



Petaluma HealthCenter



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



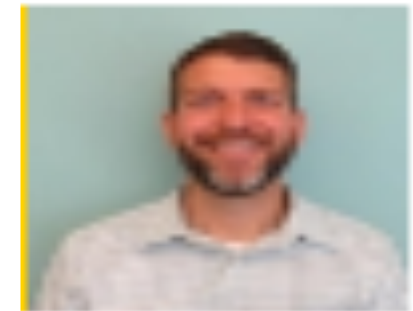
Ana Galindo, MA Manager
Team 2



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.

