

Health System FY 2015-2017 Performance Report

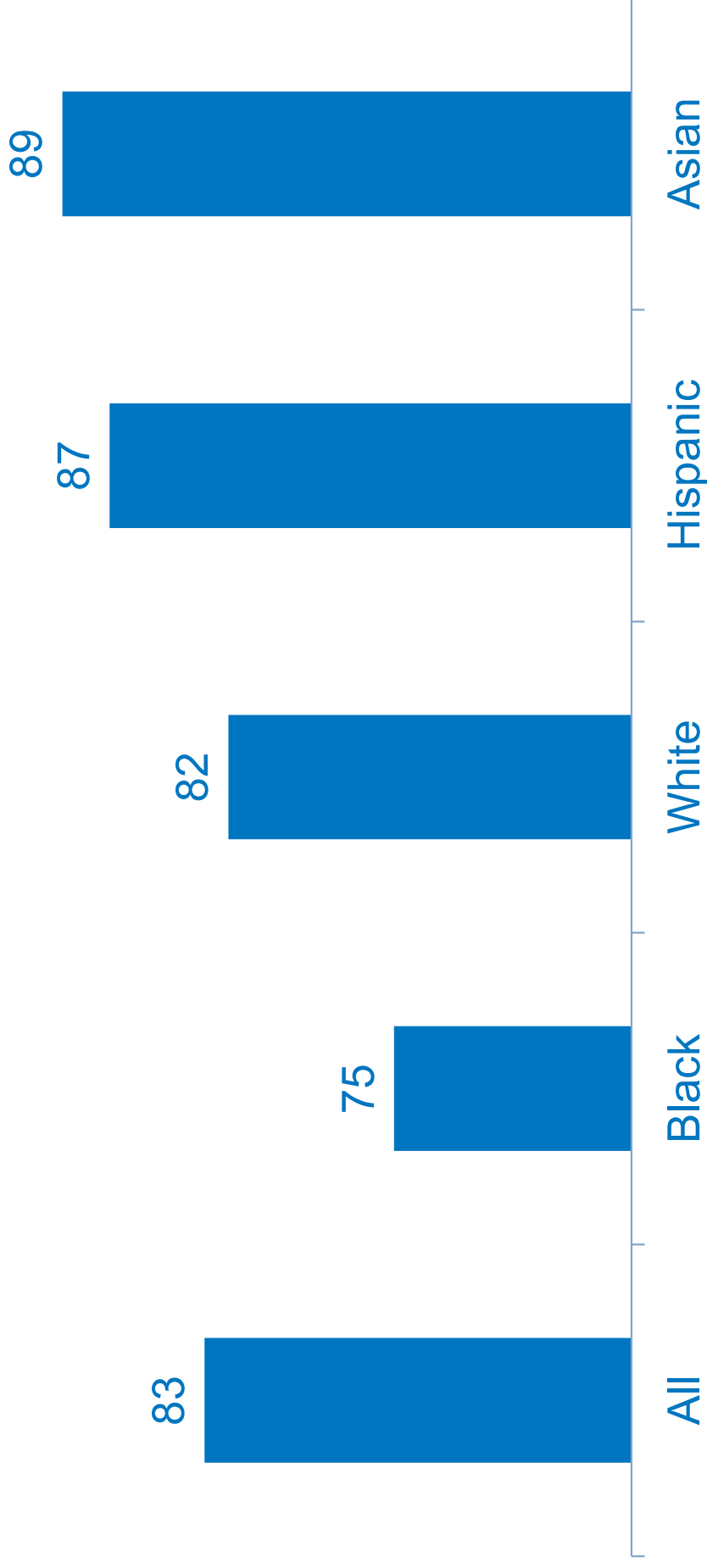


COUNTY OF SAN MATEO
HEALTH SYSTEM



Our mission: helping San Mateo County residents live longer, better lives

Life Expectancy by Race





Our Accomplishments



Provide the right service at the right time and place

Comprehensive Cardiac Arrest Program to drive survival rate above national avg

- Outreach campaign parallels 60% increase in heart attack patients calling 911
- PulsePoint free mobile app
- CPR training enhancements



Provide the right service at the right time and place



- Home visiting program expansion is making “dual generation” impact
- Express Care: meeting 20-50% of patient needs over the phone, keeping patients out of the ED

Provide the right service at the right time and place

- New clinic and pods at MSCC
- Integrated Medication Assisted Treatment: 550 engaged in alc/drug tx
- Street and Field Medicine: 87 clients, 71% show rate
- Whole Person Care grant opportunity



Making a Difference with Measure A



- \$10.6 million
- 29 programs
- Propelling important and new efforts to better serve young people, adults and older adults

MEASURE A 2013 – 2023
LOCALFUNDS
LOCALNEEDS
WWW.SMCGOV.ORG

Select Measure A-Funded Programs

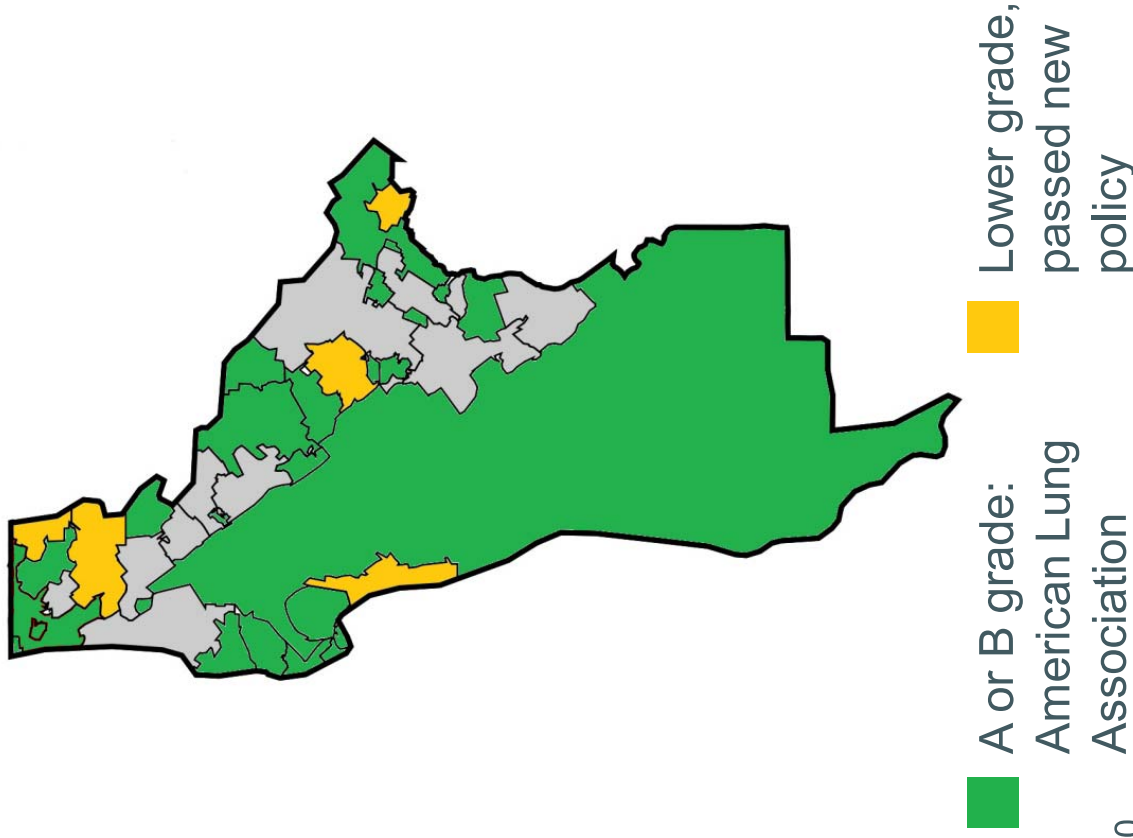
- The Parent Project reached 600+ parents, 76% graduation rate
- 59% increase in financial abuse referrals (359)
- Housing inspections: 90% of frequent violator properties back in compliance



Intervening early to promote the best trajectory possible: one teacher's story



Prevent health problems through policy change



- New tobacco prevention policies
 - Brisbane
 - East Palo Alto
 - Half Moon Bay
 - San Carlos
 - San Mateo
 - South San Francisco
- Expanded drug and alcohol Medi-Cal benefits



Prevent health problems through policy change

- Assisted Outpatient Treatment (Laura's Law)
 - 51 leads
 - 6 clients
- Policy to support trauma-informed care
 - 47% decrease in runaways
 - 91% decrease in hands-on interventions



Provide a great experience to all who interact with us

- New restaurant placarding system at 3000+ restaurants
- Youth Advisory Committee for California Children's Services: 28 members
- Transgender-focused pilot at Edison Clinic



Provide a great experience to all who interact with us

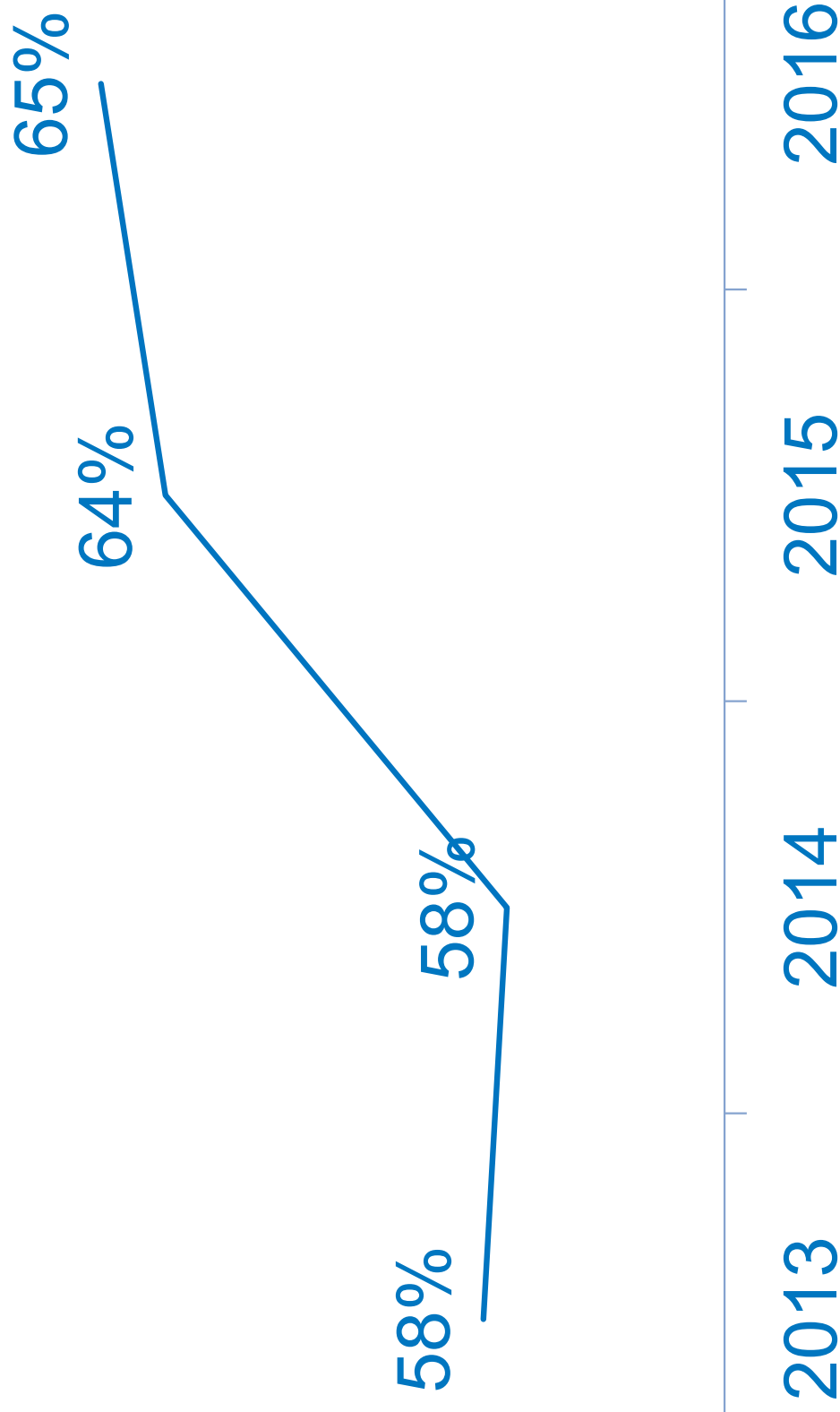


Welcome with a smile
Explain who you are
Communicate clearly
Ask what you can do to help
Respond respectfully
Express gratitude

- Improving patient experience at SMMC
 - New phone system
 - ~70% reduction in wait times
 - ~64% reduction in dropped calls
 - 900 staff trained in WE CARE

SMMC patient satisfaction increasing

Likelihood of recommending practice



Create a great place to work

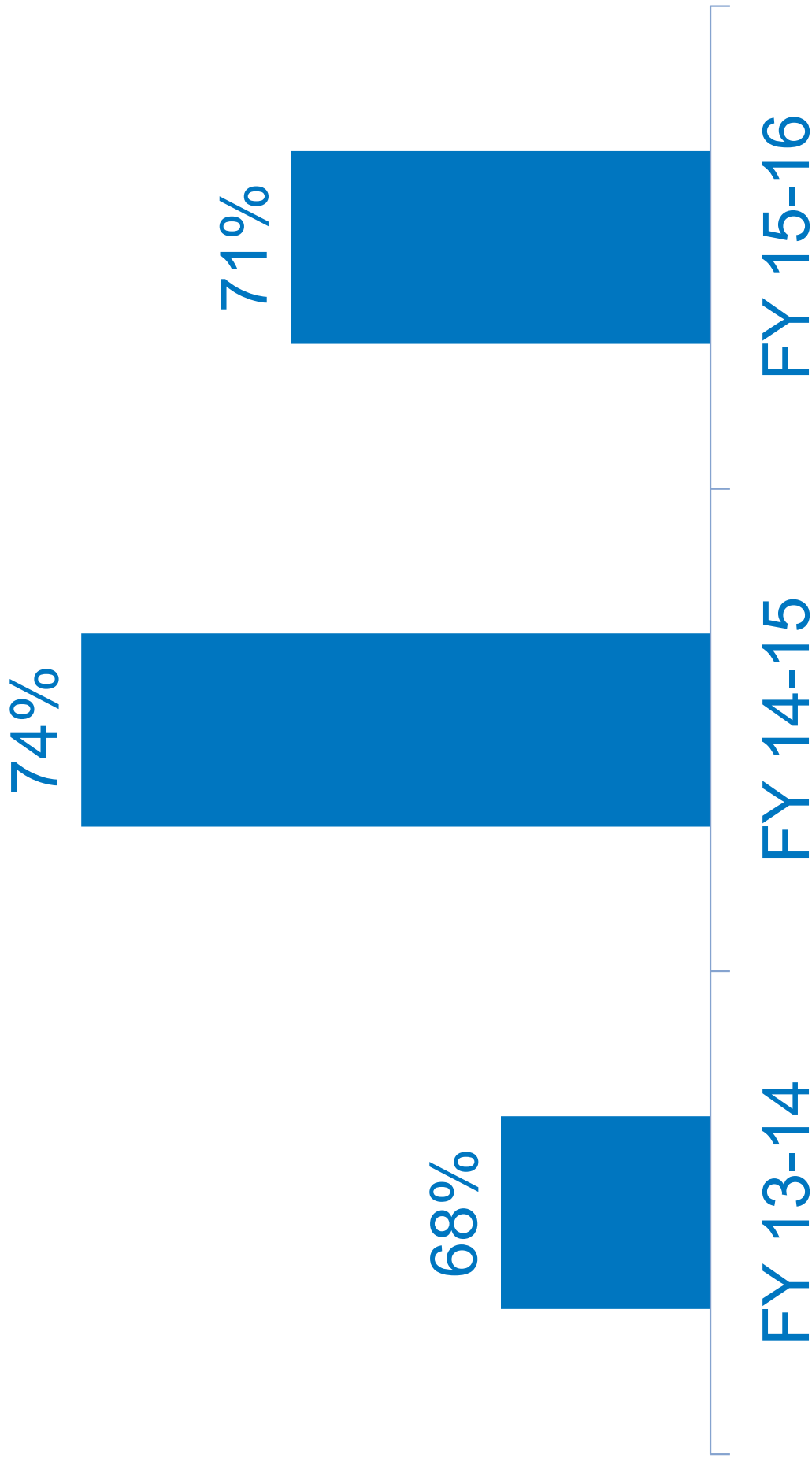
- 81% of employees rated their experience working for the County as good or better
- Supporting staff with feedback, tools, safe facilities and creating a culture of wellness



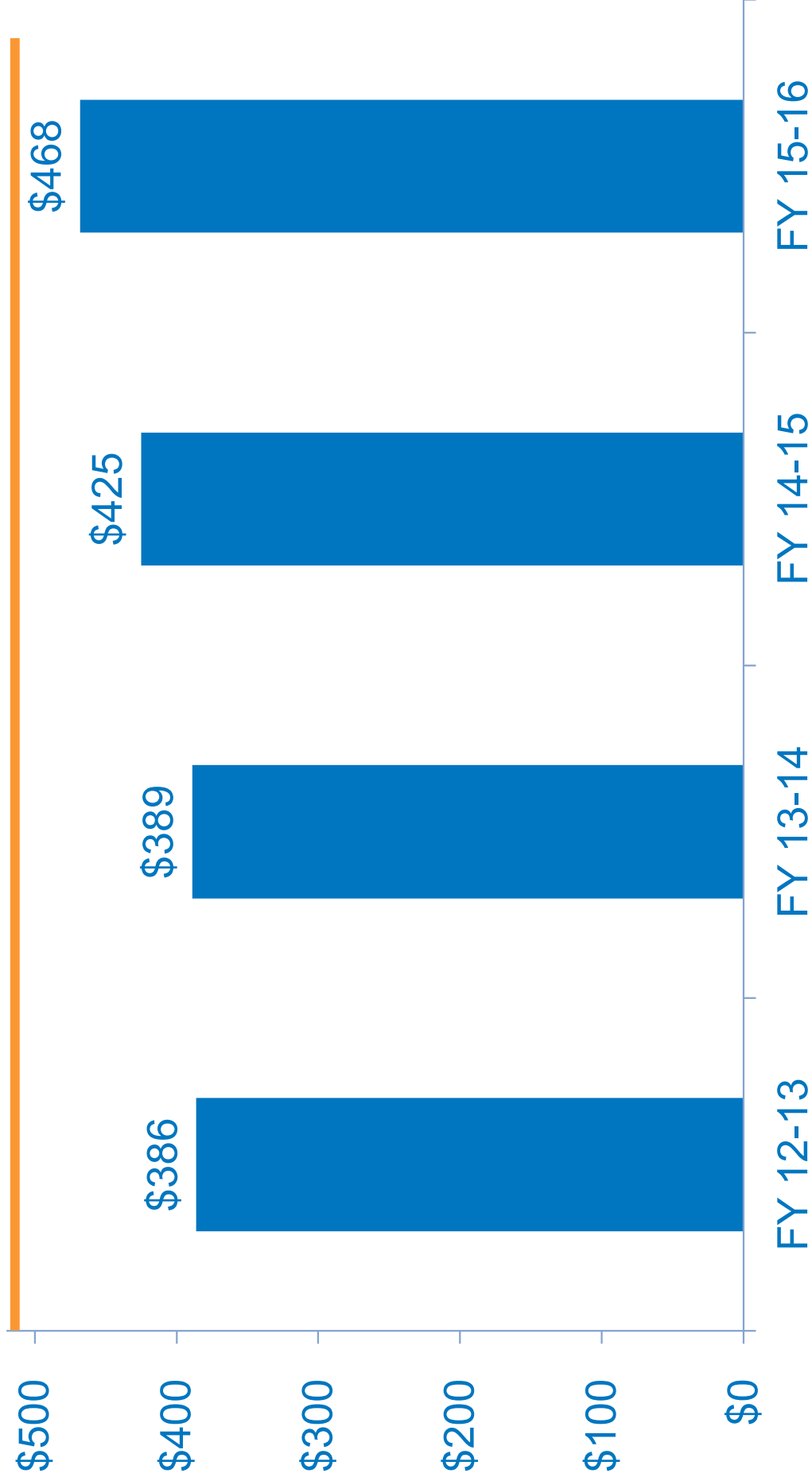
FY 16-17 Budget

- Total Requirements: 704,333,600 (14,820,841)
- Total Sources: 618,635,067 (14,203,315)
- Net County Cost: 138,208,098 (617,526)
- FTE: 2,173 (-20)

Percentage of Performance Goals Met

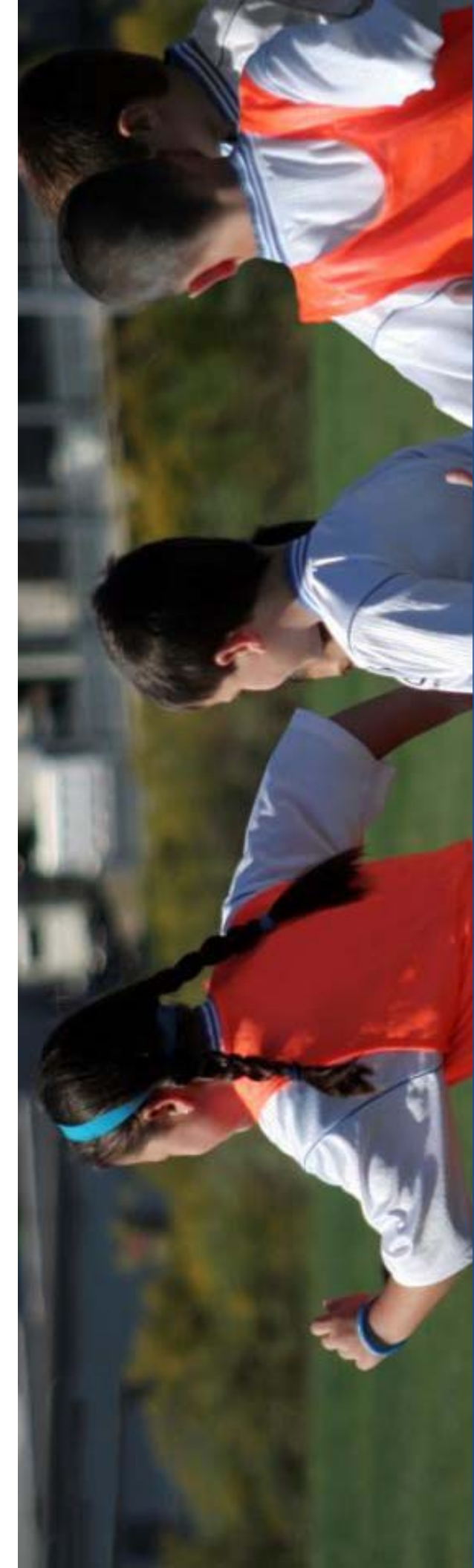


Cost per capita below benchmark



Use the funds entrusted to us wisely

- Supporting five alcohol and other drug residential treatment providers through your \$5 million investment
- Transitioning 2,600 children from locally funded Healthy Kids to Medi-Cal through its expansion, saving \$2.4 million/year



Challenges and Goals



Health System challenges

- **Rising inequality**
exacerbates health disparities
- **Changing healthcare landscape** requires adaptation
- **Climate change** alters underlying determinants of health
- **Harder to retain and attract great staff**
- **Real estate market** shapes our choices



Health System Goals



1. Make the healthy choice the easiest choice through policy change.
2. Continue to intervene as early as possible to prevent problems.
3. Coordinate and integrate care to create seamless access and reduce barriers to receiving care.
4. Rebuild Cordilleras Mental Health Center, build a new animal shelter, complete feasibility studies for San Mateo and South San Francisco campuses.
5. Build a community of problem solvers to drive quality and satisfaction up and costs down.

Community of problem solvers

Integrated Medication Assisted Treatment Success



Questions?

