Coordination Committee Teleconference Notes

Date: 03/04/19

Time: 3:00-4:00pm

In Attendance: Beth Neary (SFDPH), Ben Chaffee (UCSF), Christina Nip (SFDPH), Irene Hilton (SFDPH), Kim Levine (SFUSD), Tomoko Isogai (SFUSD), Sarony Young (AFL Enterprises), Susan Fisher-Owens (UCSF)

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| **AGENDA ITEMS** | **NOTES** | **ACTION ITEMS** |
| Pilot 1 Updates | Colleen (Update Via email):   * Faculty: We have recruited four expert faculty: Dr. Lyra Ng (pediatrician), Dr. An Nguyen (dentist at an FQHC in Colorado with extensive QI expertise), Dr. Ramona English (dentist at Petaluma Health Center with dental QI experience), Dr. Ray Stewart (UCSF). Trevor Aherent to teach motivational interviewing and self-management goal setting. Dr. Irene Hilton is the Chair of the Collaborative. * Clinic Recruitment: recruited 5 clinic teams to participate in the first round: Bayview Clinic (Marin City), Dr. Santos, Dr. Beronilla, UOP Virtual Dental Home, Southeast Health Center. Based on team responses the highest motivator for participating appears to be serving more kids. Most of the clinics reported that have existing capacity to take more patients. All 5 teams participated in the pre-work call in January and were excited about being part of this work. Dr. Ray Stewart will be at Dr. Beronilla’s clinic to provide on-site coaching on March 13, 2019. * Learning Sessions: Learning Session 1 was completed on February 13-14, 2019. Practices heard Focus Group findings and will meet their outreach worker in Learning Session 2 on April 24 and 25, 2019. Participants will received CDE credits for all Learning Sessions. * Contracting: completed sub-contracts with San Francisco Dental Society and Community Clinic Consortium to serve as recruitment partners. * How you can help/What we need from the Coordinating Committee. We plan to release the recruitment applications for the next phase of the Collaborative on March 18, 2019 (see timeline below). Applications will be available at: https://sfdti.weebly.com/. We need to recruit 15 practices, so if you know of anyone who is a potential candidate (dental practice in San Francisco serving, or willing to serve, children 0-5 enrolled in DentiCal), please send them to Sarony at: [sfdtiaccesscollaborative@afl-enterprises.com](mailto:sfdtiaccesscollaborative@afl-enterprises.com) | All to help get the word out for recruitment application for next Dental Access Collaborative (application open 03/18, deadline 4/30)  Sarony will share updated recruitment materials with group for outreach  Christina to include recruitment details and timeline on follow-up email |
| Pilot 2 Updates | Christina:   * SFDPH: February 2019, 190 clients referred, 184 clients contacted, 115 scheduled appointment, 90 clients attended their appointment * Ben has reviewed 2018 care coordination data from DPH, the data team will review and will later share with SFUSD our annual data request asks * Spanish Health Worker hiring is close to completion, hoping to introduce HW at next call   Kim:   * SFUSD: Had Motivational Interviewing training on 03/01, also had a training on the dental care coordination training for the school nurses to avoid duplication of effort and more collaborative efforts-shared database to be used with the school nurses * Margaret Fisher will be giving an oral health training at 03/22 Health Worker Joab Alike Training to go over oral health information (educational background & insurance information) | Christina will be following up with Kim on some care coordination numbers for 2018 for state report |
| Pilot 3 Updates | Christina:   * Taskforces have finalized their training presentation slides. Planning training * Looking into a recorded online training * Planning the next 2 focus groups in 2019 * Discussing and exploring idea of working with UC Berkeley Health Research for Action with experience on social marketing at state level to develop messaging using design thinking process |  |
| Pilot 4 Updates | Susan:   * Focusing on starting students on Pilot 3 health promotion messaging work * Connected DTI team with Castro Mission health center * Pilot 4 team spent time looking into outreach plan for 2019   Christina:   * Will be having training at Maxine Hall Health Center 03/06/19 * Updated 2019 slide deck added caries classification based on evaluation forms and added 2017 Denti-Cal utilization data * Identified a few clinics for prioritized training this year: MNHC Excelsior, Bayview Children’s Health Center, Dr. Benjamin Wan, Dr. Su Mui Kuo, SFHN clinics |  |
| Pilot 5 Updates | Christina:   * 4 clinics participating, 2 SFHN clinics: SEHC & SAFHC, community clinics: NEMS and MNHC * SAFHC: Piloted warm handoff in 2018 with 2 provider/MEA teams, for 2019 proposing to expand warm handoff to all PC providers. Currently in discussion * SEHC: Dr. Reyes from dental and Dr. Williams from PC working on how to develop warm handoff at SEHC. As pilot rolls out, will be making tweaks for their warm handoff workflow * NEMS: NEMS team working on getting data baseline * MNHC: MNHC team working on getting baseline data and setting up monthly meeting with dental, PC, and data/operations rep at these meetings   Irene:   * Did 2 in-services at MNHC dental clinics to teach dentist on clinical techniques for patients 3, 4,5 years old, the other in-service focuses on 0-35 months old * Will be following up with dentist to see comfort level and confidence to fully participate in pilot * SAFHC met their 20% RI goal in 2018, and had chosen to split incentives 3-ways: dental, Primary Care and for joint purchases. Wil have a more challenging baseline this year to meet incentives |  |
| Data & UCSF Monitoring and Reporting Updates | Ben:   * Team taking a look at surveys used for Pilot 1 learning session evaluation to convert to scantron format so that surveys can be run through scanner instead of entering data by hand. Experimenting for April meeting * Found that DHCS had posted a new set of DTI specific metrics on the open data portal, includes continuity of care outcomes * Reviewed Pilot 2 Care Coordination data through DPH for calendar year 2018, created some overall descriptions of population. There were duplicated clients, so there were data cleaning. Basic demographics, gender, age distribution, ethnicity: * 50% of client identified as Asian, 25% as Hispanic, Latino * Most common language English, Cantonese and Mandarin (combined) next common * Zipcode most clients come from Bayview, followed by Ingleside, Excelsior, and Visitacion Valley * Of all clients referred 77% had Intensive Informing from coordinators, 73% received assistance making dental appointment * Non-contact was most common reason for why appointment was not made * Numbers are preliminary, may want to wait a month or 2 to pull data once again, to re-run numbers for final analysis | Ben to share link to DTI specific metrics data link with group |
| Fiscal Updates | Beth:   * We received the official quarterly reporting template on February 15th. The Q1-Q4 2018 consolidated report and the 2019 Quarter 1 report is due on April 30th * DHCS has also reached out about scheduling a site visit in April and will visit between 4/8 and 4/29, with the exact date and specific sites to be determined * DHCS has not yet sent the amended DPH-DHCS contract to incorporate the supplemental 2019 and 2020 funding. The expanded funding is budgeted on the DPH side, and we will begin modifying the contracts with AFL Enterprises, SFUSD, and UCSF in the next six weeks. * Our 2018 Q4 invoice is under review with DHCS. Once this is paid we can submit our 2019 budget modification to carryforward unused 2018 funds into 2019. * NEMS Contract – NEMS received funding notice in November, initial planning meetings were held in January and February, and NEMS may submit their contract documents soon. * SFDPH (Margaret Elam) sent an email to all main contactor contacts today regarding required annual Privacy (HIPAA) and Compliance training. All staff on the contract budget should complete the training (available at: https://101g-xnet.sfdph.org:8443/ords/vrdsn/f?p=111:101:10366361484716::NO:::), and documentation (certificates of completion) should be on file with the project lead on the contractor side. |  |
| Cavity Free SF | Susan:   * Moving forward with trying to allocate SDDTAC for the Community Oral Health Taskforces |  |
| DTI Staff Update | Christina:   * Working on setting up a pilot care coordination hotline for Kaiser patients at request of Kaiser as a way to institute care coordination at Kaiser * Christina will be on maternity leave late May or early June   Irene:   * Dental Director position at SFHN SFDPH has been posted | Christina to share link to Dental Director position posting |
| DTI State Report | Christina:   * Working on Program year 2018 annual report to DHCS based on state’s template * Irene, Beth, and I working on draft version, once finalized, we can share with the group * Can make the report available on DTI website as option as well | All to send in any accomplishments or updates to include in the DTI 2018 Annual report to DHCS to Christina  Christina will share finalized version of the DHCS 2018 report with the group when ready |
| Asks and Announcements | Christina:   * Will begin working on 2019 Spring DTI newsletter this month. Asking group for newsletter content, resources and upcoming events for inclusion. | All to send any upcoming events April-June or DTI newsletter worthy updates to Christina  Christina to send Sarony links to previous DTI newsletters |
| Next Meeting | Next meeting Monday, April 1, 2019, 3-4pm, via teleconference |  |