



**NORTH EAST
MEDICAL SERVICES**

東北醫療中心

a californi**ia**health center

NORTH EAST MEDICAL SERVICES RICHMOND DISTRICT HEALTH NEEDS AND PRIORITIES



**KENNETH TAI, MD
CHIEF MEDICAL OFFICER
SAN MATEO HEALTH COMMISSIONER
AUGUST 7TH, 2018**

AGENDA



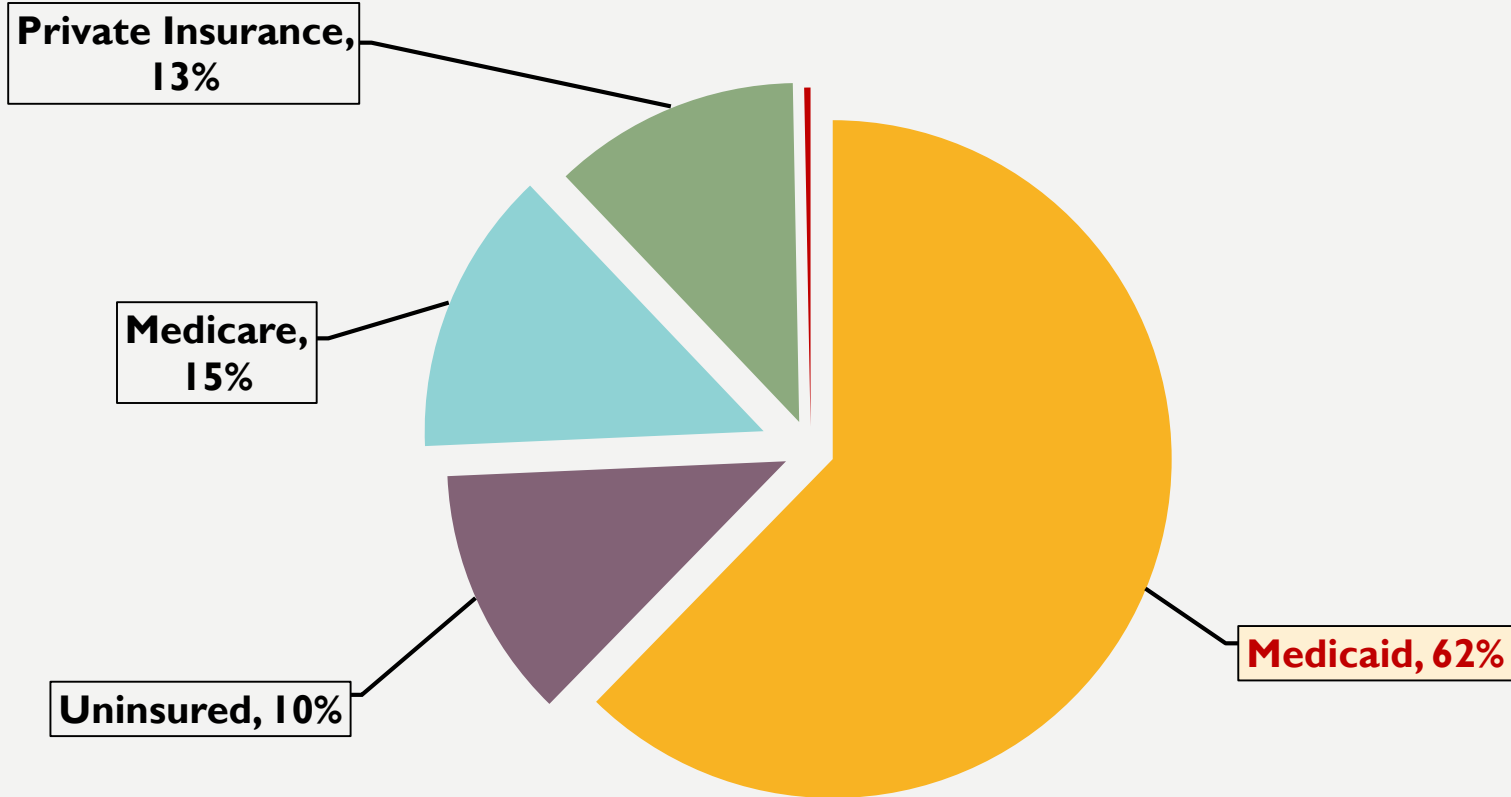
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- North East Medical Services (NEMS)
 - Clinics
 - Management Services Organization (MSO)
- Achievements in 2017
- Richmond District Health Needs and Priorities
- Potential Services in 2018/2019
- Technology to improve patient care

NORTH EAST MEDICAL SERVICES (NEMS) CLINICS

- ❑ Private, nonprofit **Federally Qualified Health Center (FQHC)** since 1971; based in San Francisco; expanded services to **12** clinic sites in 3 counties serving over **69,000** patients with **359,000** encounters.
- ❑ NCQA **PCMH Level 3** recognition for 9 clinics; one of the largest health centers serving Asians in the U.S.
- ❑ **90+** providers with services in **Primary Care, Ob/gyn, Cardiology, Endocrinology, ENT, Ophthalmology, Optometry, Dental, Behavioral Health, Acupuncture and Physical Therapy.**
- ❑ Ancillary services include lab, radiology and pharmacy.
- ❑ **700+** employees.

NEMS 2017 PATIENT MIX



- ✓ 69,009 Active Patients; ~ 359K Encounters;
- ✓ 62% Medicaid Patients, enrolled in MCPs;
- ✓ 48% below 100% FPL;
- ✓ 81% speaks little or no English;
- ✓ 10% uninsured/self-pay;
- ✓ 19% Elderly (age 65+);

NEMS QUALITY SCORES IN 2017

- Hepatitis B screening rate: **82.7%** 33,540/40,459
- Tuberculosis risk assessment: **78%** 31,562/40,459
- Colorectal cancer screening: **81.1%** 15,338/18,795
- Breast cancer screening: **69.1%** 7,587/10,784
- Cervical Cancer screening: **75.4%** 12,061/15,991
- Depression Screening: **77%** 31,214/40,459

NEMS-RICHMOND DISTRICT 1033 CLEMENT STREET

- Opened in November 2012
- 2,815 patients served in 2017:
 - 62% Medi-Cal
 - 14% Uninsured/Self-Pay
 - 70% Best Served in Language Other Than English
- Providers:
 - 2 adult providers
 - 1 pediatrician
 - PT mental health provider
- Lab drawing station
- Specialty pharmacy accredited by CPPA



Source: 2017 Office of Statewide Health Planning and Development Report

NEMS MANAGEMENT SERVICES ORGANIZATION (MSO)



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- Performs full risk medical management services for 37,000+ MMC enrollees in SFHP
- Provider Network includes 800+ specialists in 45+ specialties.
- MSO Team structure:
 - ✓ Claims unit;
 - ✓ UM (Utilization Management) Unit;
 - ✓ Care Support Unit; post-discharge home RN visits
 - ✓ Provider Relations unit;
- Partnership with **California Pacific Medical Center** since 2000 with a Full Risk managed care network.
- Partnership with **Zuckerberg San Francisco General /SFHN** since 2015, formed the 2nd Full Risk managed care network.
- First to be certified to administer Health Home Program for SFHP.

HIGHLIGHTS IN NEMS CLINICS 2017

- Expanded **general and pediatric dental services** in Portola district
- Added **Physical Therapy services** in Chinatown
- Opened a new **Pediatric Clinic** in Tenderloin
- Opened **after-hour clinic** in Sunset
- Added **acupuncture** services in Chinatown
- Implemented **specialty pharmacy** in Richmond

WORLD TB DAY



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- NEMS was honored by the California Tuberculosis Controllers Association and the San Francisco Department of Public Health for its leadership in TB prevention
- Dr. Jew selected as **2018 CDC U.S. TB Elimination Champions**



ACS NORTHERN CALIFORNIA ACHIEVEMENT AWARD ON CRC



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COMMENDATION FROM SUPERVISOR FEWER



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NEMS was honored by Supervisor Fewer at the San Francisco Board of Supervisor's Meeting for the work that NEMS does in the community on Oct 24, 2017.

Supervisor Fewer oversees the Richmond District (D-1) and was provided a tour of NEMS' clinic on 1033 Clement Street.

She was impressed by our commitment to increasing access and providing quality healthcare for underserved communities.

RICHMOND DISTRICT HEALTH CENTER PATIENTS

(ZIP CODES 94121 & 94118)

- **18,890** low-income residents in the Richmond District
- **3,860** Health Center Program patients
 - **91%** of all health center patients who reside in the Richmond choose NEMS for care
 - Federal Health Center Program is underutilized
- **64%** of Health Center Program patients utilize Medicaid (Medi-Cal)

RICHMOND DISTRICT HEALTH NEEDS

ZIP Codes 94121 & 94118

- Adults with no dental visit in the past year: **22.72%**
- Adults who have delayed/not sought care due to cost: **10.03%**
- Adults with no usual source of care: **17.77%**
- Adults ever told have high blood pressure: **22.06%**

FOCUS GROUP IN RICHMOND LIBRARY

- Patients would like to see:
 - ❖ More specialty care in the Richmond
 - ❖ Including ophthalmology, dentistry, gynecology, and cardiology
 - ❖ Faster access to specialty services
 - ❖ Dental Services
 - ❖ Radiology Services
 - ❖ Same-day urgent care
 - ❖ Diverse services located in one clinic

NEW/POTENTIAL SERVICES IN 2018/2019

- Expand acupuncture services
- Provide telemedicine with specialty medicine-endocrinology, cardiology and psychiatry
- First in SF to be certified to participate in Health Home Program

USING TECHNOLOGY TO IMPROVE CARE: PROVIDER WAIT TIME SCREEN SHOT



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When will I see
my provider?
我的候診時間是多久?



JAN 29, 2018 10:06 AM

Location: San Francisco - 1400 Noriega
地點：三藩市日落區 1400 Noriega 街診所

Provider 醫生 / 醫護人員	Status 候診狀況
Jason Owyang NP 歐陽威 醫護師	Delay(等候) 30 min(分鐘)

Please talk to our Front Desk Staff if you have any questions. Thank you for choosing NEMS!
如果您有任何問題，請向前台職員查詢。謝謝您選擇東北醫療中心為您提供醫療保健服務！

VIRTUAL CARE VIA TELEMEDICINE CART

HD CAMERA

24" DISPLAY

CONTROL PANEL WITH
FLAT CLEANABLE SURFACE

LOCKABLE DRAWER

PC CABINET (OPTIONAL)

LITHIUM IRON BATTERY
WITH 4 HR CHARGE
(OPTIONAL 8 HR BATTERY)

INTEGRATED 2ND DISPLAY
WITH ARTICULATING ARM
(OPTIONAL)

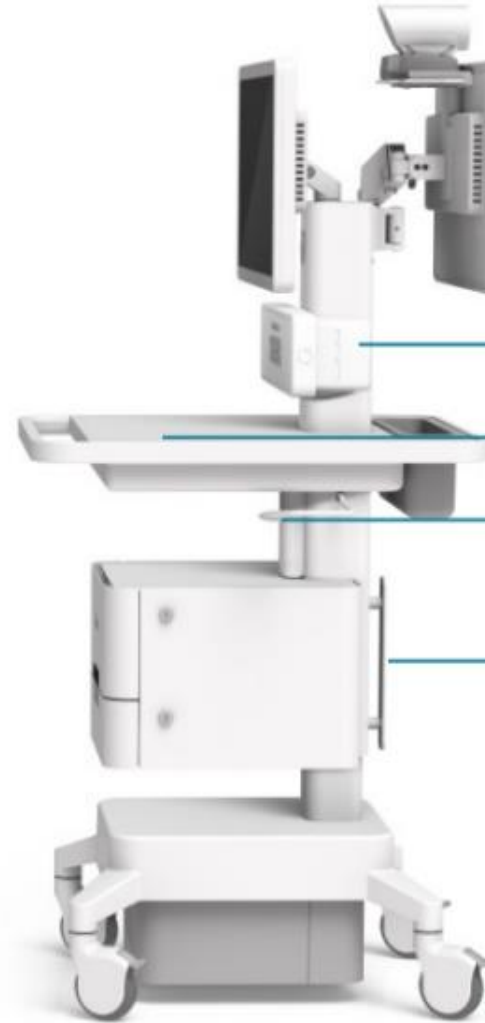
INTEGRATED WIFI (OPTIONAL)

ANTIMICROBIAL
WORK SURFACE

HEIGHT ADJUST HANDLE

CABLE WRAP
(OPTIONAL RETRACTABLE REELS)

HOSPITAL GRADE
CASTERS

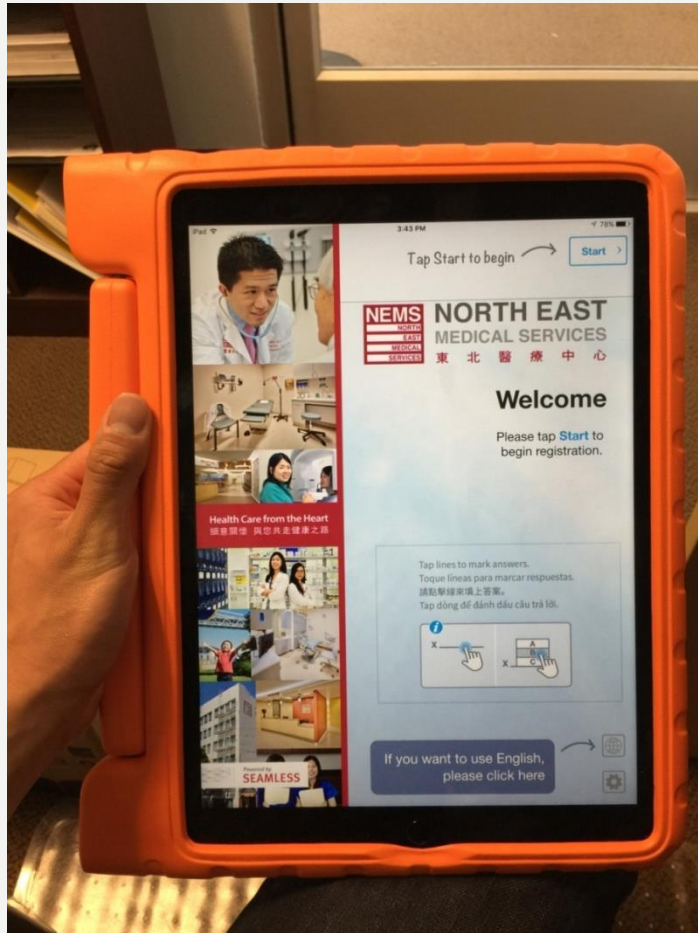


OFFICE-BASED SPIROMETER

MIDMARK IQSPIRO® DIGITAL SPIROMETER



ELECTRONIC BEHAVIORAL AND DEVELOPMENTAL QUESTIONNAIRES ON IPAD



DV/IPV

I decline to answer the questions in this section.

我拒絕回答本節中的問題。 可選

Are you currently in a relationship, and/or have a partner?

您是否已婚或有固定交往對象？ _____

Have you been hit, kicked, punched, or otherwise hurt by your partner in the past year?

在過去一年，您的配偶或交往對象有沒有毆打，踢，或拳擊您？ _____

Has your partner put you down/humiliated you or tried to control what you do in the past year?

在過去一年，您的配偶或交往對象有沒有用行為或言語來羞辱或試圖控制您？ _____

Have you been forced to have sex when you did not want to?

在過去一年，您的配偶或交往對象有沒有強迫您和他發生性行為？ _____

Do you feel safe in your current relationship now?

在過去一年，您覺得和您的配偶或交往對象相處得安全嗎？ _____

是 - Yes

不是 - No

不想回答 - Refuse to answer

取消





THANK YOU!