



WEST COUNTY HEALTH CENTERS

Who We Are (1 min)

- West Sonoma County
- We serve about 13,000 Residents of West County
- Four clinic sites
- eClinical Works



PICC Element Selected (1 min)

- Community Relationships: At WCHC, we have always recognized that we are part of a community and that building strong, health-supportive relationships with our patients is best done in partnership with our community. Due to the geographic nature of our area, resources are often difficult for patients to access. Partnering with our area agencies is essential to good patient care.
- Over the past year, we have engaged with existing partners and built upon collaborations with partners who serve the same population. We have invited these partners to work alongside us in the Building Resilience Collaborative. This helps ensure that we have long term sustainability as well as ensure continuity of care.



Share Your Work (4 min)

- We engaged with key stakeholders in County and in our service area around the needs of this population.
- We have participated in forums and groups to share resources, information and identify gaps in care and worked to respond to these.
- Partners include our local school districts, child care providers, behavioral health and other service providers.
- We have engaged with our patients through our patient council, surveys and one-to-one conversation around these needs and services.
- A member of the RBC core team was able to take part in PCIT training with support of a local partner.



Lessons Learned (3 min)

- Our biggest surprise working on Community Relationships is to learn how many people are fighting this good fight, both locally, within the State and beyond.
- Also, how welcoming and supportive everyone is in this process.
- We also learned that real life gets in the way and becomes part of the story (biblical-sized fires, floods, etc.). It becomes part of the journey.
- If we could go back and do one thing different, it would be to jump right away into how others are dealing with all of this.



Gratitude (1 min)

What's one thing you're grateful to have learned from another team over the past year?

Marin Community Clinics is doing amazing things and has generously shared their story with us. We've learned from their process, their challenges and successes, and helped alleviate our anxiety around all of this!



Next Steps (1 min)

- In an ideal world one year from now, our Community Partners would all be sitting around the same big table planning and envisioning our shared mission, values and process for achieving these.
- In an ideal world 3-5 years from now, our Community Partners would be one big house with many doors through which our patients go in and out and find a welcoming, resilience-building and trauma-informed space in which to find healing, hope and resource.



Discussion Questions (1 min)

- How are we all integrating TIC and resilience into our organizations in a sustainable and seamless manner?
- “Now what?” In terms of the information gleaned from ACES? (next steps, follow up, support, longevity, etc.).
- What is the future of all this? Is this something that will be the “flavor of the year” or something that will be built into and upon?
- What do others know about organizations outside our area (e.g. Washington State) who have been doing this work for some time and embedding TIC within their institutions?

