

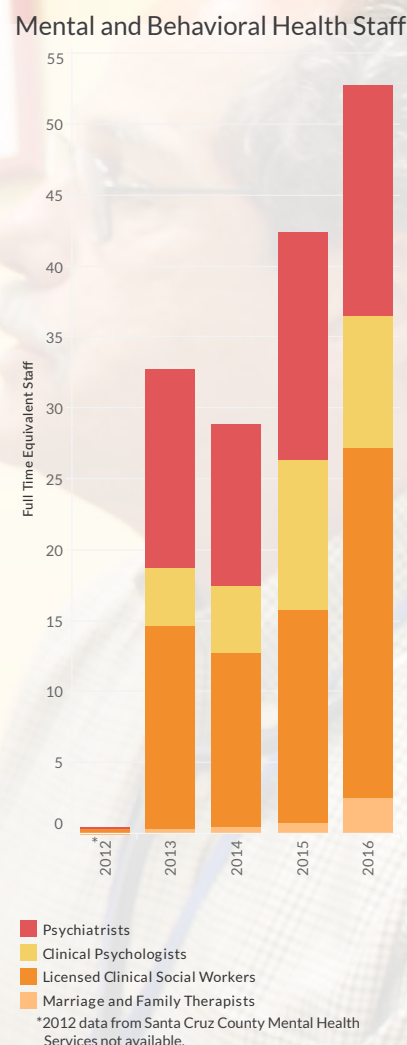
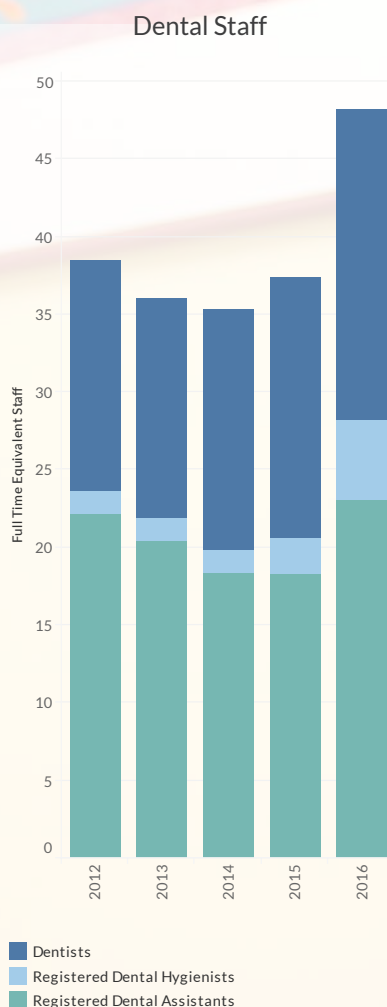
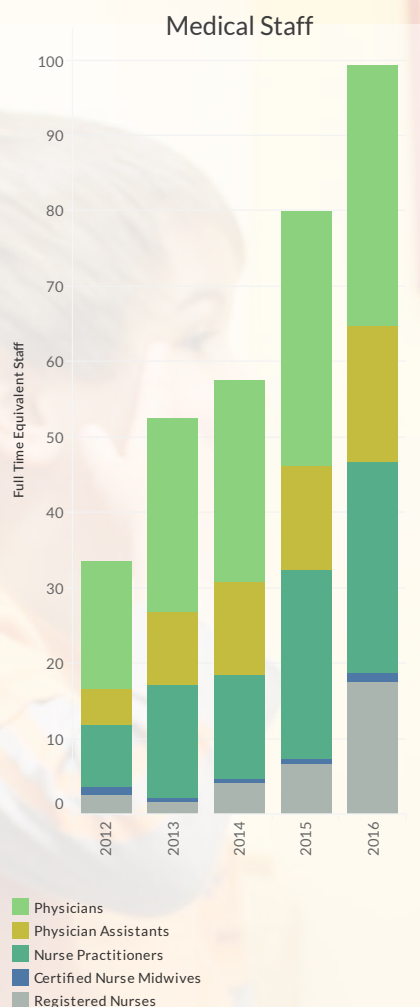


2017

**SAFETY NET CLINIC COALITION
OF SANTA CRUZ COUNTY
FIVE-YEAR IMPACT REPORT
2012–2016**

Prepared by Health Improvement Partnership of Santa Cruz County

LICENSED HEALTH CARE PROVIDERS



COMPASSIONATE CARE AT SANTA CRUZ COMMUNITY HEALTH CENTERS

A young man with unstable life circumstances came to our clinic. He was homeless, received many citations from the city, served time in jail, and frequently utilized emergency services. After one year of working with Santa Cruz Community Health Centers, receiving compassionate medical care, behavioral health services, and psychiatry services, the patient was given the tools to stabilize his life.

Now, he is receiving treatment for schizophrenia, a mental illness that had previously gone undiagnosed and has begun to address his alcohol use. He recently turned the key to his own apartment in a sober, supported living environment.

“Having behavioral health clinicians integrated into the primary care setting allows me to now see my patients in three dimensions instead of two.”

Penelope Brooks, MD
SC County Health Services Agency

Our staff know him by name and enjoy chatting when he visits our clinic for his appointments. They even pitched in to buy him a bike lock. The health center plans to aid him in enrolling for disability benefits to provide an income. Today, with the help from our clinic, he has found peace and stability.

SAFETY NET CLINIC COALITION OF SANTA CRUZ COUNTY EXPANSION AND GROWTH 2012–2016

HIP is proud to present this report on the significant and growing impact of the six safety net clinic organizations that are the Safety Net Clinic Coalition. From 2012 to 2016, SNCC members have expanded services and facilities to serve more than one in three residents of our county. These accomplishments demonstrate progress toward the county-wide goal that by 2020 all Santa Cruz County residents will have a regular source of primary care and integrated behavioral health services (Community Assessment Project 2016).

SNCC member organizations are thriving and expanding because of many factors: exceptional leadership, access to coverage with the Affordable Care Act and financial and organizational support from HIP members such as Central California Alliance for Health, Community Foundation Santa Cruz County, Dignity Health—Dominican Hospital, Sutter—Palo Alto Medical Foundation, United Way of Santa Cruz, and Watsonville Community Hospital.

OUR MISSION

Health Improvement Partnership's Mission is rooted in improvement: of systems, quality, relationships and access to care. HIP creates opportunities for local health care leaders to make our community healthier.



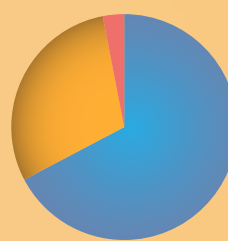
WHO WE SERVE

The Safety Net Clinic Coalition of Santa Cruz County serves 90,000 patients annually. Of these patients, over 67% are Hispanic and over 78% are considered low income according to the Federal Poverty Level (FPL) determined by the Department of Health and Human Services.



Income According to Federal Poverty Level

- Very Low Income (under 100% FPL)
- Low Income (100%–138% FPL)
- Moderate Income (139%–200% FPL)
- High Income (above 200% FPL)
- Unknown



Ethnicity

- Hispanic
- Non-Hispanic
- Unknown

Increased Coverage
Low Income Health Program (LIHP) launches

Increased Access
Patient-Centered Medical Home efforts begin

Increased Access
Dominican Mobile Clinic begins service

Increased Behavioral Health Access
PPMM Westside initiates integrated behavioral health services

2012

2013

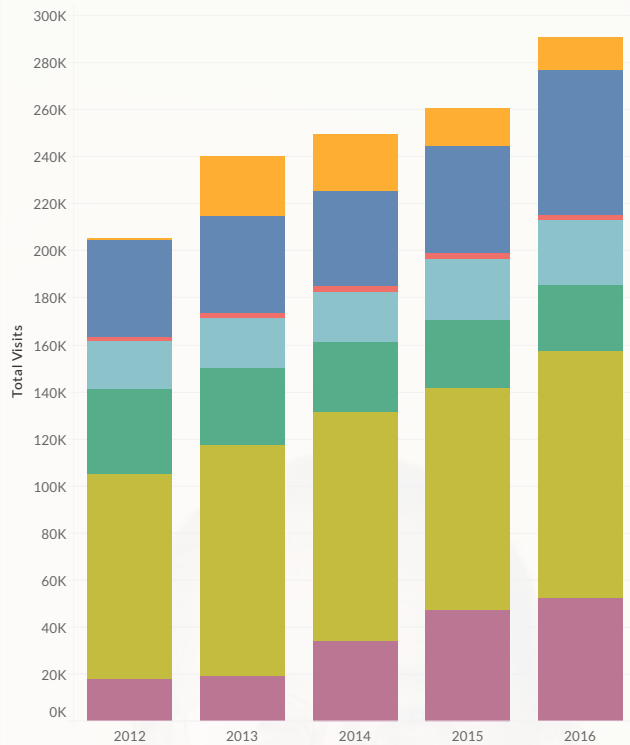
Increased Access
SCCHC designated as a Federally Qualified Health Center

Increased Access
SC County Health Services Agency begins providing medical care at the Recuperative Care Center on the Homeless Services Center campus

Increased Behavioral Health Access
SCCHC initiates integrated behavioral health services

Increased Access
Safety net clinics participate in training and coaching sessions to increase access and capacity (offered by Central California Alliance for Health)

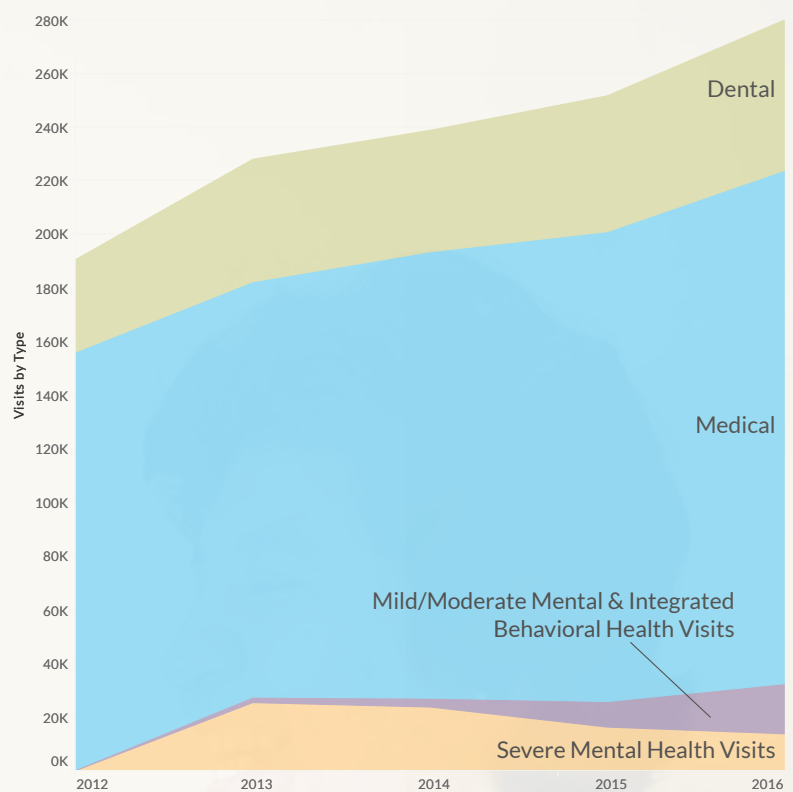
PATIENT VISITS



Total Patient Visits Provided

Organization	2012	2013	2014	2015	2016
Santa Cruz County Mental Health Services	N/A*	25,420	23,595	16,183	13,752
Santa Cruz County Health Services Agency	41,654	40,787	40,714	45,347	61,636
Diabetes Health Center	1,639	2,238	2,188	2,338	2,338
Dientes Community Dental	20,657	21,378	21,648	26,218	27,391
Planned Parenthood Mar Monte	36,029	32,844	29,652	28,793	28,584
Salud Para La Gente	87,342	98,017	97,486	94,757	104,406
Santa Cruz Community Health Centers	17,914	19,414	33,945	47,034	52,757

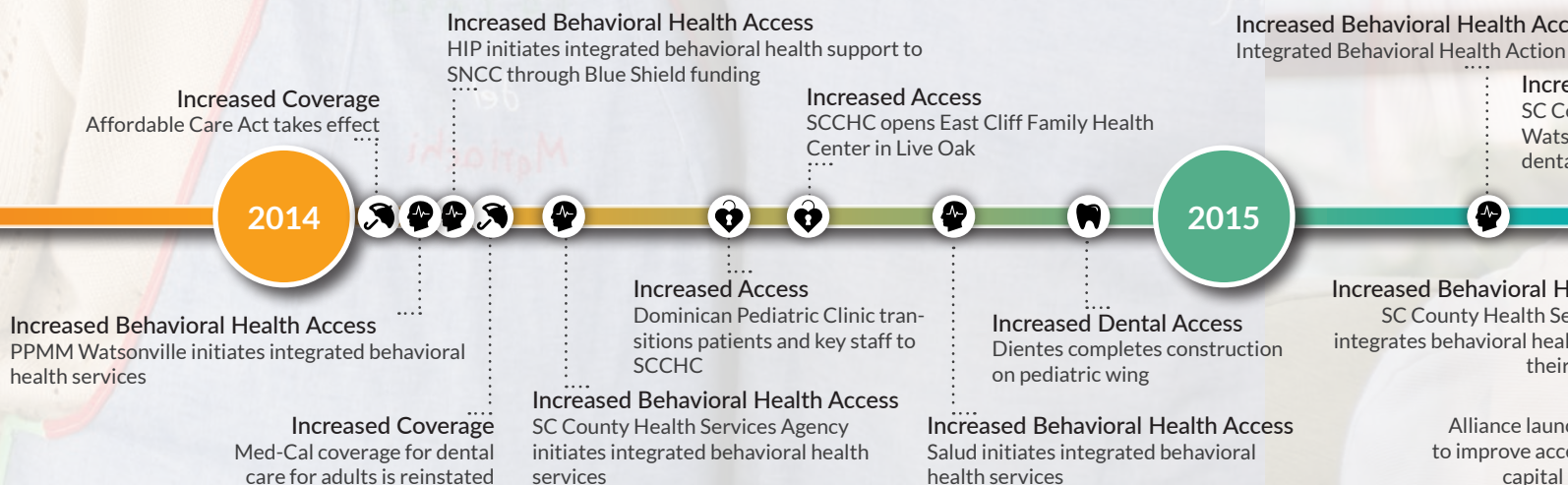
*2012 data not available



Patient Visits by Type of Care

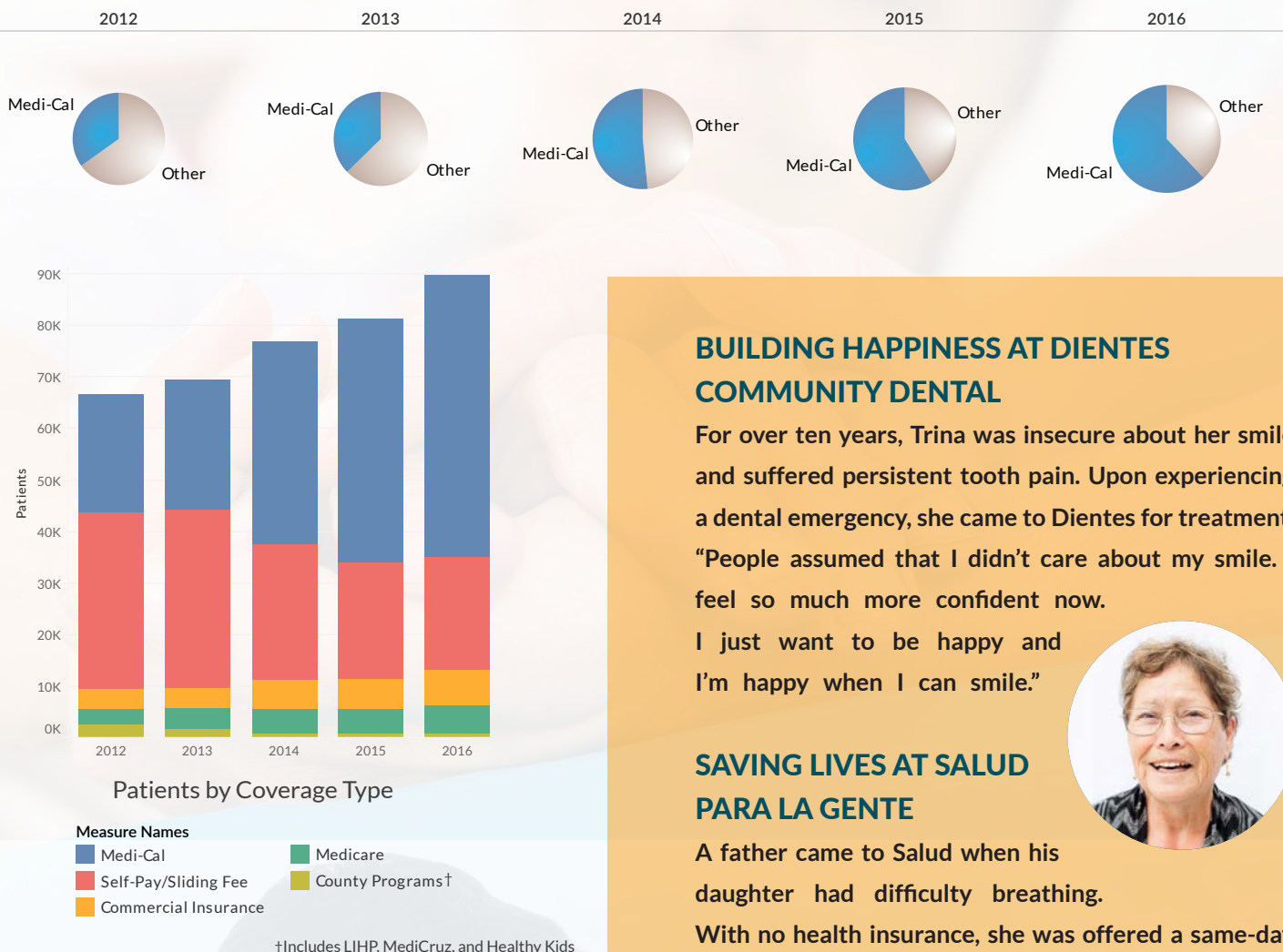
48x Mild to Moderate Mental & Integrated Behavioral Health visits increased 48-fold from 2012 to 2016.

Safety Net visits have increased by 42% in the last five years. **42%**



Data source: SNCC Utilization Data reported by each clinic (OSHDP equivalent)

COVERAGE TRENDS



“They see me more as a human being rather than a medical chart.”

SCCHC Patient (Translated from Spanish)

BUILDING HAPPINESS AT DIENTES COMMUNITY DENTAL

For over ten years, Trina was insecure about her smile and suffered persistent tooth pain. Upon experiencing a dental emergency, she came to Dientes for treatment. “People assumed that I didn’t care about my smile. I feel so much more confident now.

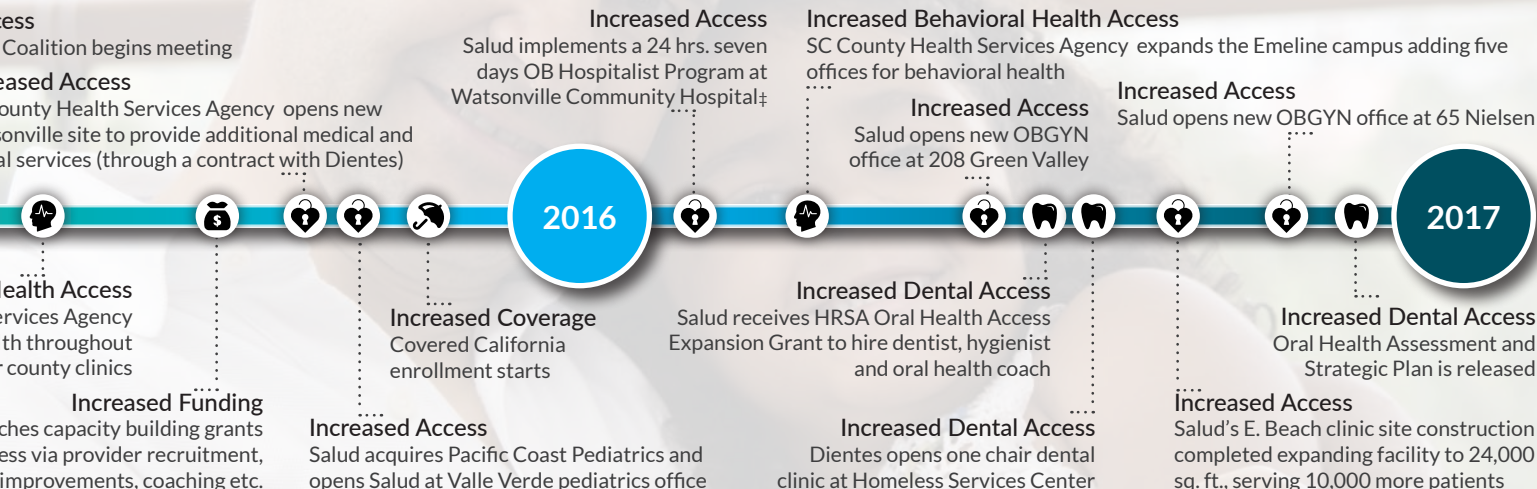
I just want to be happy and I’m happy when I can smile.”



SAVING LIVES AT SALUD PARA LA GENTE

A father came to Salud when his daughter had difficulty breathing.

With no health insurance, she was offered a same-day appointment at a discounted rate. The staff then helped get her Medi-Cal application approved, allowing for further treatment by specialists. Today, the father feels blessed by the staff’s efforts that ultimately saved his daughter’s life.



†Cover photo is the first baby born to a certified nurse midwife at WCH in more than 25 years.

SAFETY NET CLINIC COALITION OF SANTA CRUZ COUNTY

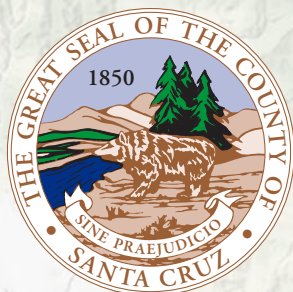


DIABETES HEALTH CENTER
CENTRO DE DIABETES
A PROGRAM OF THE PAJARO VALLEY COMMUNITY HEALTH TRUST



Salud Para La Gente

Working Together for a Healthy Community



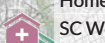
Santa Cruz County Mental Health & Substance Abuse Services
Santa Cruz Health Center



Dientes



Dientes



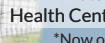
Homeless Persons Health Project (HPHP)



SC Women's Health Center



PPMM Westside



Beach Flats
Health Center*



East Cliff Family Health Center

*Now operated by Dientes

Dominican Mobile Wellness Clinic



PPMM Watsonville

Clinica del Valle del Pajaro

Diabetes Health Center

Watsonville Health and Dental Center

Santa Cruz County Mental Health & Substance Abuse Services

Salud Main Clinic

Organization

- Diabetes Health Center
- Dientes Community Dental
- Planned Parenthood Mar Monte
- Salud Para La Gente
- Santa Cruz Community Health Centers
- Santa Cruz County Health Services Agency