



Northeast Valley Health Corporation
a california *health⁺* center

**California ACEs Learning
&
Quality Improvement Collaborative
(CALQIC)**

Presented by:

**Debra Rosen, RN, MPH
Director, Quality and Health Education**

Northeast Valley Health Corporation (NEVHC)

- FQHC in SPA 2 of LA County serving the San Fernando and Santa Clarita Valleys
- 16 clinic sites
- 347,313 visits in 2019
- 82,565 users/patients in 2019
- 84% Latino
- 97% < 200% of FPL
- 73% < 100% of FPL
- 46% ages 0-17; 54% 18 & up
- 21% uninsured
- EHR System- NextGen
- Important thing to know about our organization: We are trained in human centered design



Our CALQIC Team



Debra Rosen,
Director, Quality and Health Education
Project Lead



Dr. Gina Johnson, MD
Pediatric Medical Director
Provider Champion



Evelyn Vega
Director, Behavioral Health



Jessica King
Associate Director of Health
Education

“My new hobby is backyard bird watching. I have 10 bird feeders in my yard.”

“My mom and I have run 3 Comrades ultramarathons (50+ miles) in South Africa and over 20 full marathons with Team World Vision, bringing clean water to 10 countries in Africa and child sponsorships to countries as diverse as Albania, Haiti, Rwanda and Uganda.”

“I once worked for the Glendale Police Department.”

“Loves to create— food, crafts, furniture, etc.”

Our CALQIC Team



Jasmine Galindo
Program Manager
Data and Metrics Lead

“I have 12 screws and 2 plates in my ankle.”



Paula Kuhlman, MD
Pediatrician (NEVHC,
Newhall) Physician Lead

“I am a former elite and All-American gymnast, competed for UCLA.”



Lupe Ortega
Frontline Workflow
Coordinator
Staff and Operations Lead

“My favorite movie is Pixar’s UP.”



Alejandra Mata
Program Manager, Public Health

“I grow peaches, oranges, mandarins, kumquats, grapefruits and lemons.”

Current State: ACEs Screening & Response

- Our current strengths:
 - Our Team
 - Our curriculum and algorithm
 - Using circle charts and One Degree for referrals and follow-up
- Our biggest challenges:
 - Care team buy-in as we spread
 - Mapping data to i2i Tracks for reporting
 - Ensuring staff document correctly
- Areas of greatest uncertainty:
 - COVID 19 and the influx of positive ACE screens

Our Team Has Been Wondering . . .

- We would like to learn from the other teams:
 - Process to move toward becoming more Trauma Informed as an Organization
 - How are other assessing for positive resilience
- One question for coaches & faculty:
 - Recommendations for PEARLS Screening by telephone/telehealth
- We need the following support:
 - Tracking the use of One Degree specifically for ACEs referrals

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? Yes.
 - Algorithm and Circle Charts
 - Utilization of One Degree
- What are you most proud of in your sites/system that others should know about?
 - Data driven, Innovative, and use of Technology