NORTH EAST MEDICAL SERVICES
RICHMOND DISTRICT HEALTH NEEDS AND PRIORITIES

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CHIEF MEDICAL OFFICER
SAN MATEO HEALTH COMMISSIONER
AUGUST 7TH, 2018
AGENDA

• 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

- Private Insurance, 13%
- Medicare, 15%
- Uninsured, 10%
- Medicaid, 62%

- 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+);
<table>
<thead>
<tr>
<th>Service</th>
<th>Score (%)</th>
<th>Count/Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hepatitis B screening</td>
<td>82.7%</td>
<td>33,540/40,459</td>
</tr>
<tr>
<td>Tuberculosis risk assessment</td>
<td>78%</td>
<td>31,562/40,459</td>
</tr>
<tr>
<td>Colorectal cancer screening</td>
<td>81.1%</td>
<td>15,338/18,795</td>
</tr>
<tr>
<td>Breast cancer screening</td>
<td>69.1%</td>
<td>7,587/10,784</td>
</tr>
<tr>
<td>Cervical Cancer screening</td>
<td>75.4%</td>
<td>12,061/15,991</td>
</tr>
<tr>
<td>Depression Screening</td>
<td>77%</td>
<td>31,214/40,459</td>
</tr>
</tbody>
</table>
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)

• 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
• Opens a new Pediatric Clinic in Tenderloin
• Opens an after-hour clinic in Sunset
• Added acupuncture services in Chinatown
• Implemented specialty pharmacy in Richmond
WORLD TB DAY

- 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
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)

Source: UDS Mapper ([www.udsmapper.org](http://www.udsmapper.org)), 2016
• 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%**

Source: UDS Mapper (www.udsmapper.org), 2016-2018
• 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**

**When will I see my provider?**

<table>
<thead>
<tr>
<th>Location</th>
<th>SAN FRANCISCO - 1400 NORIEGA</th>
</tr>
</thead>
<tbody>
<tr>
<td>JAN 29, 2018</td>
<td>10:06 AM</td>
</tr>
<tr>
<td><strong>Provider</strong></td>
<td><strong>Status</strong></td>
</tr>
<tr>
<td>Jason Owyang NP 歐陽威 醫護師</td>
<td>Delay(等候) 30 min(分鐘)</td>
</tr>
</tbody>
</table>

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
- INTEGRATED 2ND DISPLAY WITH ARTICULATING ARM (OPTIONAL)
- INTEGRATED WIFI (OPTIONAL)
- ANTIMICROBIAL WORK SURFACE
- HEIGHT ADJUST HANDLE
- LOCKABLE DRAWER
- CABLE WRAP (OPTIONAL RETRACTABLE REELS)
- PC CABINET (OPTIONAL)
- LITHIUM IRON BATTERY WITH 4 HR CHARGE (OPTIONAL 8 HR BATTERY)
- HOSPITAL GRADE CASTERS
OFFICE-BASED SPIROMETER

MIDMARK IQSPIRO® DIGITAL SPIROMETER
ELECTRONIC BEHAVIORAL AND DEVELOPMENTAL QUESTIONNAIRES ON IPAD
THANK YOU!