



County of San Diego

NICK MACCHIONE, FACHE
AGENCY DIRECTOR

HEALTH AND HUMAN SERVICES AGENCY
BEHAVIORAL HEALTH SERVICES
3255 CAMINO DEL RIO SOUTH, MAIL STOP P-531
SAN DIEGO, CA 92108-3806
(619) 563-2700 • FAX (619) 563-2705

LUKE BERGMANN, Ph.D.
DIRECTOR, BEHAVIORAL HEALTH SERVICES

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TO: Behavioral Health Advisory Board (BHAB)

FROM: Luke Bergmann, Ph.D., Director, Behavioral Health Services (BHS)

BEHAVIORAL HEALTH SERVICES (BHS) DIRECTOR'S REPORT – OCTOBER 2022

EXCITING UPDATES

Board Approves Continuum of Care Update and the Optimal Care Pathways (OCP) Model

The County has been working on building a better behavioral health system with the vision of shifting a system driven by crises to one driven by chronic or continuous care and prevention to better provide whole person supports to the community. This transformation is referred to as the Behavioral Health Continuum of Care. To advance this vision, Behavioral Health Services (BHS) is using data to identify the barriers in care and making key strategic investments to fill those gaps.

BHS recently debuted the Behavioral Health Optimal Care Pathways (OCP) model which identifies system deficits as well as the solutions to provide support to clients with unique needs. The OCP model is a data-informed algorithm that calculates the ideal state of our behavioral health system by using data to paint a picture of the current system and identify exactly what is needed in terms of additional services, capacity, and infrastructure in order to fully meet the need in San Diego County.

The model proposes a rebalanced continuum that removes barriers for individuals trying to access care, reduces cost, and most importantly, promptly connects people to the care they need to ensure long-term wellness.

It also redefines long-term care by expanding it to include community-based services that provide continuous care and housing to people with behavioral health conditions who may have other complex health conditions that prevent them from living safely in the community, with an emphasis on providing care for them in the least restrictive setting. By establishing these new and expanded care pathways, we can alleviate existing system bottlenecks and divert individuals from unnecessary admittance into expensive acute care.

BHS is excited to introduce the OCP model to the Board and the community with anticipation that it will inform the next phases of transformation of our behavioral health care system to ensure parity and equity in services across the continuum.

Board Approves Central Region Hub at Alvarado Hospital

On August 30, the Board of Supervisors (Board) approved recommendations to establish 44 dedicated psychiatric inpatient beds, along with emergency psychiatric and crisis stabilization services for individuals who are Medi-Cal eligible at Alvarado Hospital, thereby establishing the Central Region Behavioral Health Hub which was previously planned for a vacant parcel of land at Third Ave. This nimble shift in strategy enables the County to establish a substantially equivalent service at much less expense and much more expediently, by bringing in Alvarado Hospital as an additional and physically anchoring partner. This action also enables the County to acute inpatient care capacity from the San Diego County Psychiatric Hospital, which is subject to the Institution of Mental Disease (IMD) Medicaid revenue exclusion, to Alvarado, a General Acute Care Hospital, allowing the County to realize operational efficiencies and optimize available revenues.

This partnership builds on the existing clinical planning and design collaboration that BHS has been working on with leadership from University of California San Diego (UCSD) Health over the last couple of years. As planned, UCSD will provide medical direction and clinical oversight for the clinical operations at the Central Region Hub, and will also bring clinical training capacity, innovative interventional services, and other academic activities into the fold. The County remains the driver of capital investment, the primary health plan and payor, and is working to ensure care is coordinated across the continuum for Medi-Cal enrolled patients. This collaboration is a unique and exciting opportunity to advance the behavioral health continuum of care in a relatively expeditious manner and improves access to critical inpatient and stabilization services for vulnerable adults countywide who are experiencing a behavioral health crisis.



EDGEWOOD DISTINCT PART SKILLED NURSING FACILITY (EDGEWOOD) UPDATE

Accomplishments

A County of San Diego (County) Annual Blood Drive was held at Edgemoor on Thursday, April 7th and was one of the most successful blood drives on record. Our goal was to collect 25 pints and we collected 31 pints, the equivalent of saving 93 lives. The County has an overall goal of 500 donations, and about 30 Edgemoor employees donated towards that goal.

In May 2022, Edgemoor celebrated National Skilled Nursing Care Week and Nurses Week with a special gathering and presentation which included awarding the Nurse of the Year and Certified Nursing Assistant (CNA) of the Year.

Edgemoor has been recognized by Newsweek Magazine as one of the “Best Nursing Homes” for 2023, rated number two in California. Edgemoor rated number three in California for 2022 and number one in 2021 and 2020.

COVID-19 Update

The COVID-19 pandemic remains at the forefront of operations at Edgemoor, as it continues to follow and implement the guidance of various local, state, and federal health organizations. Current precautions include restrictions on indoor visits dependent on vaccination status and testing, staff and contractor vaccine and booster mandates, entrance screenings which include temperature checks, masking, on-going staff education, communication with resident and families/responsible representatives, and response and surveillance testing of residents, staff, and contractors.

According to state requirements, Edgemoor continues to maintain a wing that is designated as a COVID unit for the facility. The COVID unit has been periodically utilized since its establishment.

Facility Improvements

The planning and development of a 12-bed acute psychiatric facility into the existing floor plan of Edgemoor remains on-going. Construction is expected to begin in December 2023. Licensure of this new acute unit will provide continuity of care and access for patients from the skilled nursing facility for stabilization. Edgemoor will be licensed as a distinct part skilled nursing facility of the new unit and will no longer be under the San Diego County Psychiatric Hospital's license. Licensure will require approval by the California Department of Public Health (CDPH) and the Department of Health Care Access and Information (HCAI).

Additional facility improvements currently underway include a facility flooring project; and upcoming facility projects include remodeling in the kitchen, roofing, cooling tower replacement, parking lot resurfacing, sewage pumps, and other repairs.

Finally, several IT projects are underway including a NetSolutions application/database upgrade, Payroll Based Journaling (PBJ) Custom Solution, CareTracker Database Update, Dietary Software, NetSolutions Enhancements, and a Network Redundancy Update. Peraton and County IT are also addressing user experiences related to connectivity.

Recruitment and Hiring

Edgemoor continues to recruit and hire for open positions within the facility. Human Resources has given special focus on the hiring process for nursing staff which has supported filling of open positions.

Retention of Edgemoor's workforce is also a priority. During the fourth quarter Edgemoor had 13 employees recognized for five years of service; five employees with ten years of service; three employees with fifteen years of service; and three employees with twenty years of service.

SAN DIEGO COUNTY PSYCHIATRIC HOSPITAL (SDCPH)

Administration Change: Welcoming a new SDCPH Assistant Medical Services Administrator

Taylor Herron has been appointed as the Assistant Medical Services Administrator of SDCPH effective August 26, 2022. Taylor started her County service in 2013 as a Certified Recreational Therapist working in the SDCPH Recreation Therapy Department. In that role, she served as a direct care provider on several acute care and long-term care treatment teams, specializing in collaborating with other disciplines to develop effective plans of care and individualized behavioral plans. During this time, she served as a member of the Joint Commission Readiness Committee and was one of the subject matter experts for implementation of the new electronic medical record.

In 2021 Taylor was promoted to Recreation Therapy Supervisor where she supervised SDCPH's Recreation Therapy Department and provided oversight to clinical programming across disciplines. In that role, she led efforts to redesign clinical programming for patient care; and fostered collaborative partnerships with Department of State Hospitals, long term care facilities and local Lanterman-Petris-Short (LPS) Act (LPS) facilities to define and design best practices in patient clinical care throughout San Diego County. Taylor has served on the facilitation team for Culture of Safety, focusing on safe practices, decreasing aggressive acts in the hospital, and enhancing staff retention. She has also assisted the Hospital Administrator in developing a Train the Trainer Culture of Safety course that develops future leaders within the hospital and promotes positive workforce change.

Taylor's strengths include developing cohesive teams through team building and enhanced collaboration. She is a champion for change in creating healthy work environments; has strong clinical decision-making skills; has a passion for developing and implementing best practices that support mental health; and is skilled at identifying and addressing risks to enhance the safety of staff and patients.

Achievement

SDCPH was chosen by the California Hospital Association to present at the annual Disaster Conference on Active Shooter Training for Hospitals. This presentation is a collaboration with the San Diego County Sheriff's Department.

Programming

Medication Assisted Treatment (MAT) is now available at SDCPH, offering both maintenance and induction of suboxone. In addition, SDCPH is implementing harm reduction efforts including supporting access to Narcan.

Enhanced Care Coordination

Enhanced Care Coordination, in collaboration with BHS Case Management and NAMI Next Steps, has continued at SDCPH. Several patients have received care coordination treatment which resulted in reduced hospital admissions and an increase in community stabilization. The enhanced care coordination team continues to expand and offer services within the hospital which includes weekly treatment team meetings. The enhanced care coordination team has also received training in partnership with SDCPH Education Department on Crisis Prevention Intervention (CPI) safety protocols. Both SDCPH and the enhanced care coordination team is working directly with health plans and aligning services to the new CalAIM structure.

COVID-19 Pandemic Update

The hospital continues to slow the spread and reduce the impact through various continued infection control efforts. Nurses continue to offer and administer the COVID-19 vaccines and boosters to hundreds of patients who arrive at SDCPH. Weekly COVID-19 testing occurs with patients to assist with the containment of the illness once detected. Masks remain in effect for healthcare facilities. The hospital continues to screen staff, patients, and visitors prior to coming into the hospital.

BHS SPECIAL EVENTS AND ANNOUNCEMENTS

Check Your Mood

We are excited to announce that [Check Your Mood Day](#) will take place on October 6, 2022, in conjunction with National Depression Screening Day. The purpose of this annual event is to engage and encourage San Diegans to monitor and assess their emotional well-being. Getting screened for depression is an important part of healthcare checkups, much like getting your blood pressure checked or being screened for heart disease or diabetes. Join other community members across San Diego County to get FREE mental health resources, take the online Check Your Mood screening, and

participate in our social media campaign to raise awareness about mental health! We all play a role in supporting good mental health. How will you support the Check Your Mood campaign this year? For more information or questions, please visit www.CheckYourMoodSD.org or email us at checkyourmood@sdcounty.ca.gov.

Combined Councils Bi-Annual Meeting

The Children, Youth and Families, Transition Age Youth, and Adult Councils will host their next Combined Councils bi-annual meeting virtually via Zoom on October 10, 2022, from 10:00 A.M. to 11:30 A.M. The focus of the meeting is Fentanyl Awareness. To attend the meeting please register at the following link: <https://us06web.zoom.us/meeting/register/tZIpceCggz8jHNeL0sl8K35EcZvQ9vUAerD>.

Respectfully submitted,



LUKE BERGMANN, Ph.D., Director
Behavioral Health Services

- c: Nick Macchione, Agency Director
- Aurora Kiviat Nudd, Assistant Director and Chief Operations Officer
- Cecily Thornton-Stearns, Assistant Director and Chief Program Officer
- Nadia Privara Brahms, Assistant Director and Chief Strategy and Finance Officer