

CALIFORNIA HEALTH CARE SAFETY NET INSTITUTE

2009-2011 GOALS & OBJECTIVES



GOAL I

Enhance Quality of Care Delivered at California Public Hospital Systems to Ensure Healthy Outcomes

- 80% of 137 public primary care clinics fully utilizing disease registries for diabetes and another chronic disease.
- Improve diabetes outcomes with average HbA1c levels dropping to 7.5% or below and 70% of patients will have blood pressures under control.
- Public hospitals scoring in the top 10% nationwide on 30 publicly reported CMS core quality measures.
- Palliative care services established in 11 public hospitals, providing humane and efficient end-of-life care.



GOAL II

Promote Efficient and Organized Public Hospital System Delivery Models, Enabling Easy Access to Well-Coordinated Care for the Most Patients Possible

- 65 public clinics report “cycle time” (total patient visit) of 50 minutes or less.
- Tangible communication and efficiency improvements result in reduced specialty care wait times.
- Over 80 doctors, nurses and administrators trained in Lean or other performance improvement approaches.
- Benchmarks defined for public hospital-based coordinated systems of care, including criteria for a patient-centered medical home, and gap analysis conducted.
- Critical components of public hospital-based coordinated delivery systems, including patient-centered medical home, put in place.
- E-Prescribing in place in four public hospital systems, demonstrating patient safety and efficiency gains.

VISION The California Health Care Safety Net Institute (SNI) assures that public hospital systems are recognized leaders in delivering and transforming health care practices that enable all individuals and families—particularly in diverse and underserved communities—to enjoy optimal health.

MISSION The California Health Care Safety Net Institute (SNI) is the quality improvement partner of the California Association of Public Hospitals and Health Systems (CAPH). We design and direct programs that accelerate the spread of innovative practices among California’s public hospitals, public clinics and beyond. Because of our work, more people—especially those most affected by health disparities—receive effective, efficient and respectful health care regardless of their ability to pay.



GOAL III

Eliminate Health Care Disparities: Ensure Services Provided at Public Hospital Systems are Tailored to the Unique Needs of Each Patient, Thereby Equalizing the Opportunity for Optimal Health

- Develop industry-leading methods for collecting accurate, consistent race, ethnicity and language (REAL) data that are adopted by 2-4 public hospitals and used to identify and reduce potential health care disparities.
- Qualified healthcare interpreter encounters provided in California public hospitals increase to 50,000/month.



GOAL IV

Widely Promote Innovative Practices and Delivery Models Emerging in Public Hospital Systems, Thereby Communicating the Value of Public Hospital Systems

- Disseminate evidence of public hospital quality, efficiency and innovation via multiple presentations, publications and media.



CALIFORNIA PUBLIC HOSPITAL SYSTEMS

ALAMEDA

Alameda County Medical Center

CONTRA COSTA

Contra Costa Health Services

Contra Costa Regional Medical Center

KERN

Kern Medical Center

LOS ANGELES

Los Angeles County Department of Health Services

Harbor/UCLA Medical Center

LAC+USC Medical Center

Olive View/UCLA Medical Center

Rancho Los Amigos National Rehabilitation Center

MONTEREY

Natividad Medical Center

ORANGE

UC Irvine Medical Center

RIVERSIDE

Riverside County Regional Medical Center

SACRAMENTO

UC Davis Medical Center

SAN BERNARDINO

Arrowhead Regional Medical Center

SAN DIEGO

UC San Diego Medical Center

SAN FRANCISCO

San Francisco Department of Public Health/Community Health Network of San Francisco

Laguna Honda Hospital and Rehabilitation Center

San Francisco General Hospital

SAN JOAQUIN

San Joaquin County Health Services

San Joaquin General Hospital

SAN MATEO

San Mateo Medical Center

SANTA CLARA

Santa Clara Valley Health & Hospital System

Santa Clara Valley Medical Center

VENTURA

Ventura County Health Care Agency

Ventura County Medical Center



Key

★ Hospital/Medical Center

☆ County Health Care Agency



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*Modoc and Trinity counties operate public hospitals but they are not CAPH members.