



Operations Report- December 1, 2015 Meeting

CARE COORDINATION AND CARE COLLABORATION

We are currently working on two new projects to ensure care coordination and care collaboration with two hospitals: The Martin Luther King Jr. Hospital and California Hospital (Dignity Health). SCFHC and Martin Luther King, Jr. Community HOSPITAL ("HOSPITAL") are to provide guidelines for the care coordination and care collaboration for CLINIC patients hospitalized at the HOSPITAL. The projects are designed to coordinate the team roles between primary care and HOSPITAL/ER care to ensure high quality efficient care for CLINIC patients. The California Hospital project is a two year pilot program for which we will be receiving a total \$80,000.00 dollars for our participation.

Telephone System Update: We have purchased the necessary additional lines and will be re-recording the new greetings and prompts instructions in English and Spanish before the end of the year to improve the telephone system (It was mentioned in the last operations report we are in the process of upgrading the telephone system as we have outgrown the current telephone system we are using.)

Staff Appreciation Holiday Party 2015 Update: The executive team is working on collecting donations from vendors, health plans, etc. to pay for the Staff Appreciation Party. Some of the moneys we collect will go directly towards payment for the restaurant; other vendors will be donating items to raffle during the event. So far we have a few commitments, no donations have been received. We are confident that we will meet our goal. The party is scheduled for December 18th from 2pm-6pm at Monterrey Hill Restaurant.

Open Enrollment for Covered California Begins November 1, 2015:

South Central Family Health Center (SCFHC) is promoting health coverage thru Covered CA, for all Californians, which begins Nov. 1, 2015, and continues through Jan. 31, 2016.

Disaster Preparedness Program:

SCFHC is participating in the Disaster Preparedness Program in conjunction with the Community Clinic Association of the Los Angeles County. The purpose for this program is to develop response and recovery capabilities in the event of a disaster. The intent is for clinics all over Los Angeles County to be positioned favorably, post-disaster, to continue serving patients and fulfill their mission when community need is expected to rise.

We aim to achieve this through:

- On-site trainings available to you as enrollees
- Free access to multiple communications systems
- Planning through best practices and information exchange
- Partnership with local emergency response community
- Capacity building through incident management training
- Ongoing technical assistance and logistical support

Dr. Jose Luis Perez is in charge of running this program for SCFHC along with a dedicated committee (Medical and Administrative staff).