



ACEs LA

Lunch and Learn

The Power of Social Care and One Degree

September 19, 2024

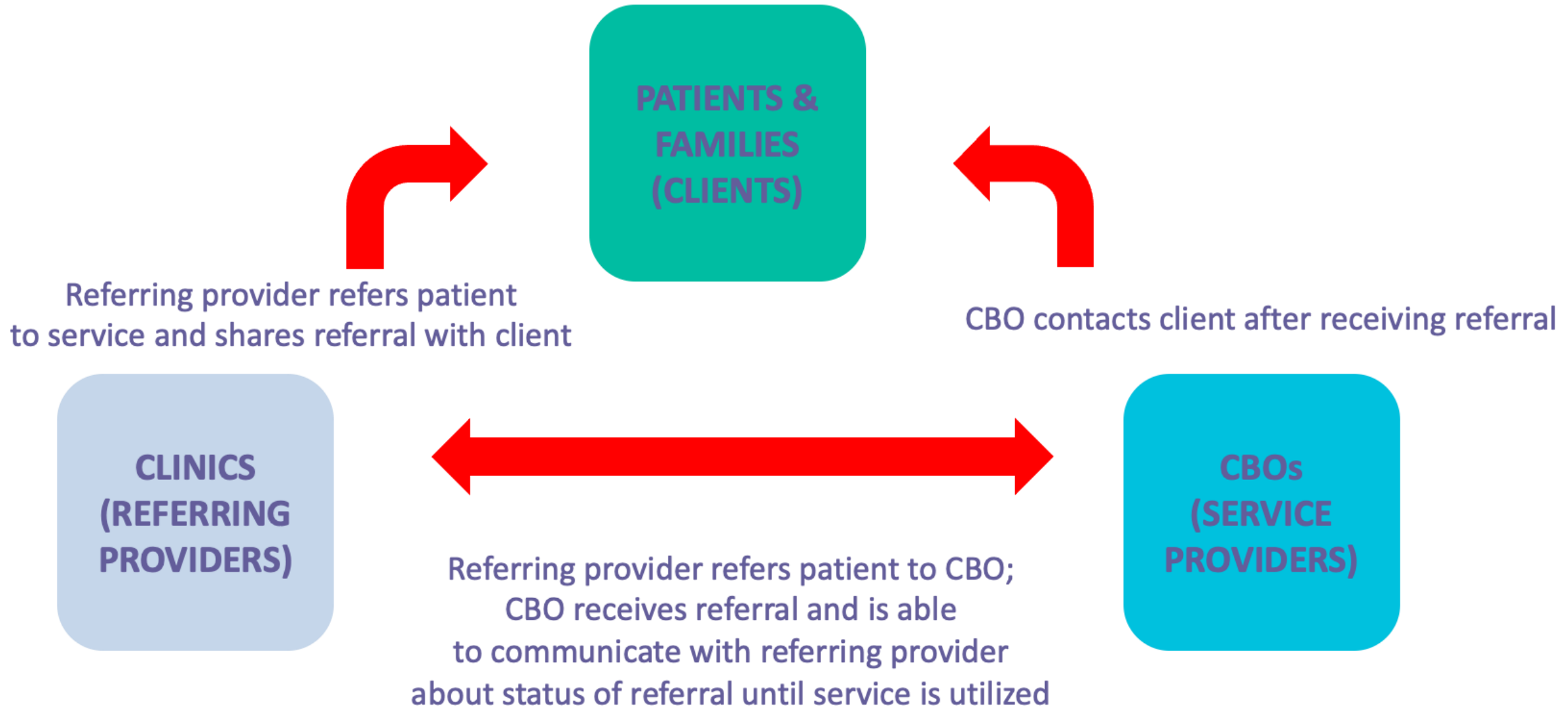
Agenda

- *Jamie Ruiz, ACEs-LA*
- *Lisa Gantz, High Desert Regional Health Center*
- *Shannon Thyne, Olive View Medical Center*
- *Q&A Session*
- *Closing Statements*

Why One Degree?

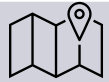
PROBLEM	Clinics and CBOs are not aware of each other	Multiple and inefficient referral pathways (calls, emails, faxes, etc.)	Clinics are not able to receive feedback on whether not a referral was received or utilized
SOLUTION	ACEs-LA Network of Care community navigators (CN team) work with DHS clinics to identify community-based organizations (CBOs) that offer services to refer patients to; CN team vetted CBOs that are now in each clinic's One Degree collection.	Using One Degree streamlines the referral process between clinics and vetted CBOs.	The closed-loop referral (CLR) feature in One Degree allows clinics and CBOs to communicate with each other regarding the status of referrals.

Closed Loop Referral Workflow



NoC Updates – Outreach efforts

Identifying CBOs to Bring into the Network



In-Clinic Asset Mapping



DMH Health Neighborhoods



Health Fairs

Let us know if you want to attend health fairs to table with the ACEs-LA Team and meet CBOs and the community!

Organization Name	Service Type	Region
NAMI	Mental Health	Antelope Valley
NAMI	Mental Health	South Bay
Vic James Center	Mental Health, Substance Use Support	Service Planning Area (SPA) 5 and some work in SPA 8
StarChild Interventions	ABA	SPAs 1-8
Friends of the Children	Mental Health, Mentoring	4 chapters serving: Antelope Valley, Metro South, San Gabriel Valley, South Bay

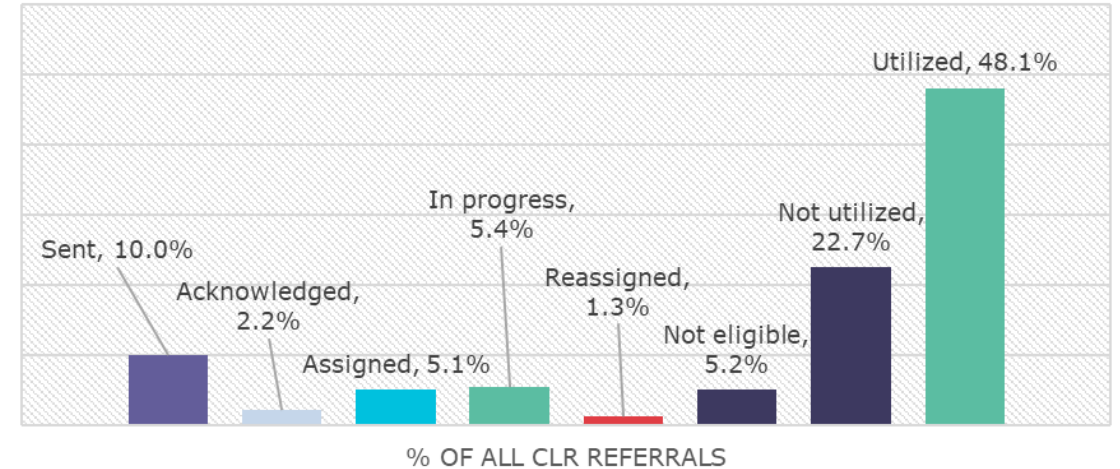
NEW NoC Partners!!!
Refer NOW using the CLR!!!

NoC Updates - Achievements

- 1,345 Referrals to Network Partners
- 76% Referrals Closed



REFERRAL STATUS PROPORTIONS

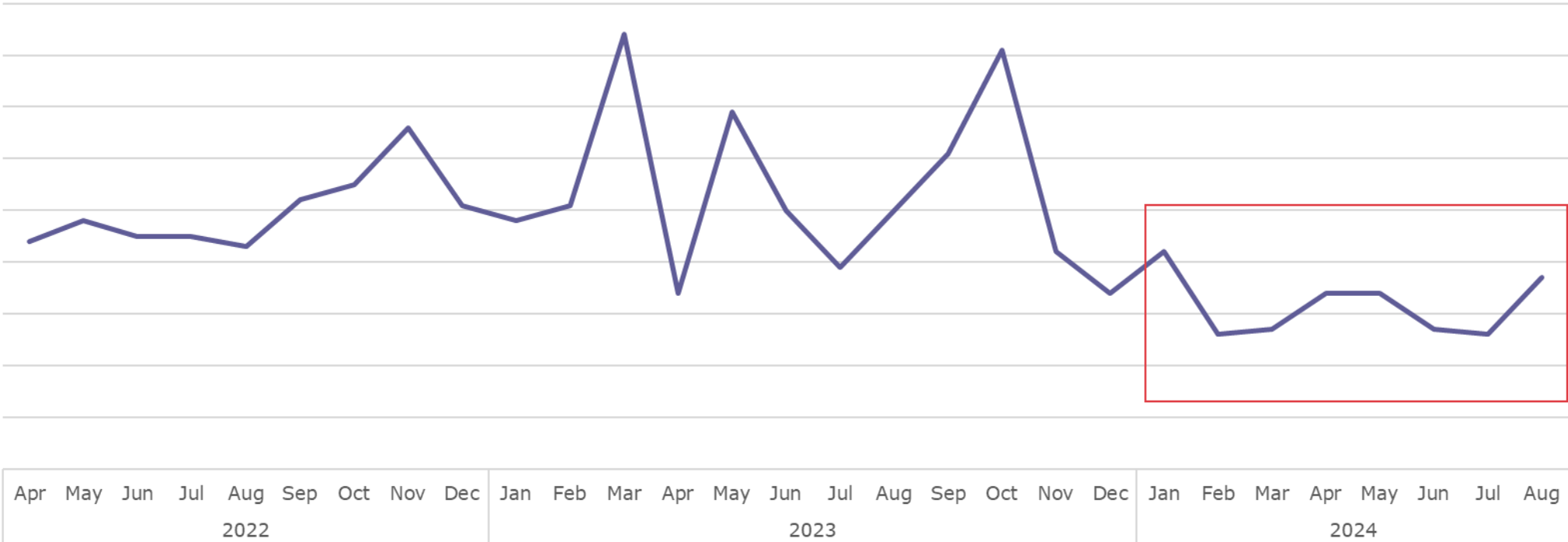


UTILIZED REFERRALS - TOP 5 SERVICE DOMAINS



NoC Updates – Current Challenges

ACEs-LA Network (CLR) Referrals - April 2022 - Aug 2024



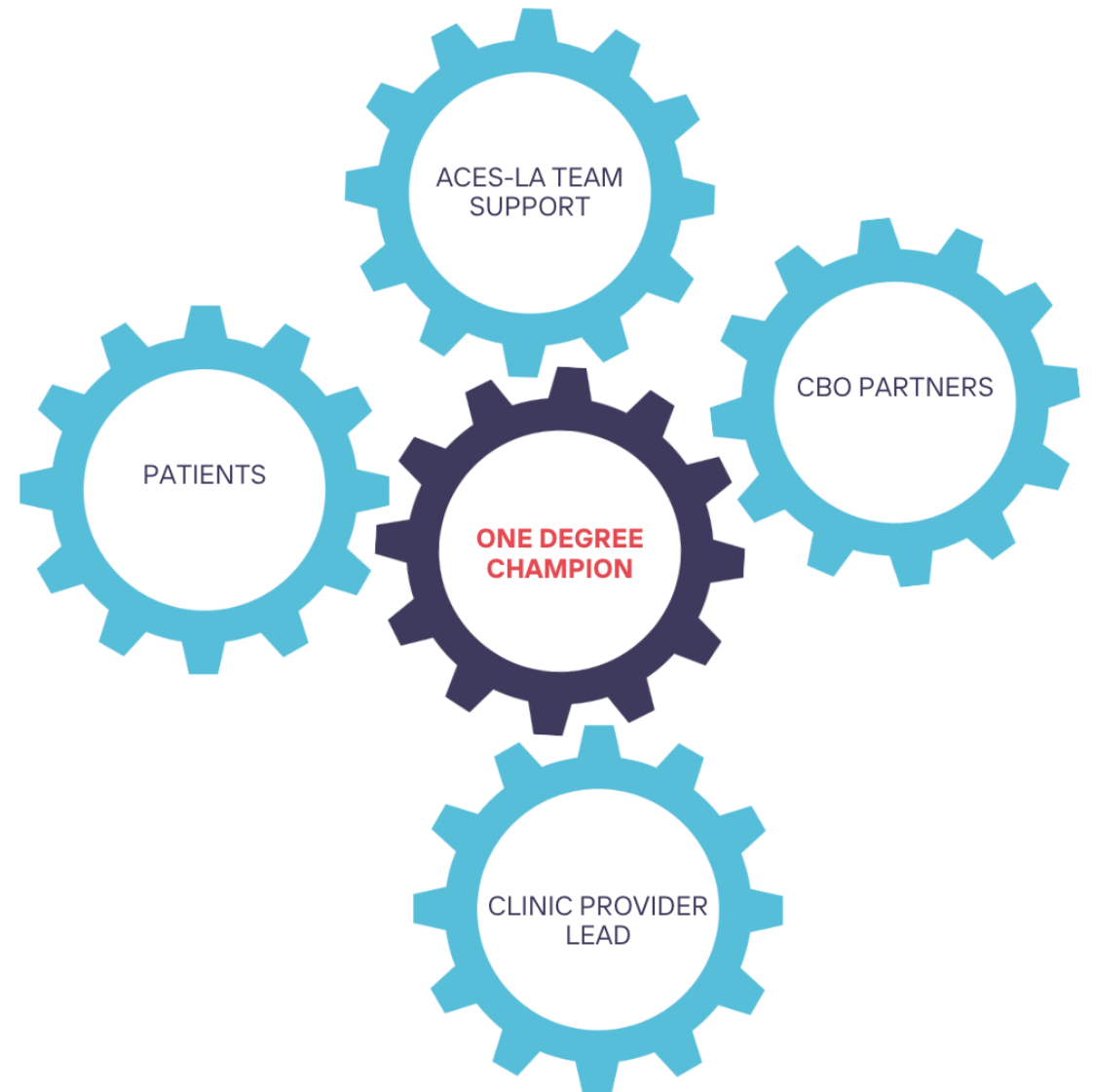
Plans for Increasing Referrals Moving Forward

Existing Support

1. ACES-LA Clinic Coaches
 1. **Jamie Ruiz**- High Desert Peds, Hudson Family Med, Mid Valley (PC Peds and Family), Olive View (PC Peds and Hub), South Valley Peds
 2. **Tanya Marin-Lopez**- ESG Hub, Harbor Peds, Harbor Lomita, LA General, MLK (Medical Home and Family Med, Roybal, Harbor (NICU, OB/Gyn, MAMAs, Inpatient), Rancho Los Amigos
2. Provider Leadership
3. Screening and Response Tools and Resources on our [website](#).
4. Clinic Staff training
5. Monitoring use

Enhanced Strategy (NEW!)

1. Identifying a One Degree Champion
2. Tailoring outreach strategies to clinic capabilities and needs
3. Enhancing engagement through stronger training and asset mapping support
4. Revised monitoring and support plan: frequent check-ins, detailed questionnaires, and enhanced tracking.

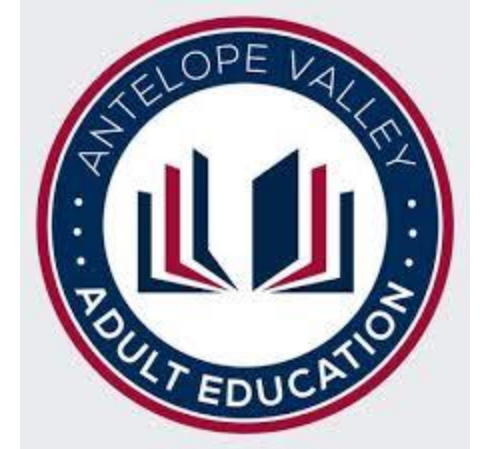


The Impact on Our Patients and Staff

- **Real Stories of Success:**

- Support for IEPs
- Food banks
- Childcare
- Community Resources
- Resources for parents

TASK



AVPH
Antelope Valley Partners for Health
Community Collaborative Promoting Health and Wellness

 **Child Care
Resource Center™**
Quality · Support · Development · Education

 **MARAVILLA FOUNDATION**

Why Social Care is Essential in Healthcare

ADDRESSING SOCIAL DETERMINANTS OF HEALTH

Unmet social needs exacerbate ACEs and toxic stress.

BUILDING STRONGER RELATIONSHIPS WITH PATIENTS

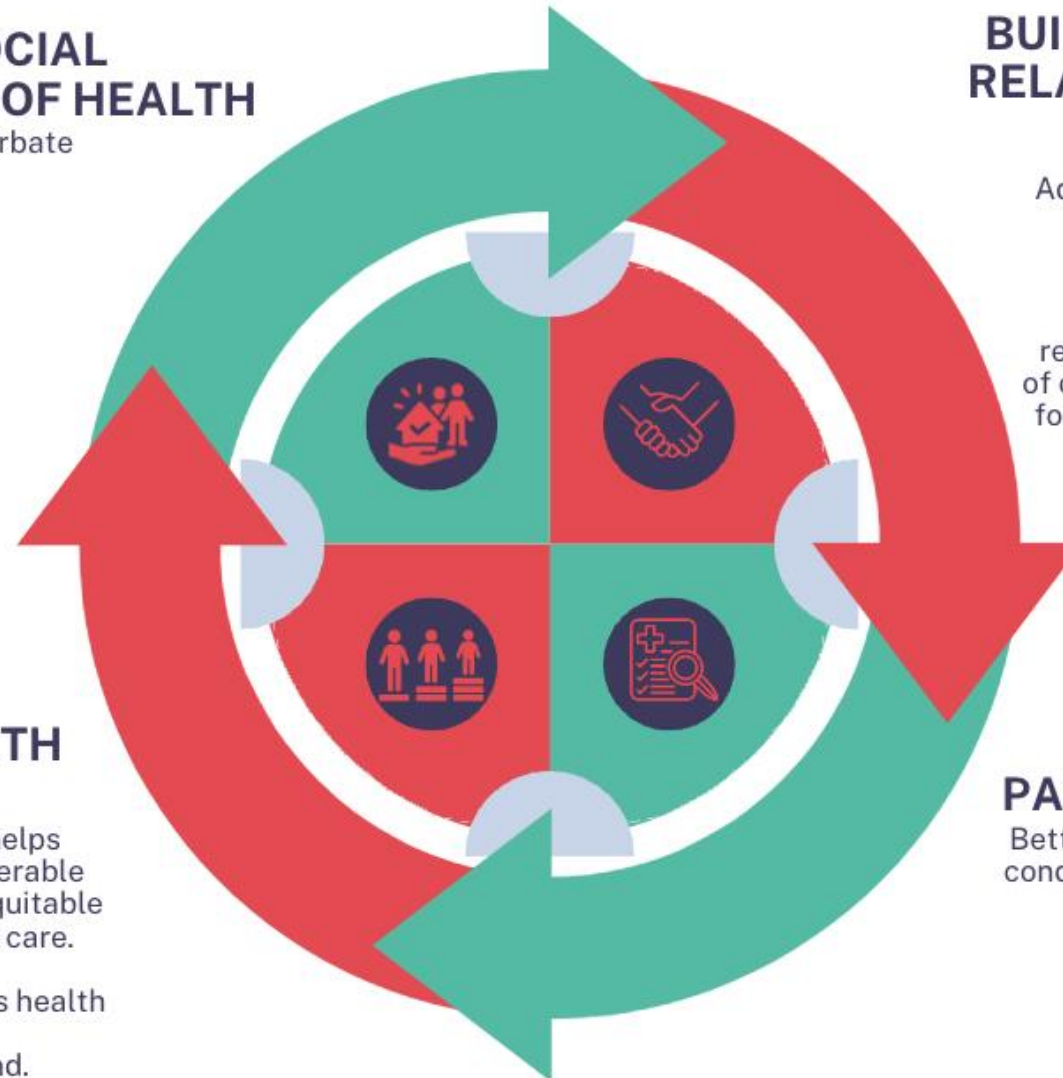
Addressing social needs builds trust between patients and providers, leading to better communication, and higher satisfaction. Strong relationships create continuity of care, empowering patients to follow through on health plans.

CLOSING HEALTH EQUITY GAPS

Integrating social care helps remove barriers for vulnerable populations, ensuring equitable access to resources and care. This approach reduces disparities and promotes health equity for all patients, regardless of background.

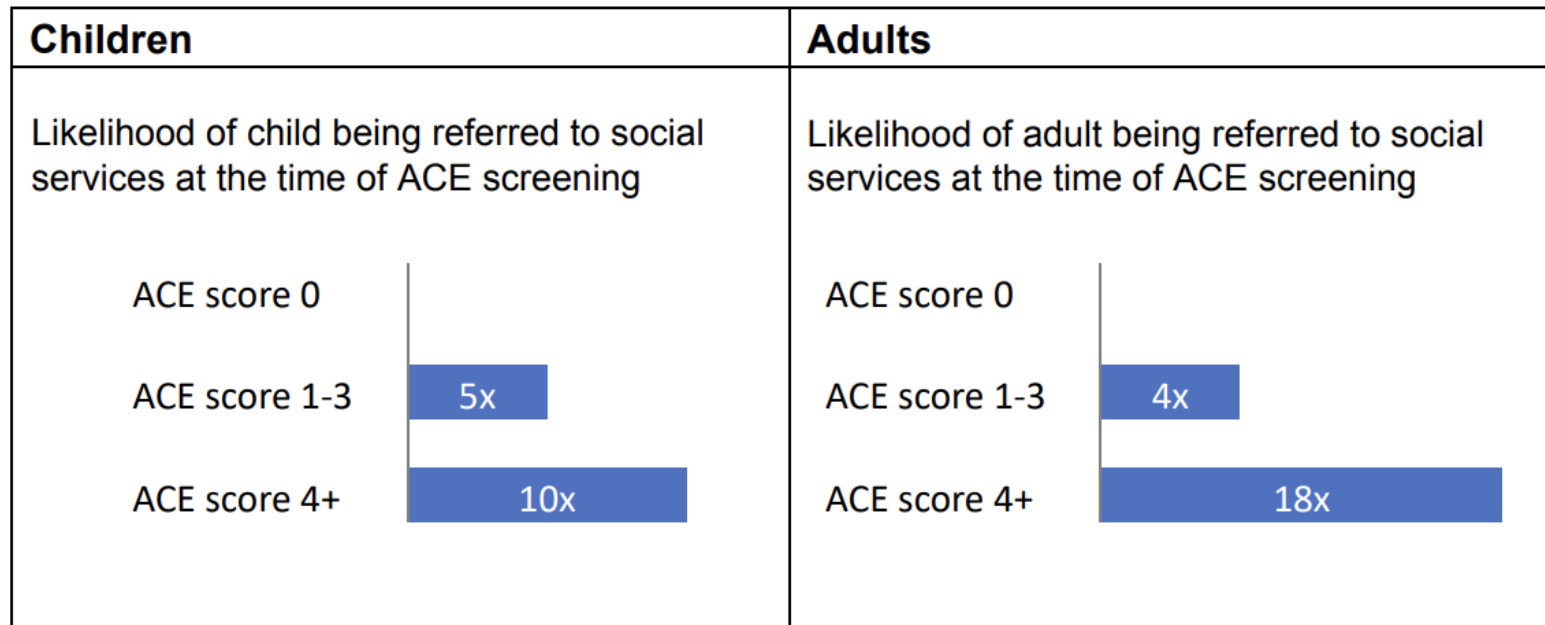
IMPROVED PATIENT OUTCOME

Better management of chronic conditions, fewer ER visits, and overall improved health outcomes.



Why Social Care is Essential in Healthcare: ACEs and Connecting to Social Services and Patient Perceptions

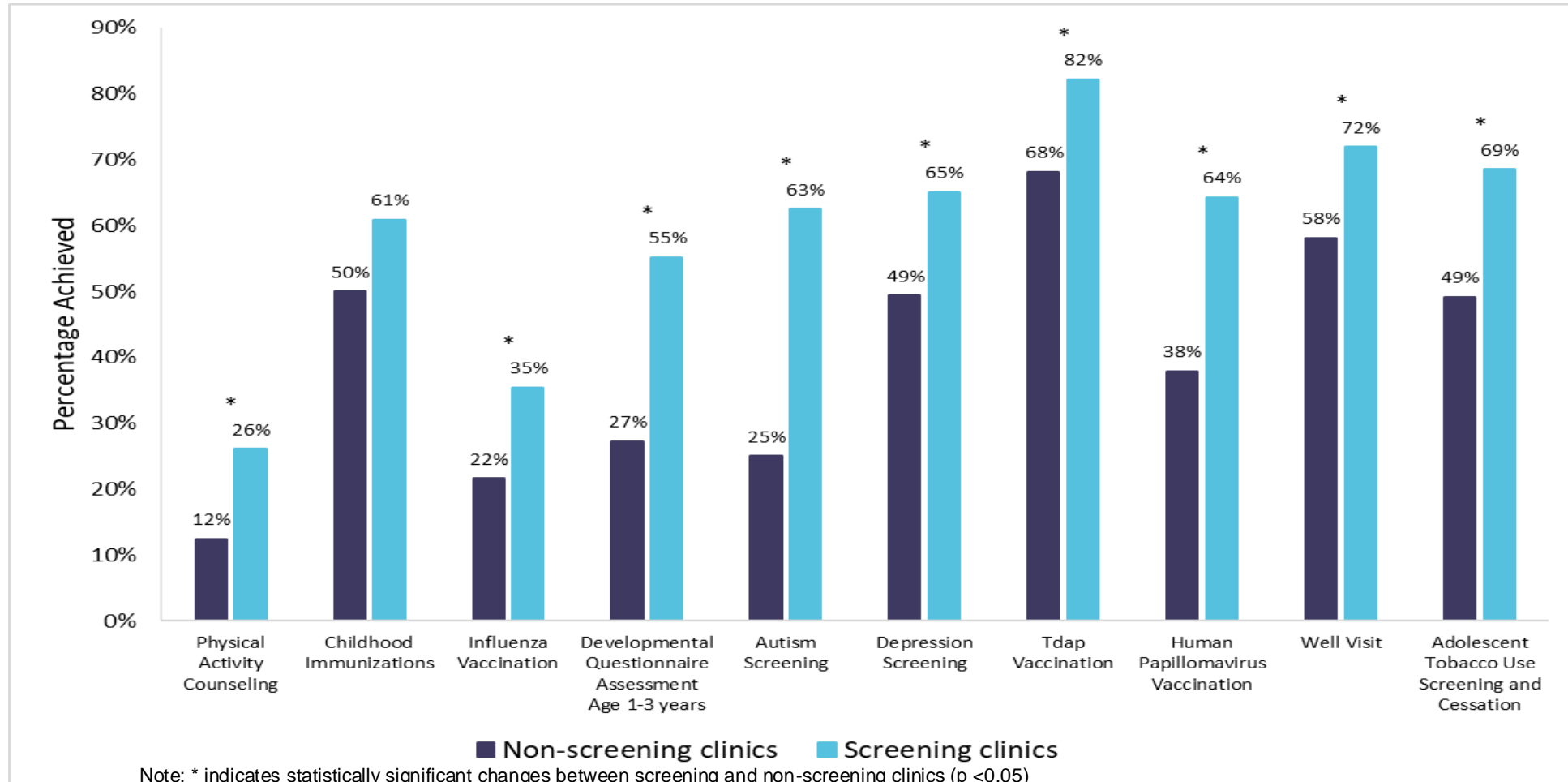
Figure 1. Social Services Referrals Generated at the Time of ACE Screening in Primary Care



"Nearly all respondents felt that screening was acceptable in a pediatric setting, and many identified that it could serve as a way for providers to better understand their patients." (Estrada-Darley et al., 2023)

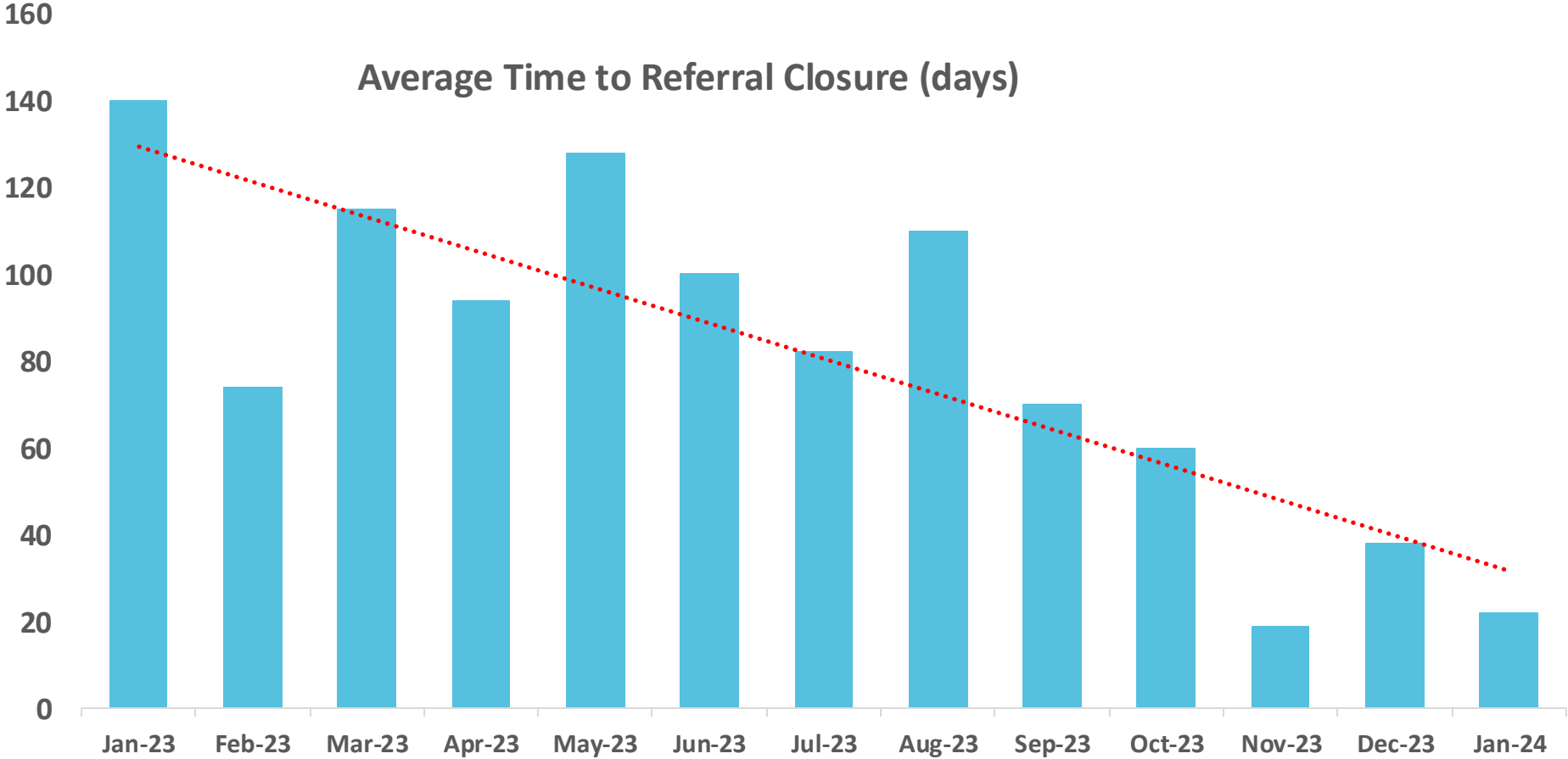
Community Family Medicine Clinics

Improved Pediatric Preventive Health Measures

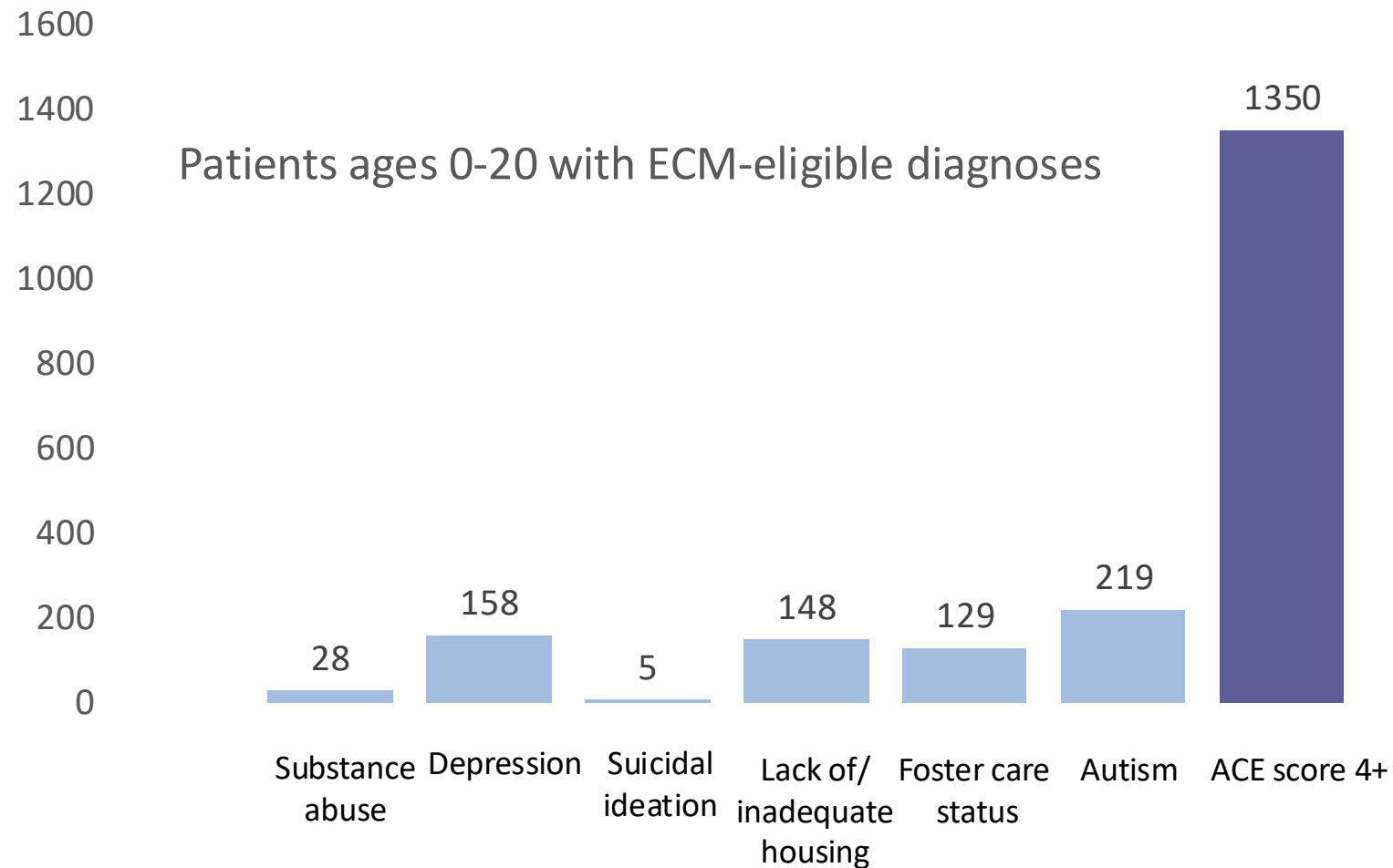


SHARK Clinic

Community Health Worker Implementation Pilot



Enhanced Care Management Eligibility by Diagnosis at LA County DHS



Only 71 patients with ACE score of 4+ have another of these ECM eligible diagnoses

