

# Siskiyou Community Health Center



## Siskiyou Community Health Center

### Fact Sheet

MEDICAL | DENTAL | PHARMACY | WALK-IN CLINIC | HEALTHY FAMILIES | SCHOOL-BASED HEALTH CENTERS

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**Siskiyou Community  
Health Center**

# Siskiyou Community Health Center

## Who we are...

Siskiyou Community Health Center (SCHC) has served southern Oregon since 1973. SCHC is a private not-for-profit corporation with a Federally Qualified Health Center (FQHC) status and service area to include all of Josephine County (1,642 square miles, pop. 86,352).

SCHC remains the only FQHC in the county and the sole source of safety-net primary health care services offering sliding fee discounts for:

- Primary
- Preventive
- Prenatal
- Perinatal
- Dental
- Behavioral Health
- Women's Health
- Pediatric
- Chronic Disease Management
- High-Risk Family Outreach Services



*Siskiyou Community Health Center operates:*

- **2 Medical Clinics** recognized by the State as Tier 4 primary care medical homes
- **2 Walk-in Clinics**
- **Moderate Complexity Lab**
- **Radiology**
- **2 in-house 340B Pharmacies**
- **4 School-Based Health Centers**
- **2 Dental Clinics** and a Mobile Dental Clinic
- **3 Healthy Families Locations**



# Siskiyou Community Health Center

Who we serve...

**In 2018 Siskiyou Community Health Center Served:**



## From our patient base:

- 19% are Medicare patients
- 50% are Medicaid/CHIP patients
- 6% are self-pay patients
- 9% are sliding scale patients
- 16% are private insurance patients
- **11,071 of patients are at or below 200% of poverty level**
- **10% of SCHC's patients are uninsured and rely solely on the sliding fee discount program**





# The Ten Domains of TIC

## SAMHSA's Concept of TIC

<u>3 E's of Trauma</u>	<u>4 R's Key Assumptions</u>	<u>6 Key Principles</u>	<u>10 Implementation Domains</u>
<ol style="list-style-type: none"><li>1. Events</li><li>2. Experience</li><li>3. Effects</li></ol>	<ol style="list-style-type: none"><li>1. Realization</li><li>2. Recognize</li><li>3. Responds</li><li>4. Resist Re-traumatization</li></ol>	<ol style="list-style-type: none"><li>1. Safety</li><li>2. Trustworthiness and Transparency</li><li>3. Peer Support</li><li>4. Collaboration and Mutuality</li><li>5. Empowerment, Voice, and Choice</li><li>6. Cultural, Historical, and Gender Issues</li></ol>	<ol style="list-style-type: none"><li>1. Governance and Leadership</li><li>2. Policy</li><li>3. Physical Environment</li><li>4. Engagement and Involvement</li><li>5. Cross Sector Collaboration</li><li>6. Screening, Assessment, and Treatment Services</li><li>7. Training and Workforce Development</li><li>8. Progress Monitoring and Quality Assurance</li><li>9. Financing</li><li>10. Evaluation</li></ol>

Substance Abuse and Mental Health Services Administration.

SAMHSA's Concept of Trauma and Guidance for a Trauma-Informed Approach. HHS Publication No. (SMA) 14-4844. Rockville, MD:

Substance Abuse and Mental Health Services Administration, 2014.



# TIC Roadmap: Top-Down & Bottom-Up

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## Becoming a TIC organization: Top-down

- Governance and leadership buy-in
  - Resources and organizational readiness assessment
  - Financial aspect (AIMS grant)
  - TIC implementation framework (the 4 R's)
  - Organization-wide staff training, May 2018
  - Adopting TIC Guiding Principles: TIC in strategic plan and QA/QI plan
- Bottom-up:
    - Workforce empowerment, voice & choice



# TIC Roadmap: Top-Down & Bottom-Up

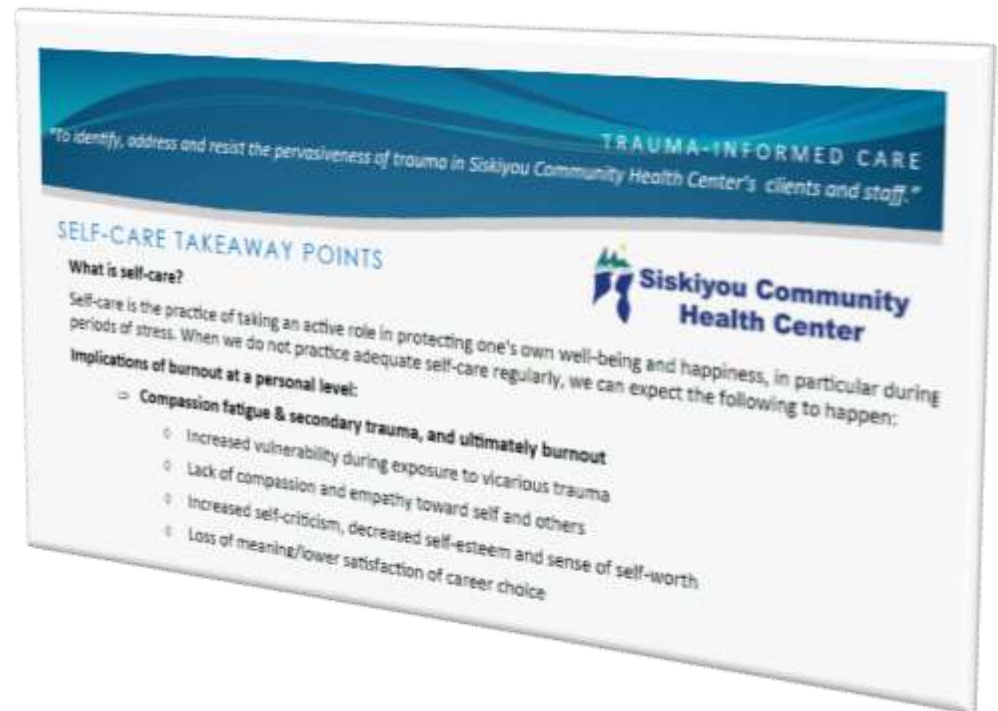
Weekly Snack Cart and  
Snackagawea



# Workforce: A Catalyst of Change

Workforce as a catalyst of change:

- Resilience Alliance Team's mission and role
- HR & new hire onboarding



# From Trauma-Informed to Trauma-Responsive

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The Patient Advisory Council's role in the TIC advancement process





# What's Next?

- Redefining organizational mission & values while embracing TIC culture
- Continuous Board & staff development
- Community outreach & education
- Social determinants of health & health equity
- Quality patient care and better health outcomes



# The Board & Leadership Team Workshops



# Q&A

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Questions?



# Contact

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# *Embodiment and Practice of Trauma-Informed Leadership*

Perspectives from the Community  
Health Center of Lane County  
Trauma Informed Care Committee

*Jorjie Arden*

*Jessica Criser, MSN, NP-C*





# Community Health Center of Lane County

Six primary care clinics, including Springfield High School and integrated primary care at Lane County Behavioral Health

18,679 patients

63,122 primary care visits in 2017

52% of patients are children/adolescents

76% had family income <100% FPL


91% had family income <200% FPL

18% uninsured


65% Medicaid

13% self-identify as homeless


# CHC-LC Trauma Informed Care Committee

- ▶ Initial work started in 2014, resulting in implementation of ACE surveys across clinics.
  - ▶ Strong support from Lane County Health and Human Services, including required TIC 101 for all employees and Division TICC.
  - ▶ Partnership between TIC and Patient Engagement Group and Health Council
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# CHC-LC Trauma Informed Care Committee


- ▶ 12 members from across clinic sites and roles as well a consumer member and Trauma Health Project (THP) consultant
  - ▶ Strive for inclusivity, rotating roles and meeting sites
  - ▶ Close partnership with THP including participation in monthly learning collaborates and sustainability retreat
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# 2019 TIC Patient Survey

- ▶ 20 question survey with questions from each of the 7 domains of TIC
  - ▶ Available over 2 weeks
  - ▶ 1,100 responses
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# Survey responses


## Agree/Strongly agree

- ▶ I feel safe with the people who work at this clinic: 97.6%
  - ▶ Staff treat me with respect: 97.1%
  - ▶ Staff respect my personal space and boundaries: 96.7%
  - ▶ I feel safe in the building where I receive services: 96.5%
  - ▶ I trust the people who work at this clinic: 94%
- 




# Survey responses


## Disagree/Strongly disagree

- ▶ Staff regularly ask me how satisfied or happy I am with the services I receive: 17.1%
  - ▶ Staff have helped me connect to people with similar backgrounds or life experiences to mine who can support or be a role model to me: 13.4%
  - ▶ Staff have asked me if the services I get at this clinic are helping me: 9.8%
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# Survey comments

- ▶ I have always thought that this was the best place for me to come for my care.
  - ▶ Charnelton Community Clinic has saved my life.
  - ▶ I love this place.
  - ▶ Everyone is so polite and caring. I feel less nervous when I come in.
  - ▶ Nurses do a great job.
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# 2020 workplan

- ▶ Wrap up consumer survey:
    - Disseminate results to consumers
    - Act on survey findings
  - ▶ Workforce wellness survey
  - ▶ Training plan
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# Questions?

