



CPCA Strategy Discussions Los Angeles – August 18, 2016

Member Organizations Present:

- **AltaMed Health Services Corporation:** Elizabeth Bille, Policy Analyst
- **APLA Health & Wellness:** Katja Nelson, Local Affairs Specialist
- **Asian Pacific Health Care Ventures:** Kazue Shibata, CEO
- **Chinatown Service Center Family Health Clinic:** Romeo Herrera, Director of Communications
- **Clinica Monsenor Oscar A. Romero:** Sandy Rossato, CEO; Christina Bugarin, Finance Director; Dr. Sam Pierce, Medical Director
- **Clinica Sierra Vista:** Stacy Ferreira, Chief Human Resource Officer
- **Community Clinic Association of Los Angeles County:** Louise McCarthy, CEO; Joanne Preece, Policy Analyst; Cynthia Carmona, Director of Government & External Affairs
- **Eisner Pediatric & Family Medical Center:** Herb Schultz, CEO
- **Los Angeles Christina Health Centers:** Dr. Lisa Abdishoo, President & CEO; Bettina Lewis, COO
- **Mission City Community Network, Inc.:** Nik Gupta, CEO
- **St. John's Well Child & Family Center:** Mario Chavez, Director of Communications
- **South Bay Family Healthcare Center:** Jann Hamilton Lee, CEO
- **Venice Family Clinic:** Stacey Scarborough, CFEHS Director
- **University Muslim Medical Association Community Clinic:** Miriam Vega, CEO

Staff Present: Carmela Castellano-Garcia, Robert Beaudry, Mike Witte, Val Sheehan, Andie Patterson, Christina Hicks, Nicole Key, Eva Cedros

Guests: Healthy Smiles for Kids of Orange County, Tommie Servi, VP of Operations; Health Care LA, IPA, Iris Weil

What is the biggest challenge facing your health center today?

Policy & Payment

- Funding: especially around advocacy and outreach work
- Moving from volume to value
- SB 137 (provider directories)
- Political + Policy Action- ASAM and CSAM
- OSHPD 3
- Remaining Uninsured
- Billing



Quality & Value

- Health Plan quality care requirements + accountability
- Patient Compliance
- Data/ Reporting
- Integration: Oral, behavioral, data, team (hospital and health center communication)

Workforce

- Recruiting and retaining providers and mid-level health center staff
- Recruitment + Retention
- Administration- MHLA, HCLA

What is your vision for your health center in 2020?

Workforce

- There exists a targeted primary care pipeline addressing residency shortage
- There exists commensurate compensation with specialty peers
- The workforce has been trained on analytics and needed “soft skills”
- There exists a nurturing and caring, responsive work environment
- There are an abundance of resumes from clinicians

Quality/ Value

- CHCs have identifying the data points reflective of quality
- There exists an understanding between patients & providers around what quality/value means
- CHCs outperform all other providers in managed care
- Social services, behavioral health, oral health and others are integrated with primary care
- There exists a strong community network of social services to address SDOH
- Care model has transitioned from episodic to whole person care

Business Innovation

- There exists seamless transitions of care
- CHCs have 90 days cash on hand
- Services are optimized
- Telehealth is fully developed and utilized within the CHC
- Personal Health Records with universal connectivity to ALL systems (patient swipes ‘credit card’)
- IPAs, plans, CHCs are collaborating together



Policy & Payments

- There exists a flexible payment model that meets patient needs
- There exists funding for renovations
- HRSA to make recruitment of staff more competitive
- OSHPD 3 is eliminated
- There exists networks and alliances with other community organizations
- Data is streamlined and there is the ability to share between systems

Context Map notes are not shown here. Instead, they are being collected from each region and will be collated with all other regional discussions in order to identify statewide trends and issues that CPCA can/should address. The statewide trends will then be shared with all meeting participants in October 2016, along with aggregated suggestions for CPCA innovation in the areas of Workforce, Policy & Payments, Business Innovation, and Quality/Value. Regional context map notes will be shared, however, with RAC leadership in each area.