

Clinic Services

2018 YEAR IN REVIEW



Access

- ✓ Served 42,271 patients
- ✓ 198,680 patient visits
- ✓ Hired 3 Physicians and 1 Nurse Practitioners, enabling access to care for 7500 patients



Social Determinants of Health

- ✓ Implemented the Medical Legal Partnership at Alisal Health Center with California Rural Legal Assistance, which offers free legal services to our patients, resulting in:
 - approximately \$165,763 in financial benefits to our patients
 - aiding 18 survivors of domestic violence
 - compelled landlords to fix uninhabitable housing conditions



Clinical Quality

- ✓ Participated in Prescribe Safe, tapering our patients off opioids
- ✓ 98% of over 1,000 surveyed patients responded they were comfortable talking with their providers about their health issues
- ✓ 98% were satisfied with the quality of medical treatment they received
- ✓ 99% said they would recommend their clinic
- ✓ 7% improvement in our diabetic controls, as measured by lower A1-c lab results



Strategic Planning

- ✓ We completed a three-year strategic Plan and have teams working on the following identified critical areas successful for strategic growth, under the Quadruple Aim (Improve Clinical Quality, Reduce the Cost of Care, Improve the Patient Experience and increase Engagement, and Enhance the Care Team Experience)
 - Technology and Social Determinants of Health
 - Professional Development
 - Standardization
 - Communication, Internal and External

What's next in 2019?

In 2019 we will continue our work under the goals of the Quadruple Aim, through our ongoing Strategic Planning Teamwork. We plan to achieve Patient Centered Medical Home recognition for all our clinics by the end of 2019.

