



**EISNER
HEALTH**

Eisner Health

Who We Are

- Downtown LA (4), South LA (1), San Fernando Valley (4)
- Full life-cycle primary care
- 8 primary care
- NextGen
- We are 100 years old!





Deborah Lerner MD, Chief Medical Officer, All Clinical Providers & Processes, QI, & Strategic Planning



Andi Fetzner PsyD, Trauma Informed Care Coordinator, Staff Wellness & Trauma Informed Care Integration

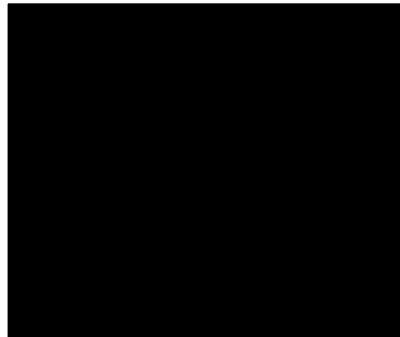


Courtney Sims MD, Pediatrician, Physician Champion



Devanee Hernandez LMFT, Director of Behavioral Health, Mental Health Services

Our CALQIC Team



Michelle King, Clinical Supervisor, Clinic Staff Leadership



Jessie Yuan MD, Director of Clinical Informatics, EHR Integration



Jessica Esparza, Case Manager, Therapeutic Patient Support & Resourcing



Current State: ACEs Screening & Response

- Our current strengths:
 - Flexible & willing staff
 - Committed to a trauma-informed approach
 - Invested leadership & board
 - A permanently funded Trauma-Informed Care Coordinator
 - Variety of internal programs for response after screening
 - Variety of points of entry for patients needing support
- Our biggest challenges:
 - COVID-19
 - Change fatigue
- Areas of greatest uncertainty:
 - COVID-19



Our Team Has Been Wondering . . .

- We would like to learn from the other teams:
 - Logistics of training (who, when, how)
 - Time management/flow from start to finish
 - Adaptation into telehealth (screening/response)
 - After-screening responses
- One question for coaches & faculty:
 - What have your biggest lessons been in integrating ACEs Screening and response?
- We need the following support:
 - Concrete examples (case examples)
 - Scripts
 - EHR integration support



Advice & Guidance For Other Teams

- Are there specific content areas your team has developed expertise or wisdom that you are willing to share more about with your peers?
 - Staff resilience focus
 - Supporting staff remotely during COVID
- What are you most proud of in your sites/system that others should know about?
 - With a focus on staff wellness, we have taken the approach of supporting staff in understanding stress and building resilience as it applies to them both in and out of the clinic.

