

# Center for Care Innovations

ARC Meeting

April 24, 2013

# Center for Care Innovations



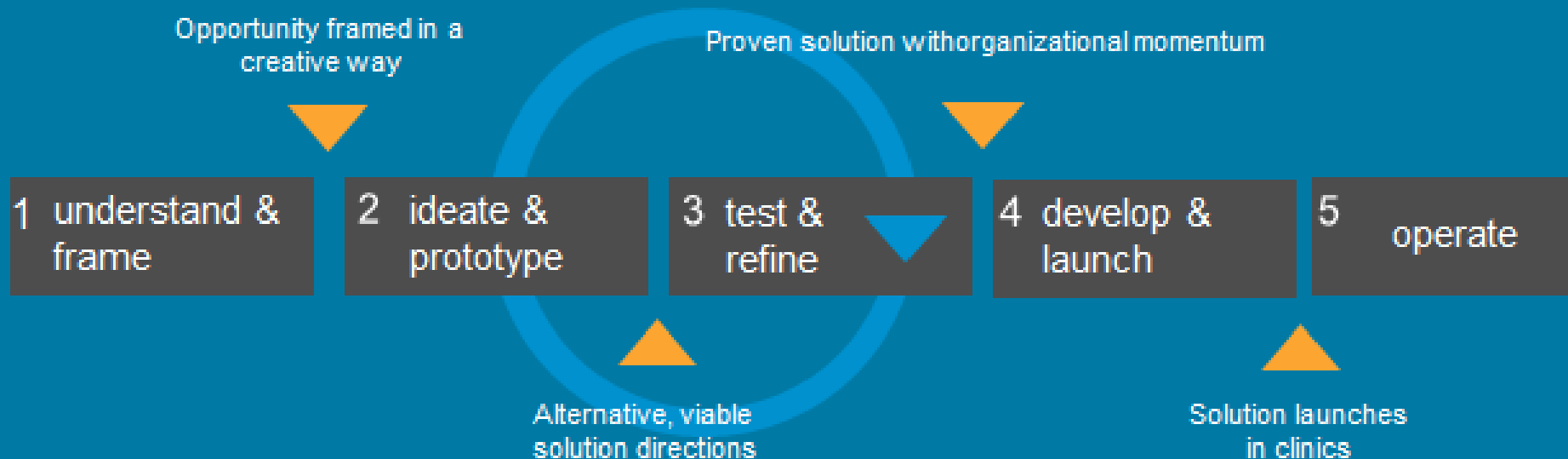
- Focus on strengthening the Safety Net through sharing ideas, facilitating collaboratives, grants & resources for the field
- Partnerships with Blue Shield of California Foundation, California Endowment and California HealthCare Foundation
- Support transformation in community health centers and public hospitals in the state with focus on Improvement to Innovation spectrum

# Innovation



**Doing** something new (implementation, not idea)  
**that becomes widely adopted** (market pull)  
**& creates significant value.** (economic or social)

# Approaching Innovation



# Program Focus Areas



CCI  
CENTER FOR CARE  
INNOVATIONS

care  
teams

transitions to  
primary  
care

access to  
care

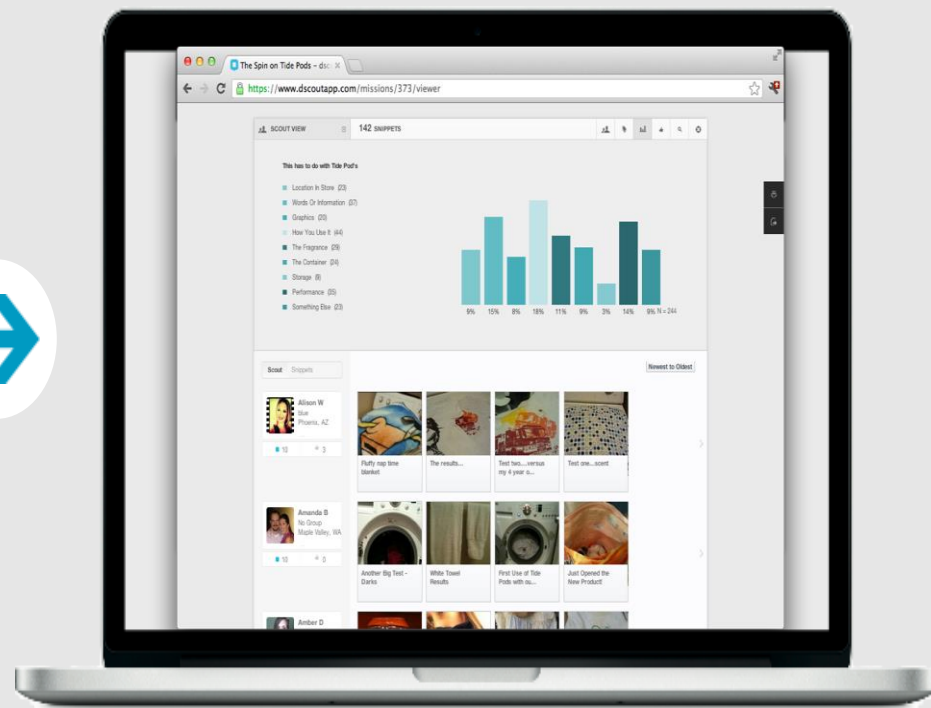
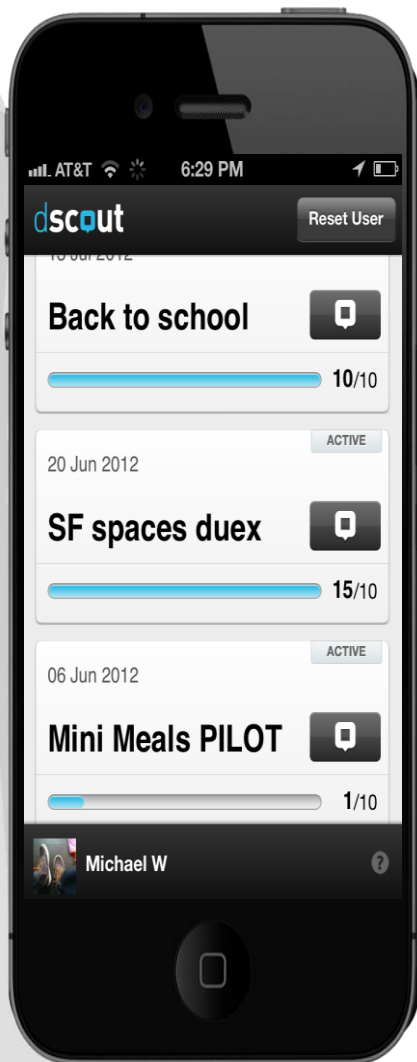
# Innovation Challenge Grant - BSCF



Support new ideas that have the potential to significantly improve health care for underserved communities and to create a culture of innovation in safety net organizations.





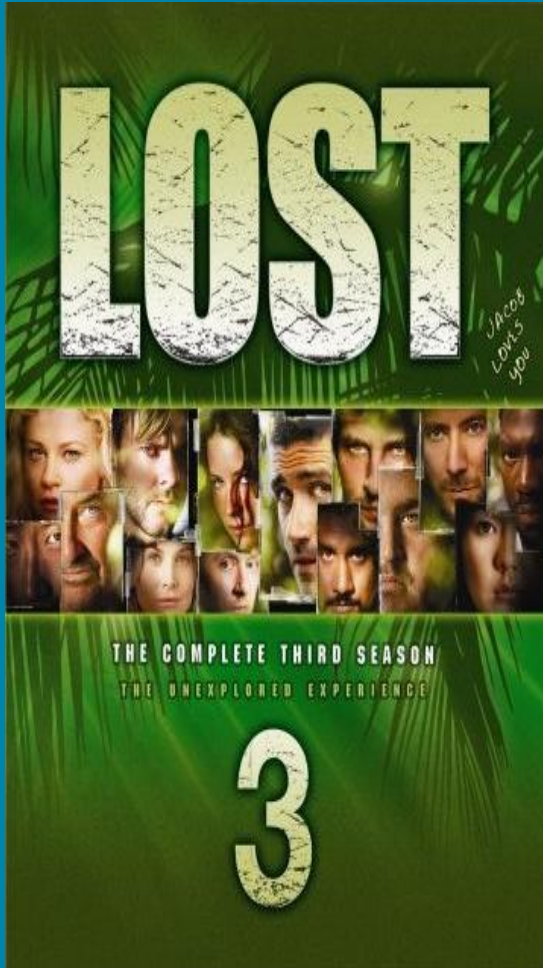




Phillip H  
Chicago, IL

## Round and Round

*“I chose the DVD lost due to how I felt after my surgery when I woke up by myself in the hospital and recovering a bit after at home with pretty much myself **on an island.**”*







Crystal S  
Columbus, OH

## Questions

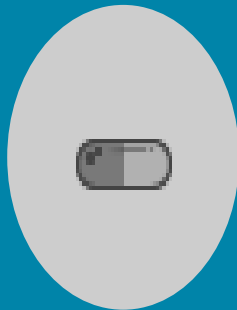
***“I had so many questions! Many were answered many were not! I feel that I had ample opportunity to ask questions but many were just read off a paper or given a cut dry answer. In the tender state I was in on release I really just needed comfort.”***



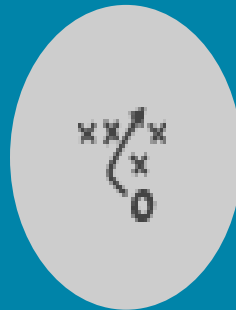
## dimensions of uncertainty



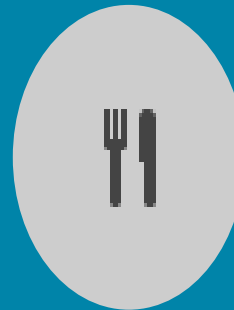
pain  
management



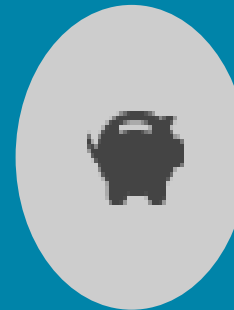
managing  
medications



coordinating  
care



managing  
“life”



economic  
recovery



emotional  
well being



coordinating  
care

reliant and rushed

“I always feel relieved when I talk to my doctor but I always feel angry when the doctor is not listening and is in rush to go to next patient. It doesn't help at all to recover as we rely on them for every answer.”

disparate

“I believe the doctors, nurses, patient, caregivers, etc should all come together to make key decisions regarding a patient's discharge planning.”

following up

“The nurses that took care of me in the hospital for both surgeries and my urologist's nurse were incredible... They were also an invaluable resource for me during recovery when I had questions.”

# Applying insights to innovations



- Petaluma Health Center
- LA County DHS – Olive View
- San Joaquin General Hospital
- Process of identifying innovations related to following themes:
  - Electronic notification when patients admitted
  - Virtual team remote house calls post discharge
  - Community based resources for coordination

# Partnering with ARC teams



- Potential regional partnerships to support innovation activities in LA, Petaluma, Stockton area
- Interest in participating in future innovation events and activities
- Helping to inform ambulatory transitions of care efforts in the safety net