Who We Are

• Southern Sonoma and West Marin
• Suburban and Rural Population
  • 50% Monolingual Spanish-Speaking
  • 50% Medi-Cal
• 4 Main Sites with additional school based sites and one site within a homeless shelter
• eClinical Works is our EHR
• Important to know about us: We’re never satisfied 😊
Our CALQIC Team

Tiffany Jimenez, RN
Director of Quality Improvement

Rebecca Katz, MD
Director of Primary Care Services

Ana Galindo, MA
Manager Team 2

Claudia Menendez,
LCSW

Jessica Moore, FNP
Director of Innovations

Shaun Nelson,
Data Analyst
Current State: ACEs Screening & Response

• Our current strengths:
  • Multidisciplinary Team represented in our Core Team (Including HR and Front Line Staff)
  • Informatics Team
  • Leadership Support
  • Implementation of ACEs Screening In-Person for Pediatrics

• Our biggest challenges:
  • Transition to Telehealth/Appropriate Use of Technology for Screening and Intervention
  • Interdisciplinary Care—what does a warm handoff look like in this model
  • Figuring out logistically how to get all providers to do the 2 hour training for ACES Aware

• Areas of greatest uncertainty:
  • Will we actually get paid for this work long-term?
  • What will the impact of COVID-19 be for our workforce and our patients?
  • Can we make this a priority in the face of COVID related challenges?
Our Team Has Been Wondering . . .

• We would like to learn from the other teams:
  • How are you screening and doing this work in a telehealth model?
  • What are other organizations offering at this time, what kind of services?
  • What strategies are you using to mitigate stress and trauma inside your organization?

• One question for coaches & faculty:
  • What does success look like in the current climate?

• We need the following support:
  • Telehealth screening and connecting clients and families to services remotely.
  • Remote training and support for our workforce.
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?
  • How to Develop Community partnerships
  • Screening process in-person
  • Building care gaps and structured data into EHR

• What are you most proud of in your sites/system that others should know about?
  • Collaboration both internally and externally to meet the diverse needs of our teams.
  • Training process for MAs to better understand screening and interventions. Universal education for families.