



Specialty Care Access, 2016

Community Health Partnership of Santa Clara
County and Santa Clara Valley Medical Center

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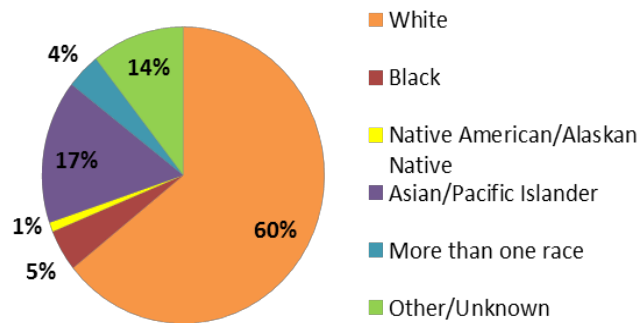
Community Health Partnership

- ✦ Founded in 1993
- ✦ Represents 8 CHC organizations with 40 sites in Santa Clara and San Mateo Counties
- ✦ 120 Primary Care Providers
- ✦ Served 181,389 patients in 2014 (unduplicated)
- ✦ 1 of 17 consortia in California
- ✦ Member of California Primary Care Association (CPCA)

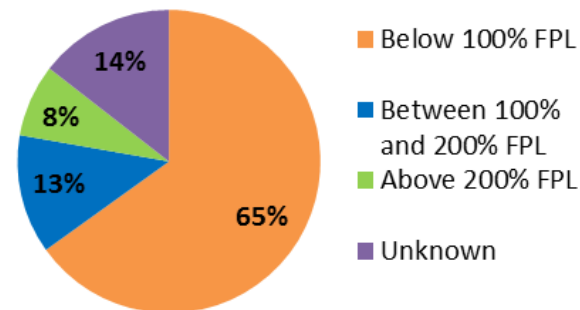


CHP Patient Profile - 2013

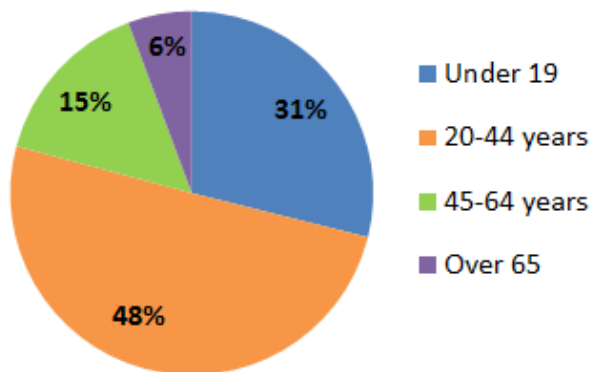
Race



Income



Age



- ✦ >450,000 patient encounters
- ✦ 60% Hispanic (white)
- ✦ > 65% live in poverty
- ✦ Majority covered by Medi-Cal
- ✦ 80% under 45 - all burdened by SDOH

Mission

... to support our member organizations... in achieving the goals of affordable and accessible health care services for our diverse and multicultural communities



Santa Clara Valley Medical Center

- Santa Clara County's public safety net teaching hospital
- Primary care -70 PCPs in 8 primary care clinic sites
- 150,000 patients



Adult Specialty Access

- Valley Specialty Center
 - 25 adult specialty clinics
 - 80 specialist physicians
 - 75,000 referrals (2015)



Center for Leadership & Transformation (CLT)

- *“A facilitated process for leadership innovation and sustainable transformation allowing management to build solutions to critical problems”*
- 2014 -Specialty Access chosen as 2nd major project
- 2015 -CHP invited to participate

CLT Findings

- Long wait times
- Complicated workflows
- Demand >> Supply
- Inappropriate or incomplete referrals from pc
- Need to reintegrate patients to primary care BUT
- 50% of specialty patients had no identifiable PCP
- 50% of referrals never scheduled - “lost”
- PCPs have poor access to specialist advice and poor information flow

eReferral

A New Model for Integrated Care*

- Best practice from San Francisco General
- Enabled e communication between PCP and Specialist
- Changed paradigm from *access to specialty visits* to *access to specialty expertise*

*NEJM 368, 2450-2453, 2013 - Chen, Murphy, and Yee

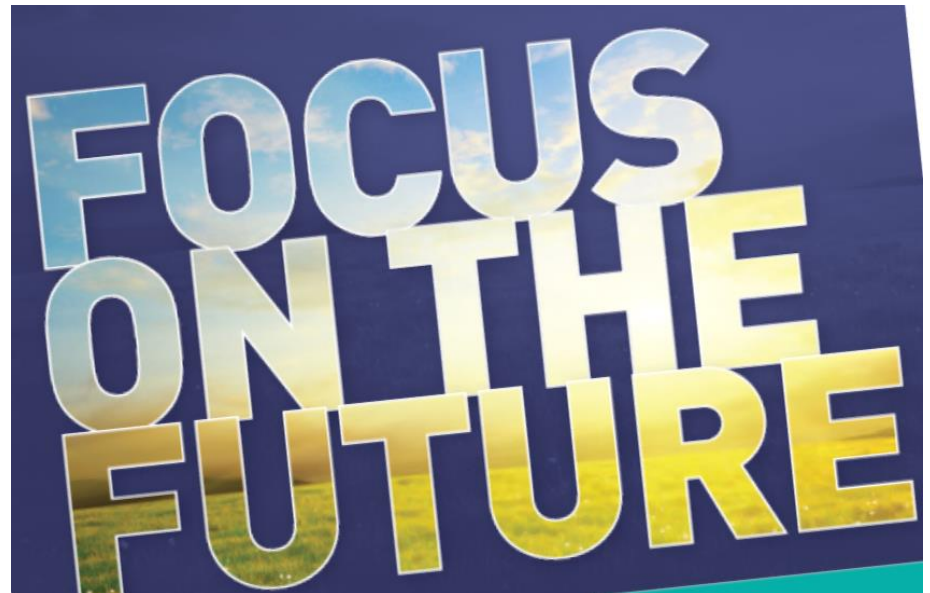
eReferral Model

- Improved communication between specialists and PCPs
- Allowed “virtual” co-management of patients
- Supported PCMH: patient centered, less fragmentation
- Supported by metrics - data driven improvement



CLT Recommendation June 2015

- Implement E-consult (our version of eReferral)
- Develop point of care specialty guidelines
- Reintegrate patients to primary care
- No lost referrals



Specialty Access Mission

- “To create a world class referral process that we are proud of and that our patients and their families love.”



Today

- E-consult Steering Committee
- Active referral Management group - VMC
- Specialists in 3 pilots and 7 second and third wave specialties-
- Staffing and fiscal support - VMC, Blue Shield
- IT - Epic build - VMC
- Project management and metrics VMC, CHP
- Authorizations - VMC, VHP
- Risk management- SCC

