

Accountable Care Community: Advancing Population Health through Live Well San Diego



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Wilma J. Wooten, M.D., M.P.H.

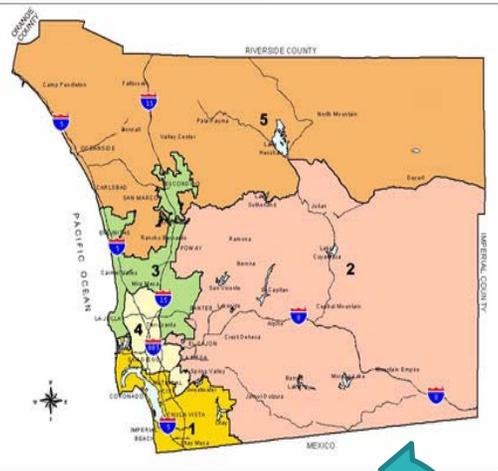
Public Health Officer

Health & Human Services Agency

County of San Diego



SAN DIEGO DEMOGRAPHICS



- 4,261 square miles (larger than 21 U.S. States; same size as Connecticut)
- 5th largest U.S. County, 2nd largest in CA
- 18 municipalities; 17 unincorporated cities
- 18 Indian Sovereign nations
- 2010 Census (10% growth)
- 2012 Estimates - 3.2 million population
 - 48% White
 - 32% Latino
 - 11% Asian/PI
 - 4.7% African American
 - 0.5% American Indian
- Region is very diverse

•Over 100 languages
•Large military presence
•Largest refugee resettlement site in CA
•Busiest international border crossing in the world (San Ysidro/MX)



LIVE WELL SAN DIEGO

- 10-year strategic vision
- ***Quality, efficiency, and results***
- Smarter ***delivery of services*** to everyone
- A better informed community that engages in ***positive behaviors*** – general public, at-risk, and high-risk/high-need populations
- 3 components: health, safety, thriving



***Building
Live Well
San Diego
communities***



LIVE WELL
SAN DIEGO



LIVE WELL
SAN DIEGO

Building
Better
Health

Living
Safely

Thriving

4 Strategies for LWSD





Living Safely, launched October 2012, focuses on three key outcomes:

- 1 Residents are protected from crime and abuse
- 2 Neighborhoods are safe to work, live and play
- 3 Communities are resilient to disasters and emergencies

MEASURING RESULTS



Areas of Influence	Definition	Top 10 Indicators
 <p>HEALTH</p>	<p>Enjoying good health and expecting to live a full life</p>	<p>Life Expectancy Quality of Life</p>
 <p>KNOWLEDGE</p>	<p>Learning throughout the lifespan</p>	<p>Knowledge</p>
 <p>STANDARD OF LIVING</p>	<p>Having enough resources for a quality life</p>	<p>Unemployment Rate Income</p>
 <p>COMMUNITY</p>	<p>Living in a clean and safe neighborhood</p>	<p>Security Physical Environment Built Environment</p>
 <p>SOCIAL</p>	<p>Helping each other to live well</p>	<p>Vulnerable Population Community Involvement</p>

COLLECTIVE ACTION TO COMMUNITY IMPACT



Actions We Take Collectively Across Sectors

County & City Governments

Business

**Community & Faith-Based
Organizations**

Schools

Healthcare & Technology Providers

Law Enforcement & Courts

Active Military/Veterans

Other Local Jurisdictions

Results We Seek for Community Impact



HEALTH



KNOWLEDGE



STANDARD
OF LIVING



COMMUNITY



SOCIAL



FG³

Individuals

Military

Schools

Healthcare
Community



Non-Profits

Cities



Business
Community

Faith Community



WHAT IS AN ACCOUNTABLE CARE COMMUNITY (ACC)?

*An Example of How San Diego
is Building a Better Service
Delivery System for BBH*



Accountable Care Community



4 Strategies for LWSD



Building a
Better Service
Delivery
System



Supporting
Positive, Healthy
Choices



Pursuing Policy
and
Environmental
Changes



Improving the
Culture from
Within County
Government



Examples of ACC



Building a Better Service Delivery System...

- Community-based Care Transitions Program (CCTP)
- Project Shine in El Cajon
- Chula Vista Elementary School District - Obesity Reduction Program
- Right Care Initiative
- Youth Intervention Programs



Notable Strategic Alignment

Improve access to **high-quality and efficient care** that leads to improved physical and behavioral health



Reduce unnecessary hospitalizations and promote the “right care”

Community-based Care Transitions

Program is helping to reduce re-hospitalizations and lower costs

Project Shine is helping refugees better access the healthcare system



ACCOUNTABLE CARE COMMUNITY (ACC) EXAMPLE #1:

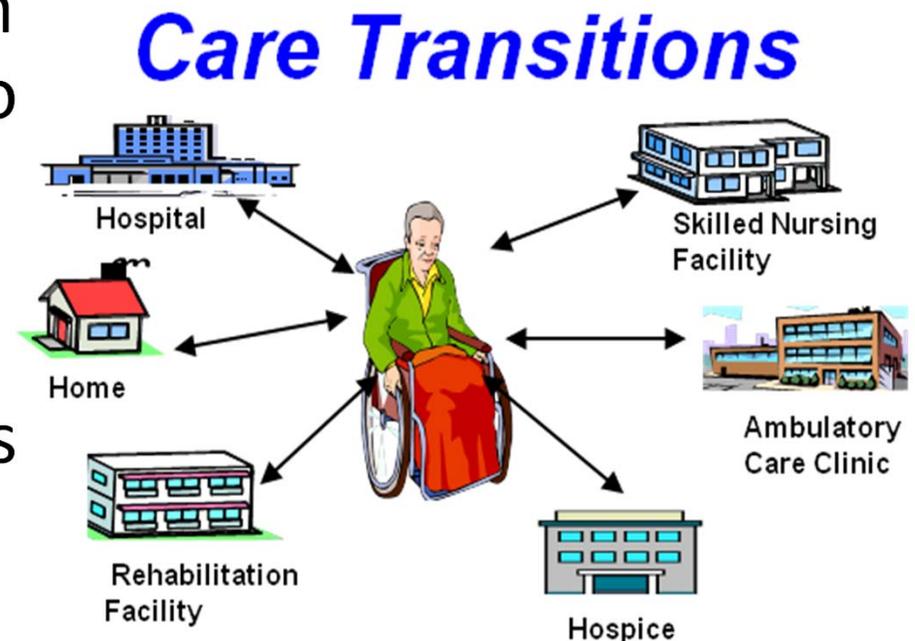
Community-based Care Transitions Program (CCTP)

Helps to reduce re-hospitalizations and lower costs



Community-based Care Transitions Program (CCTP)

- Improve transitions of 21,340 Medicare FFS patients from inpatient hospital setting to home/care settings
 - Improve **quality of care**
 - Reduce **readmissions** for high-risk beneficiaries
 - Goal is to reduce readmissions by 20% in two years
 - Document measureable **savings** to the Medicare program



*Supports the triple aim:
better health
better care
lower costs*

PARTNERSHIP

San Diego Care Transitions Partnership (SDCTP)

- Partnership between the HHSA/AIS with **4 healthcare systems**:
 - Palomar/Pomerado Health
 - Scripps Health
 - Sharp HealthCare
 - UC San Diego Health System
- Total of **11 hospitals** with **13 campuses**
- Began in January 2013
- Served **8,506** patients as of 12/31/13
- Program blends inpatient health care and social service wraparound care (**18.6% baseline/8.5% now**)





ACCOUNTABLE CARE COMMUNITY (ACC) EXAMPLE #2:

Project Shine in El Cajon

Helps refugees better access the healthcare system



Project SHINE



Health Literacy Program

- **Problem:** To combat **increased use of the Emergency Departments and Emergency 911 calls** by a large Chaldean population with limited English proficiency...
- Project SHINE is a **national service model** which trains college students and retirees to work with older immigrants over the age of 50 to advance their knowledge in English, health literacy, and citizenship.
- The focus of Project SHINE to learn English as a second language through health literacy is two-fold:
 - decreasing the number of non-emergency calls to 911 and
 - helping the residents learn English and move towards overall self-sufficiency.
- Currently there are 22 active participants in Project SHINE supported by 18 tutors at four sites within the community.
- Through December 2013, a total of 140 individuals have participated in the program.

Partnership



- **Grossmont Cuyamaca Community College:**
 - Oversees the Volunteer Coordinator who recruits participants and sites within the community.
 - Also recruits and trains students and community members as partners.
- **Three classroom locations in the community include:**
 - Grossmont Union High School District (GUHSD) Adult School – New site License to Freedom as a replacement Elder Multicultural Access and Support Services (EMASS)
 - Chaldean-Middle Eastern Social Services (CMSS)
 - Kurdish Human Rights Watch (KHRW)

Notable Strategic Alignment

Help residents of every age adopt a **healthy lifestyle**



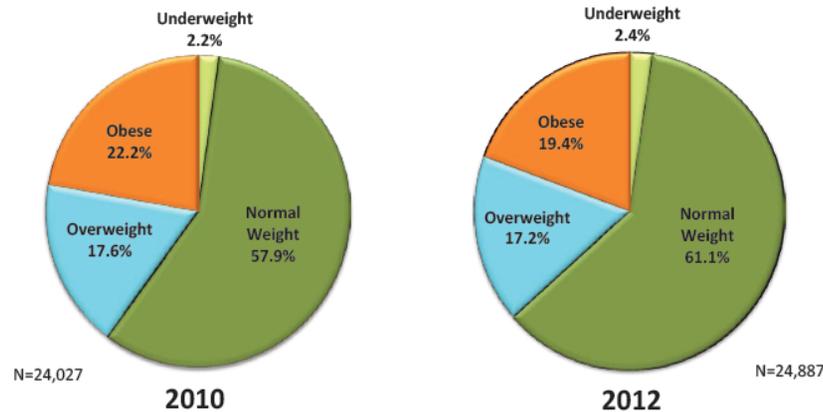
Support health of local children and adults through innovative programs and collaborations that change systems

Body Mass Index (BMI) Toolkit launched in collaboration with Chula Vista Elementary School District

The Right Care Initiative

Figure: Percent of students in each weight category, all grades (N = 24,887)**

Chula Vista Elementary School District Body Mass Index (BMI) Project Kindergarten through Sixth Grade



Percent of students in each weight category

Changes

The # of students in the Normal range *increased* by 3.2%

The # of students in the Obese/Overweight range *decreased* by 3.2%

Source: Chula Vista Elementary School District, 2010 and 2012; Compiled by: County of San Diego, Health and Human Services Agency, Public Health Services, Community Health Statistics Unit.



Problem: To combat childhood obesity

2010

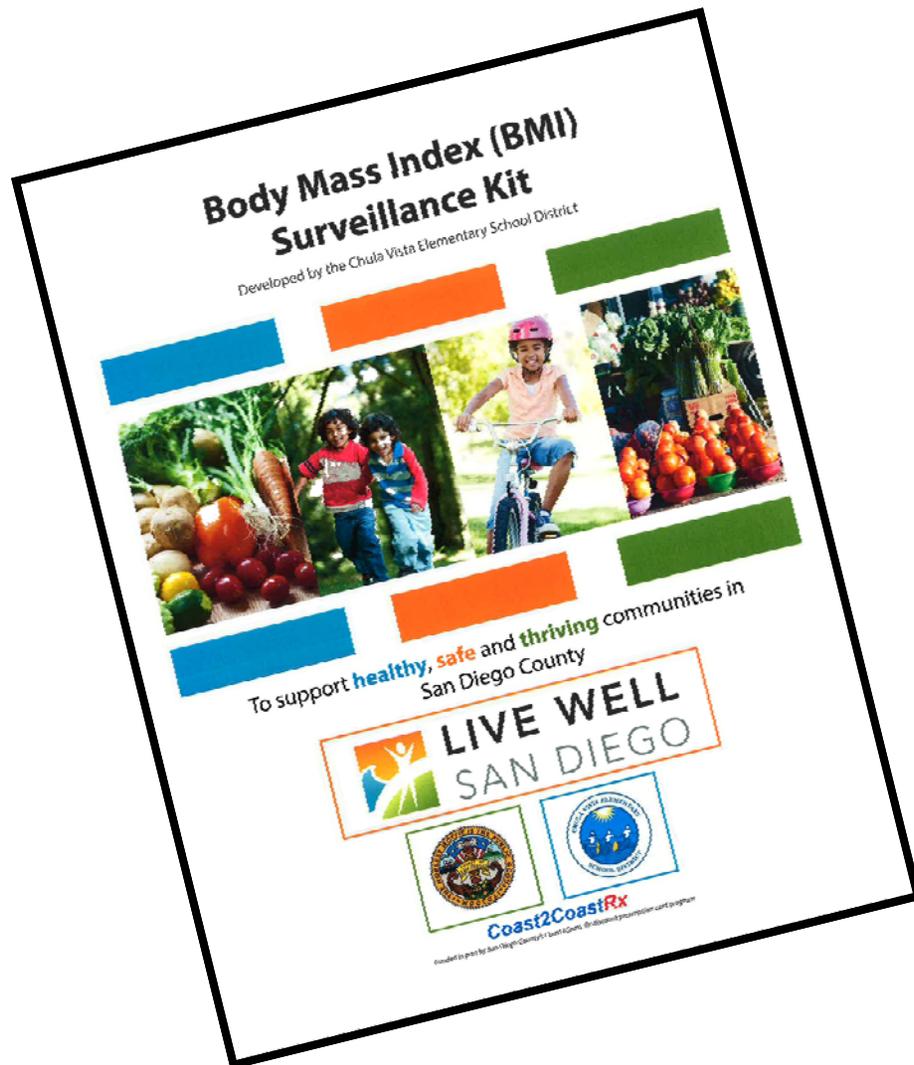
Almost 40% of the students were at an unhealthy weight, and with every proceeding grade, that unhealthy range grew larger.

2012

There was a 3.2% decrease in obese or overweight range for all students, and a 3.2% gain in the normal range. Additionally, there was a decline in the obese range at every grade level, especially at the sixth grade (5.1%).

Intervention: Implemented the school wellness plans

BMI Toolkit



- Provides a replicable model for gathering surveillance data in schools and/or school districts.
- Data can be used to identify age, grade, gender, individual school and district results.
- Translated into a strategic and focused planning, policy development, and implementation district wide or school-by-school.



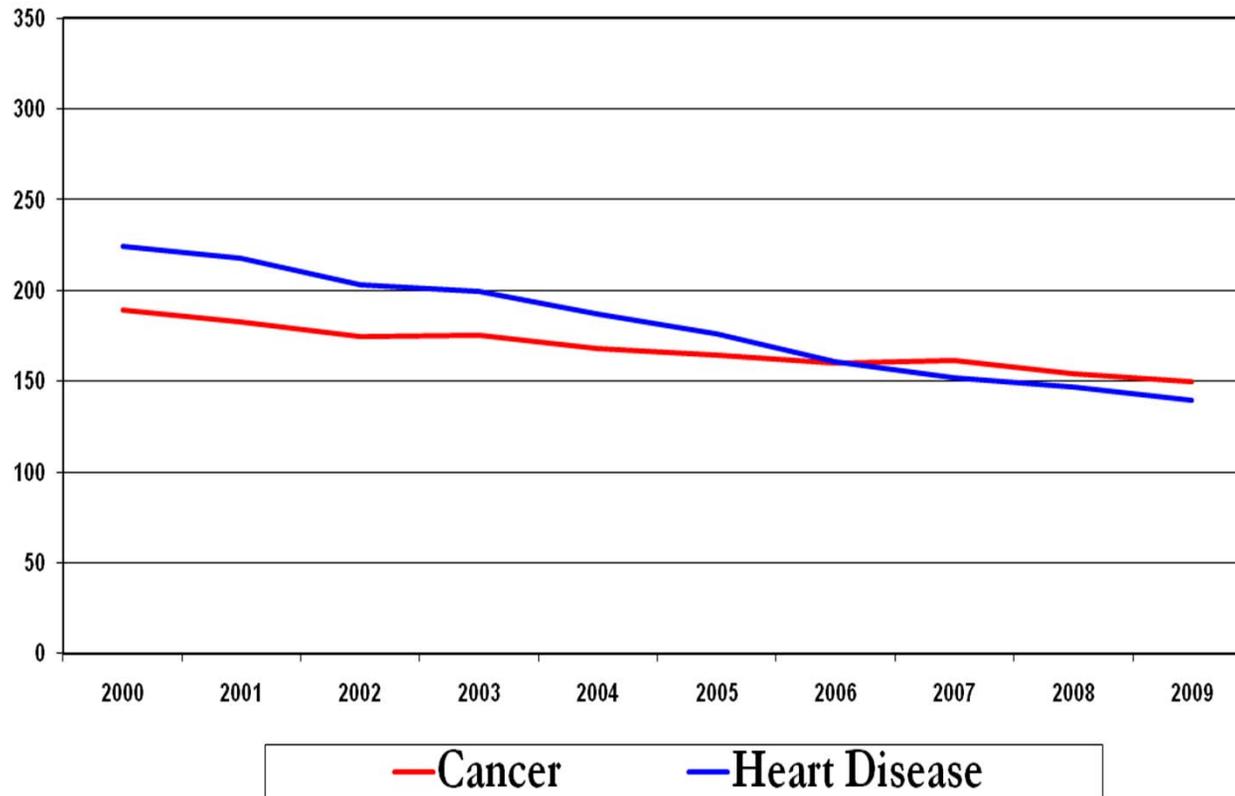
ACCOUNTABLE CARE COMMUNITY (ACC) EXAMPLE #4:

*The Right Care Initiative
and its Be There Campaign
Provider and patient activation*



Encouraging Trends: Heart Disease

Heart Disease Deaths vs. Cancer Deaths San Diego County, 2000-2009



Participants Include:



Right Care Initiative

- Communities of Best Practices
- Sharing BP/Cholesterol Data



 LIVE WELL
SAN DIEGO



*The campaign
to make
San Diego a
heart attack and
stroke-free
zone.*

be there.
san diego

Be There Campaign



- **Concept: “Heart Attack and Stroke-free Zone**
 - Audacious goal to capture attention
 - Extends the risk reduction efforts to all citizens
 - Actively engages persons in their own health (care)
 - Conveys ownership to population
 - Taps in to community pride
- **Aim:** Achieve both screening for risk factors and compliance with interventions
- **Funding:** philanthropy, CTG , CMMI round-2 pending
- **Leadership:** Private-public partnership

Be There Campaign



 **LIVE WELL**
SAN DIEGO



IT'S HER TIME TO SHINE.
BE THERE.

Heart Attack and Stroke are preventable. See your doctor today to find out your risk for heart disease and stroke and to get on the right treatments to reduce your risk for premature death.

Take charge of your health today and visit:
www.bethersandiego.org

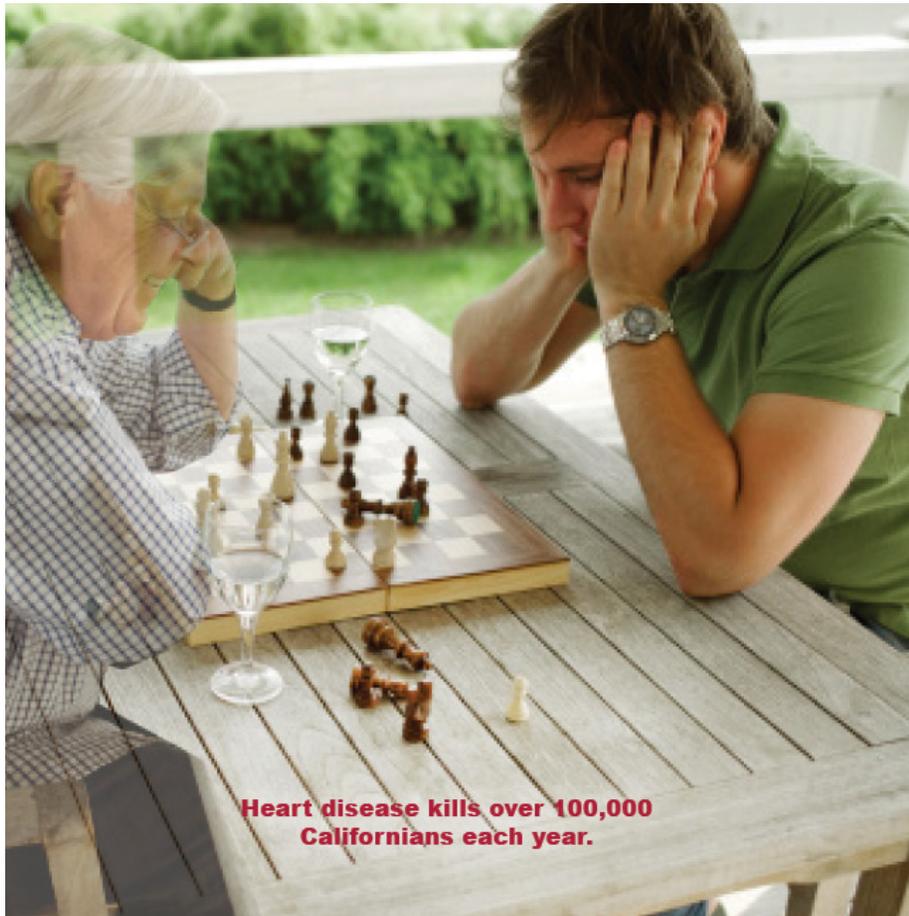


The campaign to make San Diego a heart attack and stroke-free zone.

Be There Campaign



**LIVE WELL
SAN DIEGO**



**Heart disease kills over 100,000
Californians each year.**

DAD, YOU NEVER LET ME WIN.
NOW, I WOULD DO ANYTHING TO
HAVE YOU BEAT ME ONE MORE TIME.

Heart Attack and Stroke are preventable. See your doctor today to find out your risk for heart disease and stroke and to get on the right treatments to reduce your risk for premature death.

**Take charge of your health today and visit:
www.bethersandiego.org**



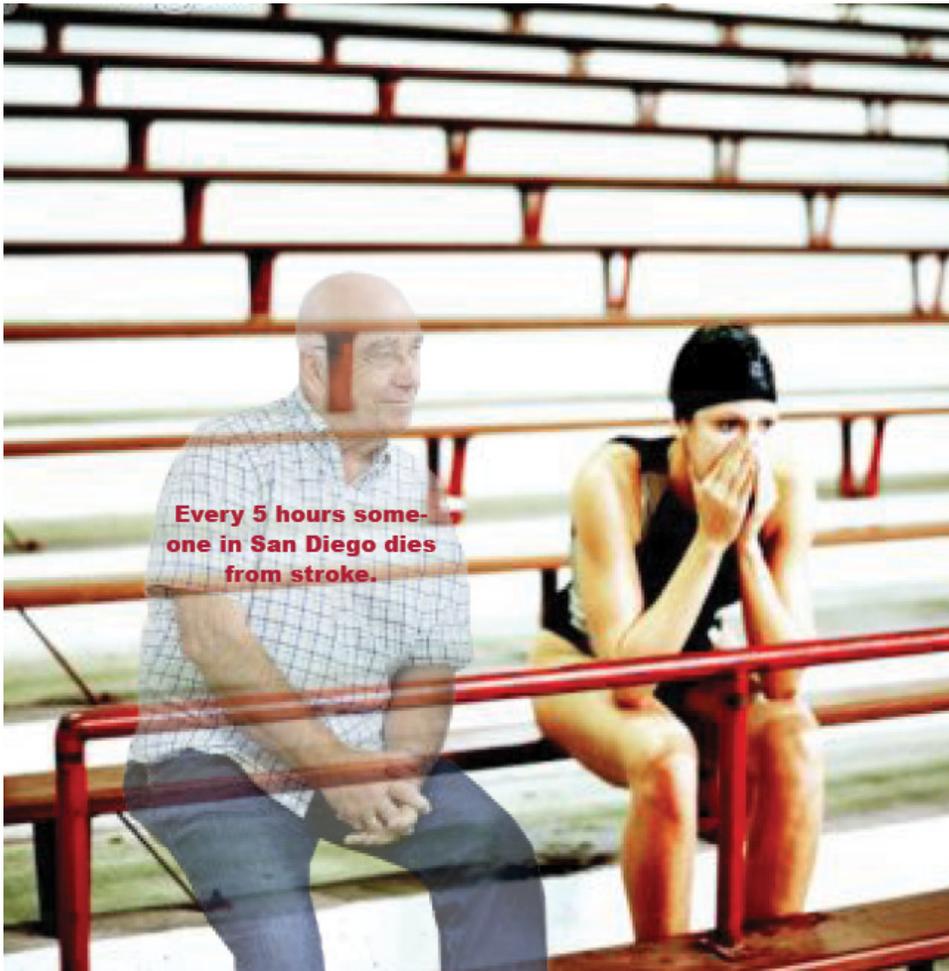
be there.
san diego

The campaign to make San Diego a heart attack and stroke-free zone.

Be There Campaign



LIVE WELL
SAN DIEGO



**Every 5 hours some-
one in San Diego dies
from stroke.**

“THE THING I MISS MOST, DAD, IS
OUR HEART-TO-HEARTS.”

Heart Attack and Stroke are preventable. See your doctor today to find out your risk for heart disease and stroke and to get on the right treatments to reduce your risk for premature death.

**Take charge of your health today and visit:
www.betheresandiego.org**



be there.
san diego

The campaign to make San Diego a heart attack and stroke-free zone.



Population-Based Strategies to Combat Heart Disease and Stroke



Ama  Corazón Love  Heart

**2014 Event – 200 Community Partners
Blood Pressure Screening**



ACCOUNTABLE CARE COMMUNITY (ACC) EXAMPLE #5:

Self-Sufficiency

***Maximize prevention and early
intervention resources for youth***



Notable Strategic Alignment

Assist families in achieving and maintaining **self-sufficiency** & promote the future well-being and prospects of all residents



Maximize
prevention and
early
intervention
resources for
youth

15 contracts consolidated into **5** contracts

Enhanced framework will:

- Simplify access to **prevention and early intervention and diversion**
- Broaden the array of services
- Expand locations where mental health services are available
- Improve customer service
- Reduce administrative complexity

PARTNERS: Centralized assessment through Probation, but integrated with other HHSA Social Services



ACCOUNTABLE CARE COMMUNITY (ACC):

The End Results







 LIVE WELL
SAN DIEGO



Integration of thought, action, purpose

Accountable Care Community



To Achieve the Triple Aim...



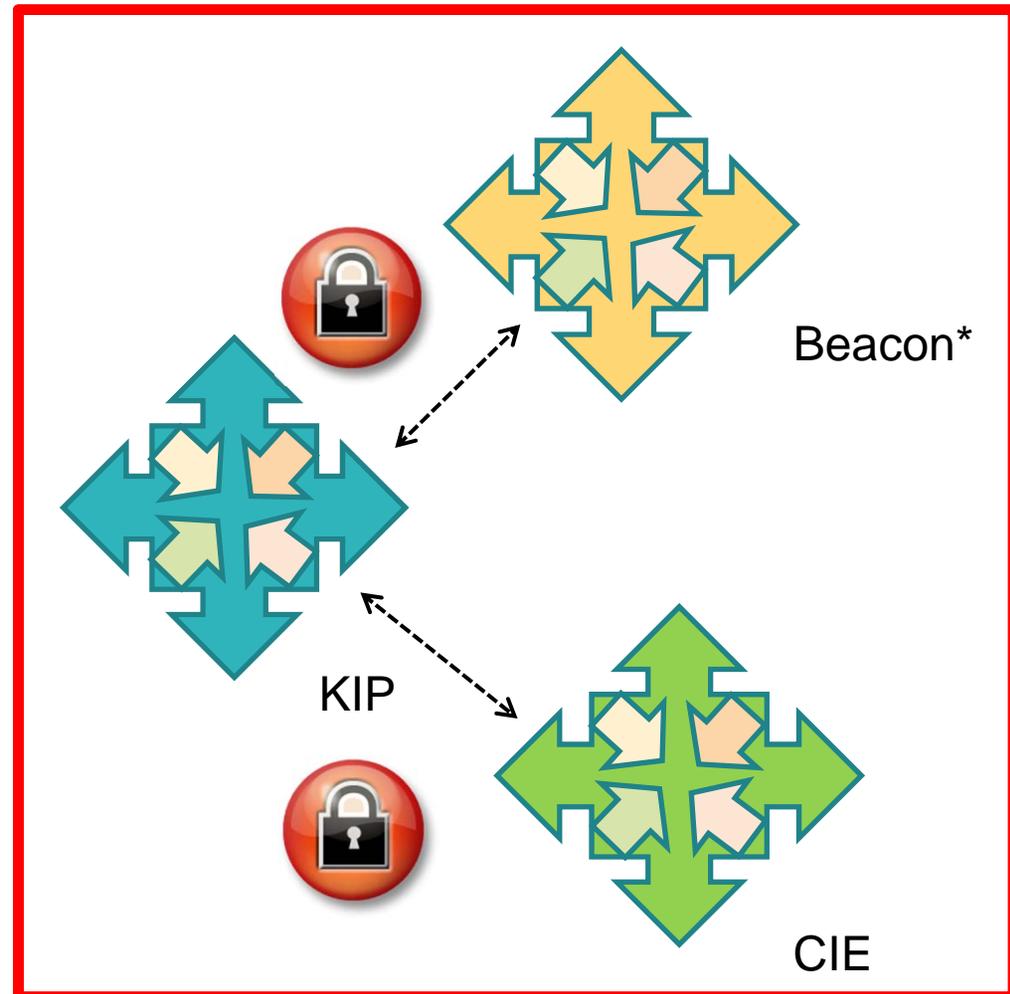
Knowledge Integration Project: Future Regional Information Sharing

KIP will implement new technologies and policies to enable automated or improved abilities to perform:

1. Look-up, Search, and View Query Results
2. Referral Management
3. Collaborative Service Delivery
4. Notifications and Alerts
5. Population-based Shared Analytics



User can access available information about their customer via Portal.



*CIE = Community Information Exchange
KIP = Knowledge Integration Project*

**Beacon is now the San Diego Health Connect*

COLLECTIVE ACTION TO COMMUNITY IMPACT



Actions We Take Collectively Across Sectors

Results We Seek for Community Impact

County & City Governments

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HEALTH



KNOWLEDGE



STANDARD
OF LIVING



COMMUNITY



SOCIAL



COLLECTIVE ACTION TO COMMUNITY IMPACT



LIVE WELL
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Actions We Take Collectively Across Sectors

Results We Seek or Community Impact



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MONITORING INDICATORS

- Track short-term, intermediate, and long-term outcomes that feed the top indicators
- Utilize a Performance Management Tool
- Measure Collective Impact



*Row in the same direction
for collective impact*

JOIN US



Learn how you can
participate in
Live Well San Diego

Visit the
“Join Us” page at
LiveWellSD.org

Or

Email us at
LWSD.HHSA@sdcounty.ca.gov





Cultivating and Maintaining *Live Well San Diego* Partnerships

GET TO KNOW OUR PARTNERS

Live Well San Diego involves partners in all sectors – from government, to business, to schools, to faith-based and community organizations – through a shared purpose. Working together allows for planning and implementation of innovative and creative projects to bring *Live Well San Diego's* vision of a healthy, safe and thriving San Diego County to life.

[Learn More](#)

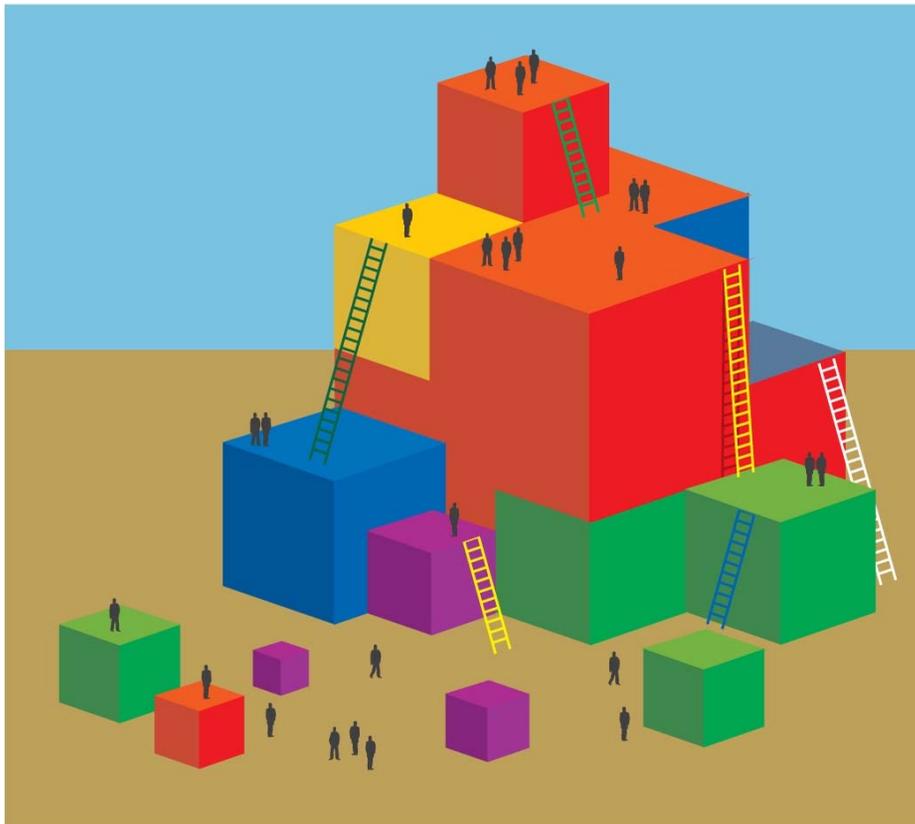


SENIOR COMMUNITY CENTERS

Accountable Care Communities



We ALL Play a Role in Building Wellness...



**Together we
can do more
than any of us
could do alone.**

CONTACT INFO



COUNTY OF SAN DIEGO



HHSA

HEALTH AND HUMAN SERVICES AGENCY

Wilma J. Wooten, M.D., M.P.H.
Health Officer and Director,
Public Health Services
San Diego County HHSA

www.sdcounty.ca.gov/hhsa

www.livewellsd.org

www.sdhealthstatistics.com

wilma.wooten@sdcounty.ca.gov

(619) 542-4181