

South Central Family Health Center

Operations Report

March 25, 2014

Operations and Program Services Report

<u>Huntington Park Update</u>	<p>In the last quarter, the Huntington Park Clinic has gradually been increasing access to patients. The growth has been steady due to great Outreach efforts in the community, including outreaching at SaludDigna Clinic. The No-show rate varies from 12% to 29%.</p> <p>November 2013 - 880 Visits December 2013 - 911 Visits January 2014 - 1213 Visits February 2014 - 1239 Visits</p> <p>From 1/15/ 2014-Feb. 15/ 2014 - We recruited a total of <u>196 new patients</u>. Below is the breakdown</p> <p>New Patient Survey between January 2014-Feb 2014</p> <p><u>Primary CareDental</u></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Flyer 6</td> <td style="width: 10%; text-align: right;">4</td> <td style="width: 10%;"></td> </tr> <tr> <td>Event 4</td> <td style="text-align: right;">2</td> <td></td> </tr> <tr> <td>Walk-In 17</td> <td style="text-align: right;">1</td> <td></td> </tr> <tr> <td>Outreach Worker 71</td> <td style="text-align: right;">23</td> <td></td> </tr> <tr> <td>Enrollment 7</td> <td style="text-align: right;">0</td> <td></td> </tr> <tr> <td>Friend/Family 39</td> <td style="text-align: right;">4</td> <td></td> </tr> <tr> <td>Other 12</td> <td style="text-align: right;">4</td> <td></td> </tr> <tr> <td>Total = 158</td> <td style="text-align: right;">Total=38</td> <td style="text-align: right;">Grand Total=196</td> </tr> </table> <p>Outreach/Inreach: Union Hill Baptist Church; SaludDigna; Salt Lake Park/ Farmers Market; HPFHC Information Table Event; Senior Bingo Event</p>	Flyer 6	4		Event 4	2		Walk-In 17	1		Outreach Worker 71	23		Enrollment 7	0		Friend/Family 39	4		Other 12	4		Total = 158	Total=38	Grand Total=196	Ongoing
Flyer 6	4																									
Event 4	2																									
Walk-In 17	1																									
Outreach Worker 71	23																									
Enrollment 7	0																									
Friend/Family 39	4																									
Other 12	4																									
Total = 158	Total=38	Grand Total=196																								
<u>Oral Health Update</u>	<p>We have been approved to accept <u>Liberty Dental Plan</u> for both our Dental locations; Liberty Dental Plan will be effective 4/01/2014. We are in the process of submitting applications for Access Dental and Delta Dental. This will give us the opportunity to offer more choices on Dental Plans to our patients.</p> <p>In addition we engaged into an MOU with the USC School of Dentistry, Dr. Mulligan "CHAMP Plus" program for 0-5 children and prenatal preventive services- this group will go out into the community in collaboration with our outreach team, to educate on preventive dental health. This group will be referring patients to both our facilities as their dental health home.</p>	Ongoing																								

<p><u>SaludDigna</u></p>	<p>SaludDigna - the contract will be signed this week. In the meantime we are preparing to start operating the site on April 1, 2014; 20 hours per week. We still do not have a provider. We have one candidate, Irene Saldana, PA. She just had baby and will let us know by next week.</p>	<p>Ongoing</p>
<p><u>Covered California HMO</u></p>	<p>18 applications total for the Huntington Park Clinic 18 applications total for SCFHC Site (4 were Primary Care Provider Changes.) :</p> <p>OUTREACH</p> <ul style="list-style-type: none"> • Farmers Market is collaborating with Covered California reps • Schools <ul style="list-style-type: none"> ○ Parent meeting informing of reform ○ Giving presentations • Lobby collaboration through Southside Coalition 	<p>Ongoing</p>
<p><u>Managed Care Report</u></p>	<p>For the month of February 2014 under Health Care LA - 8,959 members. 1,500 members were transferred by HWLA (County Program). Almost 800 additional members have been added through the efforts of the Outreach team. Plus 33 Caremore and 185 EHS IPA.</p> <p>The senior population has increased to a total of 583 members Cash - 76 HCLA - 98 (Senior) EHS IPA total of - 328 Members (Seniors) Caremore IPA - 33 Members (Senior) Straight Medi-Cal – 1 Straight Medicare - 7</p>	<p>Ongoing</p>
<p>More4Less Building Update</p>	<p>The More4less building, 2nd floor work is almost complete. We foresee completion within one month.</p>	<p>May 1st</p>