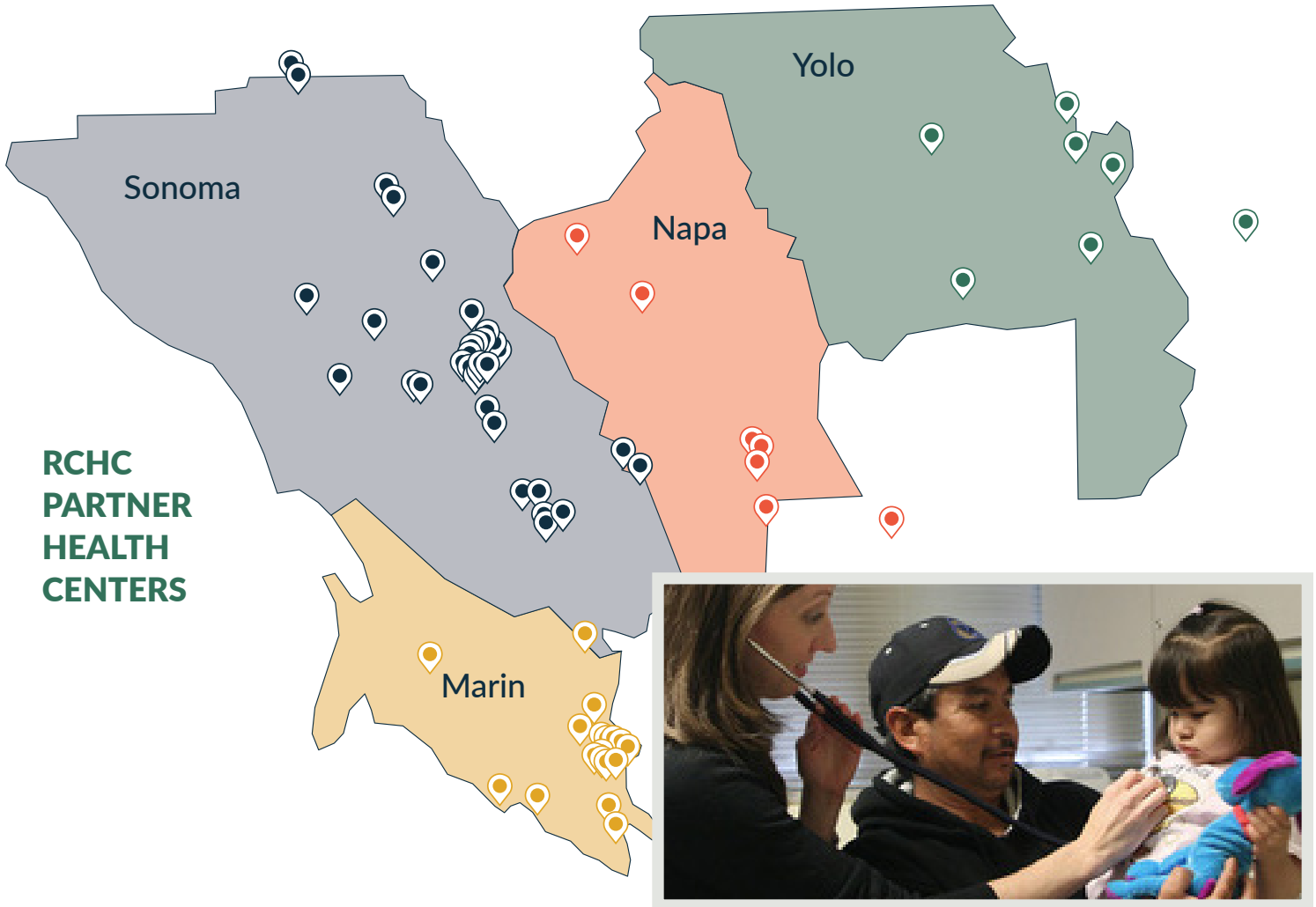


VALUE FOR OUR MEMBERS



**RCHC
PARTNER
HEALTH
CENTERS**

The Redwood Community Health Coalition (RCHC) is committed to our mission of working with member health centers to improve access to and the quality of care for under-served and uninsured

people in Marin, Napa, Yolo, and Sonoma counties.

RCHC provides the resources, training, and assistance members need to deliver high-quality clinical care, ensure effective care coordination, and reduce

health disparities. RCHC delivers programs to health centers through three core strategies:

1. Value-Based Care Delivery
2. Access and Equity
3. Strategic Alignment

16
Health Center
Corporations

70
Health Center
Locations

233,000
Patients
Served

VALUE-BASED CARE DELIVERY

Our goal is to enhance the ability of our member health centers to operate within an emerging value-based care environment.

DRIVING INNOVATION

DELIVERY SYSTEM TRANSFORMATION

RCHC supports health center transformation by advocating for community health centers and programs for clinical quality and operational quality improvement. We partner with health care organizations, health plans, hospitals, and county systems. Our HRSA **Health Center Controlled Network (HCCN)** supports this work.

92%

of member health centers are nationally recognized as patient centered medical homes

100%

of member health centers earned 2017 HRSA Quality Improvement Awards

PROVIDING DATA ANALYTICS & INFORMATICS

RCHC provides central data analytics report creation for common data measures (UDS, OSHPD, RCHN PIP, Partnership HealthPlan QIP) which are delivered to health center databases for ongoing outcome measurement and tracking.

RCHC's aggregate analytics database is shared with participating health centers for benchmarking and comparative analysis to support population-based outcome improvement and initiatives. This important work is supported by our HRSA HCCN.

12

Health centers implementing, Relevant, a common analytics platform

SUPPORTING PATHWAYS TO DATA SHARING

Redwood Community Health Information Exchange (RCHIE):

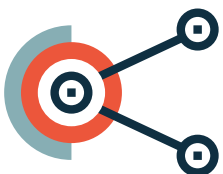
RCHIE is a private query-based HIE hub built to facilitate health center access to timely data-sharing. It also helps achieve economies of scale to connect with hospitals, regional health information exchanges, and priority partners.

Regional Health Information Exchange:

- **SacValley Med Share:** Project launched in 2019 to connect RCHIE to this non-profit regional HIE located in North Central Valley.
- **Marin Health Gateway:** Project launched in 2019 to connect RCHIE with the Marin County DHS sponsored HIE.

Carequality/CommonWell:

Providing technical assistance to 13 member health centers to participate in a national-level, trust framework and common agreement to enable interoperable Consolidated Clinical Document Architecture (CCDA) exchange between and among health data-sharing networks.



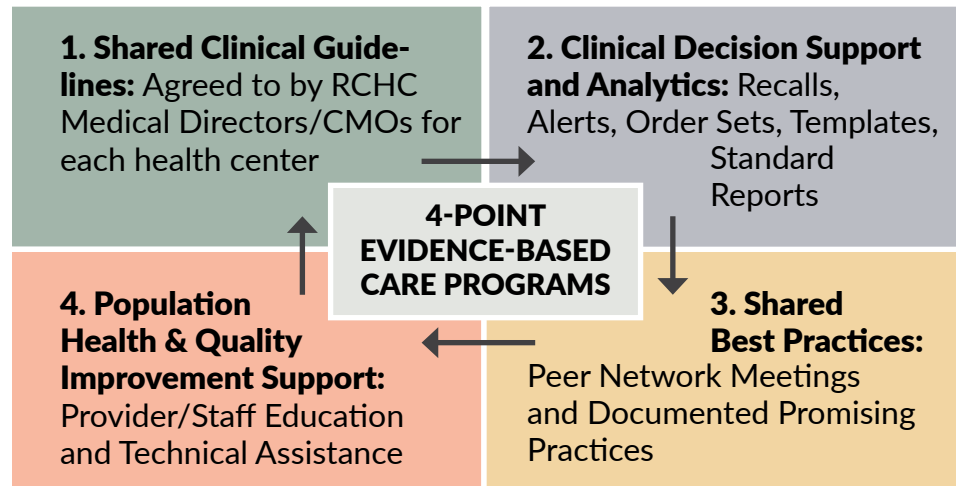
VALUE-BASED CARE DELIVERY

We support our health center members engaging in health information exchange (HIE) through regional connections and platforms to improve care coordination.

DRIVING INNOVATION

PROVIDING EVIDENCE-BASED CARE PROGRAMS

To improve population health outcomes, RCHC delivers a 4-point Evidence-Based Care (EBC) framework to advance practice transformation. This is done through collective leadership and evidence-based guidelines, EHR-based clinical decision tools and analytics, documented and shared best practices, and population health and quality improvement support. This has resulted in 29 documented and shared promising practices.



QUALITY IMPROVEMENT PROGRAMS AND SUPPORT

Quality Culture Series – Diabetes Management: Supporting patients with diabetes to live well and healthy lives.

2019 planned topics:

- Human Centered Design for QI
- Relevant Optimization
- Risk Stratification
- Workflows for non-visit work
- QI Incentives (QIP)
- Dental Dir. & QI Dir. mash-up

QI Chat Rooms: Twice monthly peer convenings for frequent information and resource sharing.



Hearts of Sonoma County is a cardiovascular disease risk reduction initiative. Through our involvement in this initiative, we build and strengthen relationships with the county public health department, county primary care health systems, community organizations, and more. All 7 Sonoma County health center members are engaged with 4 currently providing annual data.

Preventing Heart Attacks and Strokes Every Day (PHASE):

Cardiovascular disease, including heart attacks and strokes, is the leading cause of death in our community. With funding from Kaiser Permanente Northern California Community Benefits program, we are part of a national effort to help prevent heart attacks and strokes for people at the greatest risk.

PHASE is a population health management program that uses an evidence-based clinical protocol to reduce the incidence of cardiovascular disease. Our focus in 2019 includes implementing Self-Measured Blood Pressure (SMBP) programs in health centers. Eight of our members are currently participating.

ACCESS & EQUITY

We help our member health centers increase access to equitable, high-quality care for the communities they serve.

DELIVERING RESOURCES

ENSURING ACCESS THROUGH INSURANCE & BENEFITS

Through a Covered CA Navigator Grant, RCHC helps enroll qualified patients in Medi-Cal and private health insurance. RCHC is a resource and training hub for Certified Enrollment Counselors employed by 12 member health centers in Marin, Sonoma, and Yolo counties.

RCHC CECs outreach to children, students, seniors, jails, and collaborate with social service agencies.

1,202

People enrolled into CalFresh in 2018

10,783

enrolled in health insurance or food assistance



CalFresh provides the public with access to healthy and nutritional food assistance. RCHC's team of Certified Enrollment Counselors provide confidential and free enrollment assistance for individuals applying for and renewing their benefits.

ADDRESSING SOCIAL DETERMINANTS OF HEALTH

Understanding and addressing the social determinants of health (SDOH) is essential for improving our communities' health. RCHC established a SDOH workgroup in 2016 to foster member health centers assessment of patients' SDOH needs in a standard way. RCHC partnered with a community resource and referral vendor to facilitate patient referrals to community based resources. RCHC will implement Aunt Bertha/NorCal Resources in 2019.

8,600

PRAPARE assessments completed!

SUPPORTING BEHAVIORAL HEALTH INTEGRATION

RCHC is partnering with St. Joseph / Providence to lead a regional behavioral health collaborative to address targeted infrastructure and workforce barriers. Nine provider organizations are engaged in this effort.

RCHC also supports the implementation of California's Whole Person Care pilot program, which targets Medi-Cal beneficiaries who are high utilizers of health services. In Sonoma County, RCHC is a subcontractor to Sonoma County Dept. of Health Services providing data analysis services and managing the pilot's community collaboration.



STRATEGIC ALIGNMENT

We assist our member health centers explore opportunities to strategically align to be successful in a value-based environment.

PROVIDING LEADERSHIP

LEADING ADVOCACY AND POLICY

RCHC advocates for solutions to issues confronting community health centers and their patients to local, state, and federal lawmakers. We work to advance policies that expand access to care and improve health outcomes for underserved communities. In 2017, we achieved:

40

In-person meetings with legislators

500

Postcards sent to federal legislators to support the Affordable Care Act

100s

Public comments generated to oppose Public Charge

SUPPORTING EMERGENCY PREPAREDNESS

We work with our member health centers to develop and implement emergency and disaster preparedness plans to ensure they comply with CMS requirements. This includes:

1. Conducting risk assessment and emergency planning
2. Developing facility communication plans
3. Developing emergency preparedness policies and procedures
4. Developing emergency and disaster training and testing activities that comply with federal and state laws

To achieve these objectives, we provide our members' health center staff with regularly scheduled peer group meetings, trainings, and conference calls. Fifteen member health centers participate in these peer groups. We also work with county health care disaster preparedness staff in Marin, Napa, Sonoma, and Yolo Counties to support our member health centers' engagement and participation.

LEADING THROUGH GROUP CONTRACTING FOR MEMBER HEALTH CENTERS

- Analytics platform with 12 member health centers participating
- Community Resource and Referral platform open to all member health centers and unlimited community benefit organization partners
- Emergency Response and Disaster planning with 11 health centers

EXPLORING REGIONAL WORKFORCE COLLABORATIONS

- Supporting CEC/Navigator workforce development
- Partnering with UCSF for Advanced Nursing Education Workforce grant and four member health centers for FNP rotations/placement
- Offering continuing education credits for clinical teaching and diabetes management
- Supporting eight providers to UC Primary Care Psychiatry Fellowship



Serving Sonoma, Napa, Marin & Yolo Counties

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