

Annual Report 2021

Performance, Evaluation & Improvement Committee

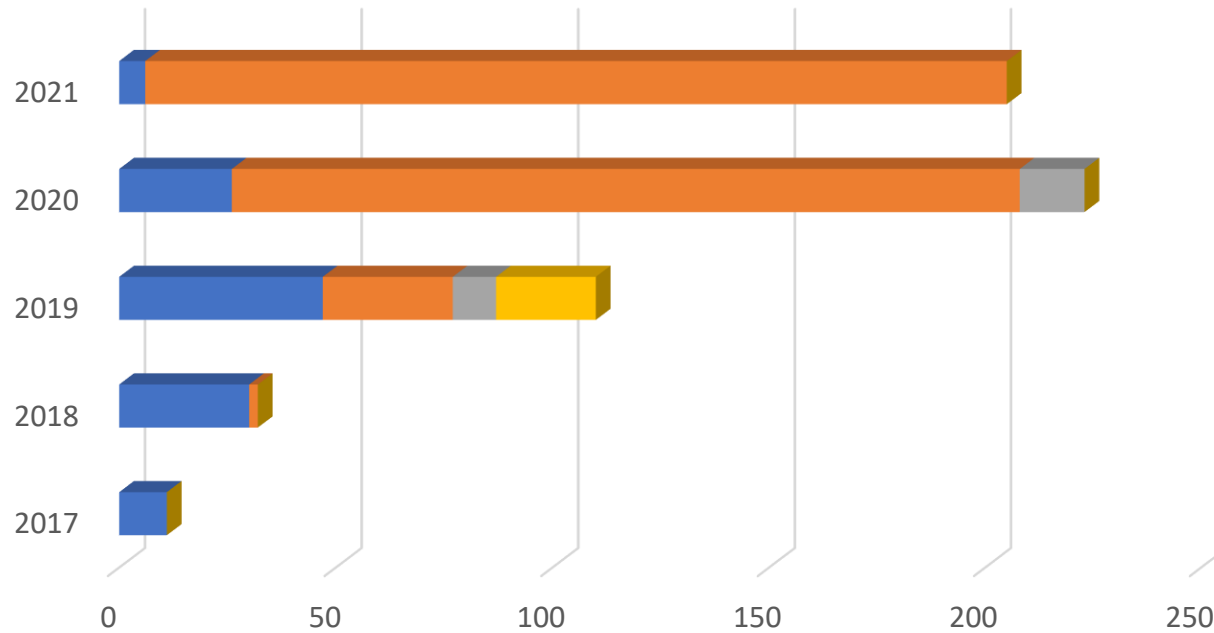
MENDONOMA HEALTH
— ALLIANCE —

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Client Population Insights (1 of 3)

MHA Client Population by Program per Year

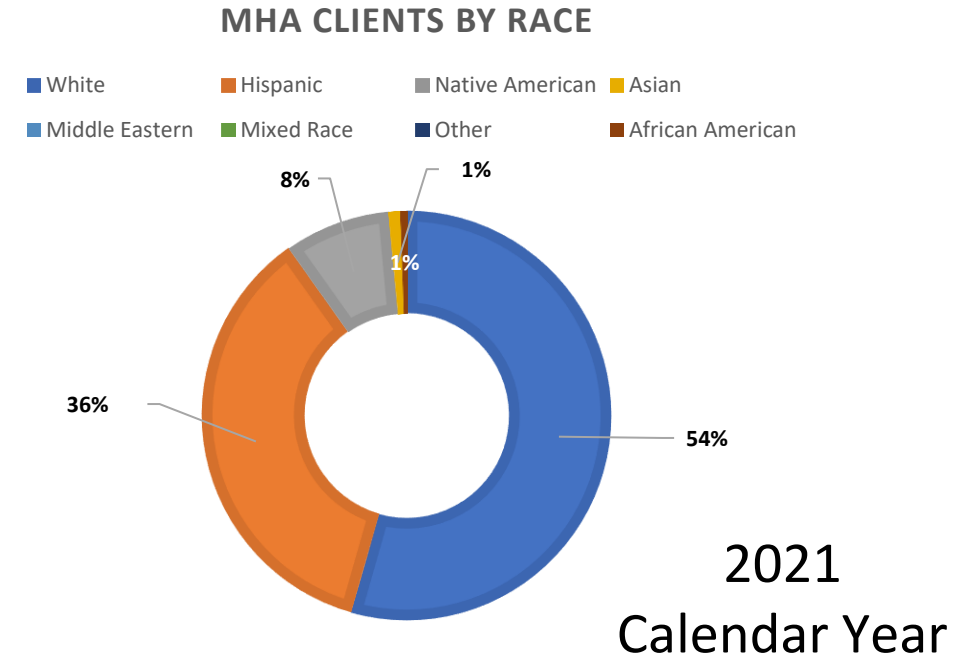
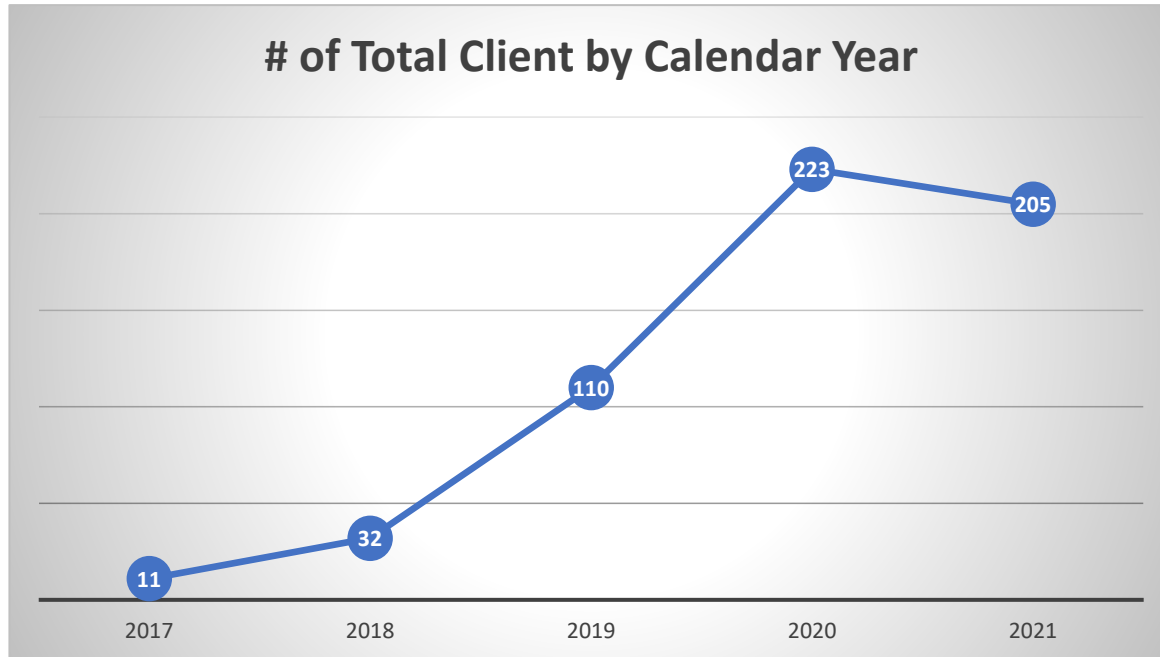


	2017	2018	2019	2020	2021
Care Transitions	11	30	47	26	6
Care Coordination	0	2	30	182	199
Healthy Living Course (CCM)	0	0	10	15	0
Matter of Balance	0	0	23	0	0

■ Care Transitions
 ■ Care Coordination
 ■ Healthy Living Course (CCM)
 ■ Matter of Balance

- Each year listed reflects a calendar year. The 2021 year represents data from January – end of June.
 - The Healthy Living Course and Matter of Balance are slated to relaunch in the new fiscal year.
-
- Total Care Transitions clients across time = 120
 - Total Care Coordination clients across time = 413
 - Total Healthy Living Course (CCM) clients across time = 25
 - Total Matter of Balance clients across time = 23
-
- Matter of Balance and Care Transitions have been impacted by COVID. Matter of Balance is on hold. Care Transitions referrals are down due to staffing issues at Santa Rosa Memorial Hospital and reduction in hospital admissions.
 - Healthy Living Course (CCM) is now being held virtually. Ten participants graduate from the Healthy Living Course in November 2020. We are in the process of training additional class coaches so that we can offer more classes per year.
 - Care Coordination has also been impacted by COVID due to an increase in needs. Already in 2021, there has been a 9.3% increase in the total # of clients served compared to the entire 2020 calendar year.

Client Population Insights (2 of 3)



Both of these visuals demonstrate the total # of clients per calendar year for the following programs: Care Transitions, Care Coordination, the Healthy Living Course and Matter of Balance. These four programs are being displayed because they are the only MHA programs that require a case file to be created for client engagement. Other programs, such as Health Screenings, Community Education Workshops, drug take-back events and prevention education curriculum, do not require a case file to be created for those who participate.

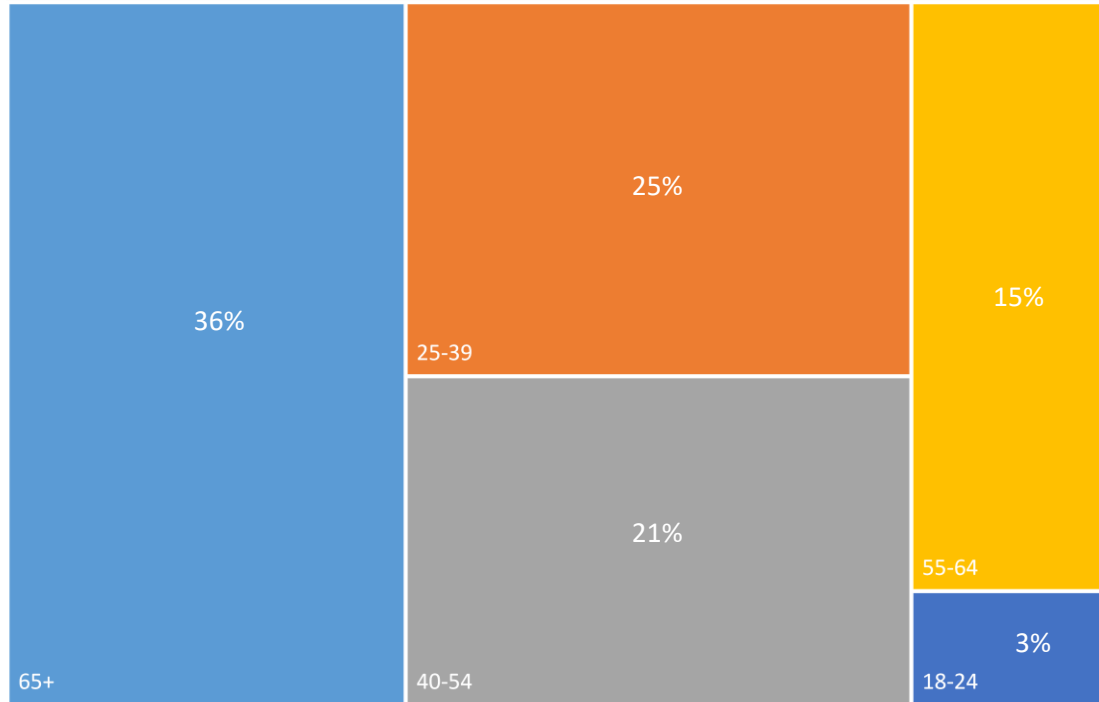
There was a 191% increase in the # of clients served between 2017 to 2018.
 There was a 244% increase in the # of clients served between 2018 to 2019. .
 There was a 103% increase in the # of clients served between 2019 to 2020

So far in 2021 (January – June), we have served 92% of the previous year’s client total.

Client Population Insights (3 of 3)

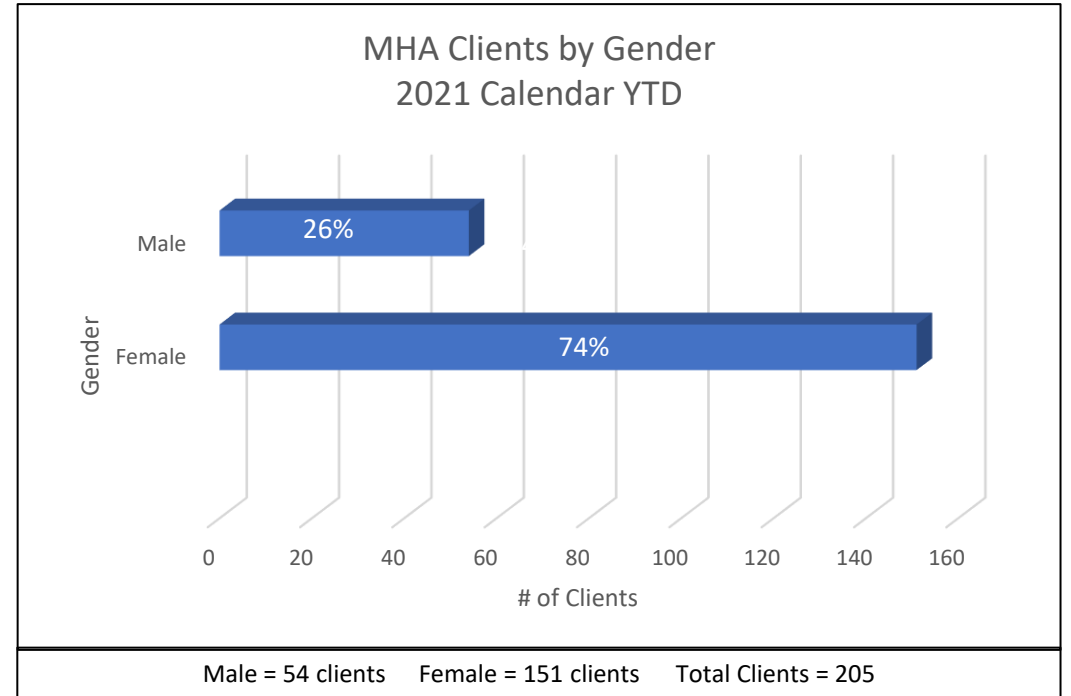
MHA Clients by Age
2021 Calendar YTD

■ 18-24 ■ 25-39 ■ 40-54 ■ 55-64 ■ 65+



Total clients = 205

MHA Clients by Gender
2021 Calendar YTD



Care Coordination – Program Specific Data

YTD 2021 Calendar Year

199 clients in 2021 as of June 30

73% of Care Coordination clients also received Financial Assistance through COVID Relief Funds

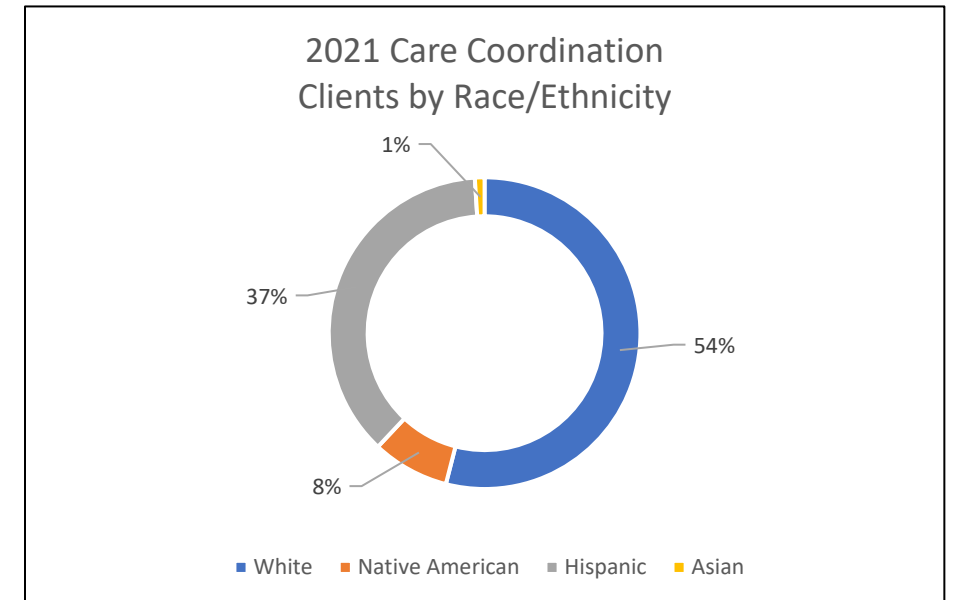
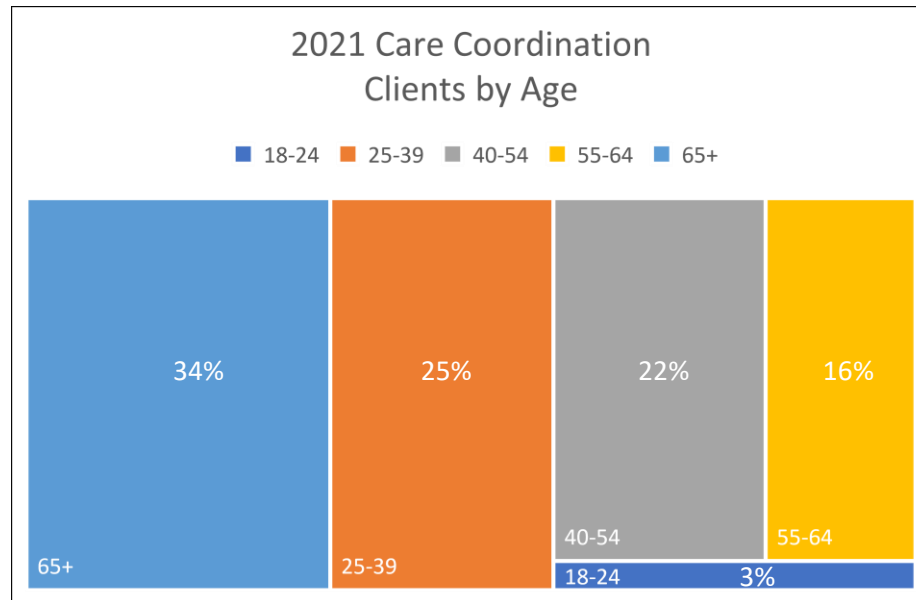
7% of Care Coordination clients received help with addiction treatment and/or behavioral health services

In 2021, 69% of clients received some sort of health management (i.e. bp cuff, scale, pill box, Narcan, etc.)
 → 97% increase from 2020

61 BP Cuffs in 2021 – Cost \$2,135



55 BP Cuffs in 2020 – Cost \$1,925



Health Screenings– Program Specific Data YTD 2021 Calendar Year

	Calendar Year			
Screening Type	2021	2020	Total	Difference
Blood Pressure	64	205	269	-69%
Cholesterol	12	45	57	-73%
Total	76	250	326	-70%

Challenges

- No mobile screening unit as of March 2020 due to the pandemic
- In-office screenings are inconvenient for people in the far north and south region of service area

Solutions

- Mobile unit to return in the 2021/2022 FY
- Additional screening options: A1c in July, followed by HIV and HCV in September.

Program Improvements

- Unique identifiers assigned for individuals who want to track their readings overtime. This will allow us to pull more meaningful data that demonstrates # of people with multiple out-of-range results.

Care Transitions – Program Specific Data YTD 2021 Calendar Year

Diagnosis	Avg. Cost of Readmission	# of avoided readmission	
		Calendar Year 2021	Total Cost Savings
CHF	\$15,900	2	\$ 31,800
COPD	\$14,500	1	\$ 14,500
Diverticulitis	\$14,400	1	\$ 14,400
Injuries/External Causes	\$16,500	2	\$ 33,000
Total		6	\$ 93,700

Readmission costs provided by the Healthcare Cost and Utilization Project, Agency for Healthcare Research and Quality.

2021 YTD – only 6 clients total

All self-referrals who came from the following locations:

- Sutter Santa Rosa
- Apple Valley Post-Acute Rehab
- Santa Rosa Memorial Hospital
- Park View Post-Acute Rehab (after hospitalization at Sutter Santa Rosa)

Challenges

- COVID caused the program to collapse between March 2020 – June 2021 due to the impact on all area hospitals' infrastructure. Minimal referrals have come in but not from the hospital discharge teams; community members did self-referrals.

Solutions

- MHA is advertising the Care Transitions program via newspaper ads, social media, listservs, and sending regular info to the discharging teams at regional hospitals.
- MHA is close to finalizing the MOU with Adventist Health
- MHA is exploring additional partnerships with Madrone Care Network and other hospitals
- Collaborate with RCMS

Healthy Living Course – Program Specific Data

- 10 graduates in the 2020/2021 FY
- Hosting leader training in September – October 2021 to increase the # of course instructors, which will result in the ability to host the classes more frequently. Currently, we have 7 people registered for the leader training.

The results are in! Of the 10 graduates from the 2020/2021 FY

Are you actively using any health management skills taught in the course?							
30-day post-graduation				90-day post-graduation			
Yes	100%	No	0%	Yes	87.5%	No	12.5%
Since completing the course, has your health improved?							
30-day post-graduation				90-day post-graduation			
Yes	70%	No	30%	Yes	75%	No	25%
Since completing the course, do you feel you have a better understanding of how to positively impact your health and lifestyle?							
30-day post-graduation				90-day post-graduation			
Yes	100%	No	0%	Yes	100%	No	0%
Since completing the course, have you been admitted to the hospital?							
30-day post-graduation				90-day post-graduation			
Yes	0%	No	100%	Yes	12.5%	No	87.5%
Did the class teach you skills that you will use long-term?							
30-day post-graduation				90-day post-graduation			
Yes	100%	No	0%	Yes	87.5%	No	12.5%

Substance Use Prevention – Program Specific Data



110 lbs. of Rx collected in 2021
vs.
41 lbs. in 2020

2021: 76% of students reported that educators seldomly or never discussed risks of drug use
Vs.
79% in 2020
3% decrease



2021: 65 Boxes of Narcan Distributed – Cost \$3,250+
Vs.
2020: 55 Boxes of Narcan Distributed – Cost \$2,750+

1 Life Saved w/ MHA’s Narcan

9 Narcan/ Addiction Ed Trainings
58 Community Members Trained

Community Education Workshops– Program Specific Data YTD 2021 Calendar Year



Two Virtual Classes
61 Participants
164 Additional Views on YouTube

39% of participants reported that the content provided motivated them to make healthy changes to their diet and/or health

Client Satisfaction Surveys YTD 2021 Calendar Year

**How courteous was MHA's staff?
(Scale of 1-5, 5 being the best)**

5 Rating = 94% 4 Rating = 6%

**Rate your experience with MHA
(Scale of 1-5, 5 being the best)**

5 Rating = 94% 4 Rating = 6%

**Rate the usefulness of your initial appointment
(Scale of 1-5, 5 being the best)**

5 Rating = 94% 4 Rating = 6%

**Would you have liked to see anything done
differently?**

100% of participants answered "No"

Success Stories

"Thank you for helping our family during this bad pandemic. Thanks also for the certificate for us to buy some food. Thank you for coming to my house when I had a miscarriage. Thank you to all of you at Mendonoma Health for this great support."

"I wasn't sure if my blood pressure cuff was reading correctly, so I went in to have it checked. The CHW was very helpful in checking out the cuff and giving me resources like the Mayo Clinic recipe website to help me improve my blood pressure readings."

"Wonderful teachers. Engaging conversations. Great curriculum. Lots of extras. It was a very life changing experience. Thank you for all you bring to this community!"

"It was easy to get an appointment at a convenient time. They had all the facts I needed and double checked some of the things I thought I knew. And their community person who worked with me was wonderful. And so was Micheline who came over to say hello. It was very well run."