



# Center for Care Innovations: Population Health Learning Network Petaluma Health Center Site Visit Packet September 26, 2018

## Key Information

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**Host Organization:** Petaluma Health Center

**Date:** Wednesday, September 26, 2018, 8:45am-5pm (see agenda below)

**Site Visit Address:** Celebration A Room, Petaluma Health Center, 1179 North McDowell Blvd, Petaluma, CA 94954

**Parking Instructions:** On-street parking. There is also parking available in the back parking lot of the New Life Church located on Rand Street.

**Meeting Location:** Please sign in at the Welcome Desk, where you'll receive a visitor badge. They will point you in the direction of the Celebration A room.

**Misc.:** We encourage you to dress in comfortable, casual or business casual clothing. There will be some walking during the tour section of the agenda.

**Optional PHLN Happy Hour/Dinner:** Lagunitas Brewing Company, 1280 N. McDowell Blvd, Petaluma, CA (restaurant: 707-769-4495). Leave for Lagunitas together after the site visit.

## Main Contacts

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**CCI Contact:**

- Meaghan Copeland: Cell phone: (301) 814-8120

**Petaluma Health Center Contact:**

- Sandee Wickham: Cell phone: (707) 206-1312

## Agenda

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See page 3.

## Eats & Drinks

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- Barber Cellars Tasting Room in Historic Hotel Petaluma
- Adobe Road Winery
- Petaluma Pie Company – sweet and savory



## PHLN Site Visit Participants

Organization	First Name	Last Name	Title	Email
Center for Care Innovations	Meaghan	Copeland	Program Coordinator Consultant	meaghan@careinnovations.org
Center for Care Innovations	Michael	Rothman	Executive Director	Michael@careinnovations.org
LA LGBT Center	Louis	Guitron	Director of Case Management	lguitron@lalgbtcenter.org
LA LGBT Center	Claudia	Alvarez	Director of Performance Improvement	clalvarez@lalgbtcenter.org
LA LGBT Center	Gabriel	Lopez	Health Information Systems Senior Manager	glopez@lalgbtcenter.org
Native American Health Center	Charlene	Harrison	Site Director	CharleneH@NativeHealth.org
Native American Health Center	Shauna	Pirotin	Program Manager- Chronic Disease Prevention & Management	ShaunaP@nativehealth.org
Native American Health Center	John	Okemah	Chief Medical Officer	johno@nativehealth.org
Serve the People Community Health Center	Marco	Angulo	Chief Medical Officer	mangulo@servethepeoplechc.org
Serve the People Community Health Center	George	Heredia	Patient Navigator	gheredia@servethepeoplechc.org
Serve the People Community Health Center	Beatriz	Becerra	Business Office Manager	bbecerra@servethepeoplechc.org
Tri-City Health Center	Phyllis	Pei	Director of Clinical Services	ppei@tri-cityhealth.org
Tri-City Health Center	Ryan	Tanglao	Quality Program Management Coordinator	rtanglao@tri-cityhealth.org
Tri-City Health Center	Tam	Nguyen	Behavioral Health Director	tnguyen@tri-cityhealth.org
Western Sierra Medical Clinic	Natalia	Orozco	Nurse Practitioner	nataliao@wsmcmed.org
Western Sierra Medical Clinic	Jenny	Rivard-Vobril	RN case manager	jennyrv@wsmcmed.org
Western Sierra Medical Clinic	Marilyn	Hintze	Population Health Coordinator	marilynh@wsmcmed.org
LifeLong Medical Care	Kathryn	Stambaugh	Geriatric Services Director	kstambaugh@lifelongmedical.org



## AGENDA

- 8:45 a.m.**                      **Arrival and Breakfast**
- 9:15 a.m.**                      **Introductions and Ice Breaker**
- 9:30 a.m.**                      **Welcome**  
*Kathie Powell, CEO and Nurit Licht, CMO*
- 9:45 a.m.**                      **Team Structure and Function Revealed**  
*Jessicca Moore, FNP, Director of Innovations*
- Who is on the team?
  - What is everybody doing?
  - How does all the work get done?
  - When do we do population health?
- 10:30 a.m.**                      **Actionable and Accessible Data + Informatics**  
*Danielle Oryn, DO, CMIO*
- Analytics tool: Relevant overview
  - Risk stratification: how we built our tool and what we do with it
  - How data and informatics support population health
  - Analytics meets clinical decision support
  - Data: where does it come from and where does it go?
- 11:15 a.m.**                      **Break**
- 11:30 a.m.**                      **Quality Improvement**  
*Tiffany Jimenez, RN, Quality Improvement Director*
- QI infrastructure
  - Improvement processes
  - Setting priorities and balancing reporting requirements
- 12:00 p.m.**                      **Lunch and Conversation**  
(Sign up for break out discussions)
- 12:30 p.m.**                      **Clinic Tour (3 groups)**  
The tour will include brief interviews with staff.
- Flow/manager
  - Referrals
  - Nurse
  - Wellness
  - Dental

- 1:15 p.m.**                      **Social Determinants of Health and Digital Tools**
- PRAPARE: who, when, and how
  - Pitfalls and benefits of various screening methods
  - Using automated and digital tools to outreach and engage
- 1:45 p.m.**                      **Break Out Small Group Discussion**  
(Choose 3 of the topics below)  
Topics: Data Deep Dive; Case Management; Teams; SDOH
- 1:45 p.m. – 2:25 p.m. – Session 1
  - 2:30 p.m. – 3:10 p.m. – Session 2
  - 3:15 p.m. – 3:45 p.m. – Session 3
- 3:45 p.m.**                      **Patient and Staff Panel: Data and Quality Improvement Get Personal**  
A panel of patients and staff will be available to present and answer questions.
- 4:30 p.m.**                      **Wrap-up, Feedback, Closing**
- 5:00 p.m.**                      **Departure & Optional Dinner**