



**UCSF Benioff Children's Hospital Oakland
RBC Storyboard May 15th, 2019**

UCSF Benioff Children's Claremont Primary Care Clinic

- Oakland, CA
- 4 Clinic Sites
 - Claremont Primary Care
 - Teen Clinic
 - School based: Castlemont and McClymonds
- EPIC system and FINDConnect
- Clinic has about 42,000 pt/yr





As

Assess Health

4. Assess Whole Family
Health and Resilience

Establishing Trust and a Medical Team

- Providers, FIND Navigators, and Mental Health Clinicians co-seeing families
- Families agenda set and prioritize their concerns
- Screening for joy
- Rolling out PEARLS starting with attendings and moving towards residents



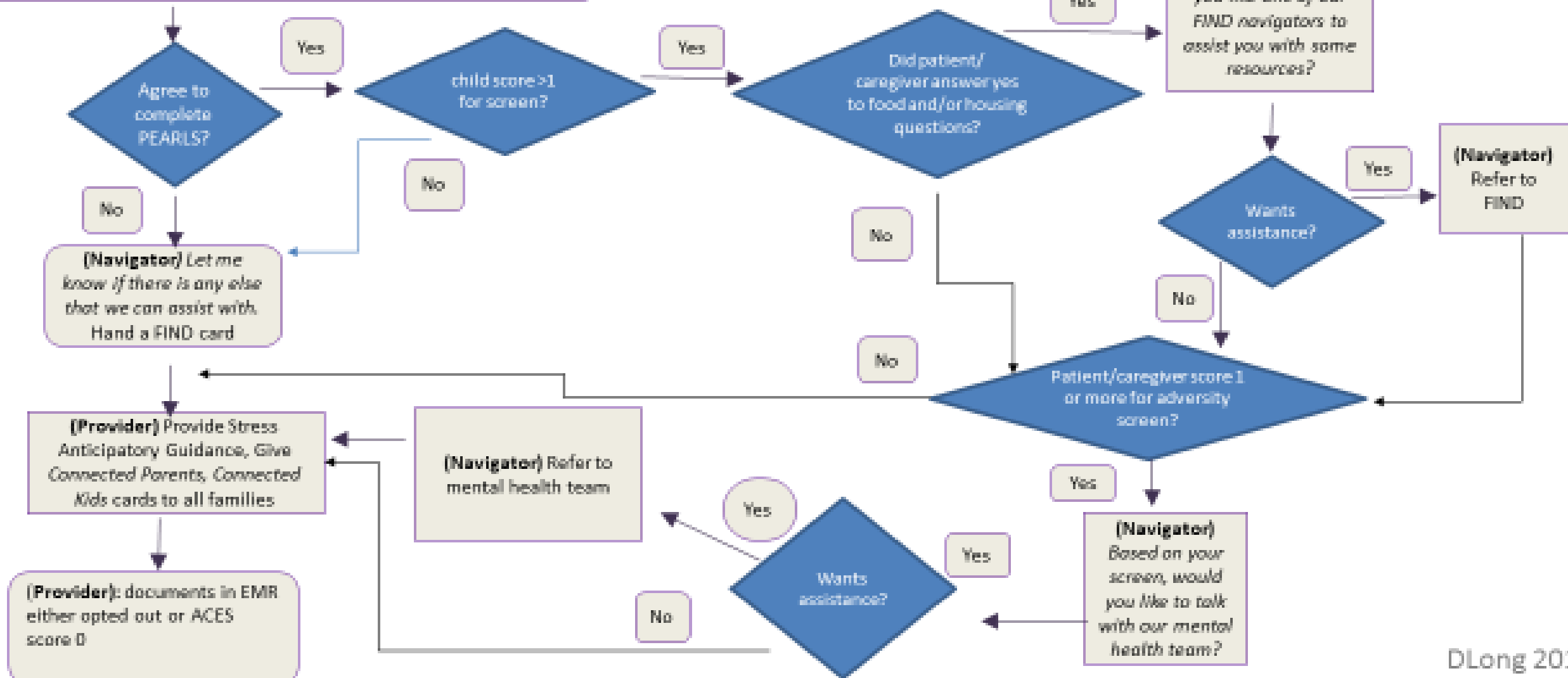
Lessons Learned

- Patients/Families were glad that someone ASKED
- Trauma informed systems training is necessary for all care team members
- Hope and optimism from team and families keep us going
- Leadership buy-in is difficult in a evolving system that is merging academic medicine and community practice
- Each step of the **j o u r n e y** is critical – it takes time
- Use identified screens
- Collect data and evaluate process



CFMG BCHO Standard Screen Clinic Flow 1

1. **(Navigator)** This survey asks about different social stressors that could be affecting your child's health now or later on in life. We have a resources available at this clinic that we could connect you with like food, housing, activities, childcare, mental health therapy, etc. Would you mind taking this survey for your provider?



Gratitude

- Intentionality in practice “Being Trauma Transformed”
- Face-to-face engagement allowed us to put our struggles and successes into perspective
- We are all on the same journey and can always learn from each other
- Addressing mental health needs requires a team approach



Gratitude

We have deep gratitude for our partner and champion, Dr. Burke Harris, who is changing the lives of children and families across the country and globe.



Next Steps



In an ideal world one year from now, BCHO would...

- Screen for trauma and unmet needs AS the standard of care using FINDconnet input into EPIC
- Establish reimbursement protocols for trauma screening
- Train all FQHC staff in Trauma Informed Systems and Cultural Humility
- Robust BH integration
- Hire more provider and ancillary staff that reflect our community
- Hire additional navigators to assist families and providers promote resiliency and connect to resources that address/reduce trauma and unmet needs



Resiliency Promotion & Toxic Stress Interventions

- Finding Joy
- Anticipatory Guidance Using Dovetail Toolbox
- Ready! Resilient! Rising!



Next Steps

In an ideal world 3-5 years for now, BCHO would see...

- The FQHC is transformed
- Trauma informed principles embedded system-wide into policies, practices, and evaluation
- Sustained system resources to support and protect resilience among staff and patients
- Expansion of trauma informed systems across UCSF Health, including annual training requirements

Discussion

- How are teams responding to positive screens?
- What kind of challenges came up while delivering the training?
- What were your logistics behind training?
- How are you involving families and what are some of the challenges involving the families?
- How are you measuring transformation?
- What is your sustainability plan?
- How are you considering using Medi-CAL health home model to support funding and sustainability?
- Is transformation embedded into annual staff evaluations?

