

# **Works-In-Progress Session #2**

**Rakhi Singh, MD, San Mateo County**

# FAIR OAKS HEALTH CENTER, SAN MATEO COUNTY

- Supervising MD
- Underserved populations
- 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

\*Identification of food insecure patients  
education of staff, modification of EMR

\*Connect in real time to resources, Plan Do Study Act (PDSA)

Education

Screening

Electronic Medical  
Record (EMR)

Connecting



# EMR UPDATED

Social History 1

Default ▾ Default For All ▾ Clear All

Name <span>2</span>	Value	Notes
<input type="checkbox"/> Within the past 12 months did you worry ...	Yes ▾ ×	×
<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? ×	×
<input type="checkbox"/> Food Insecurity Last Updated	<span>3</span> mm/dd/yyyy ×	×
<input type="checkbox"/> Referred to food resources?	×	×
<input type="checkbox"/> Has the patient received food assistance ...	×	×

< 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

## *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*

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



Alexandra Gutierrez 8/17 10:30 AM



1

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.

MNO

**SECOND HARVEST of SILICON VALLEY**

Add logo here

**NEED FOOD?**

Scan the QR code or visit [www.shfb.org/food](http://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**

Free, healthy food is available

Please contact us today for more information. Contact: (415) 358-1353 | [www.shfb.org](#)

Please contact us today for more information. Contact: (415) 358-1353 | [www.shfb.org](#)

Name:

Phone Number (not your cell phone):

Can We text you?  Yes  No

Preferred Language:  English  Spanish  Vietnamese  Mandarin  Cantonese  Tagalog  Other:

Do you work:

How often:

Interested in learning about CalFresh  Interested in learning about SNAP

Is there anything else you would like to share about your situation?

Submit

Second Harvest of Silicon Valley is not a government agency.

# REAL TIME CONNECTION

## 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  
\* Send English text, FOOD to 876-876 / Mande texto en Español, COMIDA a 876-876
- **CalFresh Food Program/Program de Comida CalFresh:** 1-800-223-8383
- **WIC Program/Program de WIC:** 650-573-2168
- **Adult & Aging Services for Seniors and Individuals with Disabilities / Servicios Para Adultos Mayores y Personas con Discapacidades:** 1-800-675-8437 / 1-844-868-0938

Take away / Para llevar

Emergency / Emergencia

Registration required / Tiene que inscribirse

Adults / Adultos

Families / Familias

Seniors / Adultos mayores

Homeless / Sin hogar

RESOURCE NAME / NOMBRE DE RECURSO	M LUNES	TU MARTES	W MIERCOLES	TH JUEVES	F VIERNES	S SABADO	FOOD TYPE / TIPO DE COMIDA	POPULATION SERVED/ POBLACION ATENDIDA
<b>Fair Oaks Community Center</b> 2600 Middlefield Road, Redwood City (650) 780-7500	8a - 11a 1p - 4p	8a - 11a 3p - 4p	8a - 11a 1p - 4p	8a - 11a 3p - 4p	8a - 11a 1p - 4p			
<b>North Fair Oaks Library</b> 2500 Middlefield Road, Redwood City	3:30p - 4:30p							
<b>Padua Dining Room at St. Anthony's</b> 3500 Middlefield Road, Redwood City (650) 365-9664	11a - 1p	11a - 1p						
<b>St. Francis Center</b> 101 Buckingham Street, Redwood City (650) 365-7829	10:30a - 1:30p							
<b>Street Life Ministries</b> 1300 Middlefield Road, Redwood City (650) 241-8869	6:45p - 8p		6:45p - 8p					
<b>Catholic Worker Cassia House</b> 545 Cassia Street, Redwood City (650) 366-4415			7:30a - 8:30a	7:30a - 8:30a	10a - 11:30a			
<b>Salvation Army</b> 660 Veterans Blvd., Redwood City (650) 368-4643				9a - 11:30a				
<b>Drive-Thru Food Distribution/ Distribucion sin salir de su carro</b> 2600 Middlefield Road, Redwood City (650) 780-7500					2 <sup>nd</sup> Fridays/2 <sup>o</sup> viernes 11a - 12p 4p - 6p 4 <sup>th</sup> Fridays/4 <sup>o</sup> viernes 11a - 12p			

Last updated / Actualizado: 3/1/2022

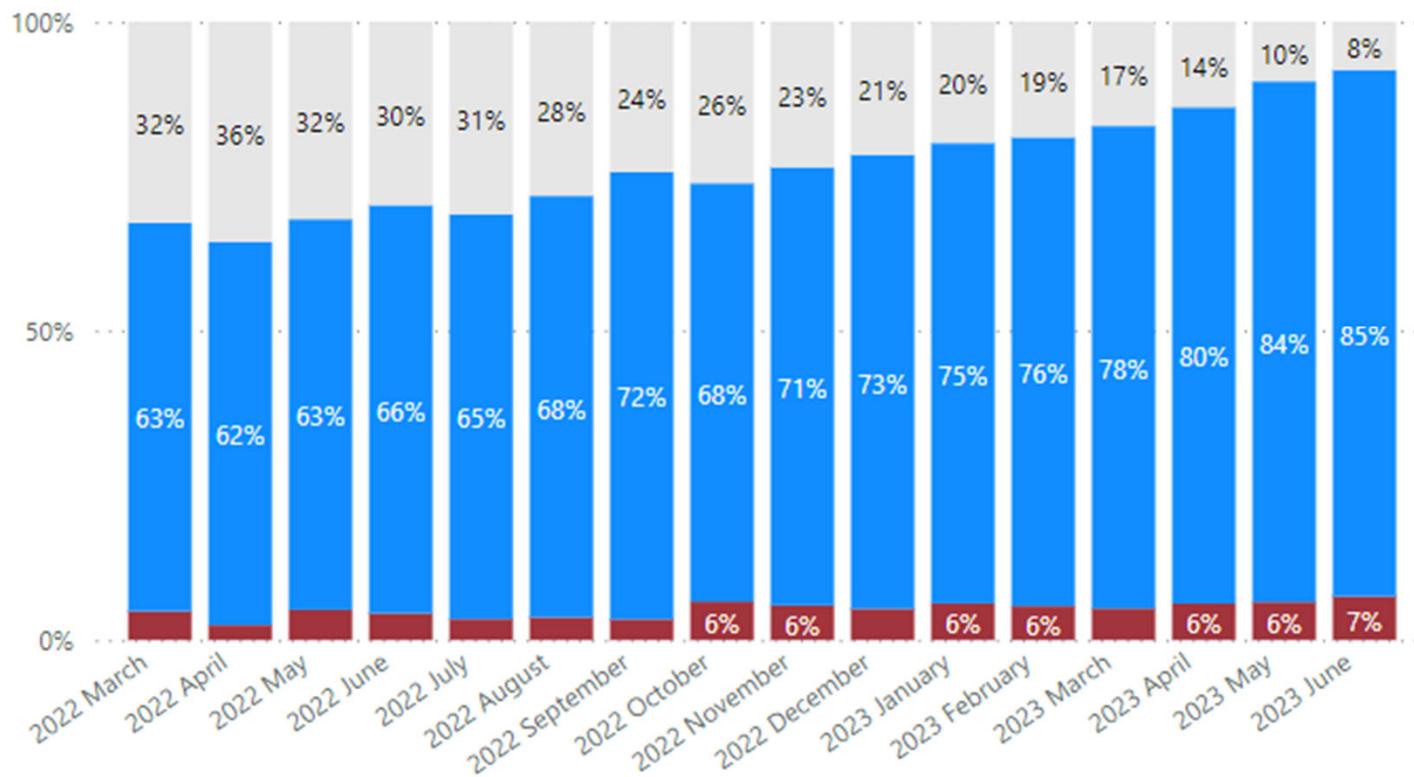
Updated by: (San Mateo) California

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

# REAL TIME CONNECTION

## Food Insecurity Result of Most Recent Screening, by Visit Month

Screening Result ● Food Insecure ● Not Food Insecure ● Not Screened



# PARTNERSHIP/ TIMELINE

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



- **Summer 2021** - streamlined process for creating a Memorandum of Understanding (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/ Spread to 9 San Mateo Medical Clinics (SMMC), Emergency Dept. (ED) and New Patient Connection Center



# 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

# Next Steps

- **Interpreted Quarterly Data** from SHFB- close to 40% of patients are lost to follow-up after referral
- **Goal is to understand** why, identify barriers and tackle those
  - HOW: Voice of customer
    - Surveys in waiting areas
    - Clinical Staff (Registered Dietician, RD) - asking during visits
      - What would make this work for you?
      - What types of food items would you like to receive?

# Thank You!

**Gloría Cahuich González , Angie Cavazos & Justin Watkins**

San Mateo County Health Policy and Planning Program

**Dr. Jeanette Aviles**

Mentor extraordinaire, Medical Director Ambulatory Care, San Mateo Medical Center

**Keep the conversation going!**

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