRE-WORK</b> <ul style="list-style-type: none"> <li>- Governance</li> <li>- Scoping</li> <li>- Data collection</li> <li>- Orientation</li> </ul>	<b>BUILD</b> <ul style="list-style-type: none"> <li>- Review foundation system</li> <li>- Building block decisions</li> </ul>	<b>READINESS</b> <ul style="list-style-type: none"> <li>- Integrated Testing</li> <li>- Identify high-impact changes</li> <li>- Plan risk mitigation</li> <li>- Change management</li> <li>- Go-Live Readiness Assessments</li> </ul>	<b>TRAINING</b> <ul style="list-style-type: none"> <li>- Training</li> <li>- Day-in-the-life readiness activities</li> <li>- Go-Live Readiness Assessments</li> <li>- Department readiness</li> </ul>	<b>GO-LIVE</b> <ul style="list-style-type: none"> <li>- At-the-elbow support</li> </ul>

FY23-24 Milestones



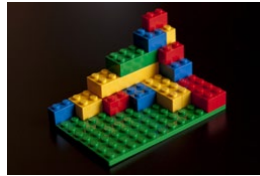
■ Completed   ■ In Progress

# Milestones on the Path to Go-Live!

Analysts have completed more than

13,000

Build Tasks



Design teams have made more than

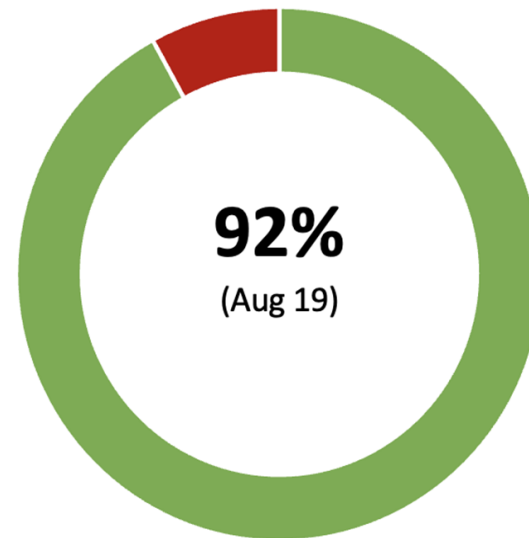
7,700

Building Block Decisions



About 80% of our design teams and super users completed early education ensuring they could make informed decisions

## % Fully Registered for Epic Training



■ Fully Registered ■ Not fully Registered

# Goal: Advance improvements for patients

*Health works with HSA, Housing, HPSM and partners to improve and expand efforts to engage and house our unhoused patients/clients*

- 15,139 SMMC clinic visits to 2,204 people
- 3,545 Mobile/Street Medicine visits to 1,381 people
- 1,033 people receive alcohol and other drug treatment, 1,734 received mental health treatment and BHRS HEAL ran 141 psycho-social groups



# Goal: Advance improvements for patients

*Behavioral Health & Recovery Services implemented the new mobile crisis in May and the Care Court early July*



CARE Court and AOT Team  
For CARE Court: 650-573-6125 or [carebhrs@smcgov.org](mailto:carebhrs@smcgov.org)  
To reach the Mobile Crisis Response Team: 650-579-0350 or 988



Collaborative Courts Supervising Judge  
Susan Jakubowski & Collaborative Courts  
Manager Sean Noland



# Goal: Improve healing environments for patients and staff

*Completed 5 new facilities at the Cordilleras Health & Healing Campus for 121 patients*



# Goal: Improve healing environments for patients and staff

*Commenced the final "Link" building to finish San Mateo Medical Center Campus by summer 2025*



# Goal: Improve healing environments for patients and staff

*Commenced work on the North County Wellness Center in South San Francisco*

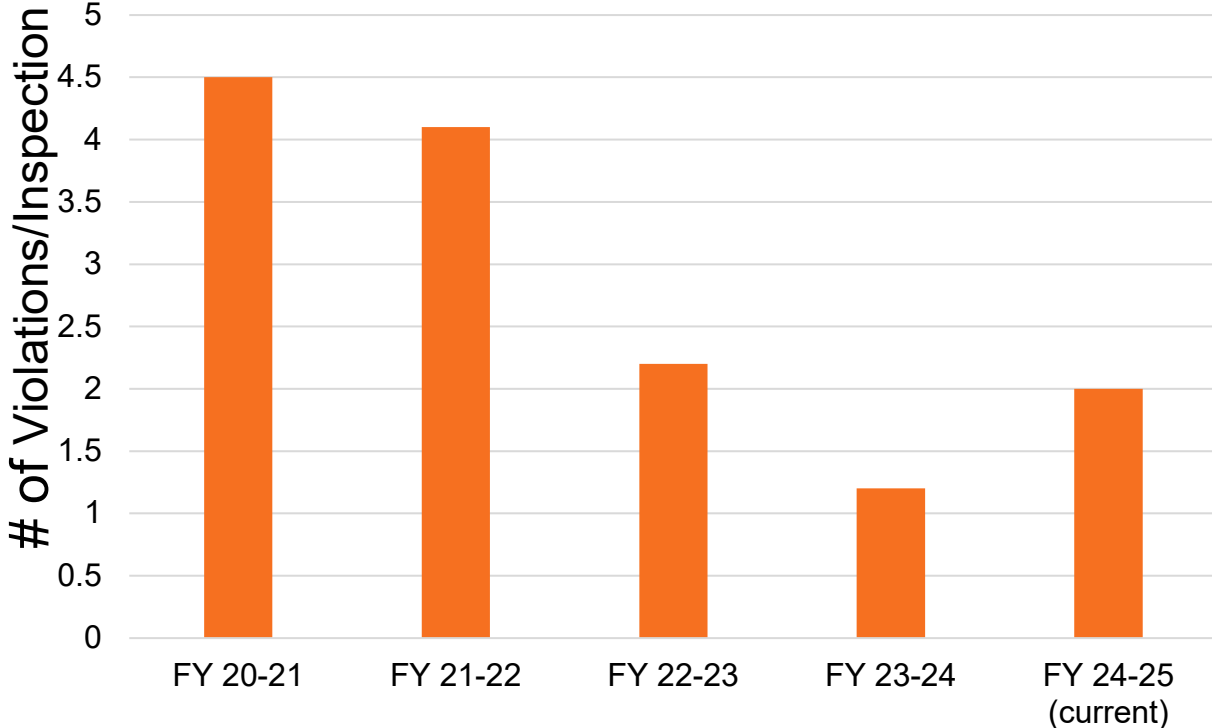


# Goal: Advance Healthy Housing for Residents

*Environmental Health Services improves housing conditions through proactive education and inspections*

- Focus on multi-family housing in diverse, low-income areas based on the Healthy Places Index (HPI)
- Targeted outreach to landlords & property owners
- Top 5 violations: vermin, general and structural safety, general exterior maintenance, weather protection

Multifamily Home Inspections in Healthy Place Index Target Regions Data



■ Multifamily Home Inspections in Healthy Place Index Target Regions Data

# Innovate to Improve Equity

*Behavioral Health and Recovery Services advances Health Social Racial Equity Action Plan to improve recruitment/retention*

- Developed and piloted DEIB recruitment tools, including checklist, question data bank and videos
- Developed and rolled out inclusive pronouns badge toppers
- Offered hiring incentives (total \$315,000) to 21 new hires in hard-to-fill classifications since program initiation in October
- Participated in State MHSA funded Retention Bonus and Loan Repayment Programs
  - 43 Retention Bonus awards given (total \$322,500)
  - 25 Loan Repayment awards given (total \$187,500)
- Decreased vacancy rate by 7% from 18% to 11% in a year



# Innovate to Improve Equity

*BHRS recruitment video*





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