

2011

SCAHA Task Forces

Descriptions and Objectives

This document provides a brief description and key objectives for 9 SCAHA Task Forces that prioritize specific areas of work that will have the most significant impact in reducing barriers to healthcare access for vulnerable populations in the county. In addition, this work will prepare the county for impending changes in the healthcare delivery system as a result of state and federal laws.



Phase 1: SCAHA Task Forces - Description and Objectives

Information, Referral and Navigation



- Create a system that assures all residents, providers and relevant agencies have current, accurate information about safety-net services that are available and how to access them
- Create an on-line and written resource guide, updated annually (in conjunction with 2-1-1)
- Create a map/decision tree that describes ideal healthcare safety net system and how to access it
- Evaluate the need for and feasibility of some forms of navigation services
- Implement an education campaign about the guide and resources to providers, social service agencies
- Implement a public awareness campaign that showcases the existing safety net system and increases awareness throughout the community of how to access services
- Establish key measurements including reduction in time from referral to patient being seen, before and after survey of improvement in referral process, training of social staff at service agencies

After Hours Care



- Develop a plan to improve access to non-emergency care in late evening and weekend hours. Examine the ways primary care is now delivered in Skagit County and determine feasibility of possible restructuring. Consider the following
- Expansion of hours of existing clinics to improve access without creating duplication or competition
- Evaluate locations of urgent care services based on convenience for targeted population
- Develop systems that connect patients to a permanent medical home for continuing care
- Address the need for access for patients not currently affiliated with primary care practice
- Offer a 24/7 nurse advice and triage service to serve the entire community and connects patients with provider and services
- Establish key measurements including decreases in medical visits to ER between operating times of clinics on weekdays and weekends



Drug Access

- Evaluate options to improve access to pharmaceuticals including development of a database for providers listing discounted or free drugs available from pharmaceutical companies
- Promote facilities that have 340B programs (SeaMar), other options
- Establish key measurements including increase in clients receiving free or discounted access year over year, follow-through on patients seeking assistance actually receiving pharmaceuticals



Cultural Competency

- Implement a community-wide cultural competency training program for healthcare providers with emphasis on new immigrant populations.
- Develop a plan to address cultural competency issues and public perceptions about SeaMar
- Establish key measurements including setting the bar to obtain a 75% completion rate of cultural competency training over three years (2011-2014)

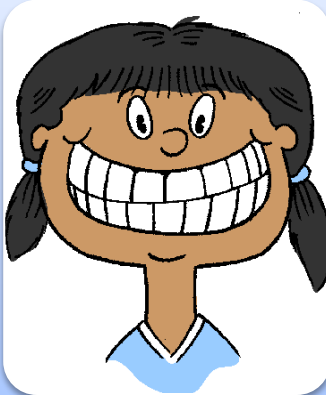
Phase 2 SCAHA Task Forces - Description and Objectives

SeaMar Optimatization - Primary Care



- Work closely with SeaMar management and board to:
- Develop a awareness and public outreach effort to information general public of SeaMar services including dental care
- Examine possibilities for expansion of SeaMar services in Eastern Skagit Counties
- Support and address cultural capacity issues and perceptions
- Establish measurements including increased use of Skagit Valley Hospital SeaMar clinic, conducting survey with original assessment participants to determine improvements in availability and use of SeaMar clinics among non-hispanic populations

Oral Care Services



- Optimize current work being done to optimize dental van services and identify further tactics including:
 - Bundle dental care services with medical services
 - Promote SeaMar dental services
 - Identify Fridays as "Dental Days" partnering with private practice dentists in the county
 - Seek partnerships with volunteer medical corp
 - Evaluate options for expanding Swinomish services to serve patients who are not tribal members
 - Establish measurement including decrease in time between referral and client care at safety net clinic, increase number of clients served by dental clinics and partnerships with medical services

Speciality Physician Access



- Partner with local hospitals, providers to develop specialty care physician referral process
- Evaluate programs that provide access to specialty physicians including Project Access
- Consider development of physician champions to work with specialist physician community - especially in orthopedics, OB/GYN, Pediatrics, Behavioral Health
- Partner with Pacific Northwest University and Skagit Valley Hospital to encourage and support training of physicians.
- Establish measurements including setting goals of specialty physicians who agree to see uninsured low income patients at no charge; reduce wait times for patients to see specialist

Mental Health Services



- Clarify and define behavioral health and chemical dependency resources in Skagit County
- Explain eligibility requirements for county's behavioral health and chemical dependency services
 - Develop communications strategy the outlines the process for referrals and follow-up for behavioral health care among safety-net provides and those that need access
 - Work closely with Eastern Skagit Task Forced to improve access to Behavioral Health services
 - Establish measurements including increased patient services prior to implementation of behavioral health strategy

Phase 3 SCAHA Task Forces - Description and Objectives

Eastern Skagit County Health Services Planning



- Develop a long term planning process for ambulatory health care and social services in eastern Skagit County communities Incorporate existing providers of service, city and county government representatives and Sea Mar
- Establish measurements to address full continuum of care including prevention, primary care, specialty care, diagnostic and therapeutic services, pharmaceuticals, hospital care, home care and long term care