



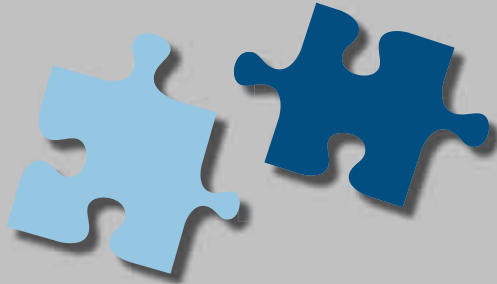
PUTTING THE PIECES **TOGETHER**
in Contra Costa County

SPECIALTY **CARE**
****ACCESS** PROJECT**



then 2008

PIECES OF A SOLUTION



KAISER PERMANENTE EAST BAY AREA provides Continuing Medical Education to Kaiser Permanente Physicians, exclusively

JOHN MUIR HEALTH hosts an *Every Woman Counts* program

SUTTER DELTA MEDICAL CENTER is home to the *Save a Life Sister* program



OPERATION ACCESS offers uninsured people free, out-patient specialty care surgery



LA CLÍNICA DE LA RAZA provides high quality primary care services to low income, uninsured patients

PLANNED PARENTHOOD SHASTA PACIFIC provides confidential and caring reproductive health services to the people of Contra Costa

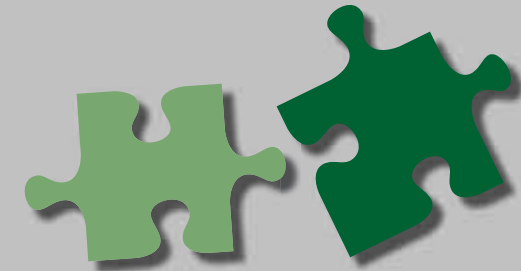


CONTRA COSTA HEALTH SERVICES (CCHS) provides high quality health care services to Contra Costa County residents

BROOKSIDE COMMUNITY HEALTH CENTER provides high quality primary care services to low income, uninsured patients

ALAMEDA CONTRA COSTA MEDICAL ASSOCIATION (ACCMA) is a member organization for physicians

KAISER PERMANENTE DIABLO AREA supports the work of Operation Access



INCREASES ACCESS FOR UNINSURED PATIENTS

Community Clinic Consortium leads a **Specialty Care Access Coalition** composed of multiple healthcare organizations working together to develop collective strategies to increase access to diagnostic specialty care services in Contra Costa County. Connecting these unique organizations results in improved access to care, streamlining pathways for uninsured patients.

Successful collaboration among coalition members equals a true network of care. Our achievements include:

Community health center referrals to Sutter's *Save a Life Sister* (diagnostic breast care services) **increased by 88%** between 2008-2010.

In 2010, approximately **90% of the 200 referrals** to John Muir Health's *Every Woman Counts* program were from La Clínica de La Raza and Planned Parenthood Shasta Pacific.

In 2010, Operation Access arranged 21 GYN procedures and 20 colonoscopies in Contra Costa County - a **100% increase** from 2008.



A COORDINATED SYSTEM OF CARE



RAFAELA'S SITUATION REQUIRED **INGENUITY**

In January of 2010, Rafaela, a stay at home mother in Pittsburg, learned she required surgery for her painful, debilitating shoulder injury. An uninsured patient at **La Clínica de La Raza**, she knew the cost of outpatient specialty surgery would be unaffordable. That's where the Specialty Care Access Coalition came in. La Clínica staff referred Rafaela to **Operation Access**, who connected her to Dr. Jason Smith, a volunteer surgeon at **John Muir Health**. But then, like so many uninsured patients in Contra Costa, Rafaela was faced with another challenge in her path to treatment; Dr. Smith required her to have a diagnostic procedure called a Stress Echo Cardiogram test to gauge the risk of surgery. The test required an unreachable \$600 from the family budget. The promise of her shoulder treatment was fading.

Both La Clínica and Operation Access staff reached out to the **Community Clinic Consortium** for help in finding access to the diagnostic procedure. The Consortium then requested the services of Contra Costa Health Services. Understanding the severity of the situation and the diagnostic gap that existed; **Contra Costa Health Services** staff authorized a Stress Echo Cardiogram test for Rafaela. She then got the green light for her Operation Access surgery at John Muir Health.

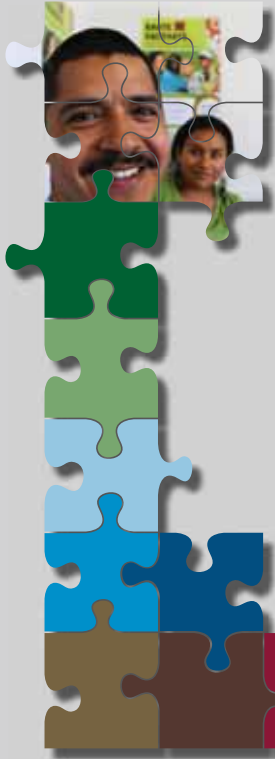
The solution to this puzzle included 5 organizations and a great deal of communication and coordination; Rafaela is finally on a clear path to good health.



“I would not have to think twice about seeking care at La Clínica and Operation Access. They are all very helpful people. They are like angels to me.”

Rafaela, La Clínica Patient

COMMUNITY BASED COLLABORATIVE CARE



CONNECTIVITY = ACCESS TO CARE

In 2009, 17.3% or 180,140 of Contra Costa residents were uninsured. This number continues to increase, presenting the Specialty Care Access Coalition with a responsibility to sustain this effort.*

Through the Community Clinic Consortium's facilitation of this project, community health centers, Contra Costa Health Services, hospitals, private physicians and Operation Access created a model of a coordinated health system; effectively linking necessary services together, creating a user-friendly network of care.

Community Health Centers in Contra Costa County referred 361 patients to Operation Access in 2010 - **up 429% from 2008.**

“John Muir Health’s Every Woman Counts program serves uninsured and underserved patients with breast cancer screening and diagnostic services. In 2010, the cervical cancer screening program was initiated in response to the growing need for those services. This program has excelled due to successful collaboration with John Muir Health physicians, La Clínica, Planned Parenthood, Sutter Health and Contra Costa Regional Medical Center.”

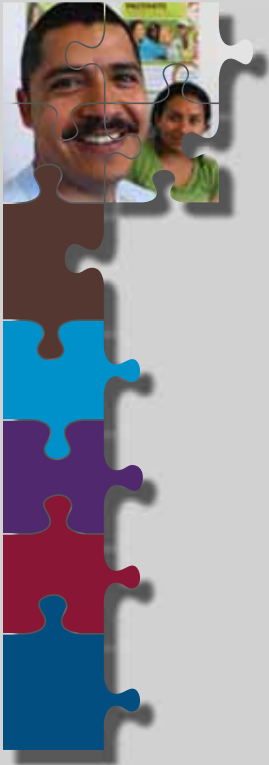
Shellie Campos, NP, Nurse Navigator, Every Woman Counts Program



“Today, it is much faster and easier for me to refer patients to Operation Access...there are more slots available and they added access to colonoscopies; one of our patients’ greatest needs...”

*Alicia Garcia
Referral Coordinator
Brookside Community
Health Center*

ENABLING ACCESS TO CARE



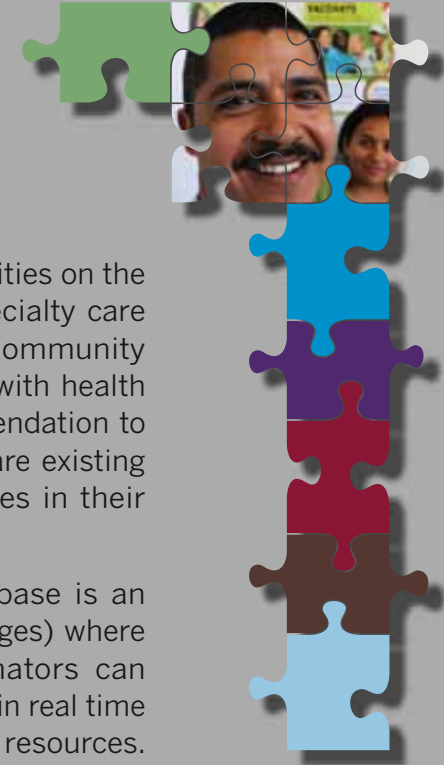
INCREASING PROVIDER CAPACITY

The Community Clinic Consortium, in coordination with Kaiser Permanente East Bay Area, provides community health center staff with remote access to free Continuing Medical Education (CME) credits by connecting them to Grand Rounds at Kaiser Permanente Richmond.

Thus far, primary care doctors at La Clínica Vallejo, Pittsburg, and Monument sites can benefit from continuing medical education at the highest level – ensuring advanced, cutting-edge knowledge of complex conditions – resulting in more accurate referrals to specialists. Both Planned Parenthood and Brookside sites will be connected to this resource in the future.

“Remote access to CME credits will allow community health center physicians to make more accurate referrals to specialists...a wonderful opportunity provided by Community Clinic Consortium and Kaiser Permanente.”

Dr. Patricia Zias
Medical Director, La Clínica



SPECIALTY CARE DATABASE

Referral Coordinators are the authorities on the growing and changing need for specialty care services for uninsured patients. Community Clinic Consortium, in coordination with health center staff, acted on their recommendation to create a database so they could share existing resources for specialty care services in their regions.

The Specialty Care Provider Database is an online tool (much like the Yellow Pages) where community clinic referral coordinators can access, post and modify information in real time about specialty care providers and resources. Community Clinic Consortium maintains the database to accept user requests and ensure proper site utilization.

“This Database has all the information I need and is easy to navigate; it enabled me to find a Pulmonologist in East County that takes self-pay patients!”

Ada Franco
Referral Coordinator
La Clínica Pittsburg

TOGETHER FOR BETTER HEALTH

SUSTAINING A COLLABORATIVE CARE NETWORK

This process taught us that **the whole is truly greater than the sum of its parts**. Together, we have reduced healthcare fragmentation by working toward community based collaborative care. The participating organizations supported the formation of a strategic alliance of healthcare organizations with the goal of improving access to care and achieving greater health outcomes.

For over 10 years, Community Clinic Consortium has been working in collaboration with safety-net stakeholders to improve the health of Contra Costa County residents; they will continue to lead discussions resulting in constructive solutions.

As we look forward, we see that Health Reform will foster collaborative care networks; Community Clinic Consortium has facilitated vital relationships to serve as a foundation to expand access to primary and specialty care in Contra Costa County.

In collaboration with members of the Specialty Care Access Coalition, Community Clinic Consortium will continue to sustain this successful county-wide alliance.

We look forward to continued partnerships!



“The Community Clinic Consortium continues to be an essential partner for CCHS, bringing together stakeholders to plan for a future where healthcare is a right and no longer a privilege.”

Dr. William B. Walker
Director, Contra Costa
Health Services



COALITION MEMBERS

-  Community Clinic Consortium
-  La Clínica de La Raza
-  Brookside Community Health Center
-  Planned Parenthood Shasta Pacific
-  John Muir Health
-  Sutter Delta Medical Center
-  Kaiser Permanente Diablo Area
-  Kaiser Permanente East Bay Area
-  Operation Access
-  Alameda Contra Costa Medical Association
-  Contra Costa Health Services
-  Hospital Council of Northern and Central California

The Contra Costa County Specialty Care Access Project was generously funded by Kaiser Permanente Community Benefit Programs.

