

**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.**

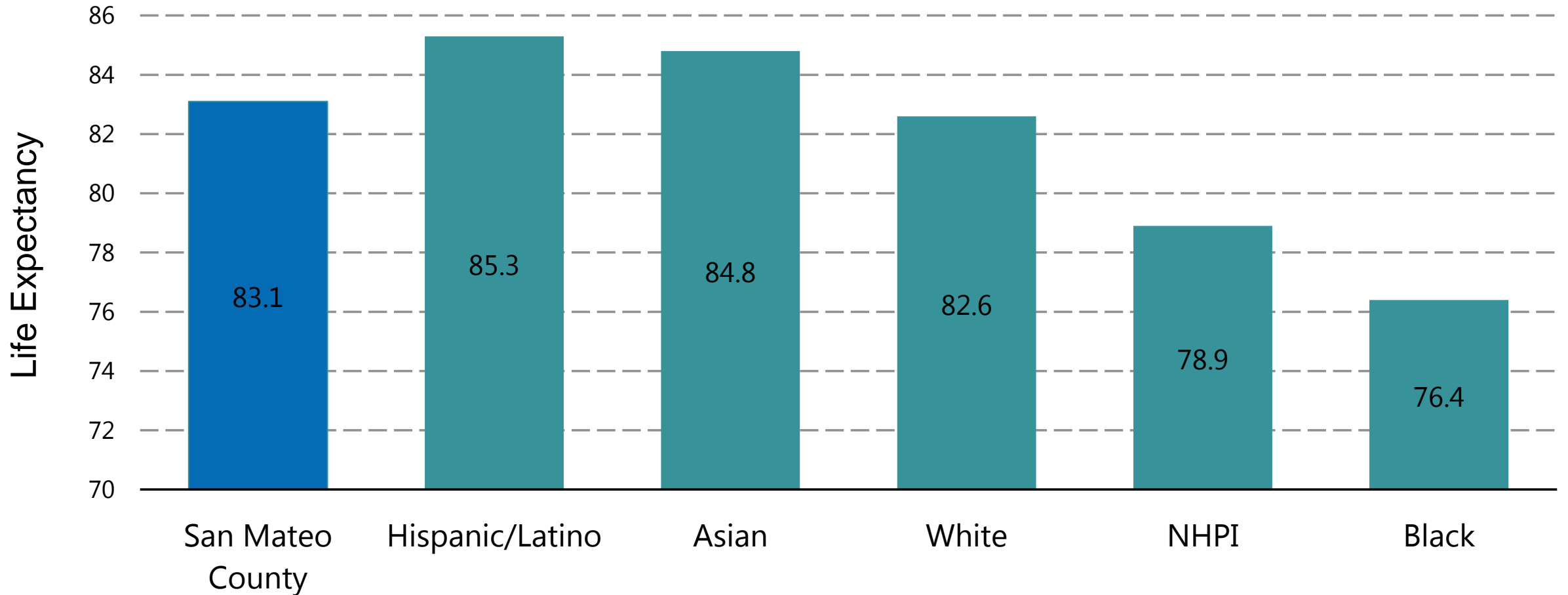


**Shared Vision 2025**  
**Healthy Community**



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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



This is a video slide

# 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





# 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







# PROVIDE A GREAT EXPERIENCE TO ALL WHO INTERACT WITH US

Working with the Project Development Unit, Department of Housing, and Department of Public Works, SMC Health made progress on capital projects:

- Animal Shelter
- Cordilleras
- Daly City Youth Health Center
- Serenity House
- San Mateo Campus
- Waverly Place



# 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

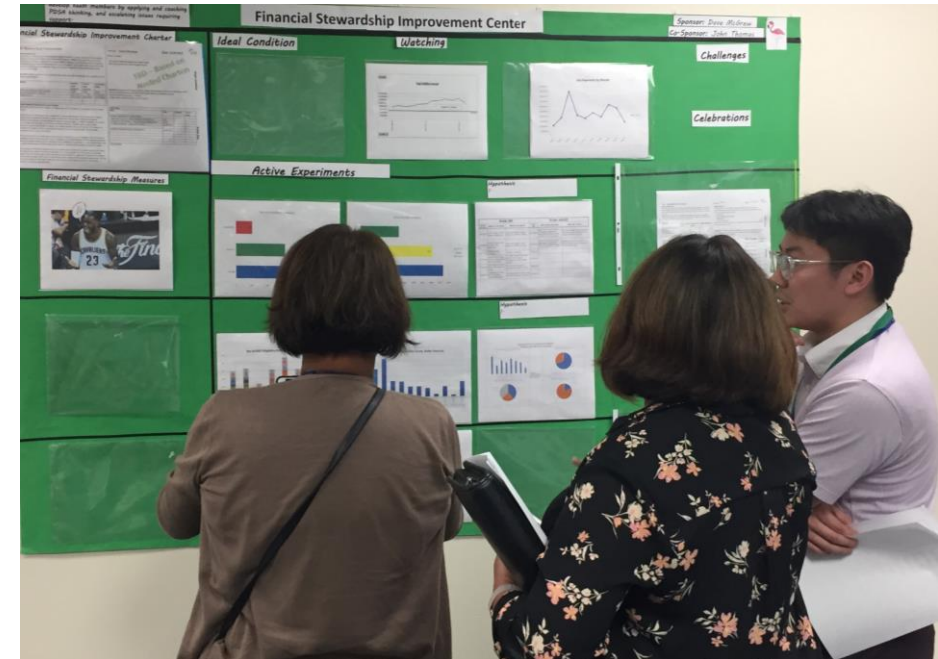
- **\$306K** saved in Medi-Cal Inmate Program reimbursement for 25 inmates and 136 inpatient days
- **Behavioral Health & Recovery Services** shortened revenue cycle by 68%, reducing accruals and increasing financial planning certainty
- **\$1.5M (86%)** increase in Medi-Cal revenue for substance use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



SUPPORTED BY MEASURE K  
LOCAL FUNDS  
LOCAL NEEDS  
[WWW.SMCGOV.ORG](http://WWW.SMCGOV.ORG)

**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

**COUNTY**<sub>OF</sub> **SAN MATEO**



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**THANK YOU**