



Bartz
Altadonna
Community
Health
Center
(BACHC)

Outreach
Team
Members

CMO/Program Director
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BACHC ATSH Outreach Program

Antelope Valley California, Lancaster,
Palmdale, High Desert Community

Homeless, Low Income, Multicultural,
Diverse Ethnic Background And
Population

Lancaster, California City Opening
November 2019, Palmdale, Opening
2020.

EPIC Electronic Health Record System

BACHC Values Compassion, Respect,
Integrity, Accountability, Teamwork

Share your work

Since learning session 1, what changes have you made or did you try out? The Changes We Have Made In Our Outreach Process Is That We Implemented Our Community Outreach Plan Including MAT/SUD And Integrated Behavioral Health Treatment Services With Our Outreach Team And Mobile Unit.

- ▶ Describe HOW you made the change, including:
 - ▶ Who was involved in planning the change? Our Management Team Came Up With The Action Plan And The Strategies And The Outreach Team Executed The New Plans With The Help Of The Entire Innovations Team From Multiple Community Organizations In The Antelope Valley Community.
 - ▶ Who was involved in testing the change? BACHC Works With Several Local Community Organizations To Bring The Homeless And Underserved Populations Healthcare And Other Needed Community Services. The Outreach Team Targeted Several Locations At Different Times To Reach Maximum And Diverse, Underserved Patient Populations.

Share your work

What workflows were impacted? The BACHC Clinic Had To Reschedule Providers Clinic Schedule For Outreach Purposes As Well As Medical, And Other Behavioral Health Team Members Depending On The Outreach Program Schedule. The Outreach Schedule Has Expanded To Include Local Festivals And Events And Direct Relationships With Antelope Valley Hospital, And Palmdale Regional Hospital. The Clinic Is Now Working On An Action Plan To Bring Hospital Discharge Patients Into The Clinic.

What tools did you use? BACHC Clinic Utilized Our New Mobile Unit, And We Have Added New Medical Equipment To The Mobile Unit. We Also Utilized Literature And Marketing Materials And Worked Closely With Other Local Community Organizations To Provide Services In Our Area.

Key Learnings/Findings

► What have you learned so far?

- Our biggest surprise was to always expect the unexpected in the outreach process, be ready to adapt and adjust as needed, be ready to answer the call when the need arises, realize that sometimes you can do your best and the demand is not great, but when the demand is great be ready with the service that is needed by our underprivileged population in the Antelope Valley Community.
- If you could go back and do one thing different, it would be, to have more X Waivered Providers, And To Study The Local Area A Little Bit More To See Where Our Outreach Efforts Will Be Most Effective For Our MAT Program And The BACHC Clinic Overall.

What are some early wins or successes from the change? We Have Added New Patients To The MAT/SUD Program. Overall It Is About 10 Per Month On Average.

Key Learnings/Findings

Challenges

- ▶ What got in your way? Patients Are Resistant, Lack Motivation, Transportation, Follow Up Difficult
- ▶ Where did things not go well? Changing Schedules, Shortage Of XW Providers, Staffing For Clinic, Lack Of Interest In BACHC And Other Community Services At Certain Locations.
- ▶ What are doing to mitigate the challenges? The Innovations Team Has Changed The Schedule To Work To Find Locations Where Services Will Be Utilized To A Greater Extent, Making Concentrated Effort To Bring In More X Waivered Providers, Added Staffing To The Outreach Team, Added Agreements With Local Hospitals, A.V Hospital, Palmdale Hospital, MHA, And DMH To Arrange Services For Discharge Patients.

Q&A and Discussion Questions

List 2 questions or challenges you want to discuss after your presentation with folks in the room (to promote cross sharing with peers).

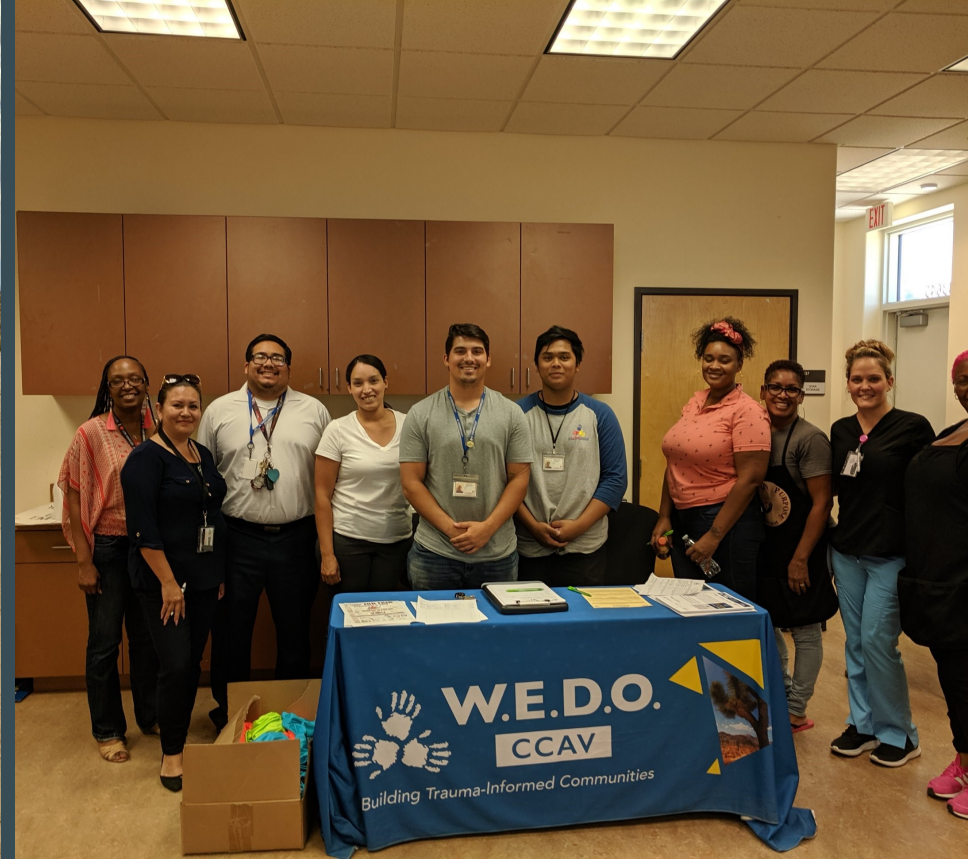
1. BACHC Clinic Would Like To Request That Other Clinics In The ATSH Program To Share Their Experiences, Success And Challenges With Outreach In The Local Community?

2. What Is The Best Way To Recruit X-Waivered Providers To Join The BACHC Clinic?





Outreach Pictures



Outreach Pictures

