

COUNTY OF **SAN MATEO**



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

ALL TOGETHER BETTER

Accomplishments from FY 17-18

Louise Rogers, Chief – November 13, 2018

PERFORMANCE PRESENTATION

AGENDA

- Mission & Healthy Community Alignment
- Strategies & Goals
FY 17-19
- Progress FY 17-18
- Budget Overview & Challenges FY 17-19
- Goals FY 18-19

OUR MISSION IS
to help everyone in San Mateo
County live longer and better lives.

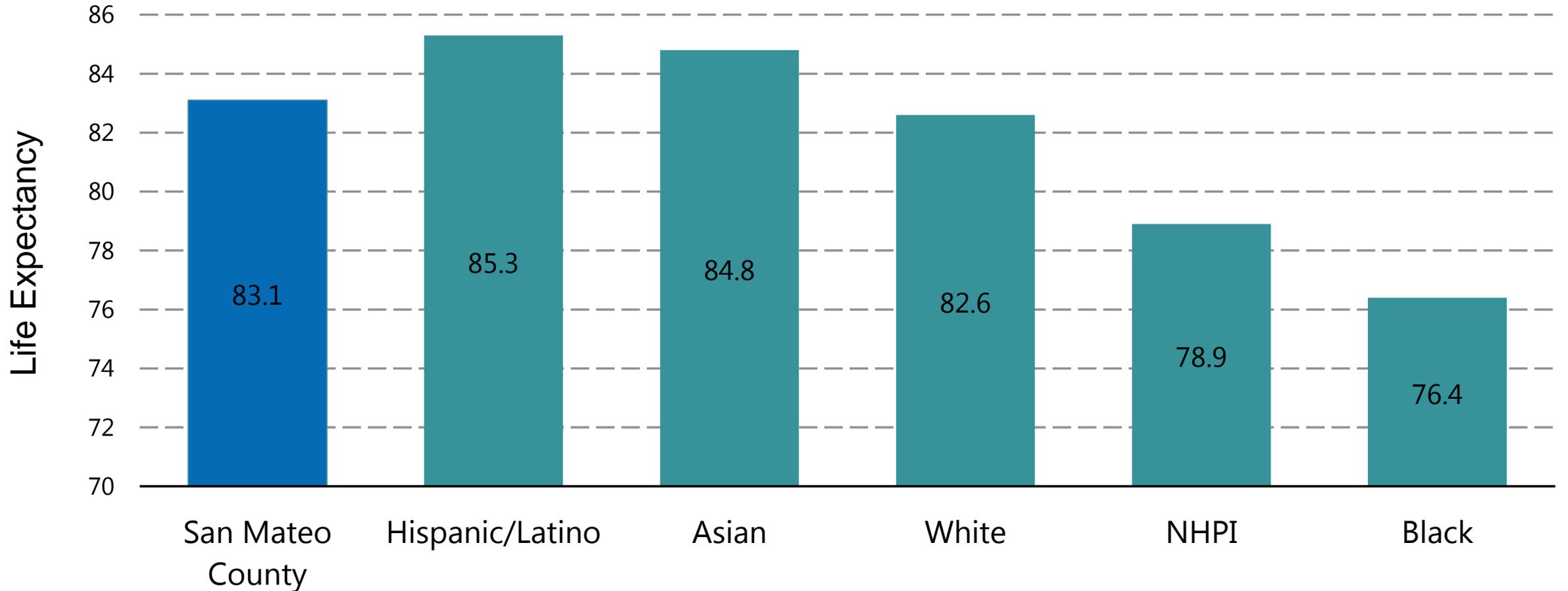


Shared Vision 2025
Healthy Community



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LIFE EXPECTANCY BY RACE



Life Expectancy at Birth, 2015-2017

Source: San Mateo County Health analysis of 2015-2017 CDPH VRBIS data

OUR MISSION IN ACTION

PROTECTING PUBLIC HEALTH



PREVENTING
HEALTH PROBLEMS



MONITORING THE
ENVIRONMENT AND
PROMOTING
COMMUNITY HEALTH

SERVING AS A ROBUST SAFETY NET



PROVIDING A
CONTINUUM OF
CARE



SERVING OUR
MOST VULNERABLE
RESIDENTS



POLICY



SERVICE



EXPERIENCE

STRATEGIES



STAFF



STEWARDSHIP

GOALS FY 2017-19

- Advance policy opportunities that prevent health problems and create healthier communities
- Achieve performance metrics for Whole Person Care
- Expand behavioral health pods and implement 10-bed Acute Stabilization Unit in jails
- Achieve performance milestones to earn maximum funding:
 - San Mateo Medical Center Medi-Cal waiver programs and Fee-for-Service revenues
 - Behavioral Health & Recovery Services Drug Medi-Cal revenues

GOALS FY 2017-19

- Support milestones for capital projects
 - Animal Shelter
 - Cordilleras
 - Daly City Youth Health Center
 - San Mateo campus
 - Serenity House
 - South SF campus
 - Waverly Place
- Implement strategic health information technology projects, including Health Information Exchange

BUILD HEALTHY COMMUNITIES THROUGH POLICY CHANGE

Oral Health Coalition

- Advanced oral health for 700 preschool and elementary students through educational presentations
- Worked with two school districts to analyze and assist 272 kindergartners in addressing their dental needs

Behavioral Health & Recovery Services

- Supported the Youth Commission initiative to ban flavored tobacco



BUILD HEALTHY COMMUNITIES THROUGH POLICY CHANGE

Measure K Housing Inspection Program

- Augmented housing inspections and community outreach for properties with the most complaints, reducing violations from 557 to 309 and improving living conditions

Environmental Health Services

- Finalized **Measure K** groundwater study with over 300 stakeholders to inform local water monitoring needs



BUILD HEALTHY COMMUNITIES THROUGH POLICY CHANGE

Measure K Community Collaboration for Children's Success Initiative

- Launched community planning in North Fair Oaks and South SF to better understand what our highest risk children need

SMC Healthcare Coalition

- Enhanced disaster preparedness by expanding from 9 to over 50 members, applying lessons learned from Napa/Sonoma fires



PROVIDE THE RIGHT SERVICE AT THE RIGHT TIME AND PLACE

Integrated Medication Assisted Treatment

- Reduced Emergency Department and Psychiatric Emergency visits from 484 to 262 (46%)
- Overall reduction in health care costs from \$2.38M to \$1.24M (48%)

“I am still sober. I celebrated my one-year anniversary... and wanted to thank you and Dr. S for quite possibly saving my life. I’m back to work...and I feel like a million bucks these days...”
– IMAT client

PROVIDE THE RIGHT SERVICE AT THE RIGHT TIME AND PLACE

San Mateo Medical Center

- Improved access to specialty services by reducing wait time from an average of 4 days down to 20 minutes

Whole Person Care

- Enhanced service coordination and increased capacity to support 2,947 clients with the most complex conditions, with **Measure K** support for housing 27 clients



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Whole Person Care

PROVIDE A GREAT EXPERIENCE TO ALL WHO INTERACT WITH US

Health Coverage Unit

- Created the State's first auto-enrollment process for eligible residents, streamlining local health coverage enrollment for 20K ACE clients

Pride Center

- Launched mental health services to serve LGBTQ+ population



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PROVIDE A GREAT EXPERIENCE TO ALL WHO INTERACT WITH US

Correctional Health Services

- Created specialty behavioral health “pod” for 22 inmates soon to be 36
- Reduced number of inmates requiring suicide watch from 79 to 5



BE A GREAT PLACE TO WORK

- Launched Health Information Exchange, enabling providers to access secure medical records for over 300K patients across SMC Health
- Over 800 staff identified and submitted 2,300 areas for improvement to solve to root



BE A GREAT PLACE TO WORK

- Award-winning and fully accredited Continuing Medical Education program provided 70 activities/2,000+ training hours for health care providers in the last year
- Launched staff survey to assess racial equity understanding and inform future trainings and system improvements



USE OUR FUNDS WISELY

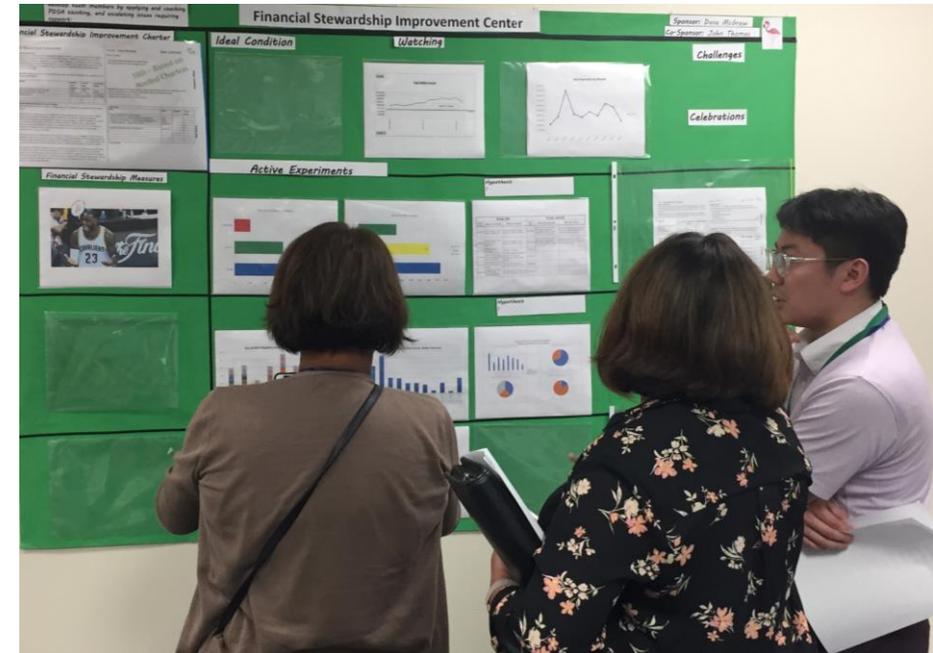
- **\$306K** saved in Medi-Cal Inmate Program reimbursement for 25 inmates and 136 inpatient days
- **Behavioral Health & Recovery Services** shortened revenue cycle by 68%, reducing accruals and increasing financial planning certainty
- **\$1.5M (86%)** increase in Medi-Cal revenue for substance use disorder treatment services



USE OUR FUNDS WISELY

Partnering with the Health Plan of San Mateo

- **SMMC** authorization process improvements increased timeliness of revenue capture for inpatient surgeries, increasing surgery revenues received by \$600K annually
- **Family Health Services** streamlined care coordination for children with complex medical needs, keeping monthly inpatient member costs relatively flat



MEASURE K INVESTMENT FY 18-19



Youth & Education

\$5.4M

Health & Mental Health

\$5.2M

Older Adults & Veterans

\$1.7M

**Housing &
Homelessness**

\$404K

Community

\$64K

CHALLENGES FY 2018-19

- Demographic changes
- Costs growing faster than revenues
- Program funding ending/ceilings



GOALS FY 2018-19



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Advance policy opportunities that arise from



POLICY

- Neighborhood planning completed in four high-risk/high readiness communities
- Local impacts of State environmental health policy such as home micro kitchens
- Medi-Cal waiver that will determine SMMC and BHRS revenue prospects

GOALS FY 2018-19



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SERVICE



EXPERIENCE



STAFF

- Achieve performance metrics for Whole Person Care
- Continue to work on milestones for capital projects
- Open 10-bed Acute Stabilization Unit in jails
- Implement Health Information Exchange with external providers and Correctional Health Electronic Health Record

GOALS FY 2018-19



**SAN MATEO
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Use our funds wisely



STEWARDSHIP

- Achieve performance milestones to earn maximum funding
- Complete first of two-phase plan for FY 19-21 budget



THANK YOU, FROM THE
RESIDENTS WHOSE LIVES ARE
LONGER AND BETTER

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THANK YOU