



**For AUDIO:**  
Dial: 712-775-7035  
Access Code: 637795#

Welcome to:

# LIVE WELL SAN DIEGO IN ACTION: A THREE-PART WEBINAR SERIES

Support  
provided by



Robert Wood Johnson  
Foundation

[www.HealthcareValueHub.org](http://www.HealthcareValueHub.org)  
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# Welcome and Introduction



**Lynn Quincy**  
**Director, Healthcare Value Hub**

[www.HealthcareValueHub.org](http://www.HealthcareValueHub.org)



# Housekeeping

- Thank you for joining us today!
- All lines are muted until Q&A
- Webinar is being recorded



# *LIVE WELL SAN DIEGO* CASE STUDIES: ADVANCING POPULATION HEALTH AND WELLNESS

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*Presented by*

*Chuck Matthews, PhD, MBA*

*Director, North Coastal and North Inland Regions*

*Interim Director, Aging & Independence Services*

*County of San Diego Health and Human Services Agency*



**LIVE WELL  
SAN DIEGO**



# LIVE WELL SAN DIEGO

Building  
Better  
Health

Living  
Safely

Thriving

Health

safely

thriving

# HHSA REGIONAL STRUCTURE

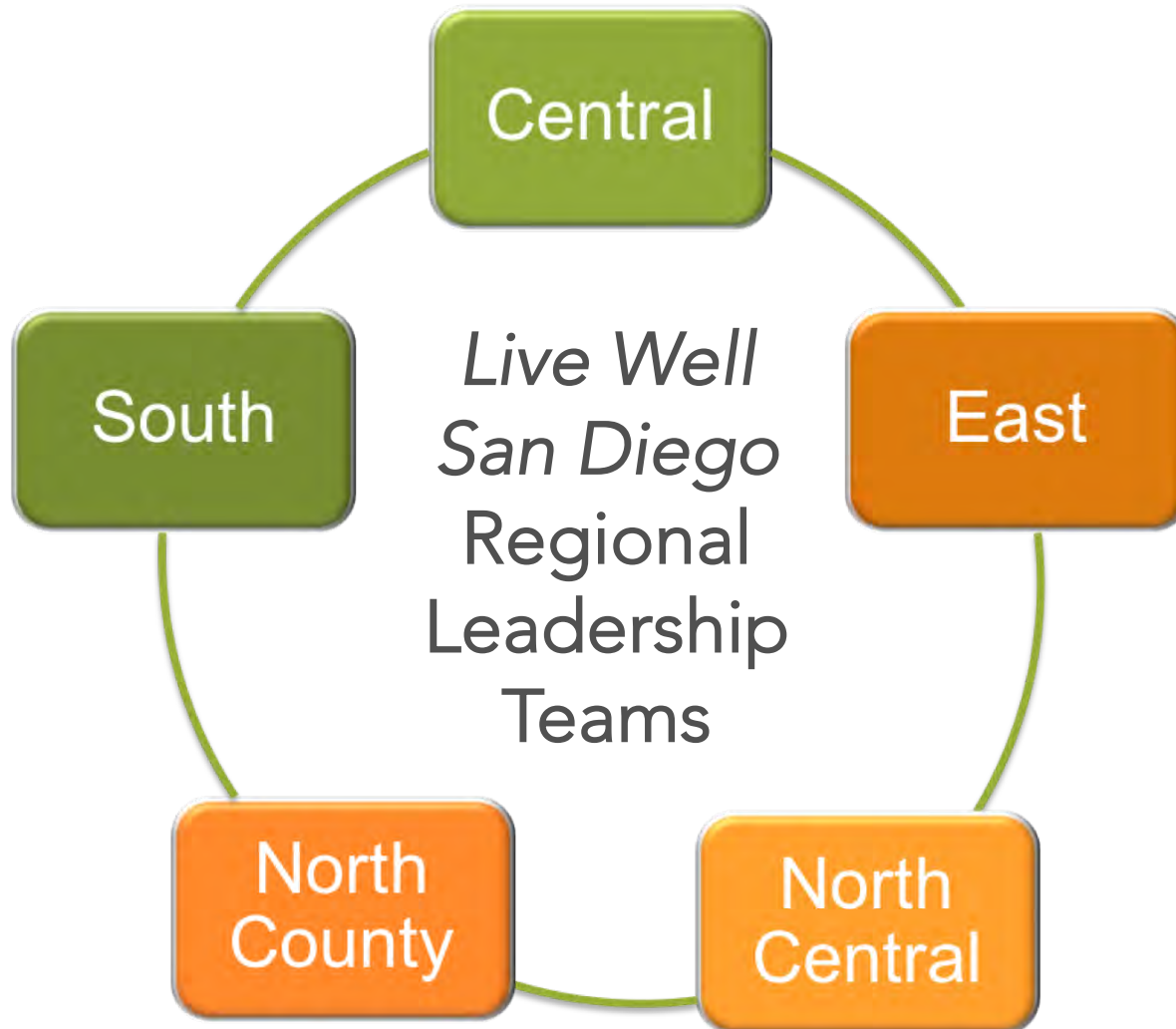


Region	Central & South Regions	North Inland & North Coastal	East & North Central
Regional Director	Barbara Jimenez	Chuck Matthews	Kimberly Gallo
Community Health Promotion Lead	Tina Emmerick	Carey Riccitelli	Katie Judd





## COMMUNITY HEALTH IMPROVEMENT PLANS (CHIPS)





## KEY PRIORITY AREAS IDENTIFIED BY REGION

Region	Health Priority Areas					
	Active Living	Healthy Eating	Health Care Access	Behavioral Health (includes suicide)	Safety/ Violence	Other
Central		●	●	●	●	**
East	●	●		●		
North Central	●		●	●		
North County	●	●		●	●	
South	●		●		●	

\*\*Worksite Wellness, which includes elements that address active living, healthy eating, and behavioral health/substance use.



## CENTRAL REGION



- Includes 2 working groups, Health and Safety/Built Environment
- Pride themselves in innovation, collaboration and serving hard-to-reach communities

## SOUTH REGION



- Developed “stealth charts” 5 cities in South Region
- In June 2014, coordinated the South Region Cities Forum



# EAST REGION

# NORTH CENTRAL REGION



- Co-chaired by Second District Supervisor of the County Board of Supervisors
- Includes 3 workgroups: Active Living, Healthy Eating, Substance Abuse

- Hosted a Live Well San Diego Partner Summit to facilitate collaboration among recognized partners
- Includes 3 workgroups: Physical Activity, Behavioral Health, Preventive Healthcare



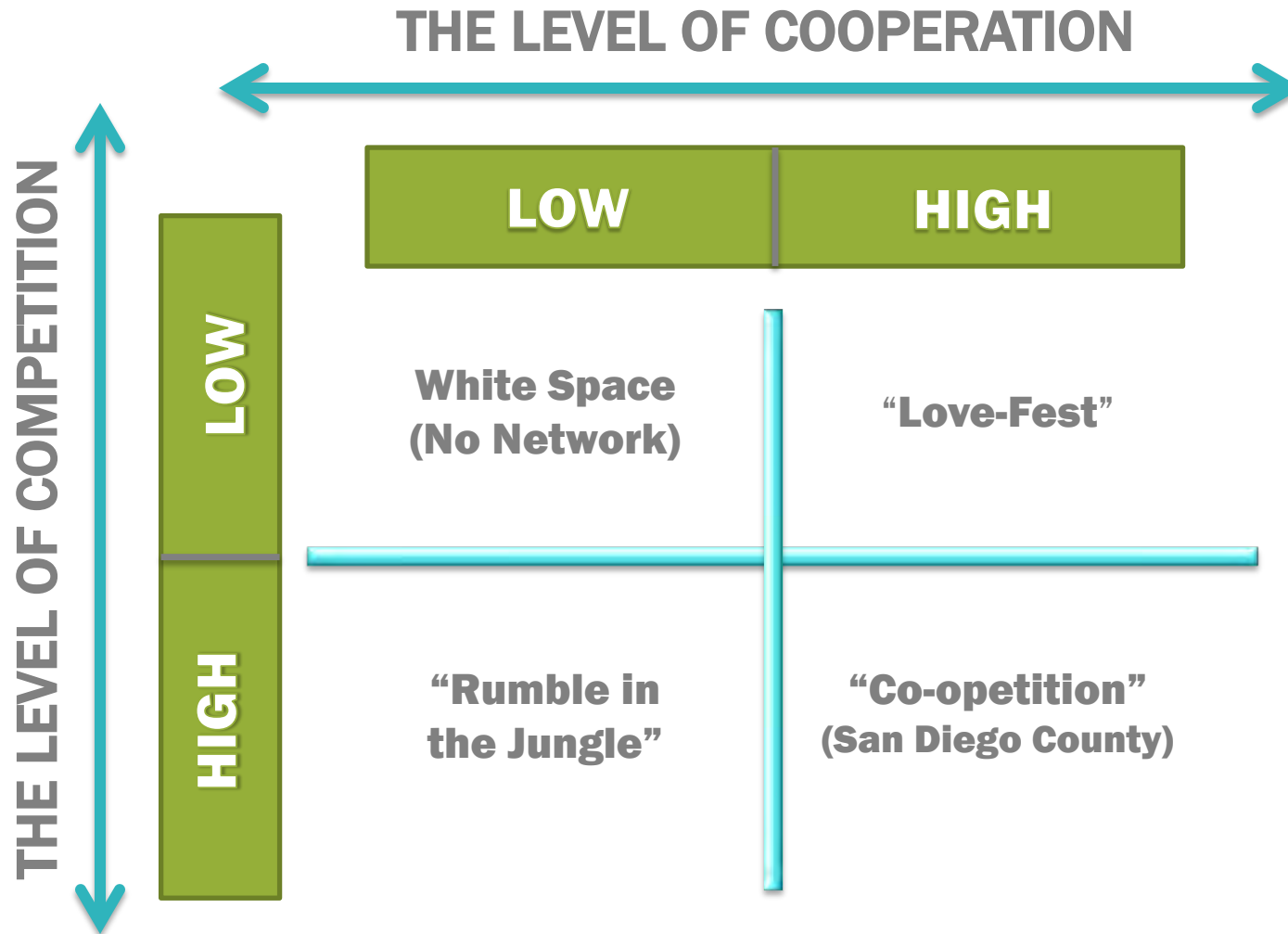
# NORTH COUNTY REGIONS



- Covers both North Coastal and North Inland Regions
- Monthly meetings, with annual community forums
- Vision: In North County, healthy choices are easy; prevention is priority; services are accessible; and communities are safe



# GOAL: LEVERAGE ENVIRONMENT OF CO-OPETITION TO DRIVE WELLNESS



# SCHOOLS & EDUCATION



## “Tools for Schools” Toolkit



*Live Well San Diego:*  
Partnering with Schools to Reduce  
Childhood Obesity and Improve Student Health



April 2015

## Body Mass Index (BMI) Surveillance Kit

Developed by the Chula Vista Elementary School District



To support **healthy**, **safe** and **thriving** communities in  
San Diego County



**LIVE WELL**  
SAN DIEGO



**Coast2CoastRx**

Funded in part by San Diego County's Coast2Coast Rx discount prescription card program

# STRATEGIC APPROACH: LOVE YOUR HEART



LIVE WELL  
SAN DIEGO



# STRATEGIC APPROACH: LIVE WELL SAN DIEGO ADVANCE



# STRATEGIC APPROACH: LIVE WELL SAN DIEGO 5K



 **LIVE WELL 5K**  
SAN DIEGO  
*AND KIDS 1-MILE FUN RUN!*



In Partnership with **San Diego Blood Bank**



# GOAL: PERSON-CENTERED SERVICE DELIVERY



# STRATEGIC APPROACH: CONNECT THE UNCONNECTED WITH INFORMATION EXCHANGE



County of San Diego, HHS, Public Health Services, Community Health Improvement Plan



# ConnectWellSD

Connect · Collaborate · Empower

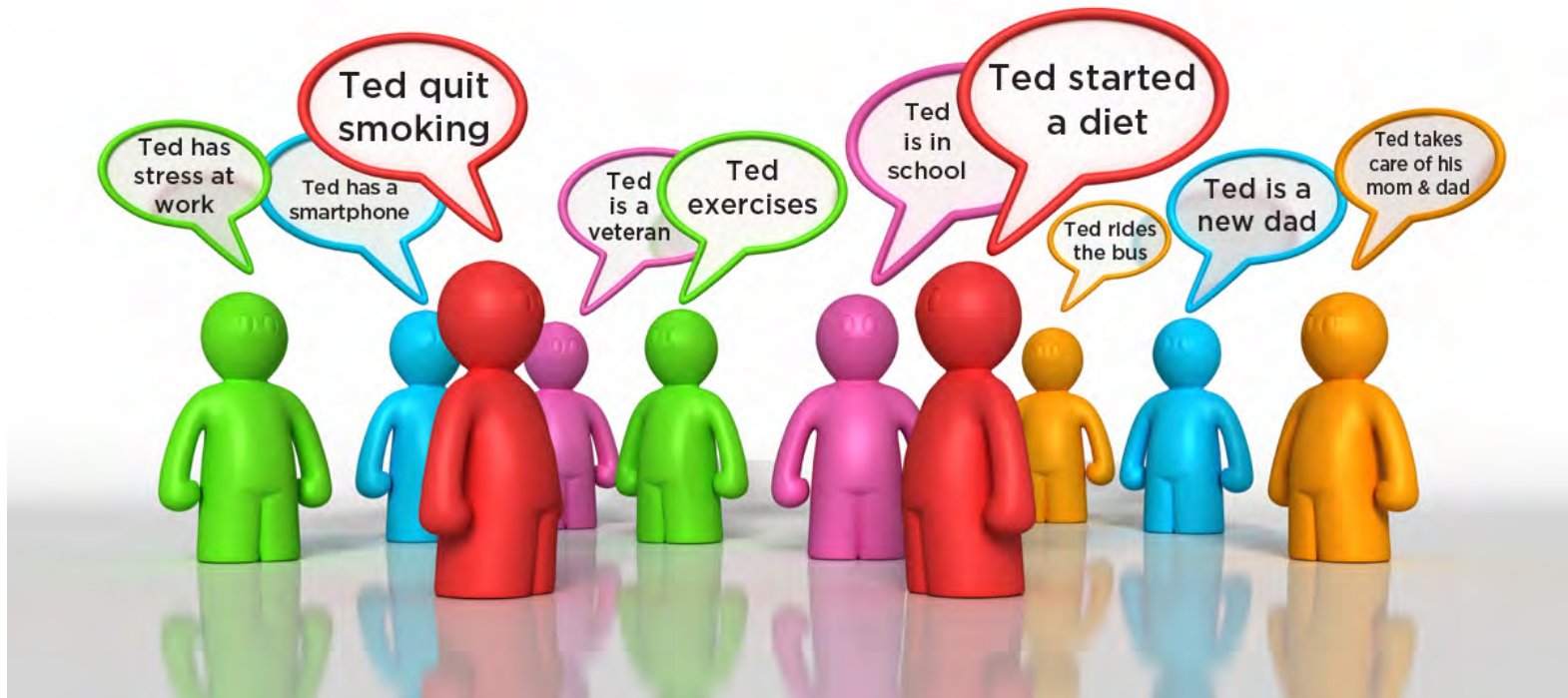
## Improving Outcomes with Data

*March 6, 2018*



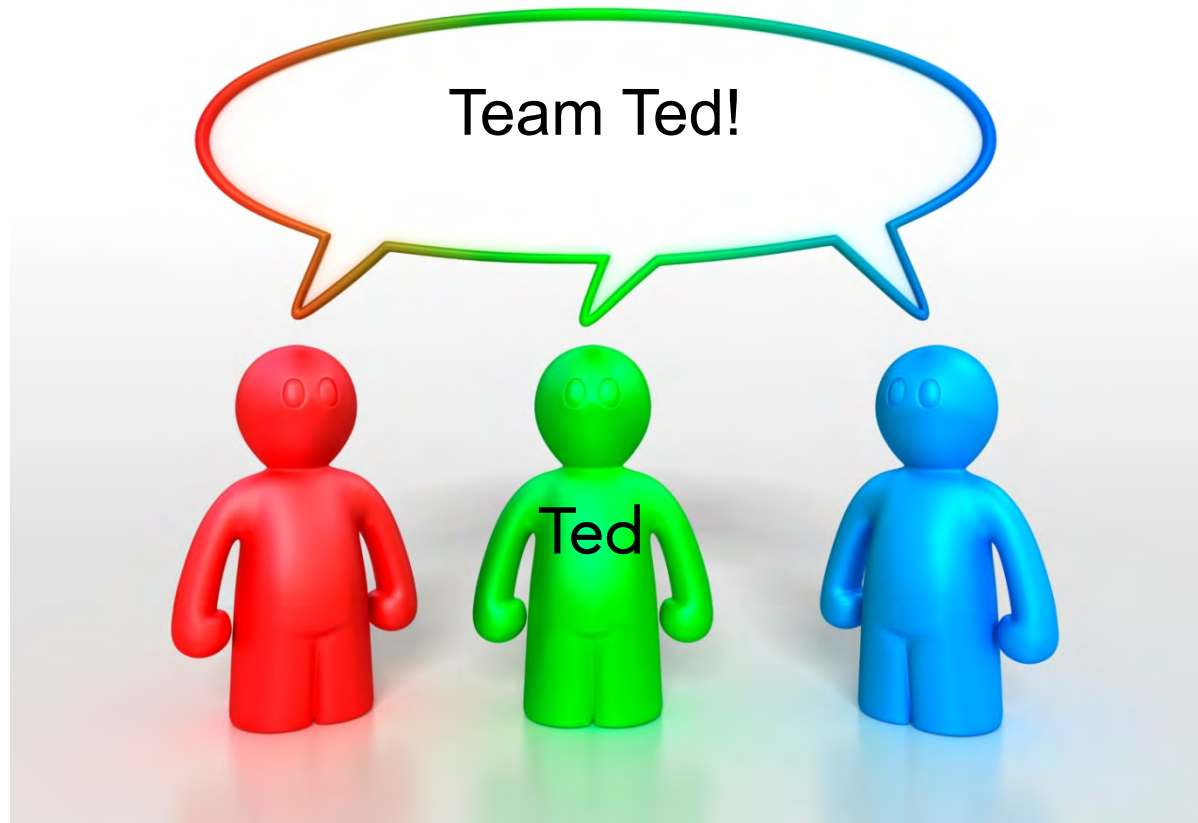


## Program Customer





## County Customer



# THE COUNTY: CREATING PERSON-CENTERED AT ALL LEVELS



**Staff: County staff interact with individual customers**



**Team: Collaborative networks to best serve individual customers**



**Program: Services to proactively address customer needs to create better outcomes**



**Enterprise: Innovative solutions to proactively identify and address issues that can impact the well-being of those we serve**



**Regional: Partners to identify emergent needs in the community and opportunities to collaboratively address them**



# INTEGRATED SERVICE DELIVERY

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# FRAMEWORK FOR INTEGRATED SERVICE DELIVERY



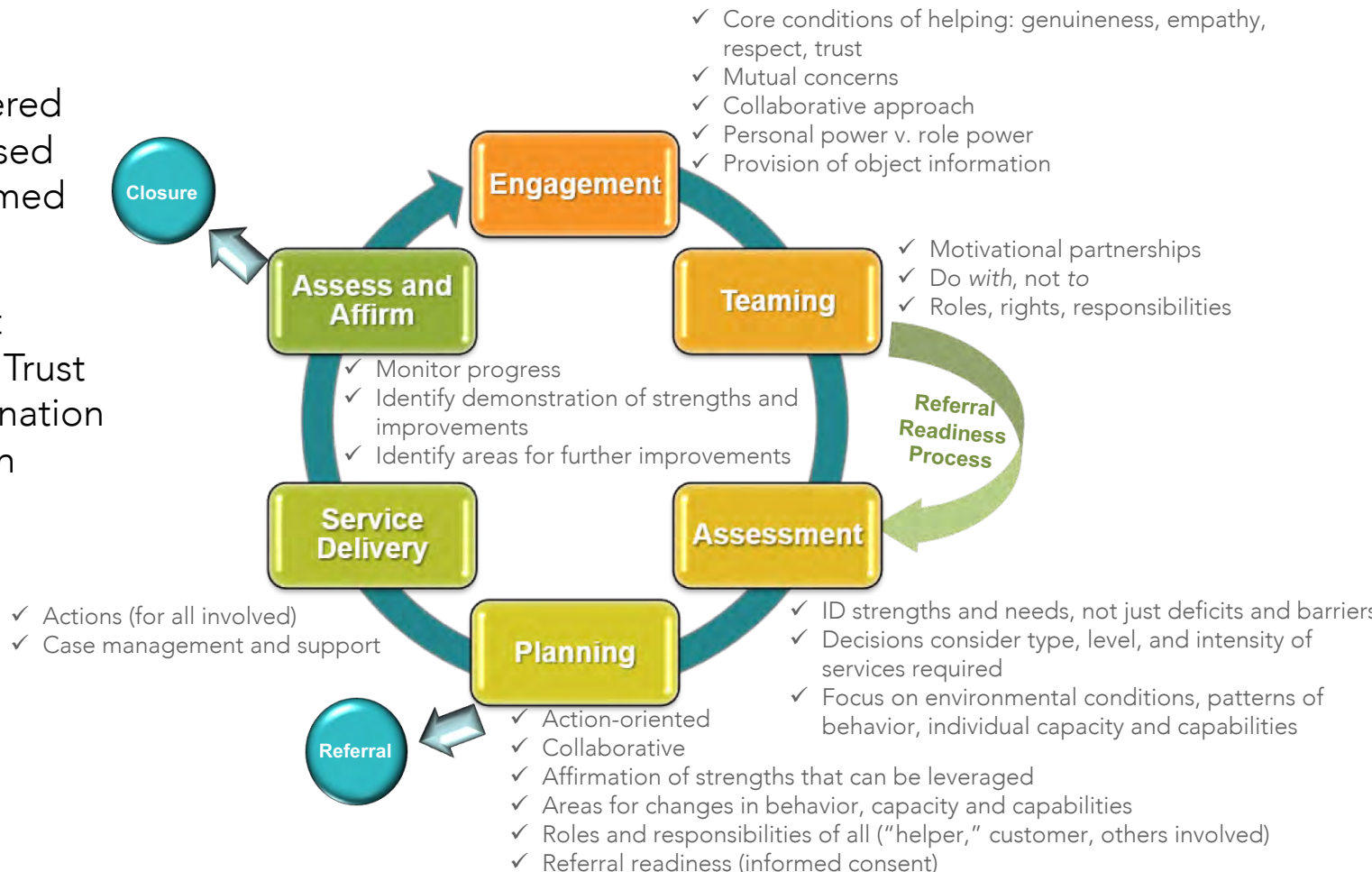
The ConnectWellSD design process began with identifying commonalities in all customer interactions.\*

## Values:

- Person Centered
- Strengths Based
- Trauma Informed

## Attributes:

- Engagement
- Respect and Trust
- Self-Determination
- Collaboration



\*Note: The same principles should be applied to interactions with staff.

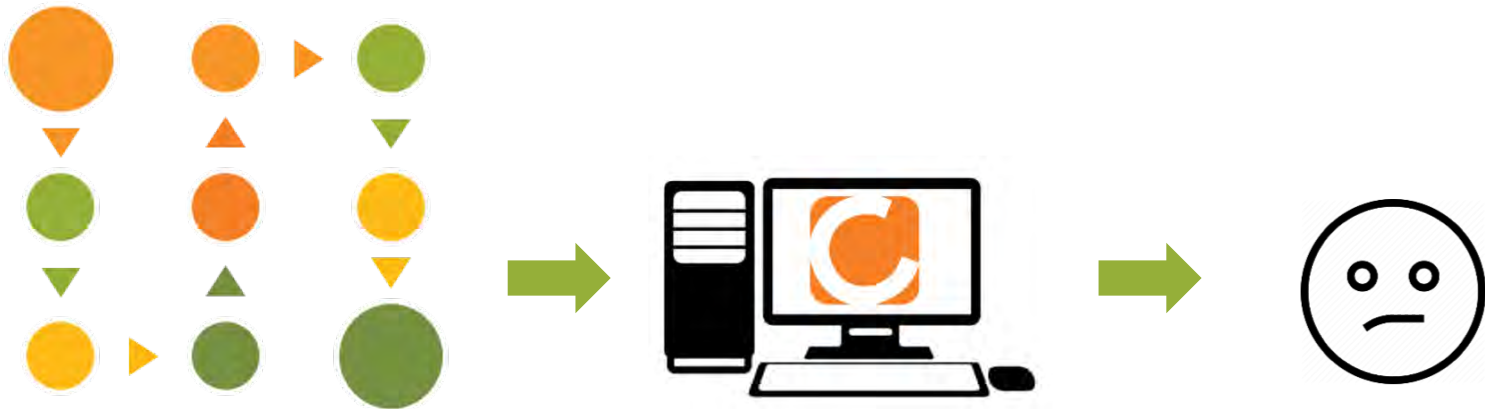




Business process functions impact technology's ability to provide outcomes.



Smooth process can lead to optimum outcomes.



Taxing process can lead to lesser outcomes.

# SIX MAIN SYSTEM CAPABILITIES



Search & View Customer Information



Send/Receive/Manage Electronic Referrals



Run Reports



Receive Alerts & Notifications



Participate on a *Collaborative Service Team*



Send/Receive Secure Messages



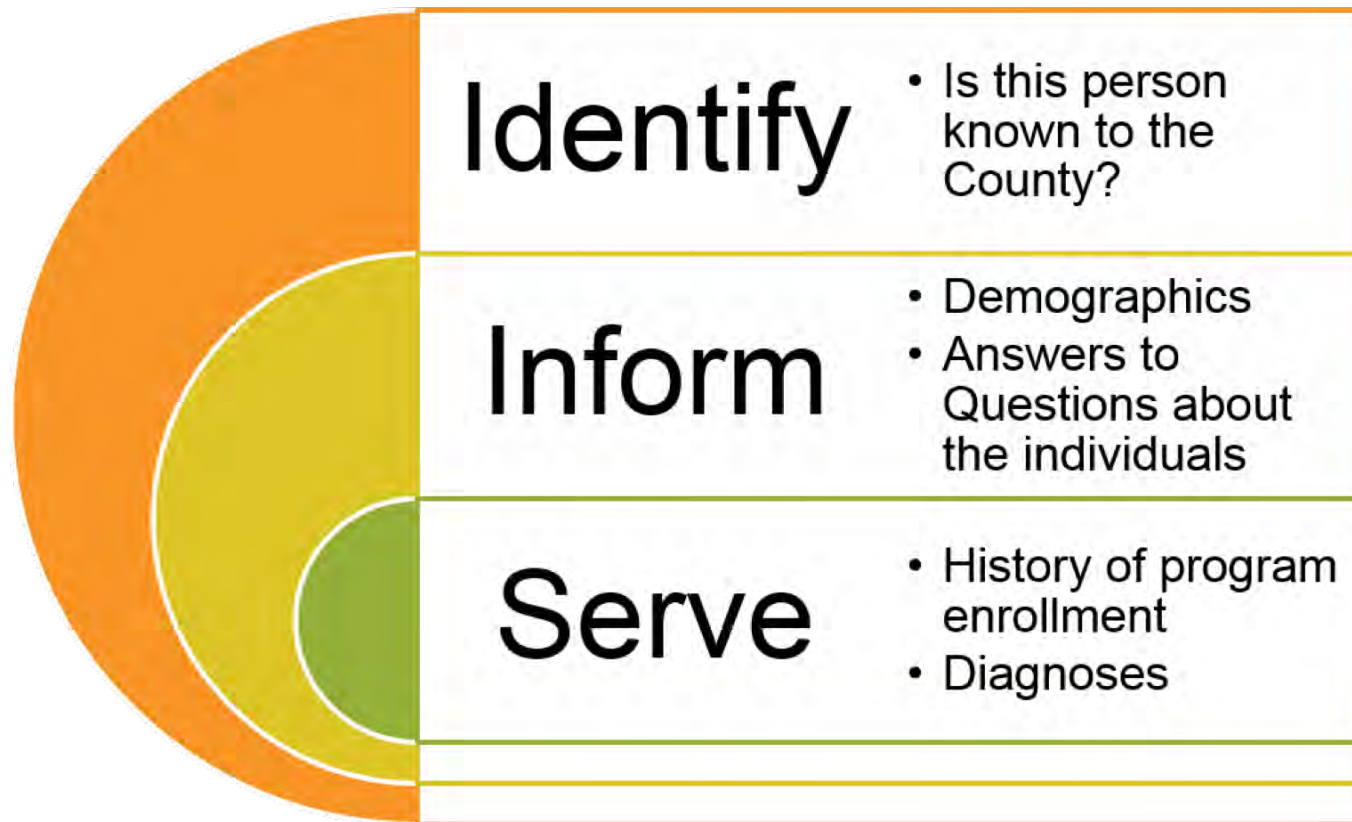
# DATA SHARING MECHANISMS

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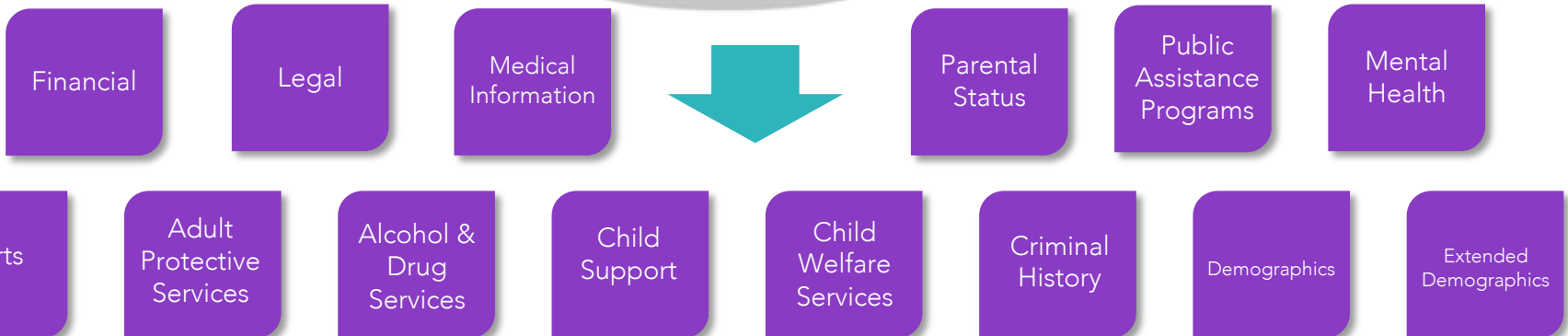
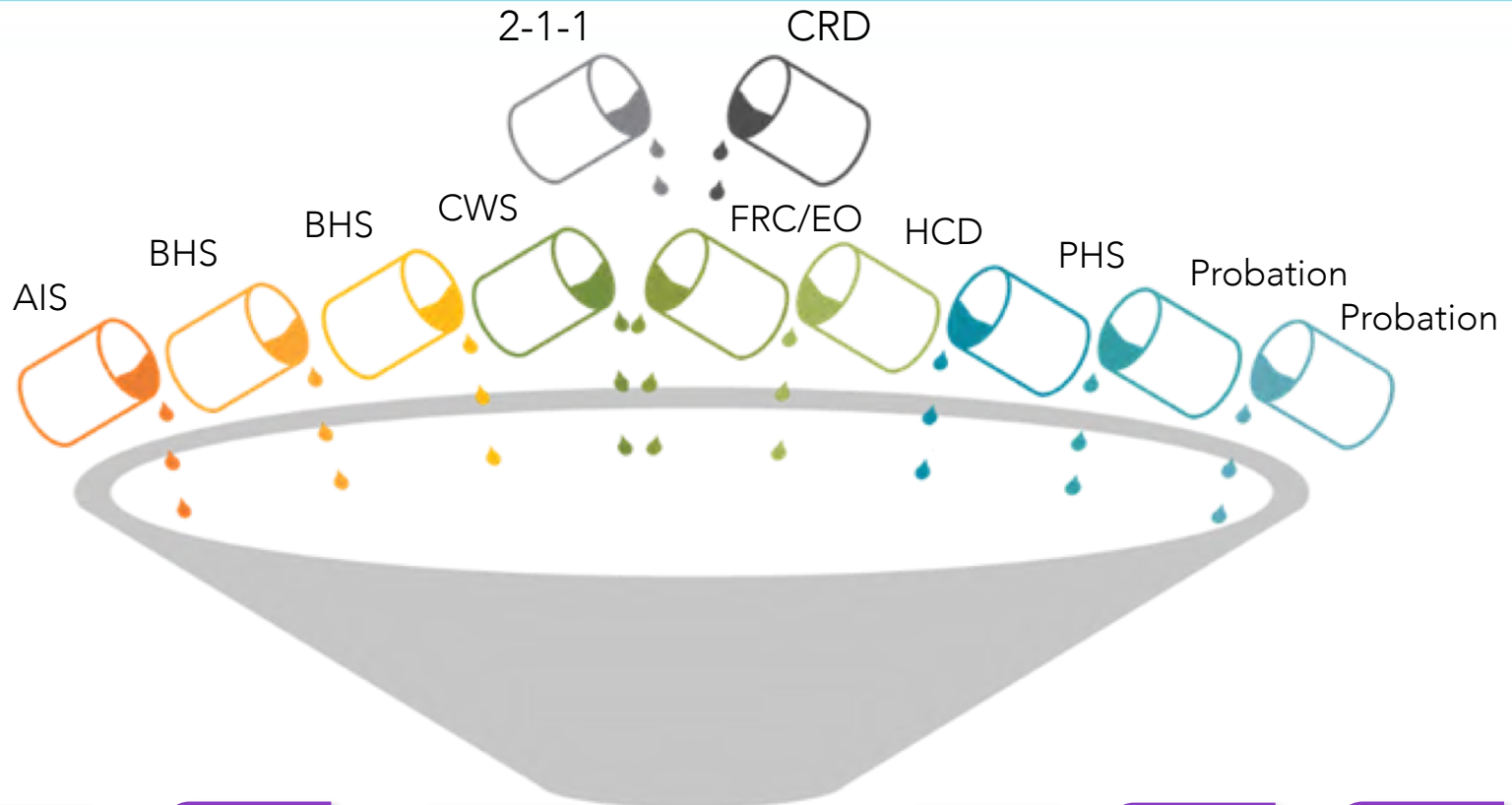


# WHAT DOES DATA TELL US?

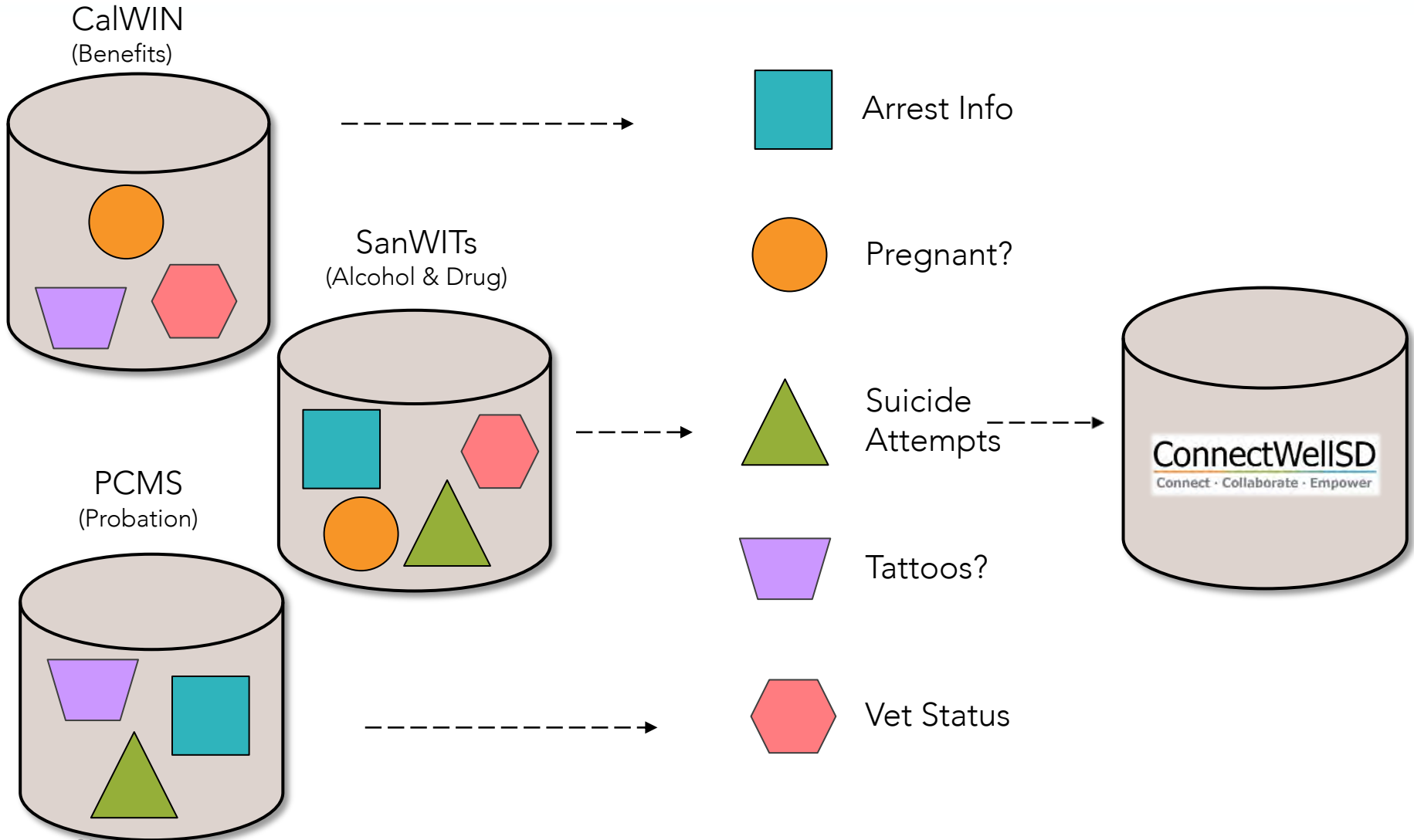


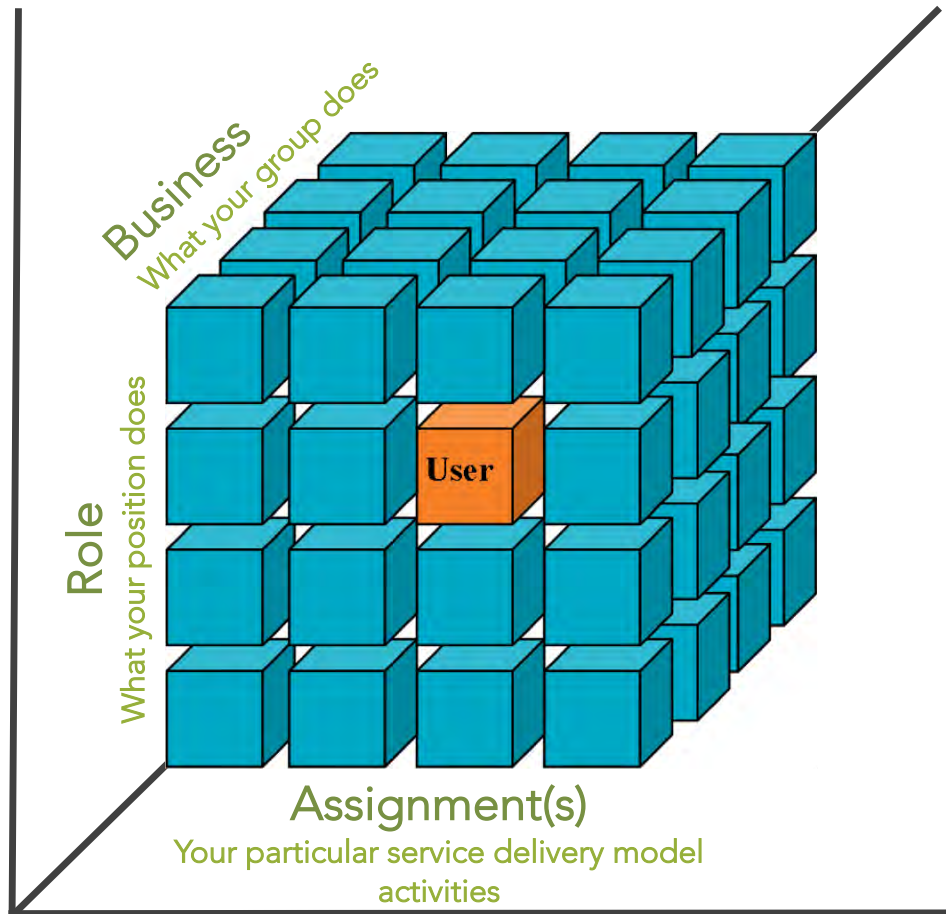


# DATA IN CONNECTWELLSD



# DATA IN CONNECTWELLSD





What a user can **do** and **see** within ConnectWellSD is dependent on:

1. Where they work
2. What their job is
3. What they do

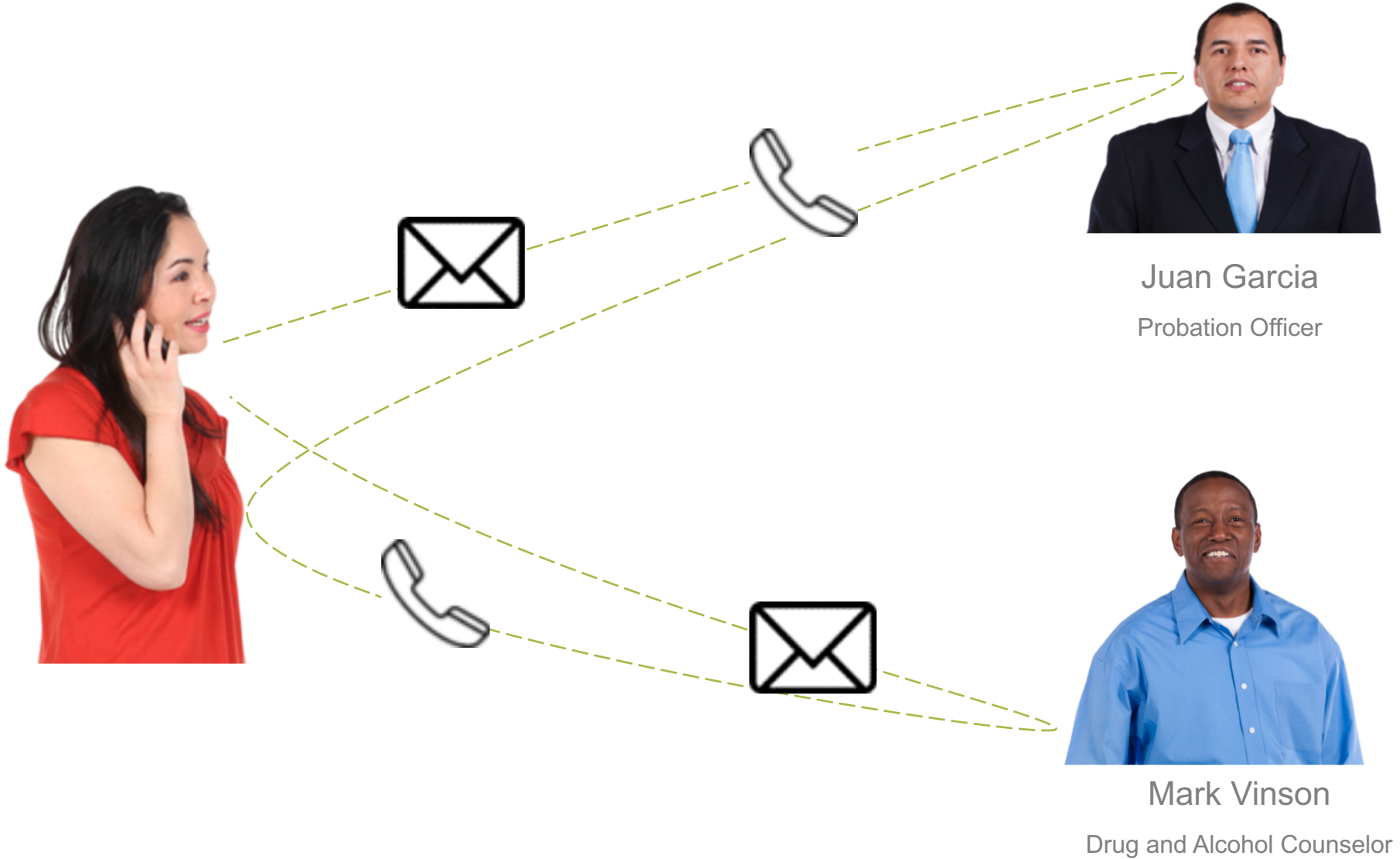


# ACCESS IS DRIVEN BY BUSINESS NEED



**User Policy + Customer Policy + Consent = Access**

# BEFORE CONNECTWELLSD





## Anthony Morales Employment

ACTIONS



Created **Victoria Chen 1/21/2016**

Initial Comment **Please ensure that Anthony's new employment hours do not conflict with drug treatment hours or any other mandates**

Last Updated

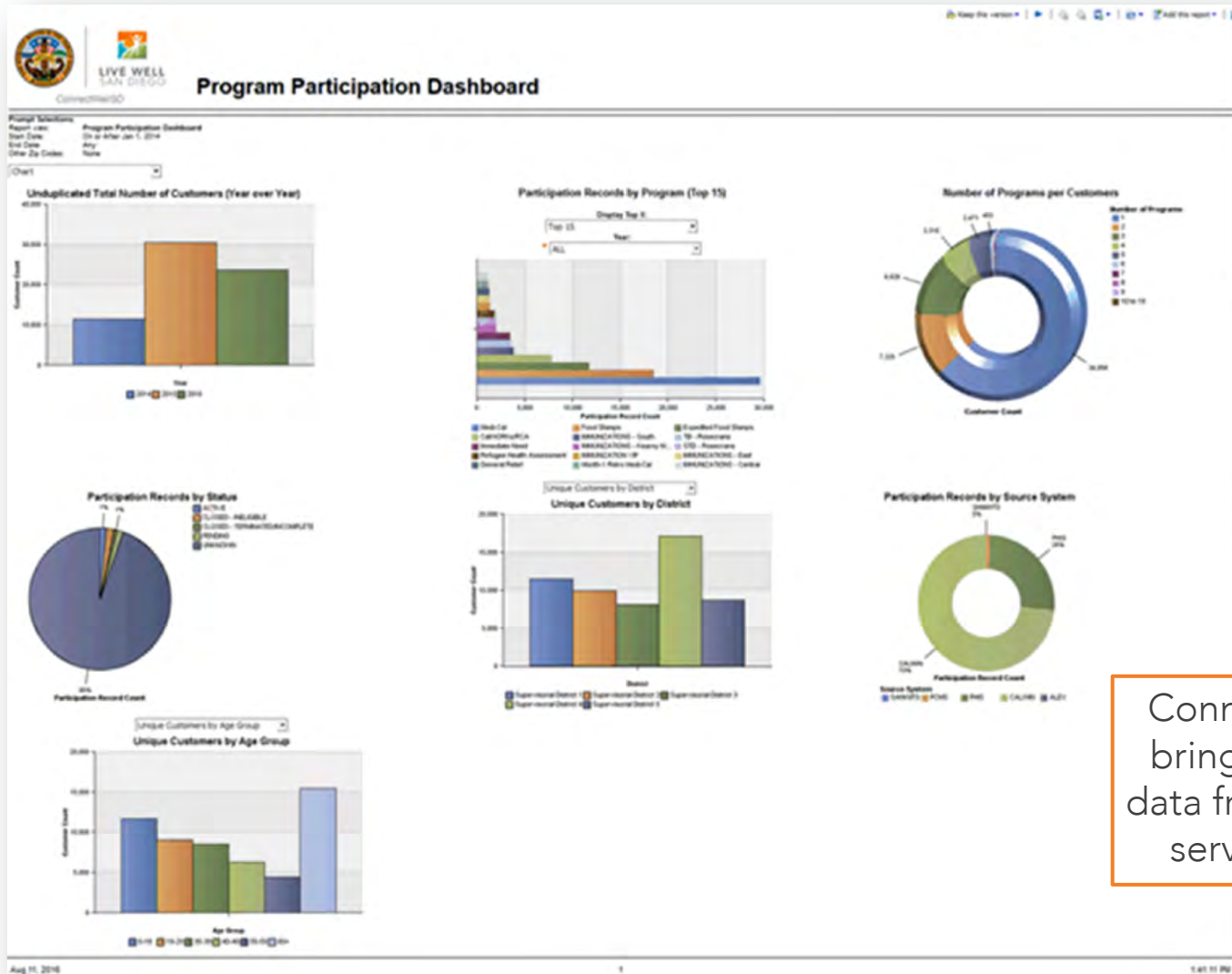
Attached File

Name	Age	Gender
Olivia Morales	5	Female
Anthony Morales	35	Male
Tonya Pena	31	Female

Post	Posted	Updated	Attached File
Please ensure that Anthony's new employment hours do not conflict with drug treatment hours or any other mandates. We would like to try to move forward with reunification between Olivia and Anthony.	Victoria Chen 1/21/2016		

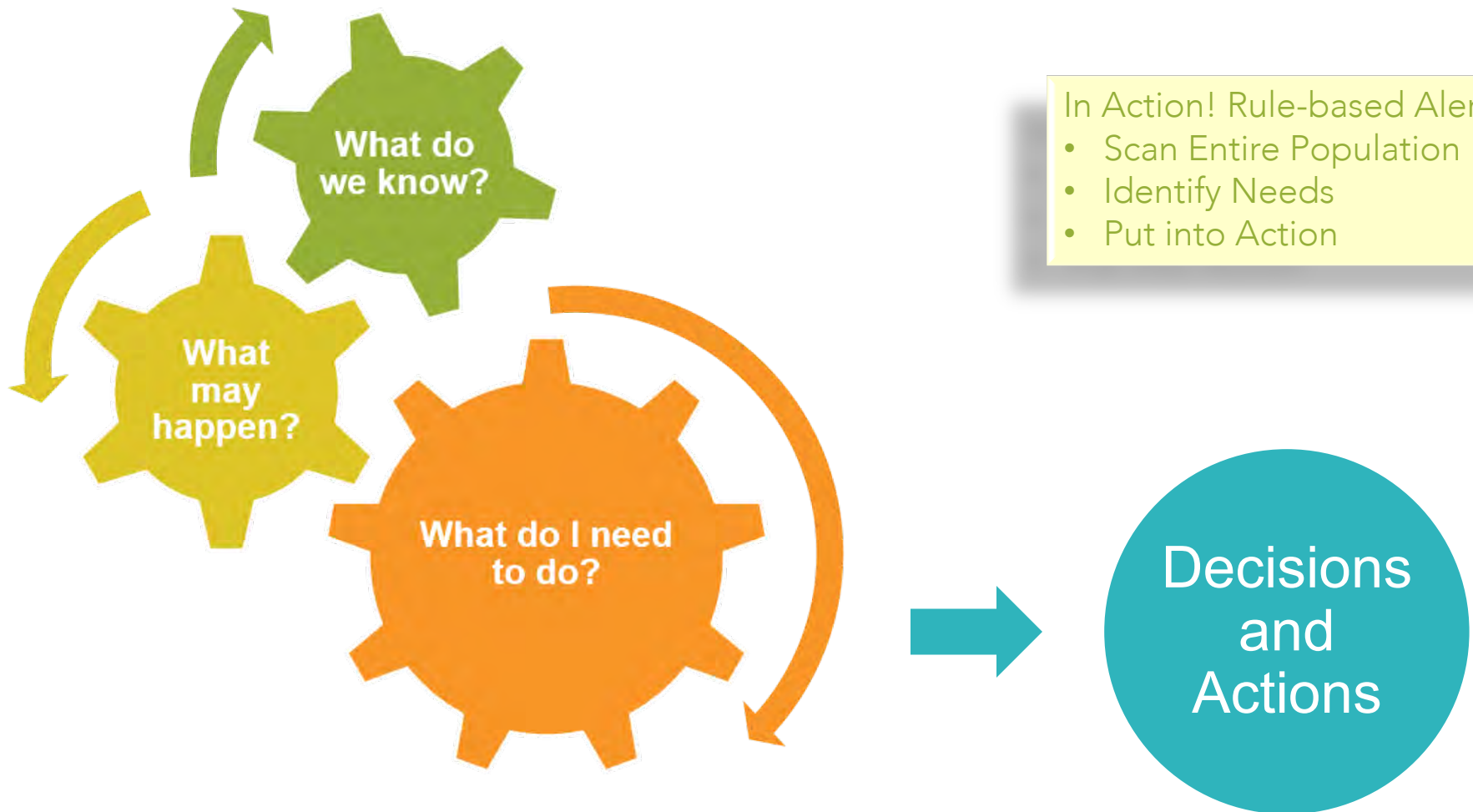


# REPORTS AND DASHBOARD



ConnectWellSD brings together data from multiple service areas.

# PREDICTIVE ANALYTICS IN ACTION: FIRST STEPS



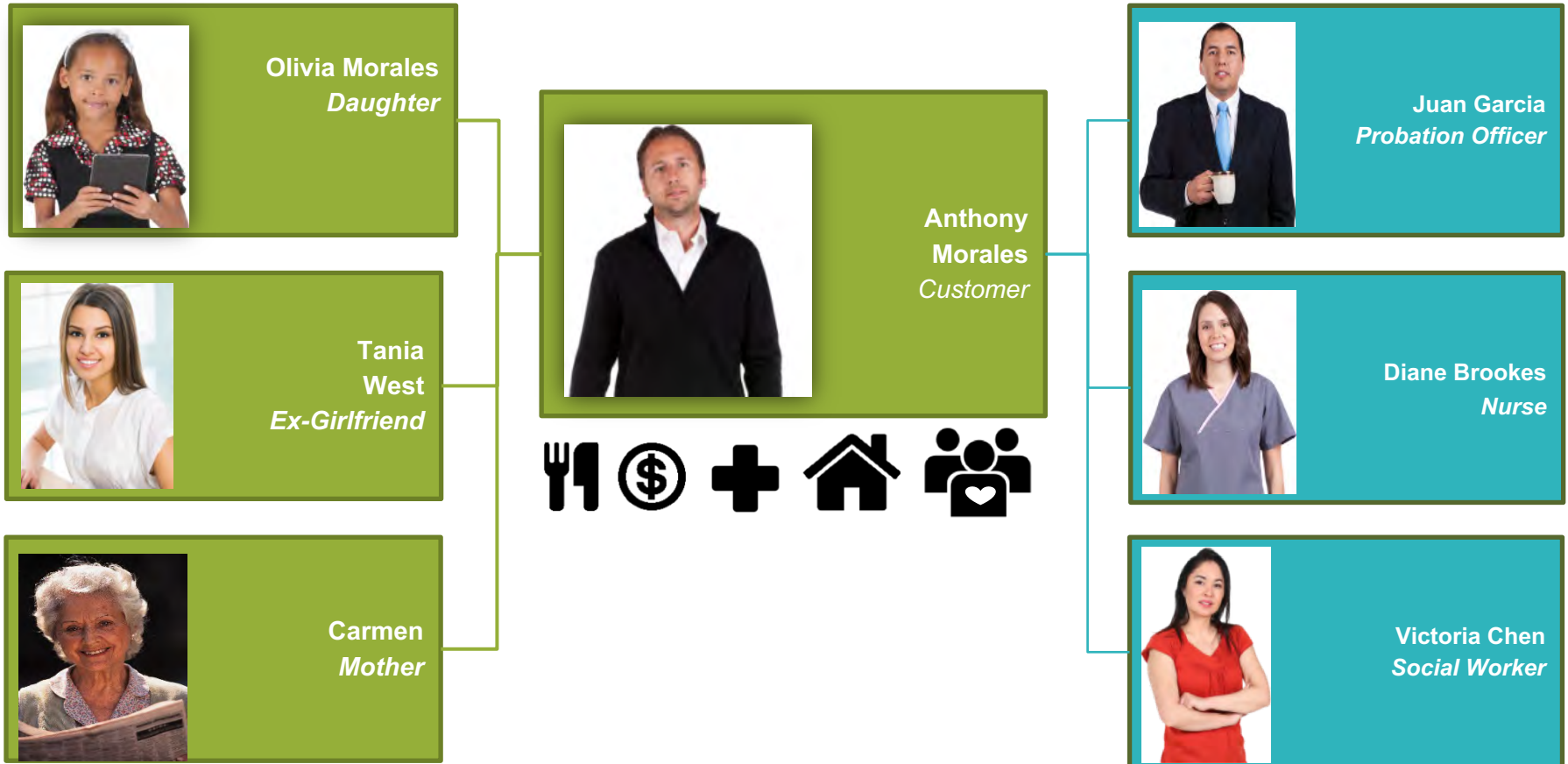


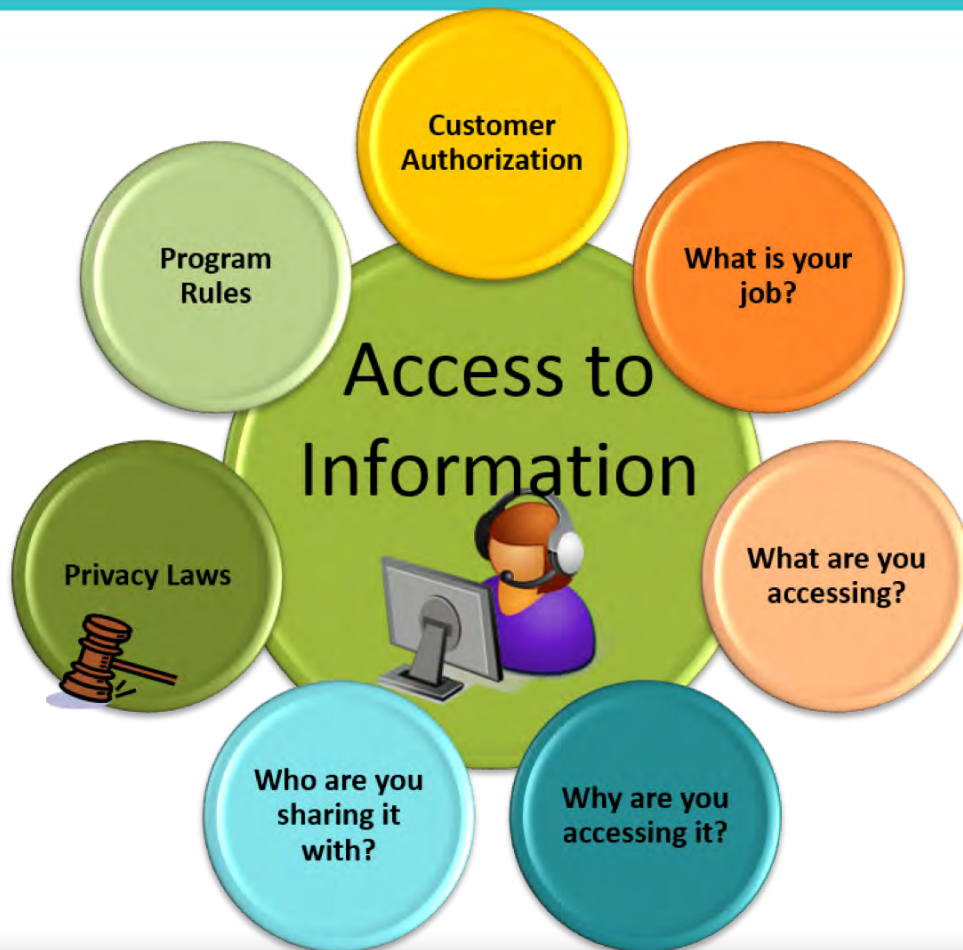
# BARRIERS TO SHARING DATA

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# COMMON LANGUAGE, COMMON PRACTICES





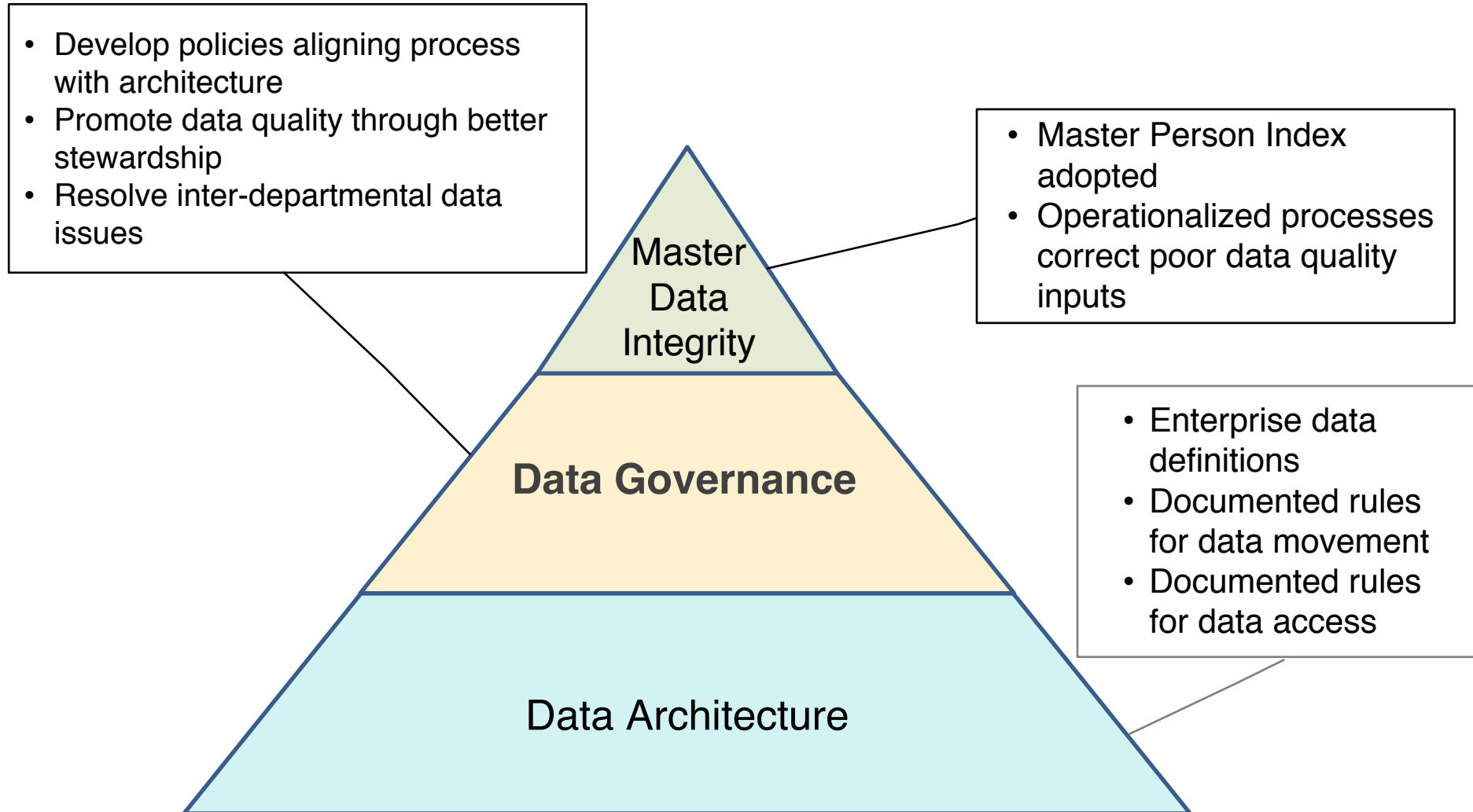
ConnectWellSD will allow a worker to see information from multiple program databases as needed and help them provide better customer service.

But, staff can only see what they are allowed to see, depending on their role, laws, and customer approval.

## Privacy Laws:


- 42cfr – Federal Mental Health
- 14400 – State Medi-Cal enrollment
- Confidentiality of Medical Information Act (CMIA) – State medical information – adults and minors
- Health Insurance Portability and Accountability Act (HIPAA)
- Health and Safety Code 121025A – HIV
- WIC 827 – State CWS
- WIC 5328 – State Mental Health
- WIC 10850 – State Social Services (eligibility, AIS, CWS)
- State Penal Code
- Title 17 CCR – Public Health





# IDENTITY PROOFING FOR SECURE ACCESS

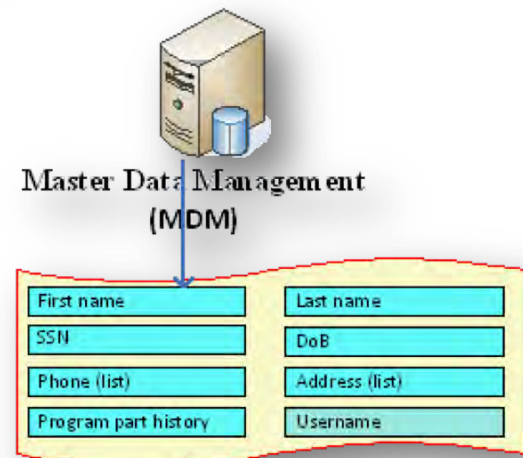


 Log into your Account

Username

Password

[Forgot your password?](#)





# WHAT DOES SUCCESS LOOK LIKE?

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- Measuring – in development
- Tracking
- Monitoring



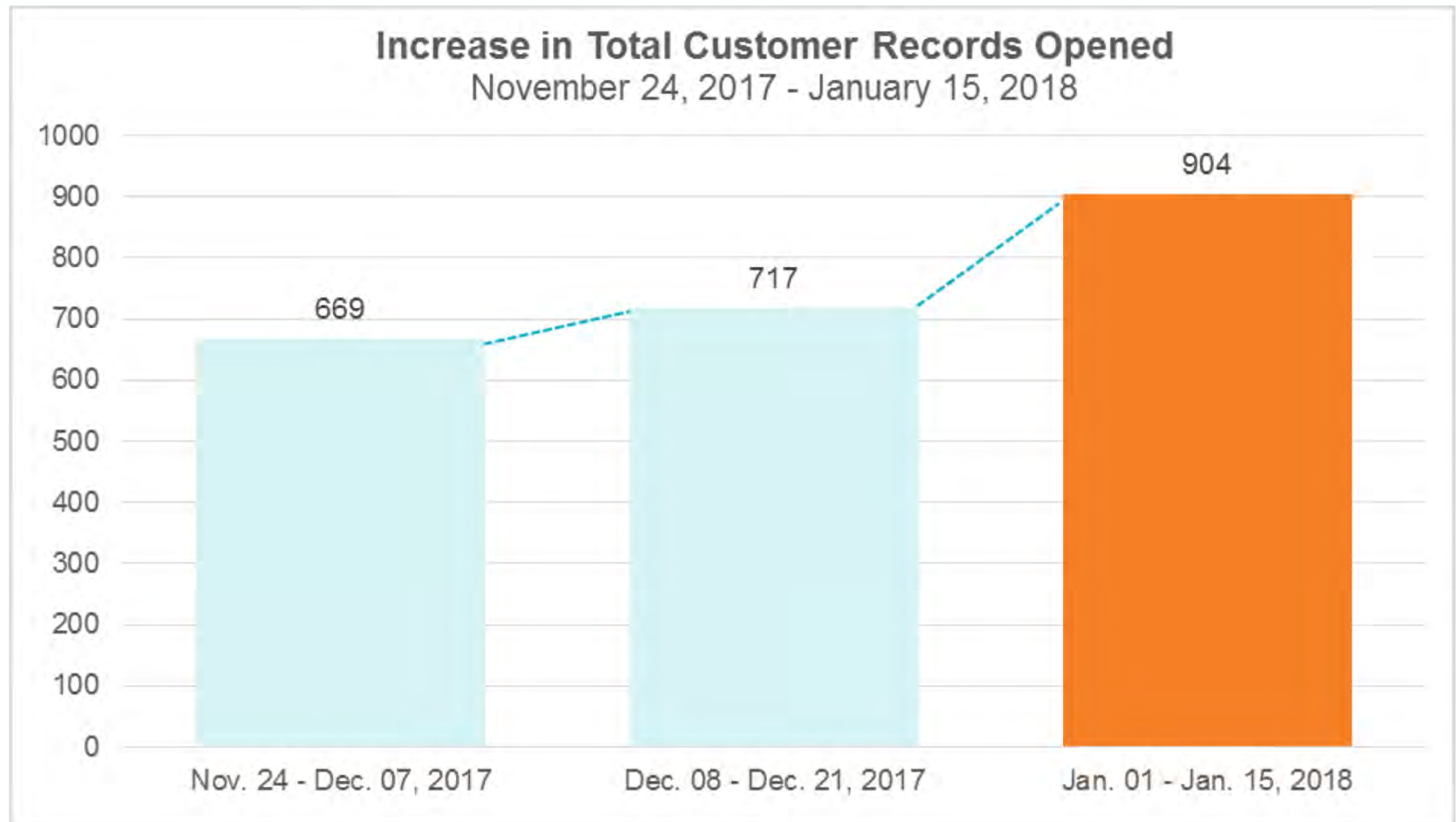
The Kirkpatrick model for evaluating the effectiveness of training.



## HIGH-LEVEL CATEGORIES

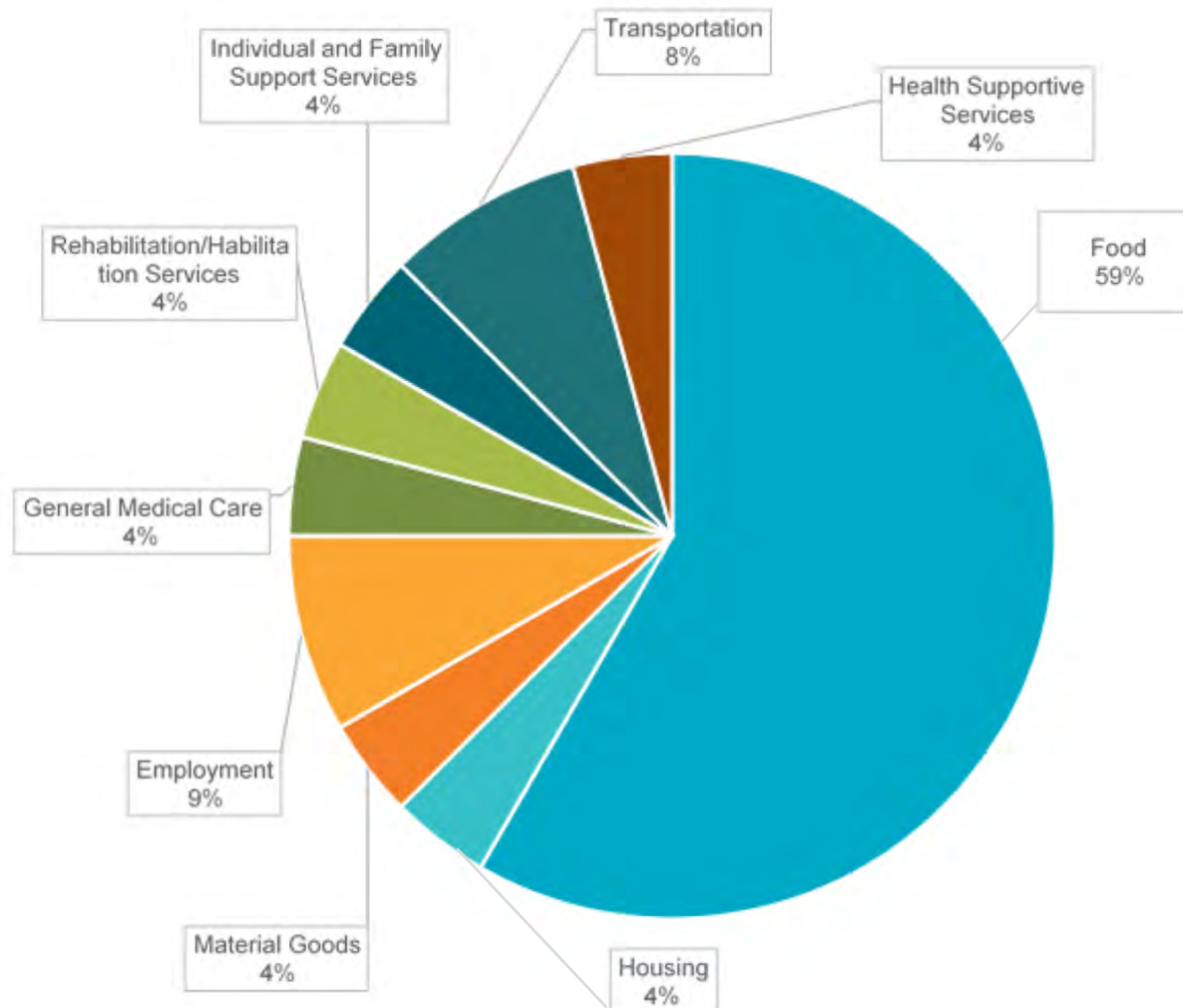
- County Connectedness
- Increasing Efficiency
- Reducing Touchpoints
- Customer Convenience

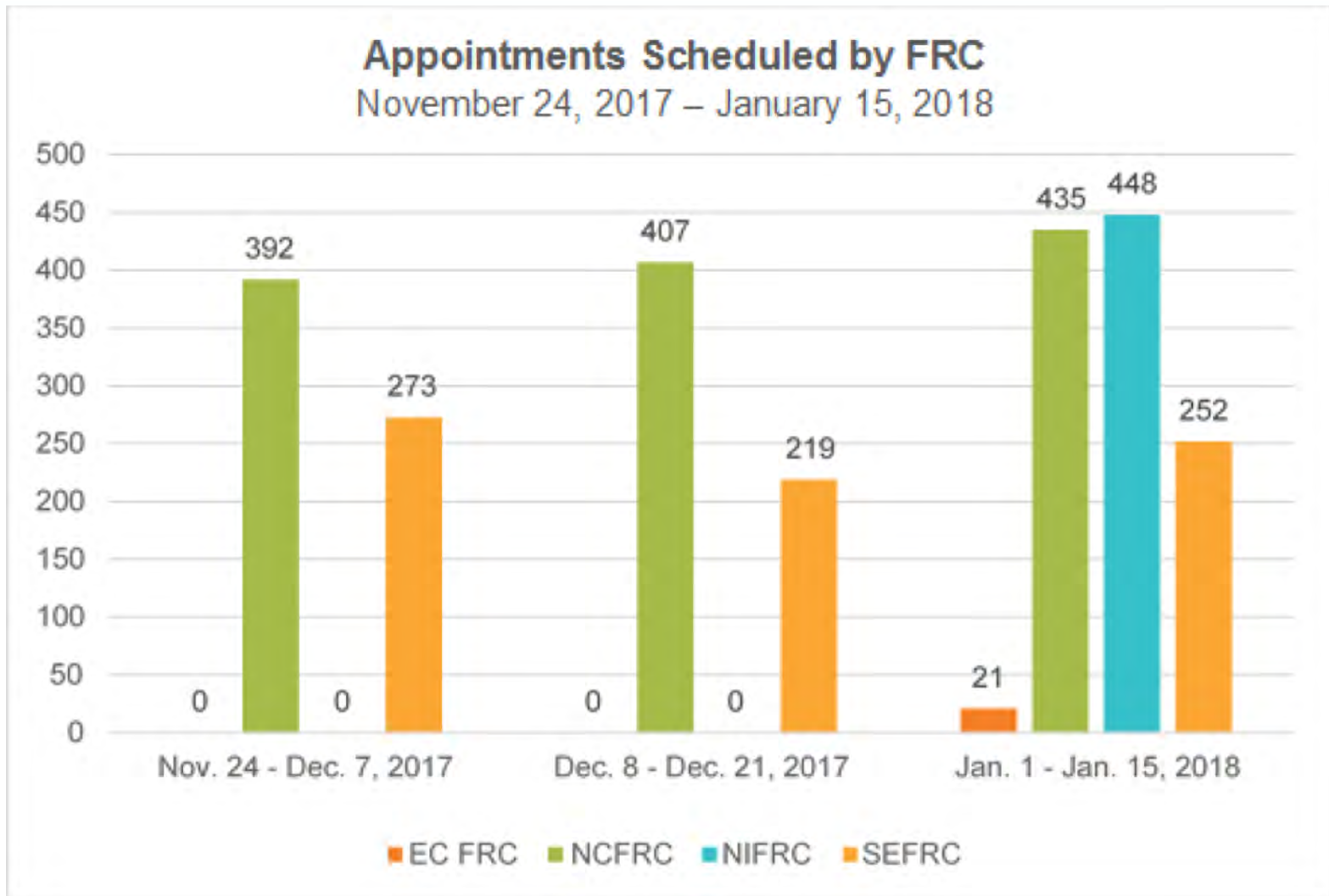
# USERS ARE OPENING CUSTOMER RECORDS





**Referrals by Service Type**  
January 1 – January 15, 2018









# LOOKING AHEAD

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- **Once ConnectWellSD has more diversity of users in the system, metrics will include:**
  - Collaborative Service Teams created
  - Alerts created
  - Authorizations created
  - Days a referral is awaiting assignment
  - Days before a referral that goes to a work queue is closed
  - Customer Notes created
  - Secure messages sent by System Users to Customers
  - Secure messages received by System Users from Customers
- **Evaluation of Customer Outcomes (Level 4):**
  - Number of customer records opened with a Rule-Based Alert.
  - Access Customer Satisfaction metrics.
  - Customer Portal Metrics.
- **Holistic View of Customer Outcomes**
  - Multi-domain rating – current, and looking ahead
  - Proactive, coordinated planning





# ConnectWellSD


Connect • Collaborate • Empower



**Anthony  
Morales**  
*Probationer*



**Juan  
Garcia**  
*Probation  
Officer*



**Diane Brookes**  
*Nurse*



**Victoria Chen**  
*CWS Social  
Worker*

TODAY

TOMORROW

ConnectWellSD  
Connect · Collaborate · Empower



Anthony  
Morales  
Probationer



Juan  
Garcia  
Probation  
Officer



Diane Brookes  
Nurse



Victoria Chen  
CWS Social  
Worker

QUESTIONS?



# Q&A

*ask away*

THANK YOU!



**If you have any questions, please contact:**

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OR

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[Deborah.Marquette@sdcounty.ca.gov](mailto:Deborah.Marquette@sdcounty.ca.gov)



## A Taxonomy of Accountable Health Structures

	Accountable Community for Health (ACH)				Accountable Care Community (ACC)
Funding	Centers for Medicare and Medicaid Services (CMS)		Other Sources		<ul style="list-style-type: none"> <li>• State funding</li> <li>• Private foundations</li> <li>• Hospitals (via community benefit requirement)</li> <li>• Other private sector investments</li> </ul>
	Accountable Health Communities (AHC) Model	Section 1115 DSRIP Waivers	SIM Grants	<ul style="list-style-type: none"> <li>• State funding</li> <li>• Private foundations</li> <li>• Hospitals (via community benefit requirement)</li> </ul>	
Population Served (within a defined geographic area)	Medicare & Medicaid beneficiaries	Medicaid beneficiaries	All residents		All residents
Convener	Health plans, hospitals, and/or health systems		Non-profit organization		Local public health agency
<b>Participating Stakeholders:</b>					
Providers	✓	✓	✓	✓	✓
Community-Based Organizations	✓	✓	✓	✓	✓
Public Health Agencies				✓	✓
Other Local Government				✓	✓
Local Businesses					✓
Educational Institutions					✓
<b>Focus &amp; Goals:</b>					
Alignment of Community-Based and Clinical Initiatives	✓	✓	✓	✓	✓
Promoting Health Equity	✓	✓	✓	✓	✓
Cost Containment/Delivery System Transformation	✓	✓	✓	✓	
Early Intervention for Behavioral & Mental Health Needs	✓			✓	✓
Chronic Disease Prevention					✓

# Resources from the Hub

- Taxonomy of Accountable Health Structures
- Glossary of Terms
- Reports on this topic
- Webinar Slides, Recording and other resources

[www.HealthcareValueHub.org/Accountable-Health-Structures](http://www.HealthcareValueHub.org/Accountable-Health-Structures)