



John Muir Health

### CHF Impact Update 2017

#### The Power of Partnership

As the John Muir/Mt. Diablo Community Health Fund celebrates 20 years of grantmaking, it's fitting to use this year's Impact Update to acknowledge a nearly two decade partnership with La Clínica de La Raza. Our relationship – built on trust and mutual respect – has helped deliver an increasing array of essential health care services for underserved individuals and communities in East and Central Contra Costa County. It's significant that doing so also helps ease the burden on other systems of care in the county.

Our relationship began in 1999 when the CHF provided a small grant for La Clínica to conduct outreach and enrollment for its newly opened Pittsburg clinic – its initial foray here. La Clínica's integrity and commitment to producing results quickly became apparent to the CHF's board and staff. For its part, La Clínica appreciated the CHF's enthusiasm for understanding the communities it serves and learning from its community partners.

After the initial grant, the CHF funded the Spanish-Speaking Women's Cancer Initiative, in which La Clínica would play a key role. The initiative – which engaged numerous nonprofit organizations in an early detection and treatment effort – was the CHF's first large-scale initiative in which it brokered partnerships among organizations. It sparked the CHF's belief that a thoughtful integration of complementary organizations is often the best way to achieve important health care goals. This belief has shaped the CHF's current grant program.

The experience also deepened the CHF's belief in functioning as a learning foundation, looking to its community partners as the true experts in how to design and deliver services for people in need. With La Clínica, the result has been a string of successful, far-reaching initiatives that often build on each other to expand and improve primary, specialty, mental health, dental and preventive care for thousands of underserved people in Contra Costa County.

The CHF's latest investments have focused on preparing La Clínica for 21st century health care in challenging economic times. One thrust has been around technology, through support for La Clínica's transition to electronic health records and an onsite call center. Another effort has helped La Clínica more efficiently deploy its workforce. This includes introducing registered nurses at its clinics for more efficient patient triage and warm handoffs to local hospitals. Similarly, CHF-facilitated partnerships with Jewish Vocational Services and Mt. Diablo Unified School District's Career & Technical Education Center have enabled La Clínica to leverage those organizations' training programs to grow its pool of medical assistants and dental assistants; this frees La Clínica's other clinicians to do what they do best.

These initiatives and many others exemplify how a funder and a service provider can build a relationship that maximizes our ability to meet needs that would otherwise go unmet. During this time of extreme uncertainty in health care, a relationship like ours has never been more important.

#### CHF BOARD MEMBERS

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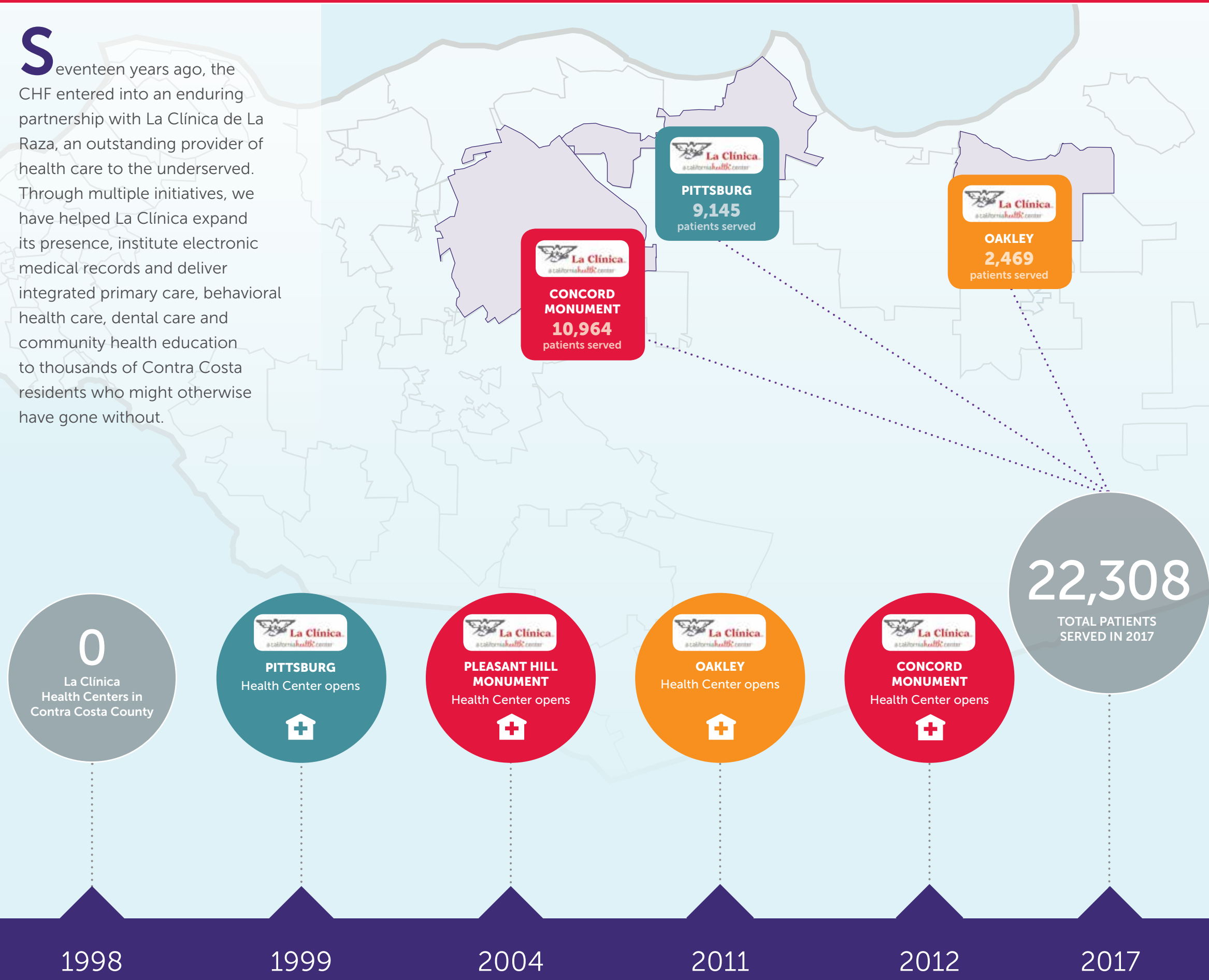
- Lillian Roselin, Executive Director
- Mary Serrano, Grants & Financial Operations Manager



Left to right: Jane Garcia, CEO, La Clínica de La Raza; Jill Noonan, President, La Clínica de La Raza; Arthur Shingleton, Chairman, Community Health Fund; Lillian Roselin, Executive Director, Community Health Fund

# Addressing Community Health Needs from 1999 to 2017

**S**eventeen years ago, the CHF entered into an enduring partnership with La Clínica de La Raza, an outstanding provider of health care to the underserved. Through multiple initiatives, we have helped La Clínica expand its presence, institute electronic medical records and deliver integrated primary care, behavioral health care, dental care and community health education to thousands of Contra Costa residents who might otherwise have gone without.



## La Clínica Contra Costa Community Health Partnerships

- Operation Access** Bridging the Healthcare Gap | SPECIALTY CARE
- SFD** | DENTAL CARE
- WHEELS AND SENIORS DRIVEWAY** | SENIORS
- FOOD BANK** of Contra Costa & Solano | PREVENTATIVE CARE
- MIND & BEHAVIORAL HEALTH** | BEHAVIORAL HEALTH CARE
- JEWISH FAMILY & COMMUNITY SERVICES** EAST BAY | COMMUNITY HEALTH EDUCATION
- Contra Costa CARES** | PRIMARY CARE
- CARE** | PRIMARY CARE
- JVS** | WORKFORCE DEVELOPMENT
- WEST DIABETES** | WORKFORCE DEVELOPMENT
- LOS MEDANOS COLLEGE** | WORKFORCE DEVELOPMENT



# Our Community Health Partners



**East Contra Costa Expansion Initiative:** Help Meals on Wheels and Senior Outreach Services expand to Far East Contra Costa County so MOWSOS can better meet the health and wellness needs of low-income older adults throughout the county.



**East Contra Costa Mental Health Initiative:** Help John F. Kennedy University Community Counseling Centers implement a multiyear business plan aimed at increasing access to and utilization of mental health services for low-income, un-insured or under-insured residents of East Contra Costa County.



**Resident Empowerment Program:** Help Contra Costa Senior Legal Services and Ombudsman Services of Contra Costa & Solano launch an initiative to provide screening, education and legal services for residents of long-term care facilities who want to prepare and plan for issues related to periods of incapacity or illness.



**Contra Costa Data Sharing Initiative:** Help the Contra Costa & Solano Community Clinic Consortium and La Clínica de La Raza enhance data sharing capacity among organizations engaged in Contra Costa CARES – a partnership among community health centers and hospitals to meet the needs of uninsured and undocumented individuals.



**Contra Costa Care Team Uplift Initiative:** Help La Clínica de La Raza improve workforce engagement, patient satisfaction, patient access, staff productivity and clinical quality by enhancing communication among clinical teams, streamlining workflows and enabling each team member to work to the top of their training, license and abilities.



**Contra Costa Call Center Initiative:** Help La Clínica de La Raza develop a centralized call center designed to optimize access to care and improve patient service, experience and health outcomes at La Clínica's Concord, Pittsburg and Oakley health centers.



**Contra Costa Promotores/Community Health Worker Initiative:** Help Planned Parenthood Northern California develop and pilot a formal Promotores/Community Health Worker certification program to address health education and outreach needs for diverse communities in East Contra Costa County.



## Power of PARTNERSHIP



**Because of the support of John Muir Health** — \$1 million per year — the John Muir/Mt. Diablo Community Health Fund (CHF) can carry out a unique community benefit function: distributing grants to nonprofit organizations working to improve the health and well-being of medically uninsured, underinsured, underserved, and vulnerable populations most at-risk for poor health in Central and East Contra Costa County.



John Muir/Mt. Diablo Community Health Fund

Building Bridges to Better Health

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