SAN FRANCISCO

Whole Person Care

Health Commission Update

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August 18, 2020

OUTLINE

San Francisco Whole Person Care Overview

Innovations in Data Sharing Technology

Innovations in Care Coordination Services

Sustainability: Beyond 2020 Waiver

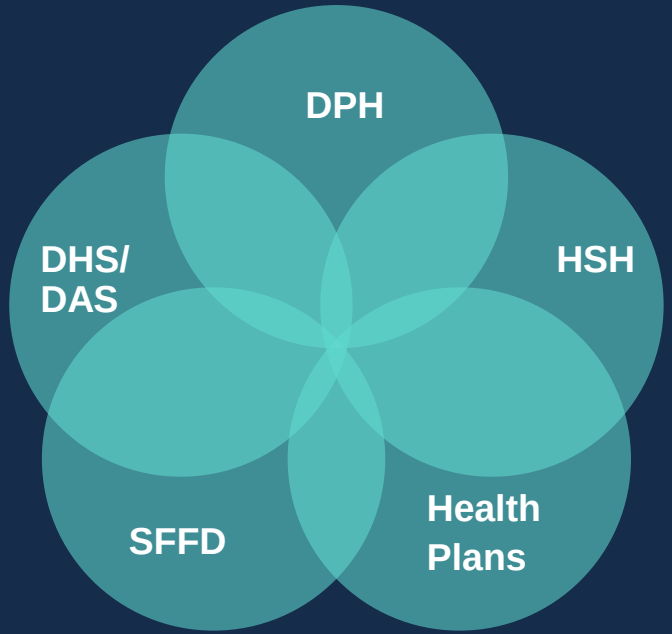
SAN FRANCISCO WHOLE PERSON CARE OVERVIEW

Innovations in Technology

- A platform to share comprehensive, integrated data that provides context for all our shared clients

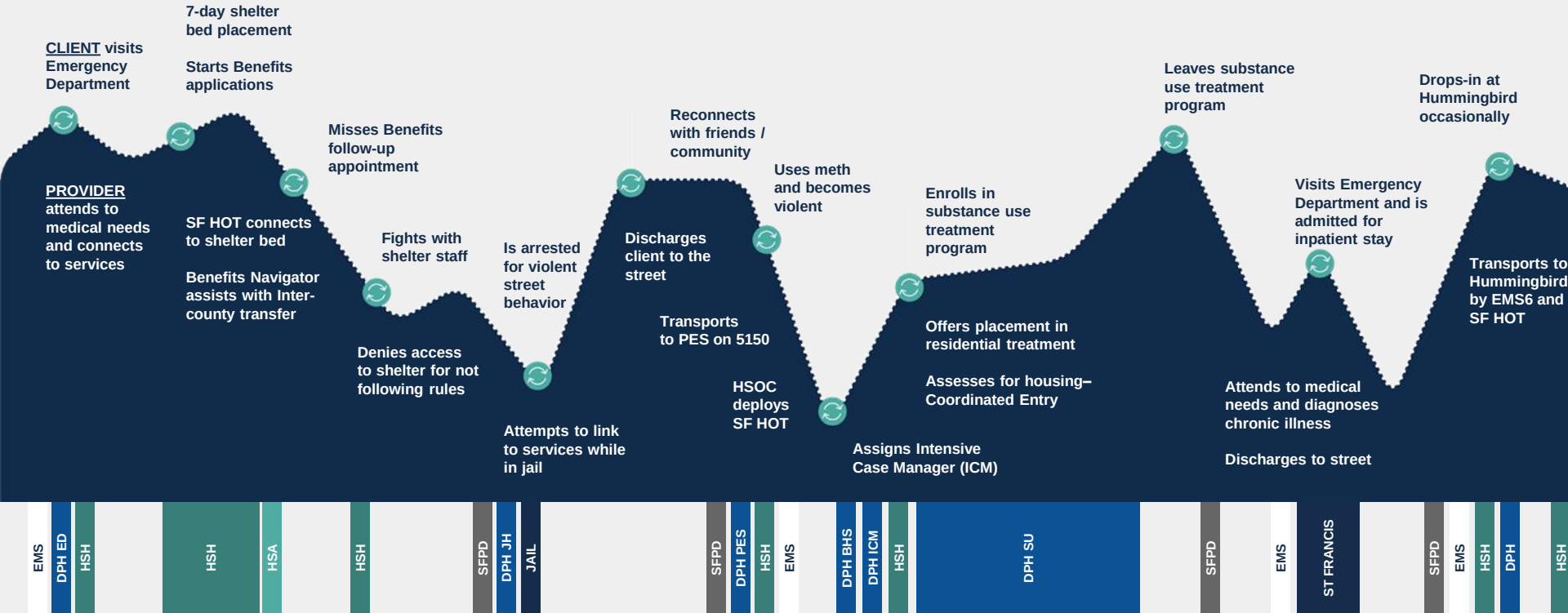
Innovations in Services

- A structure (people and policies) to care for the highest risk and highest utilizing clients across the City's ecosystem of services



Shared Governance

WHOLE PERSON CARE OPPORTUNITY



INNOVATIONS IN DATA SHARING TECHNOLOGY

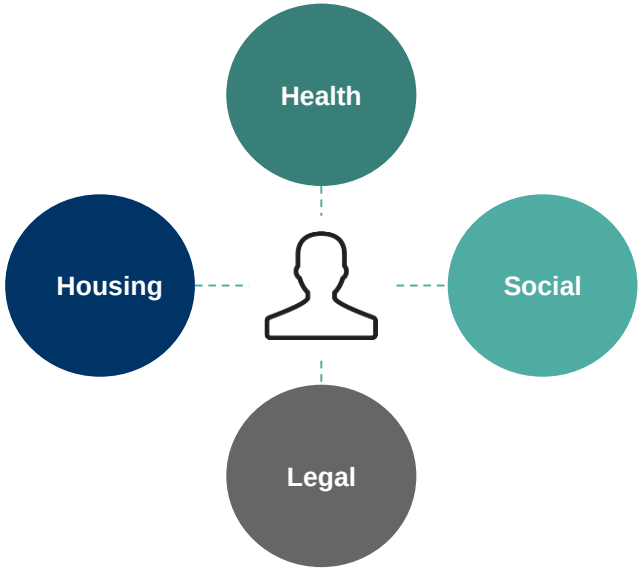
Transition to Epic

Accomplishments

- Identified client, provider, and department requirements for a data sharing solution to support interagency care coordination across the City.
- Partnering with DPH IT to select and plan for the implementation of Epic's Care Coordination Management (CCM) toolset.

In Progress

- Transition integrated health, housing and social data to Epic.
- Install and launch DPH's Epic care coordination tools for Whole Person Integrated Care (WPIC) programs.
- Expand access to CareLink to non-dph partners working with WPIC clients.
- Implement data sharing agreements and protocols.



Whole Person Care Summary
Holistic Client Record

INNOVATIONS IN DATA SHARING TECHNOLOGY

WPC Impact on COVID-19 response

Example

- Leverage integrated data to identify individuals at higher-risk for COVID-19 complications for placement in alternative housing settings.
- Provide information to inform policy and planning decisions (for example Project Room Key funds for implementation).
- Produce a daily census for frontline providers and staff enabling targeted outreach and linkage to health, housing and social services in alternative settings (like SIPs and I/Q sites).
- Track, aggregate and report on coordinated models of care in SIPs.

People Experiencing Homelessness (PEH)
(flagged in CCMS in last 12 months)

PEH: Unsheltered
(Homeless outdoors or not otherwise specified)

PEH: Sheltered
(Homeless shelter system, treatment, hotel room)

INNOVATIONS IN CARE COORDINATION SERVICES

Shared Priority Project

Accomplishments

- Launched the Shared Priority project adopting a “whatever it takes” approach to place SF’s most vulnerable clients experiencing homelessness into housing or other safe settings.
- Convened a “system response” committee to identify and problem-solve system barriers and delivered bi-weekly project dashboard to monitor progress.

In Progress

- The Shared Priority care coordination team continues to meet weekly to identify, engage, and prioritize vulnerable clients for health, housing and social services.
- The use of integrated data to target interventions and identify hard to link individuals.
- Monitoring of the Share Priority cohort for future evaluation and the development of systems recommendations.

Shared Priority Bi-Weekly Dashboard

8-11-2020

Population
237 individuals
6 no service util/SP contact since start of project
13 deceased

Case Managed
56 start
119 currently

Housed
6 start
3 lost housing
126 currently

LPS Conserved
3 currently

Urgent/Emergent Services

ED	Inpatient	Sobering Center
12	5	0
-2	+2	+0
16 visits **July 22 - August 4**	**5** stay **July 22 - August 4**	**0** visits **July 22 - August 4**

PES	5150	Jail
5	2	4
-1	-2	-2
5 visits **July 22 - August 4**	**2** holds **July 22 - August 4**	**5** stays **July 22 - August 4**

Living Situation

Unknown	Not Sheltered	Temporarily Sheltered		Housed	
30	22	38	8	119	7
-2	-2	+5	-1	-1	0
No service util in 30 days	Service util/contact in last 30 days	Nav/Shelter/Stab Room/ SIP Hotels	Treatment/ Respite	HSH PSH, Scattered Site/Flex Pool, Sec 8	Board & Care, Left SF, Self Resolved

Engagement

Case Management		
28	41	48
+3	-1	+0
Outpatient Case Management	Citywide Linkage ICM	Intensive Case Management

Housing Process

Housing Navigation	Assigned Housing Unit
184	35
--	-3
HSH Housing Svcs Oct 19 - July 31	Awaiting PSH move-in

Benefits

CAAP	SSI		Medi-Cal	CalFresh	IHSS
80	79	67	198	102	17
+0	-1	-0	-2	+0	+0
Enrolled	Enrolled in SSI	Advocacy	In and out of county	Enrolled	Enrolled

INDICATES FAVORABLE DIRECTION

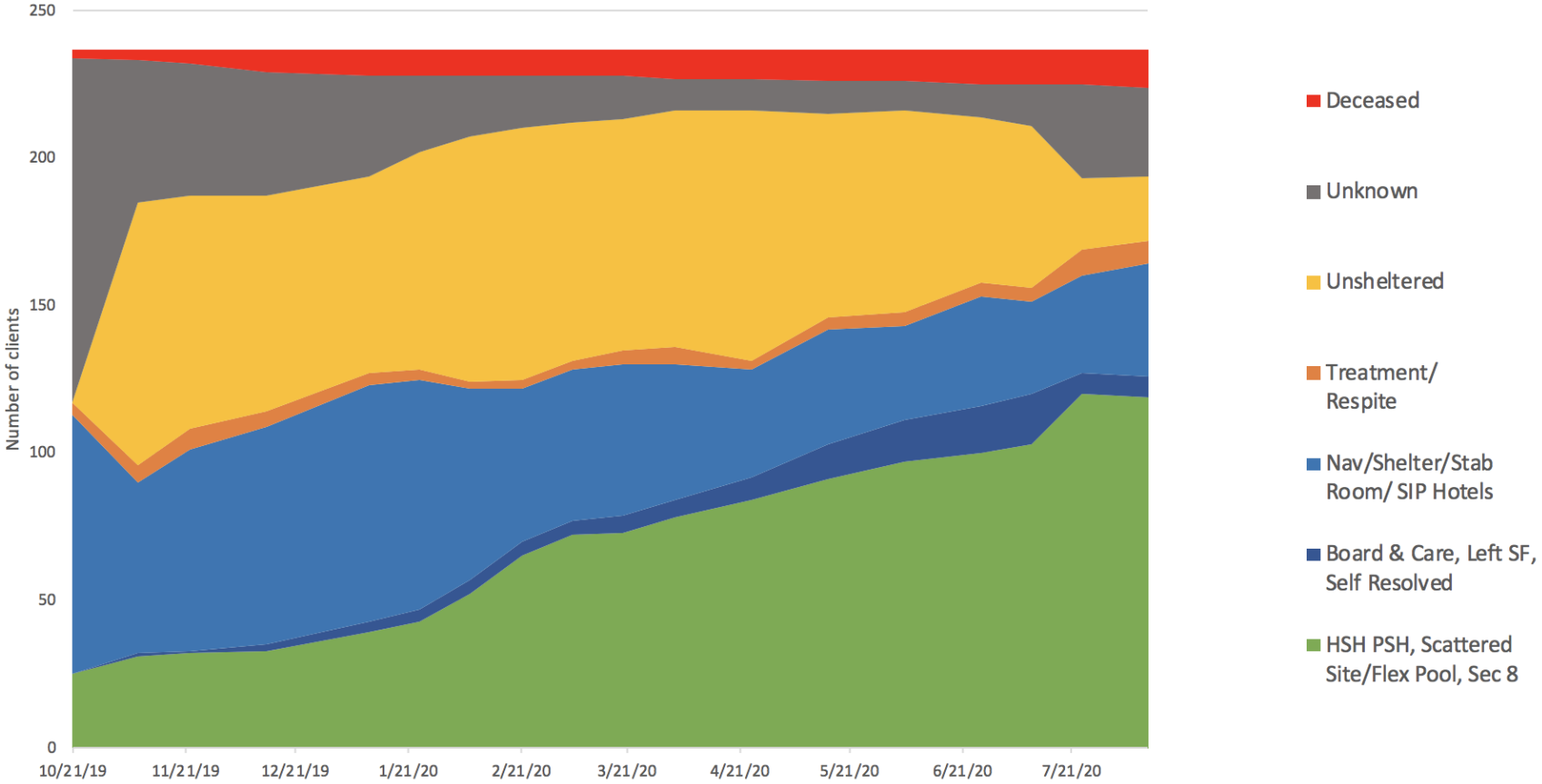
+/- CHANGE SINCE PREVIOUS 2 WEEK REPORTING PERIOD

NO UPDATE SINCE PREVIOUS 2 WEEK REPORTING PERIOD

Shared Priority Clients

Documented Housing Situation

Source: Shared Priority Dashboard as of 8/14/20

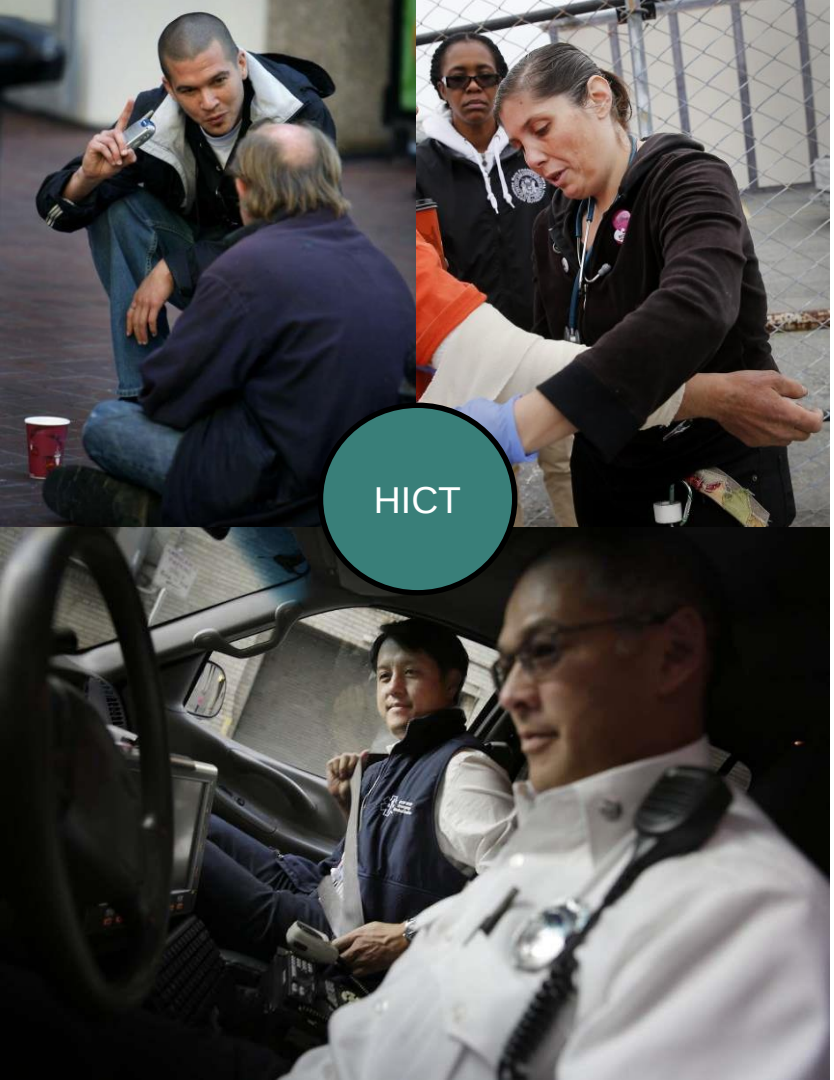


INTERAGENCY SYSTEM RESPONSE

WPC Impact on COVID-19 response

Example

- Learnings from Whole Person Care have informed the model of care for Shelter In Place hotels (SIPs) and outreach work with unsheltered people experiencing homelessness.
- Implemented large-scale medical and nursing services within HSH/HSA established SIPs.
- Relied on available WPC data to identify and locate clients who were vulnerable quickly.
- Established relationships with partner agencies and organizations provide were foundational to working together efficiently and effectively.



First Response

High Intensity Care Team

(EMS6, Street Medicine & SFHOT)

Alert!

This individual is a Shared Priority client and is high priority for housing, health, and human services. Contact High Intensity Care Team at 415-816-6739 / fireems6@sfgov.org to coordinate next steps/discharge planning.

SUSTAINABILITY

Future of SF Whole Person Care

WAIVER

- DHCS is pushing to extend the 1115 Waiver for WPC through 2021. CalAIM implementation is delayed (expected Jan 2022).

SERVICE DELIVERY

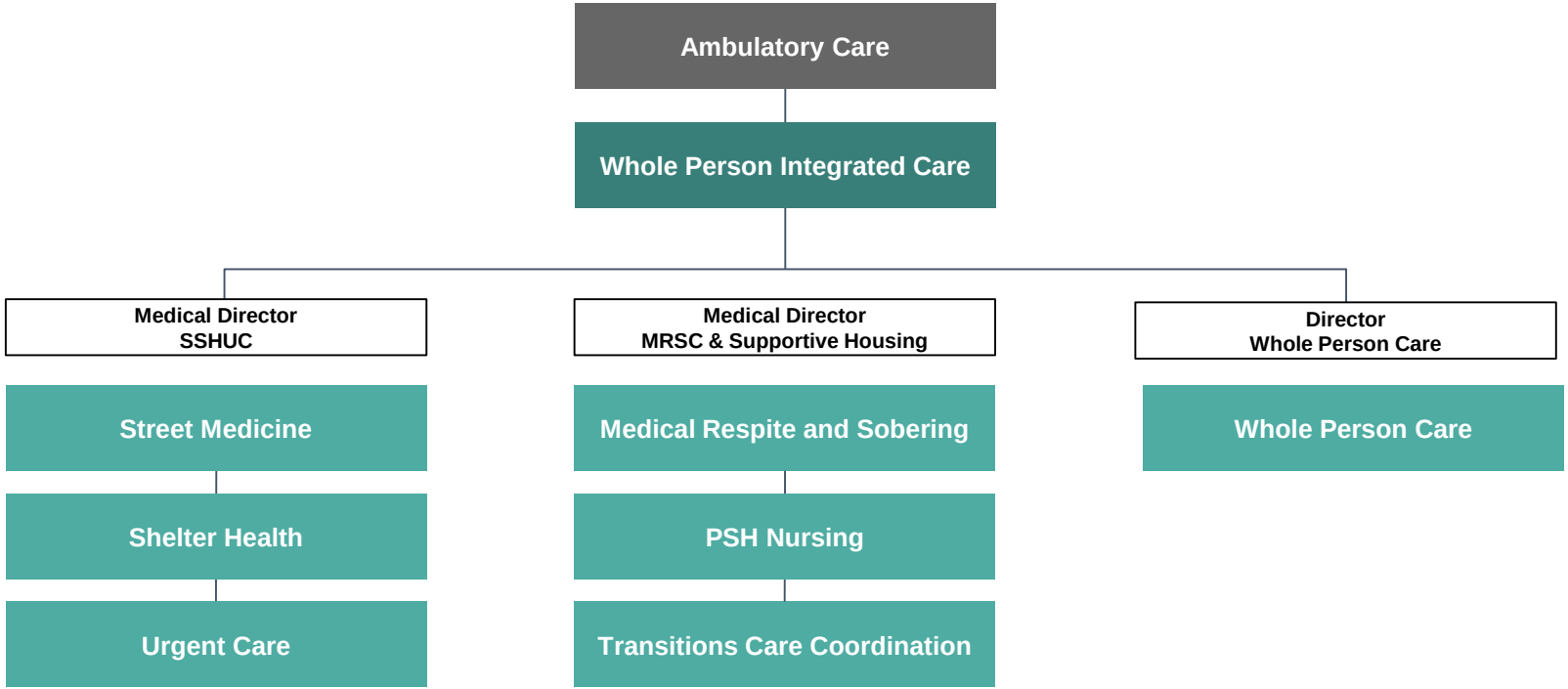
- Whole Person Integrated Care (WPIC) is on track to open our new health resource center on Stevenson Street in November 2021.
- Merging Urgent Care and Street Medicine's Open Access Clinic was accelerated by COVID-19 response
- High Intensity Care Team collaboration has been expanded and accelerated during this time and will continue to serve shared clients

TECHNOLOGY

- Transition of integrated data and reporting from CCMS to an Epic environment
- Shared Priority serves as a model for citywide care coordination as we implement Epic's Coordinated Care Management toolset
- Expand access to Epic CareLink for care coordination teams and street-based providers across the city

SUSTAINABILITY

Future of Whole Person Care




EPSON

Questions?

Thank you to all our WPC partners!

Department of Public Health (DPH)

Department of Homelessness and Supportive Housing (HSH)

Department of Human Services (DHS)

Department of Aging and Adult Services (DAS)

Fire Department Emergency Medical Services (SFFD EMS)