



# NEWSLETTER

## CARE COORDINATION COALITION

The San Luis Obispo County Care Coordination Coalition (CCC) is a group of service providers aiming to improve the continuum of care and services for residents through improved collaboration among San Luis Obispo County health care providing organizations; joint problem-solving of local health care system issues and policy, and plan and procedure development to create local, coordinated solutions. Partners include, but are not limited to hospitals, skilled nursing facilities, hospice organizations, managed care, local government entities, community health agencies, health care providers, community-based organizations, and others.

### Defining Values

- Healthcare is a right for all residents, CCC aims to ensure that everyone has equal access to an excellent standard of care.
- Focus on the collective, and not on individual agency interests; ensuring that partner organizations maintain focus on community needs over the interests of individual agencies.
- Client confidentiality and safety is of utmost importance. Each of the CCC Partners seek solutions to difficult community wide problems.
- Bringing related efforts together under one collaborative umbrella that guides efficient and effective outcomes.

### Goals

- Define health care system problems to access care and resources for all residents.
- Prioritize problems and define resources in use by community healthcare partners and solve access problems.
- Utilize existing data, plans, and programs as the basis for future projects and program improvement to minimize waste and duplication of services.
- Bringing related efforts under one collaborative umbrella to guide the most efficient and effective outcomes of collective work.

## WHOLE PERSON CARE

### INTEGRATED CARE

According to the Department of Health Care Services, the overarching goal of Whole Person Care (WPC) is coordination of health, behavioral health, and social services, as applicable, in a patient-centered manner with the goals of improved beneficiary health and wellbeing through more efficient and effective use of resources. WPC will provide integrate care for particularly vulnerable people identified as high users of multiple systems that continue to have poor health outcomes. Through collaborative leadership and systematic coordination among public and private entities, WPC approaches identify target populations, share data between system providers, coordinate care, and evaluate individual and population progress - all with the goal of providing comprehensive coordinated care for the beneficiary and better health outcomes.

## WHOLE PERSON CARE IN SAN LUIS OBISPO COUNTY

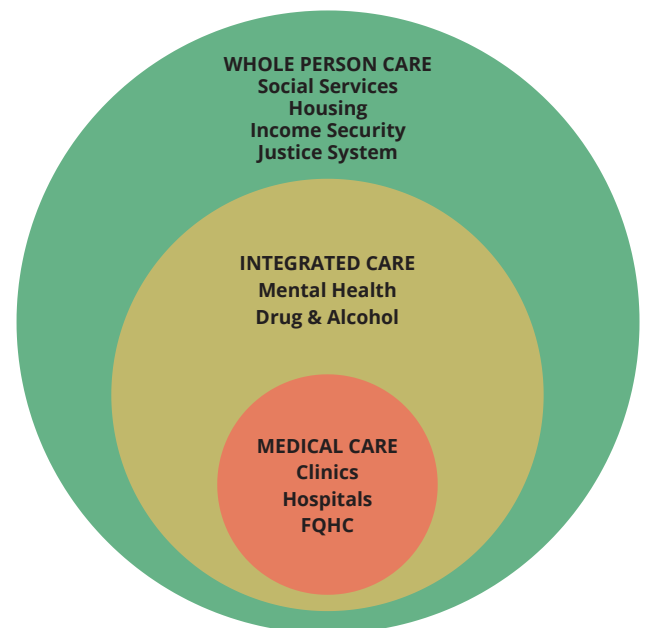
San Luis Obispo County will incorporate the following elements into its Whole Person Care Pilot Project:

- Development of close working relationships between organizations;
- Provider access to valid, real-time data to identify needs and provide services to the target population, coordinate across organizations, and evaluate services;
- Processes and practices to facilitate communication among providers; and
- Flexible policy/guidelines and mechanisms that support solutions that reduce health care costs.

The Whole Person Care (WPC) Pilot Project is human-centered and focused on various dimensions of wellness (e.g. physical, emotional, financial, social, spiritual, and others) that promote overall well-being. Through comprehensive care planning that includes these elements, we can better assess and provide services based on what each community member needs. The Whole Person Care Pilot Project is therefore fluid based on individual patient needs and is rooted in compassion, access to care, retention of services, and recovery.

Likewise, the WPC Pilot Project can be defined in simple terms as an approach that starts with access to medical care provided by clinics, hospitals, or federally qualified health centers (FQHCs). This enhanced inclusion of integrated mental health and drug and alcohol services, when needed, as well as incorporating, social services, housing, employment, education, food, clothing, and other secondary services to ensure a comprehensive and sustainable health recovery.

The implementation of the Whole Person Care Pilot Project focuses on two key aspects for best service delivery. One is focused on the community member receiving services on a human-centered approach that is meant to promote overall well-being in various dimensions. The other is focused on the coordination of provider service and client navigation designed to be an integrated health care experience.



# CARE COORDINATION COALITION PARTNERS

ACCESS SUPPORT NETWORK



BEHAVIORAL HEALTH DEPARTMENT



CENCAL HEALTH



COMMUNITY ACTION PARTNERSHIP OF SAN LUIS OBISPO



COMMUNITY HEALTH CENTERS



COMPASS HEALTH



DIGNITY HEALTH



EL CAMINO HOMELESS ORGANIZATION



HOUSING AUTHORITY OF SAN LUIS OBISPO



PUBLIC HEALTH DEPARTMENT



SIERRA MENTAL WELLNESS



SOCIAL SERVICES DEPARTMENT



TENET HEALTH



TRANSITIONS-MENTAL HEALTH ASSOCIATION



WILSHIRE COMMUNITY SERVICES



5 CITIES HOMELESS COALITION



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