

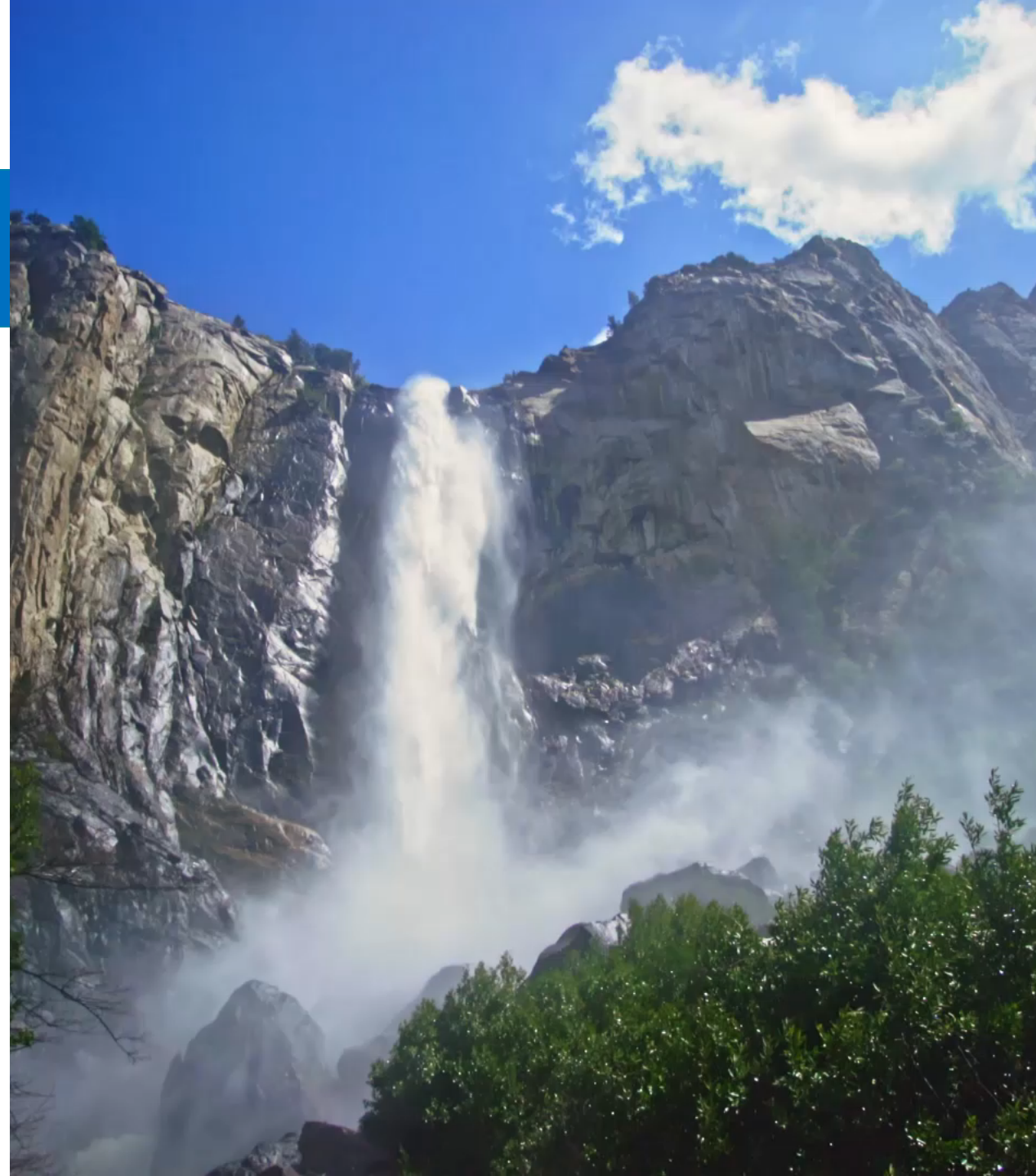


# Long Valley Health Center



# Who We Are

- FQHC in Laytonville, CA
- Eclectic Population – small town of approximately 1500-2000, we serve approximately 2800 patients
- 1 clinic site
- Use eClinicalWorks (eCW)



# Our CALQIC Team



Rod Grainger  
Executive Director



Larann R. Henderson, LCSW  
Behavioral Health Director



Michelle Hill  
Quality Improvement &  
Clinical IT Coordinator



Leanna Birge  
Grants Manager



Carrie Guilfoyle, NP



Michelle Downes, RN  
Nurse Educator



## Current State: ACEs Screening & Response

- Our current strengths:
  - As the first PCMH clinic in California to be recognized by NCQA for the integration of Medical and Behavioral Health Services, we have a strong integrated team that is patient centered, therefore we strive to always consider the patient perspective when providing care.
  - We currently provide TIC training for staff for recognizing, understanding and responding to patient trauma
  - Our ACES form is set up as an eCW SMART form, and all providers are aware that ACES should be completed with all patients.



# Current State: ACEs Screening & Response

- Our biggest challenges:
  - Buy in from medical to complete with all patients
  - Increasing staff comfort in completing ACEs Screening with patients



# Our Team Has Been Wondering . . .



- We would like to learn from the other teams:
  - Workflows, Best Practices
- One question for coaches & faculty:
  - What is the most effective way to develop confidence in staff to complete screening with patients
- We need the following support:
  - Tools and interventions to promote resilience
  - Knowledge and approaches for involving patients and families in designing and implementing trauma informed approaches to care

## 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?
  - **Behavioral Health Team integration with Medical and Dental which has helped to ensure prompt and effective care for our patients**
- What are you most proud of in your sites/system that others should know about?
  - Our integration and team work has taken years to develop and has shown to be beneficial to both our patients and our personnel.