Who We Are

- 2 Clinic Sites
- Main Clinic in Santa Rosa, CA (Sonoma Co.)
- Satellite Clinic in Point Arena, CA (Mendocino County): Manchester/Point Arena Rancheria
- American Indian/Alaskan Natives and their families
- NextGen EHR (i2i, Relevant, & Luma Health)
- Serve ~ 4,000 patients/year
- IHS MOA (638-funded) Tribal Health Clinic
Our CALQIC Team

Rehina Ruiz, Medical Assistant, Screening and Testing Workflows

Elisabeth Bedolla, MD, Family Practice Provider, Testing workflows & Interventions

Alison Whitemore, LCSW, BH Clinical Supervisor, Leadership Support, Testing Interventions

Jennifer Durst, CQCO, Leadership Support, Process Improvement, Data

Mark Goodwin, MD, Medical Director, Leadership Support, Process Improvement
Current State: ACEs Screening & Response

- Our current strengths:
  - **Leadership** support (top-down)
  - Protected **time** for staff training (ACES-Aware)
  - Staff **awareness** of the need for trauma-informed care
  - All staff to be trained in trauma-informed care
  - Close knit (homogenous) community
  - **Community** understanding of existence of trauma
Current State: ACEs Screening & Response

• Our biggest challenges:
  • Working towards more integrated systems of care (BH/Medical)
  • Creating effective team-based workflows under current shelter-in-place order (staff on staggered schedules, physical distance)
  • Resource constraints (staff, time, partnerships)

• Areas of greatest uncertainty:
  • Avoidance based on fear of re-traumatization
  • How to educate/inform the community
Our Team Has Been Wondering . . .

• We would like to learn from the other teams:
  • Any successful models of culturally-informed community education?
  • Successful models of trauma-informed employment

• One question for coaches & faculty:
  • What are some common pitfalls of other teams that we can avoid?

• We need the following support:
  • Evidence-based interventions/treatment? Sources for Training?
Advice & Guidance For Other Teams

• What are you most proud of in your sites/system that others should know about?
  • We recognize our close connection with our community and have a deep understanding of the need for a relational approach to new programs or interventions