

# WAVE 4 \*2021-2022\* YEARBOOK





















San Francisco Health Network

SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH







Our Stellar Coaches

Insightful

Coach goes above and beyond to ensure my questions are answered.

"The support and guidance provided by our coach has been **instrumental** in the development and expansion planning of MAT services."

Responsive



**COACH BRIAN** 



COACH DOM



COACH KATIE



COACH JOE



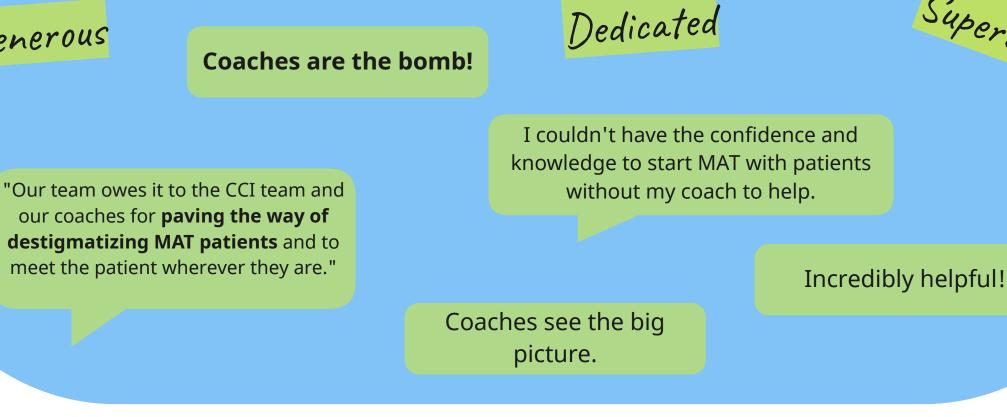
**COACH GINNY** 



Generous

**Coaching is** 

invaluable!



# **Special Shoutouts!**



### MARK MCGOVERN



### DANNY CONTRERAS

### **330** COACHING HOURS

**18** PEER FORUMS

**11** VIRTUAL SESSIONS

2 SITE VISITS



**Attend Our Peer Forums This Winter!** 

#### Announcing ATSH Virtual Site Visits hosted by:

El Dorado Community Health Centers & LAC + USC Medical Center

May 26, 2022 | 10am-3pm PT



Addiction Treatment Starts Here

Learning Session 3

JUNE 29, 2022 12:00 PM - 4:00 PM PDT

GENERAL SESSION PRESENTERS





Don't miss it!!

Equity & SUD Treatment

Eboni Winford, PHD, MPH, *Cherokee Health Systems*  Elizabeth Morrison, PhD, LCSW, EM Consulting



Register below to see our full agenda!

ing Everyone on Board Through Compassionate Leadership

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### **Slow But Substantial Growth**

How West County Health Centers Expanded Their Medication for Addiction Treatment Services in Sonoma County

### **Clinic Spotlight: Via Care Community Health Center**



Via Care shared their approach to community partnerships and the impact of the networks they have created on their patients.

## **Patient Stories**

Patient is pleased that he has his life back. Able to take things as they come, given him stability in work and relationships. Drugs are not what he thinks about all of the time. He is very thankful.

Our patients have been recruited as peer mentors in the MAT program or gone on to become hired by other agencies doing similar work.

Patients experiencing homelessness we've been able to place in permanent supportive housing. "This program has saved my life. I've been on the streets for years doing the same thing and just seeing so many people I know die from overdoses. This clinic welcomed me and was there to support me regardless of what happened and that made it easier for me to keep coming back if I made a mistake and get the help I want and need. "

> "I am grateful for the staff for not judging me because I was just released from prison and was looking for help to get my life back."

"The SUD counselor is always available for me and he has a calming presence."

"I am thankful for the SUD

counselor for always being

available to me and being

supportive and patient."

We have a patient who had tried and failed sublingual suboxone many times, but has finally succeeded with long acting injectable subclocade. We are so proud of him.

"You guys are attending my mental health and my physical health both, listening and caring for me."

"I love going to my appointments at this site because I know I am going to be treated with respect."

While the patient was setting goals with us, they expressed how welcoming and nonjudgmental we were when first meeting him. "If I didn't reach out to [this clinic] first, I don't think I would have been successful or even went to therapy. **MAT changed my life.**"

### Messages from your Coaches

From Coach Ginny Glendale: So many people with a passion for patient care coming together to work

on the processes to build a solid MAT program! So thorough and dedicated. Definitely a "dot your i's and cross your t's" clinic. Thank you for letting me be a part of it. Such an honor to work with Vivian and team.

**Southland:** They pour their whole heart and soul into the program and assisting others. It brings me great joy to know such a team exists. Clayton, Lizette and Ivette always brought the BEST questions. Huge shout out to Patrick who attended the coaching calls so he can get a better sense of the program for data analysis. That is above and beyond.

Via Care: So efficient in getting started! Very caring team that has great ideas. So unique having a pharmacy director as project lead. I wish every program could have a Dr. Mahsa. They never lost momentum through staffing changes. Really great leaders with Julio and Christina and wonderful navigators with Ish and Johnathan. And I cannot forget the calm, soothing energy of Elizabeth! From Coach Brian

Rancho: Team Rancho has jumped in with both feet – having the interdisciplinary team attend every call, from medical director, project manager, MAT provider, and SUD counselor made such a difference to your building a sustainable program for RLA patients. I'm so excited to see you successfully recruit your next MAT provider.

**High Desert:** I am so proud of all the progress made, from starting essentially from scratch to now having a clear scheduling template, patients who are benefiting, a newly board-certified addiction physician, and lots of support from management. MAT takes a while to get going and I'm glad to see you on the right track.

H. Claude Hudson: A pharmacist champion makes all the difference! From primary care to urgent care, I'm so proud of the capacity you've built locally and that there's a clear pathway for patients with SUD to obtain medication. You ask such poignant questions and I'm thrilled to see your program grow.

**Roybal:** You were so thoughtful in using the IMAT to focus on the clinic culture and the clinic systems, and Chris is such a tireless advocate for patients. I am so proud of Dr. Syed who really jumped in clinically and recognized all of the organizational development work to be done. From Coach Dom

**Castro Mission:** Joanna getting to know you was great, your personal leadership in this tx has been good to witness. Thank you for allowing me to give suggestions that has made a small difference.

process and patients are so blessed

Richard Fine Peoples: I truly want

had and admired the hard work

executing the processes of this

much needed tx for those in great

need, you all are such an incredible

Dr Chung: Meeting you was such an

impactful thing and your leadership is

seen by me in high standard, thank

you for supporting my professional

journey. To you all, I have gained

important lifetime colleagues.

to say I enjoyed the talks we

and thought that went into

to have you all- to Family Health

Center and team

team.

soon see that your hard work and efforts at streamlining the clinical protocols will pay off dividends. I look forward to hearing about your success and the difference you have and will continue to make in your community.

**From Coach** 

Joe

Bartz Altadonna: Continue building from

the foundation we have built. You will

**Moreno Valley:** Continue doing the great work that you are doing in meeting the needs of your community. You've built a great team and process. I look forward to hearing about your future success with building out the program from the solid foundation you have built. I am very proud of what you have accomplished!

Santa Cruz: You've all done amazing during this funding cycle and have built a robust program from your time with CCI's current and prior funding cycles. It is amazing to see the growth and community outreach you have achieved. Keep up the amazing work! **AH-Lemoore:** This program is closer to launch than ever. The obstacles are understood and the Lemoore team is ready to bring MAT care to the patients who are referred for follow-up by the Bridge team or have been identified by Lemoore providers for MAT care.

From Coach

Katie

AH- Feather River: This team made tremendous progress during ATSH. MAT RN Glenna (Rookie of the Year!) became an avid student of SUD and MAT care. Heather, PharmD brought a depth of knowledge, all under the guidance of Susan DeSalvo. From developing a MAT Brochure to building weekly MAT team case conference, the progress was steady, in spite of many institutional barriers and complex patient needs.

FHCSD-Chula Vista: Chula Vista started late with ATSH, encountered personnel changes and a provider challenge. The decision to offer hybrid care while adhering to the MAT best practices was a joy to witness. The administrative buy-in from the new Clinic Director strengthened the development and capacity for MAT in Chula Vista.

**FHCSD- Grossmont:** With an already established MAT system in other clinics and strong providers, this clinic built quickly, resolved issues and identified training needs with skill and excellent communication.

Santa Barbara: The Allcove vision of building services for youth, including MAT and SUD care, in the Santa Barbara community is inspiring. The steady progress, the building of community engagement and dedication to moving through all obstacles was impressive.

**Family Health Center:** Working with you have been an amazing journey and a learning experience, I appreciate your trust in me in this School's Out!



# Group Yearbook Signing

