

Works-In-Progress Session #1

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FAIR OAKS HEALTH CENTER, SAN MATEO COUNTY

- Supervising MD
- Underserved population
- Full scope primary care
 - OB/GYN
 - Pediatrics
 - Adult
 - Eye
 - Dental
 - Specialty Clinics



BACKGROUND

- **Food insecurity:** The lack of consistent access to enough food for an active healthy life
- **Current policies:** Staying Healthy assessment given for all new patients and then every 2-5 years
- We had **no standard process** for intervention and follow up



Intervention Overview

Education

Learning

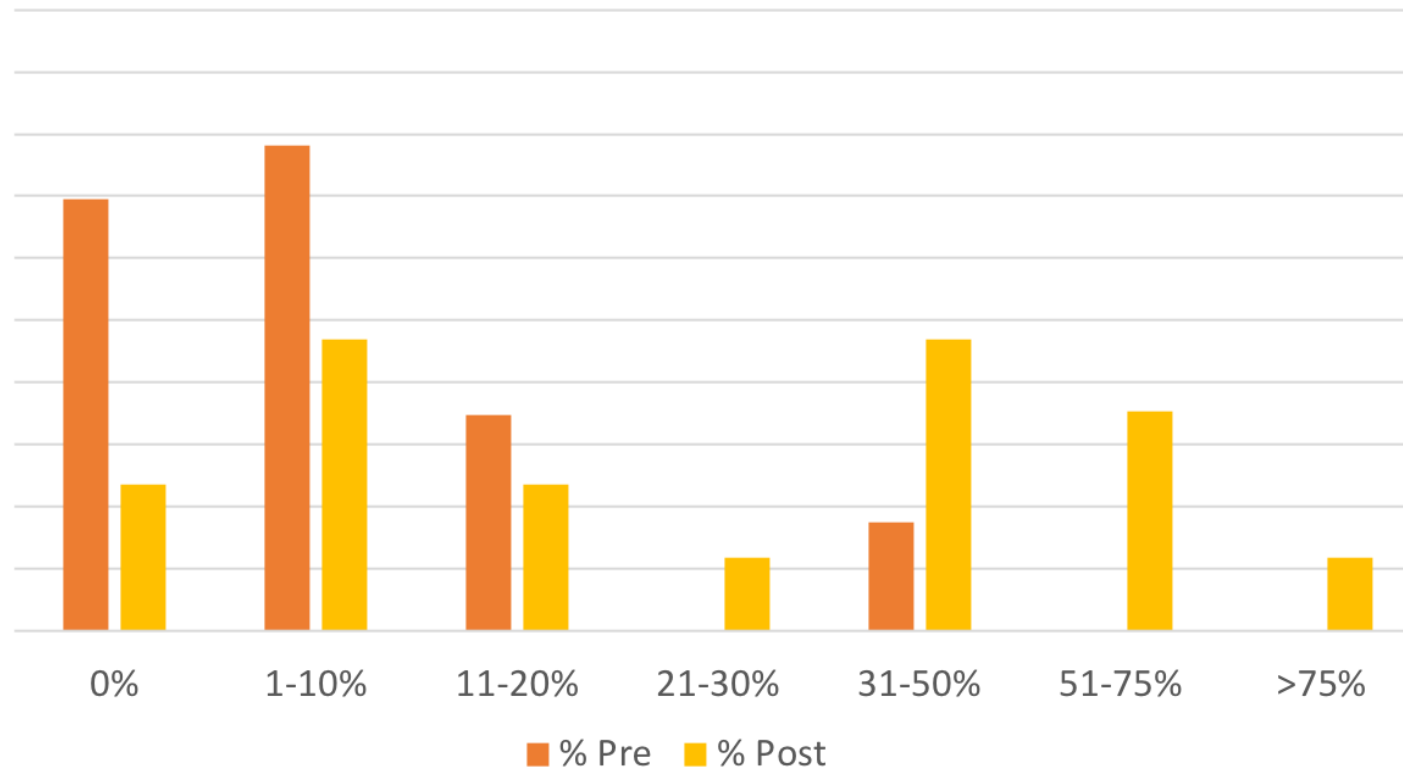
EMR

Connecting



EDUCATION

Food Insecurity Screening Frequency Pre & Post-Study



SCREENING

2-Question Food Security Screener Cuestionario para el Control de Seguridad Alimentaria

ENGLISH

For each question, please answer for your household:

(Any patient answering yes to either question is considered food insecure)

1. Within the past 12 months did you worry whether your food would run out before you got money to buy more?
Yes No Prefer not to answer
 2. Within the past 12 months did the food that you bought run out and you didn't have money to get more?
Yes No Prefer not to answer
-

ESPAÑOL

Para cada pregunta, responda por hogar:

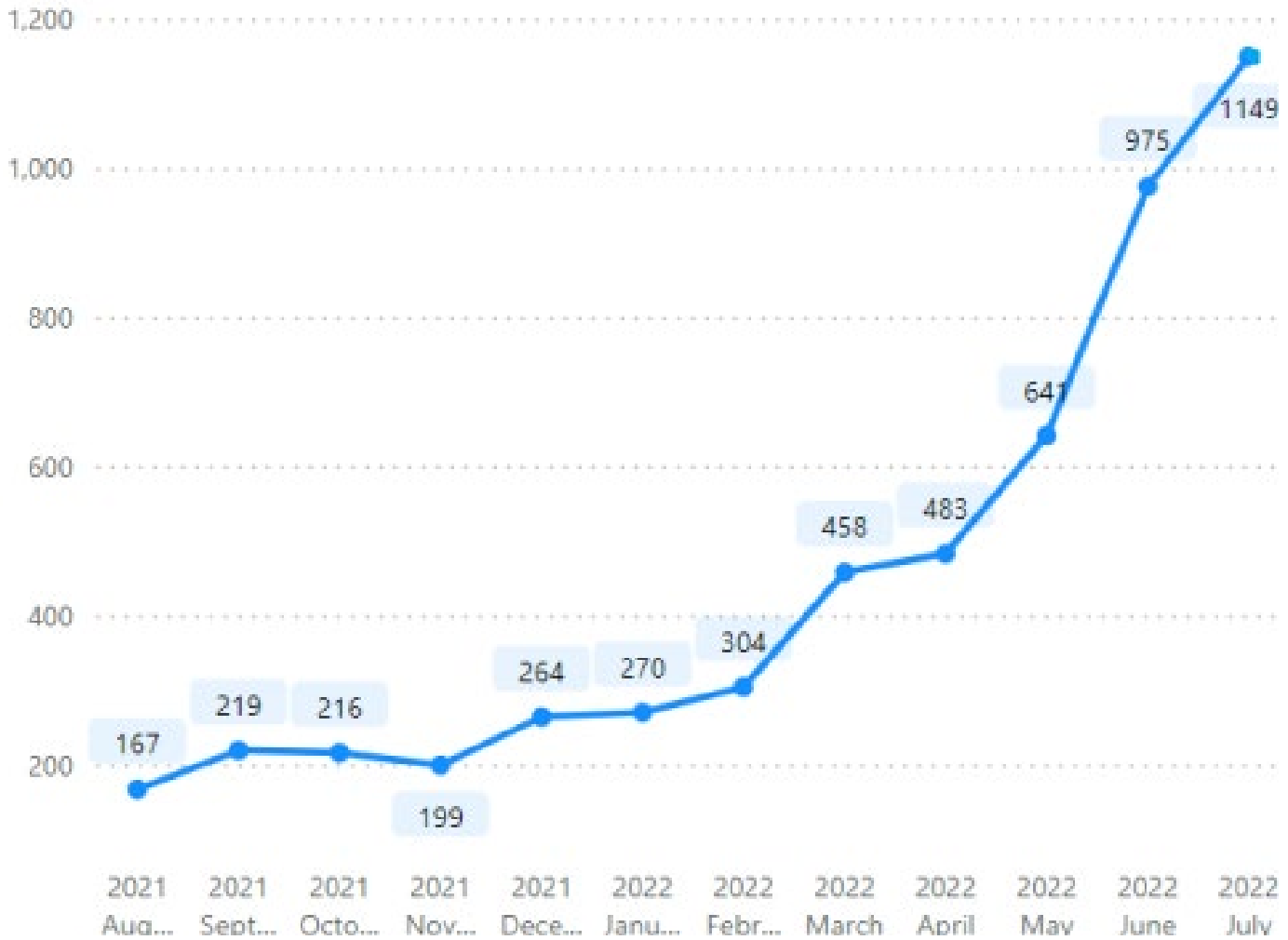
(Si el paciente responde que sí a cualquiera de las preguntas se considera en inseguridad alimentaria)

1. En los últimos 12 meses, ¿usted se preocupó debido a que su comida se agotaría antes de obtener dinero para comprar más?
Sí No Prefiere no contestar
2. En los últimos 12 meses, ¿se agotó la comida que compró y no tuvo dinero para obtener más?
Sí No Prefiere no contestar



SCREENING

Food Insecurity Screenings Completed



EMR UPDATED

Social History 1

Default ▾ Default For All ▾ Clear All

Name 2	Value	Notes
<input type="checkbox"/> Within the past 12 months did you worry	Yes ▾ x	x
<input type="checkbox"/> Did the food that you bought run out and ...	Within the past 12 months did you worry whether your food would run out before you got money to buy more?	x
<input type="checkbox"/> Food Insecurity Last Updated	<input type="text" value="mm/dd/yyyy"/> 3	x
<input type="checkbox"/> Referred to food resources?		x
<input type="checkbox"/> Has the patient received food assistance ...		x

< Mar ▾ 2022 ▾ >

Su	Mo	Tu	We	Th	Fr	Sa
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

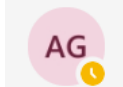
REAL TIME CONNECTION

Secure instant messaging- care team to social worker

good morning!! warm hand off for food insecurity MR XX XXXX MRN YYYYY - 71 y/o male // daughter is about to leave for college and he will be alone. His wife died a couple of years ago. sees therapist but I am worried about food resources- he is requesting support for home delivery - |thank you

Criteria for Warm Hand off:

- 1. 60yrs+*
- 2. Medically complex*
- 3. Low literacy*
- 4. Homeless or living in unstable housing*
- 5. Any pregnant person*
- 6. Anyone who has a child (age under 18) in the home*



Alexandra Gutierrez 8/17 10:30 AM



on the phone with a pt , but will be able to call them at 11

REAL TIME CONNECTION

Welcome to the Patient Education Materials Site
 GOAL: Develop and share education materials that respect all literacy levels so every patient can live their healthiest life.



NEED FOOD?
 Scan the QR code or visit www.shfb.org/food to get FREE FOOD

- 1 Open the camera app
- 2 Focus the camera on the QR code by gently tapping the code
- 3 Follow the instructions on the screen to complete the contact form
- 4 Submit the form and we will call you within 2 business days
- 5 In the notes section, please add:




Second Harvest of Silicon Valley is not a government agency

FOOD RESOURCES / RECURSOS DE COMIDA

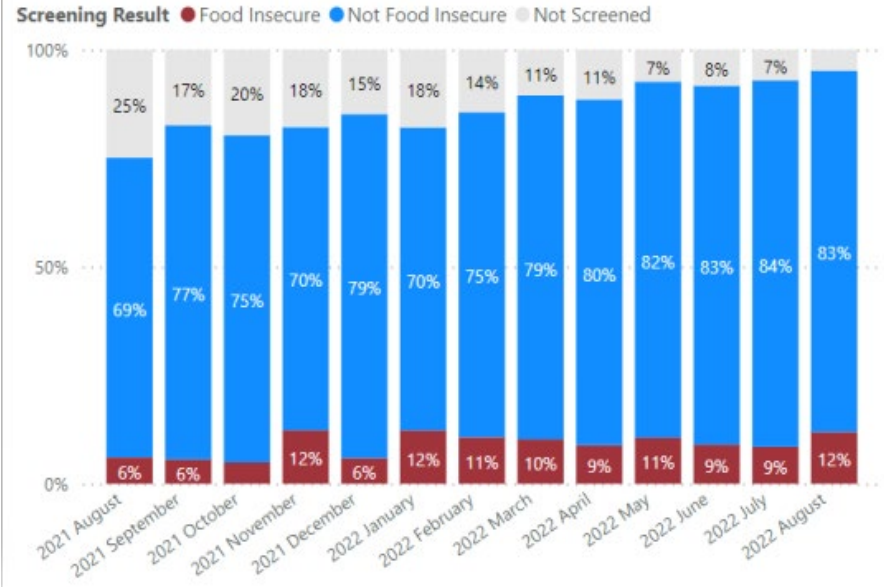
South San Mateo County / Parte Sur del Condado de San Mateo

- Second Harvest of Silicon Valley: 1-800-984-3663
- Spanish English Line: 800-22-876-876 / Línea de ayuda en Español: COMIDA o 876-876
- CalFresh Food Program/Programa de Comida CalFresh: 1-800-223-8383
- WIC Program/Programa de WIC: 650-574-2308
- Adult & Aging Services for Seniors and Individuals with Disabilities / Servicios Para Adultos Mayores y Personas con Discapacidades: 1-800-677-4433 / 1-888-468-0938

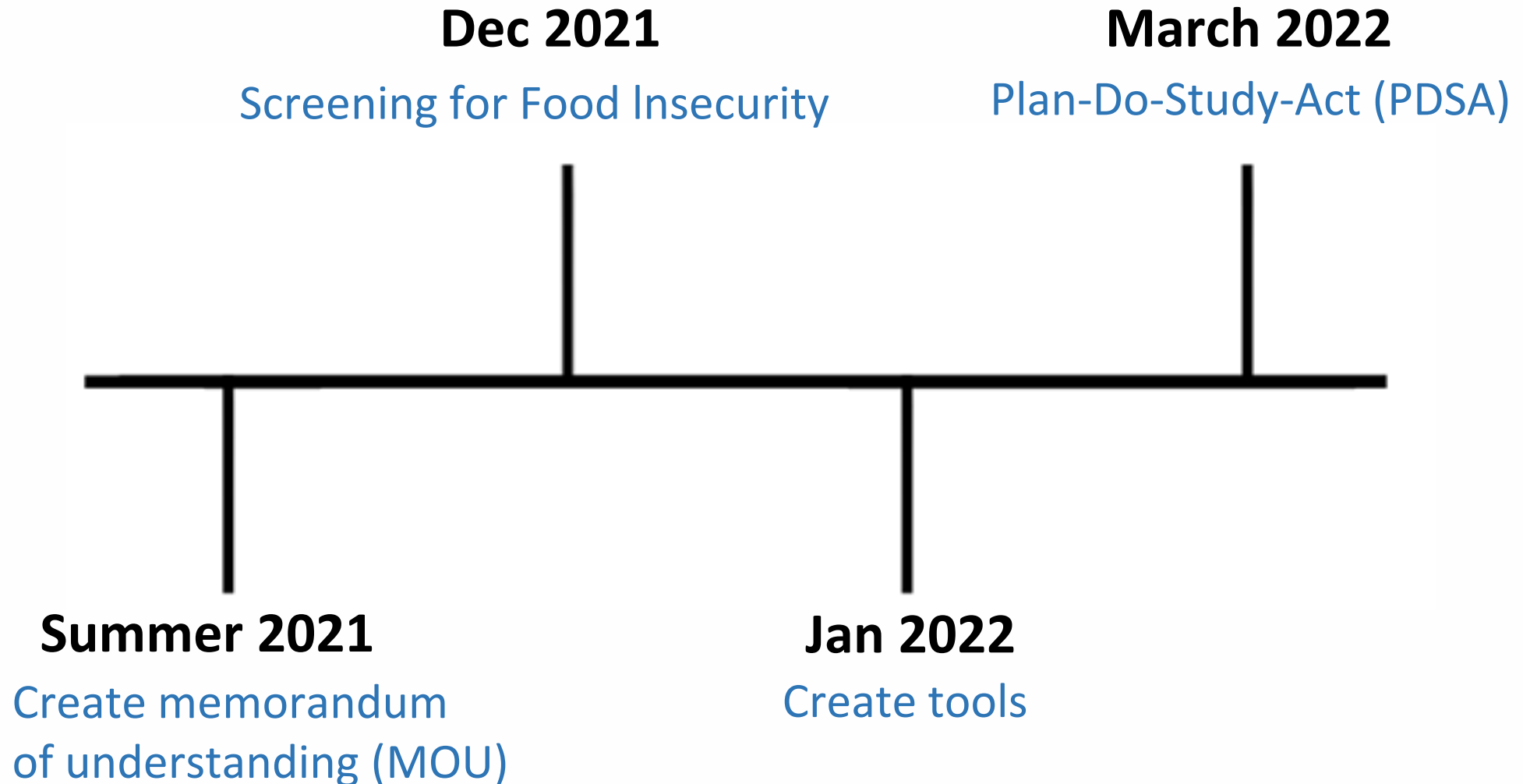
RESOURCE NAME / NOMBRAMIENTO DE RECURSO	M LUNES	TU MARTES	W MIERCOLES	TH JUEVES	F VIERNES	S SABADO	FOOD TYPE / TIPO DE COMIDA	POPULATION SERVED / POBLACION ATENDIDA
Fair Oaks Community Center 2600 Middlefield Road, Redwood City (650) 780-7500	8a - 11a 1p - 4p	8a - 11a 3p - 4p	8a - 11a 3p - 4p	8a - 11a 3p - 4p	8a - 11a 3p - 4p		Take away / Para llevar	Adults / Adultos
North Fair Oaks Library 2500 Middlefield Road, Redwood City	9:30p - 4:30p	9:30p - 4:30p	9:30p - 4:30p	9:30p - 4:30p	9:30p - 4:30p		Emergency / Emergencia	Families / Familias
Padua Dining Room at St. Anthony's 8000 Middlefield Road, Redwood City (650) 962-9664	11a - 1p	11a - 1p	11a - 1p	11a - 1p	11a - 1p	11a - 1p	Registration required / Tiene que inscribirse	Seniors / Adultos mayores
St. Francis Center 101 Buckingham Street, Redwood City (650) 865-7829	10:30a - 1:30p	10:30a - 1:30p	10:30a - 1:30p	10:30a - 1:30p	10:30a - 1:30p			Homeless / Sin hogar
Street Life Ministries 1300 Middlefield Road, Redwood City (650) 241-8869	6:45p - 8p		6:45p - 8p					
Catholic Worker Cassia House 545 Cassia Street, Redwood City (650) 366-4415			7:30a - 8:30a	7:30a - 8:30a	10a - 11:30a			
Salvation Army 660 Veterans Blvd., Redwood City (650) 368-4643				9a - 11:30a				
Drive-Thru Food Distribution/ Distribución sin salir de su carro 2600 Middlefield Road, Redwood City (650) 780-7500					1 st Fridays 11a - 12p 4p - 6p 4 th Fridays 11a - 12p			

Last Updated / Actualizado: 3/1/2022

Food Insecurity Result by Visit Month



PARTNERSHIP/ TIMELINE



PARTNERSHIP/ TIMELINE

Second Harvest Food Bank (SHFB, largest local provider of food)



- **Summer 2021** - streamlined process for creating an MOU
- **December 2021** - multidisciplinary group created standard work
- **January 2022- May 2022** –PDSA; quarterly data from SHFB
- **March 2022- current** - weekly improvement huddles with every clinical care team to discuss barriers/ opportunities to PDSA improvement ideas

PARTNERSHIP/CHALLENGES & SUCCESSES

- SHFB- skilled and able community partner



- **Challenges:** took a few months to create/sign an MOU
 - **Success:** standard process created for future MOUs
- **Challenges:** difficult to collect data and see if interventions were working
 - **Success:** SHFB sent quarterly reports

IMPACT OF COVID-19

- Challenges

- Urgency of need
- Increased demand; unique situations (quarantine)
- Strain on Community Food Partners due to demand

- Success

- Staff willingness and passion



NEXT STEPS/LEARNINGS

- Patient voice
 - are we truly meeting their needs
- Scaling up
 - spread to ALL ambulatory
- New partnership
 - Stanford University



Stanford
MEDICINE

Stanford Prevention
Research Center



SAN MATEO COUNTY HEALTH

SAN MATEO
MEDICAL CENTER

Thank You

Gloría Cahuich González & Justin Watkins

San Mateo County Health Policy and Planning Program

Dr. Jeanette Aviles

Mentor, Medical Director Ambulatory Care, San Mateo Medical Center



Keep the Conversation Going

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