



Family Health Centers of San Diego



Who We Are

- San Diego County
- 149,244 unique patients: 91% people who qualify as low income, 29% people who lacked insurance, 80% people of color
- Operate 49 sites across the County of San Diego: 25 Primary Care Clinics, 8 Dental Clinics, 10 Behavioral Health Centers, and 3 Mobile Medical Units
- Homegrown EHR system
- Large-scale agency grown from grassroots organization



**FAMILY HEALTH CENTERS
OF SAN DIEGO**

Our CALQIC Team



Jenan Madbak- Clinic Director,
Downtown Connections/Elm
Street Clinics - TIC Champion



Sara Duran - Associate Director of
Special Populations – TIC
Champion



Dr. Wendy Pavlovich - Director of
Training - Pediatrics, North Park
FHC, Training Lead for Residents



Janelle Kelso- Clinic Director,
El Cajon FHC – Ensure
operational rollout at sites



Shefali Sinha – Business
Intelligence Analyst - Data,
evaluation and reporting



Tony de los Santos – Clinic
Director, North Park – Ensure
operational rollout at sites



Current State: ACEs Screening & Response

- Our current strengths: Great team of passionate Trauma-Informed Care champions with experience and dedication to this effort. Agency support at various levels of the organization.
- Our biggest challenges: Large, multi-faceted organization with competing priorities.
- Areas of greatest uncertainty: Clinical workflows and system-wide integration. Ensuring meaningful engagement across the system and engaging all levels in the importance of ACE Screening.



Our Team Has Been Wondering . . .

- We would like to learn from the other teams: Best practices and tools for preventing, recognizing and responding to burnout, secondary trauma, and re-traumatization amongst staff that goes above and beyond EAP.
- One question for coaches & faculty: How do we integrate ACE Screening with few resources to support follow up from providers and support staff? What is the best method for training providers and support staff in ACEs, the impact of trauma, and screening for ACEs?
- We need the following support: Effective approaches for involving parents and families, communicating with them in a way that is supportive of resilience and recovery, and offering tools, interventions and referrals that promote resilience and recovery.



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?
 - Our team includes members that have experience in technical assistance and capacity building assistance related to trauma and trauma-informed care within social service settings, a regional leader in trauma-informed care within the American Academy of Pediatrics, and seasoned clinic administrators with a combined 25 years of experience.
- What are you most proud of in your sites/system that others should know about?
 - FHCSD has an electronic health record that has been designed, developed, and maintained in-house. This has allowed FHCSD to incorporate new projects and processes relatively seamlessly over the years. As FHCSD continues to grow and expand, the electronic health record is asked to cover more and do more. This comes with both incredible benefits and challenges as we incorporate ACE Screening into primary care.

