

## **Attachment: Description of 2018 STARS Awards**

### **PROGRAM PERFORMANCE**

#### **Care Transitions - County Health, San Mateo Medical Center (\$20,000)**

**Description:** In 2016, the San Mateo Medical Center launched a program to assist a population of patients with complex health needs post-discharge. The Care Transitions Program (CTP) has a focus on improving quality of life after discharge and reducing the readmission rate of these patients. CTP provides an integrated and coordinated system for patients, their primary care provider, and their caregivers. They work together to identify, evaluate, and access the community services they need to maintain good health and independence, better manage chronic conditions, prevent hospitalizations, and transition safely home when hospitalization does occur. The comprehensive program includes elements including: support in medication self-management; assistance with physician follow-up appointments; nutrition education; home safety assessments; and education on how to identify “red flags” after discharge.

**Results:** Each year the program serves over 300 individuals requiring special attention during their transition out of care. CTP has seen a reduction of 4.5% readmission rate for its patients since the inception of the program along with a steady increase in their patient experience score. The program has increased primary care visits while decreasing emergency room visits through implementing processes and resources such as scripting for patient preferences, a library of patient education materials, discharge huddles with the care team, and a discharge checklist. The following story illustrates the true impact of the program:

A 54-year-old Spanish-speaking female with chronic kidney disease and congestive heart failure, plus a history of diabetes, obesity, hypertension, coronary artery disease, chronic pain syndrome, and fibromyalgia, came into the SMMC Emergency Department with shortness of breath, chest pain, and worsening renal functions. The patient was set up with a new dialysis center in San Carlos. The patient lives with her husband and roommates who work all day so she is frequently left alone. She was in tears when Care Transitions RN visited her at home. She told the CTP nurse how grateful she was for this wonderful program for people who really need help. The CTP nurse was able to review her medications and discharge orders, and referred her to Meals on Wheels and other caregiving services, and coordinated taxi rides to dialysis while on the program for 30 days. Multiple follow up calls throughout the 30-day period were made using an interpreter. The patient was able to attend the dialysis clinic and her primary care appointments without any problems and expressed gratitude for the program.

#### **Depression Screening in Primary Care – County Health, San Mateo Medical Center (\$20,000)**

**Description:** Depression Screening in Primary Care is a multi-disciplinary effort aimed at screening all adult patients at San Mateo Medical Center's (SMMC) primary care clinics annually for Major Depression Disorder (MDD). As part of the program, if a patient screens positive for depressive symptoms, follow-up services are offered to the patient

during that same visit. In 2017, screening for MDD was expanded from high-risk patients to its entire adult population with the goal to improve population health and lower costs of care through early detection and treatment of MDD in primary care.

Results: Nearly 8,000 screenings were completed in FY17-18 with 30% of patients testing positive for MDD and were referred to treatment as determined by the Primary Care Provider (PCP). Initial data indicates that 30% of patients are linked to appropriate services without the need to return to the clinic and nearly 50% higher rate of attendance to the first follow up appointment for those who do need to return. Depression Screening in Primary Care has led to higher utilization of integrated behavioral health services as measured by PCP requests for warm handoffs and new referrals versus prior years (+40%). It also enabled PCPs to initiate discussions about anti-depressant medications with a larger number of patients who could benefit from them. This program reduces stigma for treatment for depression by integrating it with medical care and increasing access to mental health services.

## CUSTOMER SERVICE

### **Property Tax Mobile Mailbox- Treasurer-Tax Collector (\$10,000)**

Description: The property tax mobile mailbox was introduced in April 2017 as a means to create a safe, convenient means for taxpayers to drop off their payments without leaving their vehicle. The mailbox is placed in the County Center roundabout and provides the convenience of allowing taxpayers to drive by and hand their property tax payment to the mailbox attendant or place it in the box themselves. It is available to all taxpayers driving to Redwood City to make their payment. This option eliminates time spent seeking parking and leaves spaces available for those who need to conduct longer business at the County instead of having a space tied up by someone merely dropping off payment.

Results: Since its inception, over 2,000 taxpayers have utilized the mobile mailbox resulting in higher customer service for property tax billing and collection related matters. It has been a valuable option for taxpayers with the added benefit of better serving disabled and senior taxpayers.

## GREEN

### **SMC Commuter Shuttle Program – Office of Sustainability (\$2,500)**

Description: The SMC Commuter Shuttle Program is an employee commuter shuttle service designed to help alleviate congestion on the region's roadways, reduce greenhouse emissions from single occupancy vehicles, and lessen parking demand on County parking structures. The SMC Commuter Bus Pilot Program's primary goals are to reduce greenhouse gas emissions coming from single occupancy vehicles and reduce congestion on the region's roadways. County employees enjoy additional benefits as a result of the program, which includes: reduced stress due to driving, increased productivity at the work site, and a means to bond and socialize with other County employees.

Results: Since Chariot's launch in 2017, the Commuter Bus Pilot Program has provided over 42,000 rides for approximately 265 registered users. All of these rides taken by San Mateo County employees equate to a savings of about 190 metric tons of carbon dioxide emissions, which is equivalent to a savings of over 21,000 gallons of gasoline. According to the EPA Greenhouse Gas Equivalencies Calculator, a reduction of 190 metric tons of CO2 emissions is also equivalent to almost 5,000 tree seedlings grown for 10 years. Beyond the environmental benefits, the Office of Sustainability and Chariot have both received anecdotal testimonies that the shuttle service has reduced employee stress, allowed for increased productivity during the workday, and has contributed to employee retention.

### **Firearms Range – Sheriff's Office (\$2,500)**

Description: The Sheriff's Office took a proactive approach in lead maintenance and environmental safety for its firearm ranges. The first phase of the two-phase process was lead reclamation and environmental protection. Lead maintenance and reclamation were completed on the ranges, the backstop berms, and impact areas. Project tasks included excavation, screening/processing of soils to recover lead fragments, restoration of the berm, and recycling of the lead. All work was performed in accordance with applicable trade practices, laws, ordinances, rules and regulations of federal, state, and local authorities regarding the handling, treatment, excavation, and direct loadout of lead contaminated materials.

Once the lead mining project was completed, the Sheriff's Office built a state of the art indoor range with a Total Containment Trap (TCT) and installed a Total Containment Trap on the outdoor range as well. The Total Containment Trap will also allow for all bullet fragments to be safely collected. The TCT utilizes a screw lead collection conveyor system and dust collection unit, tactical safety baffles, and an air ventilation system to ensure for a safe and clean range on which to train. The state of the art HVAC system will recycle all of the air within the facility every 90 seconds, while providing hospital grade quality air throughout. All of this, along with sound abatement baffling will make for high quality and safe training facility. The Total Containment Trap is the safest, strongest, and most eco-friendly bullet trap in the world; it provides complete ballistic coverage making it ideal for fixed firing line and tactical training ranges. The TCT requires minimal maintenance and is equipped with the most efficient lead collection system available.

Results: The projects undertaken have resulted in a more eco-friendly firearms range that keeps shooters, employees, and the environment safe. Since the TCT projects were completed in September of 2017, the Sheriff's Office has recycled over 10,000 lbs. of lead, while also collecting/recycling all of the lead dust from inside the firearms range via the state of the art filtration system. The Total Containment Trap has eliminated the need for backstop mining, which is recommended every three years by our lead reclamation contractor. It was last done in August 2015 and the cost was approximately \$40,000.00. Once the Sheriff's Office completed a lead mining project of both the Range #1 and #2 sites, the total amount of lead claimed was 83,000 lbs. from both venues.

## DIVERSITY

### **In-Home Supportive Services, Sexual Orientation and Gender Identity (SOGI) – County Health, Aging and Adult Services (AAS) (\$5,000)**

Description: As a result of AB 959, the California Departments of Health Care Services, Social Services, and Aging are now required to collect Sexual Orientation and Gender Identity (SOGI) information for all recipients of services beginning in FY 2018. SMC Aging and Adult Services (AAS) is aligning with AB 959 in multiple ways: by creating an environment of welcoming to all genders and orientations; by collecting answers to detailed questions about SOGI of our older adult population; by designing a service delivery system that addresses the needs of older LGBT adults; and by conducting extensive cultural competency training for County staff and community-based providers, in all aspects of SOGI.

Results: In-Home Supportive Services (IHSS) serves older adults and people with disabilities by assessing for functional, cognitive, and medical need and authorizing time for an in-home provider to help them reside safely at home. They are creating a culturally sensitive, inclusive environment for the 5,200 individuals it serves by establishing practices to make the LGBT population feel included and heard. AAS has undertaken significant work in three areas: 1) gathering demographic data on client SOGI; 2) making physical changes to the work environment to make it a more welcoming place to people of different sexual orientations or gender identities; and 3) training staff to improve cultural competency in the areas of SOGI. These initiatives have resulted in improved cultural competency and additional support and services for an underrepresented population.