INNOVATIVE PRACTICES PANEL

JACKSON COUNTY

ANN ACKLES, RN BSN

NURSING SUPERVISOR

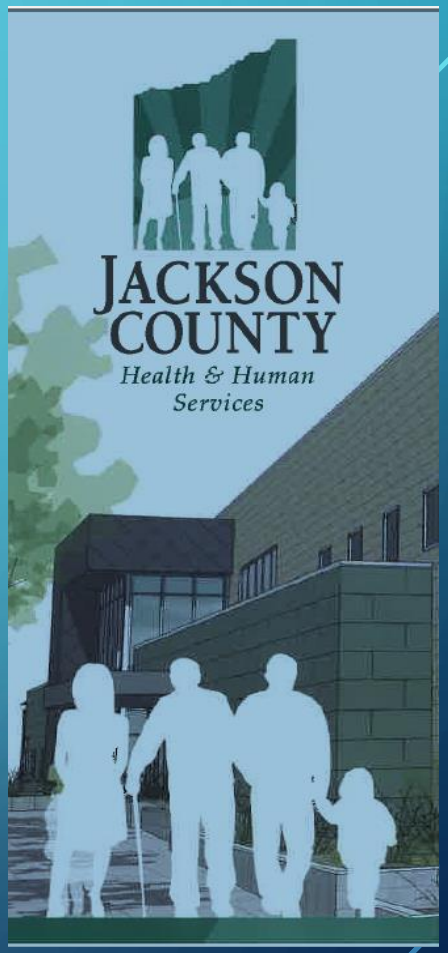
JACKSON COUNTY OREGON

- Population – 210,287 (2010 census)
- 2,802 Square Miles
- Cities – Medford, Ashland, Phoenix,
  - Talent, Central Point, Jacksonville,
  - Gold Hill, Rogue River, Prospect,
  - Butte Falls, Jacksonville, Shady Cove

- Years of Planning for integration

- Services now under one roof

- Crises Services
- Psychiatric Support Services
- Birch Grove Health Center (La Clinica)
- Public Health Clinic
- WIC/MCH
- Child and Youth Services
- Mental Health Benefits
- Oregon Pain Advisors – Pain Resiliency Program
- HHS Administration
- Adult Developmental Disability/ Mental Health Services



PARTNERS

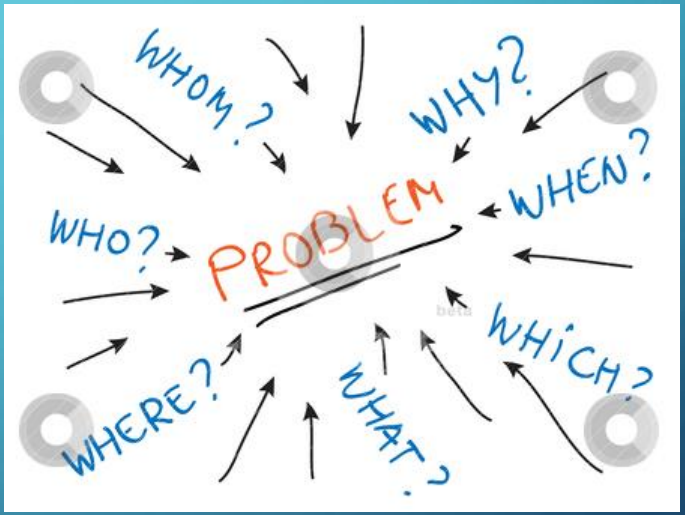
Jackson County
Health and Human Services
JCHH is home
to the EASA
Program!
families in community
health care coalition of southern oregon
HIV ALLIANCE
LA CLINICA
OREGON
PAIN ADVISORS

PREPARING FOR THE FAMILY PLANNING CLINIC MOVE

- Committee
- Partners
- CQI Tools
- Planning

DISCOVER WITH THE TEAM

- Getting to know you
- Dealing with questions



- **Draft Vision and Goals**
- **Integrated services between HHS Public Health and La Clinical** refers to a sustainable system that produces high quality health care for the clients we serve.
- Our integration points will include:
- Our organization structures will deliver high quality coordinated care across services lines as needed.

- We will organize our workflow to jointly provide needed services in as efficient manner as possible.
- We will conform to regulatory standards and rules.
- Our leadership promotes quality improvement accountability by all staff.
- The behaviors of our staff will focus services to ensure culturally appropriate health care for our clients.
- We will align our infrastructures to ensure comprehensive cost effective services across the continuum of care.

- We will share comprehensive health care information so clients can make informed decisions. We honor patient choice.

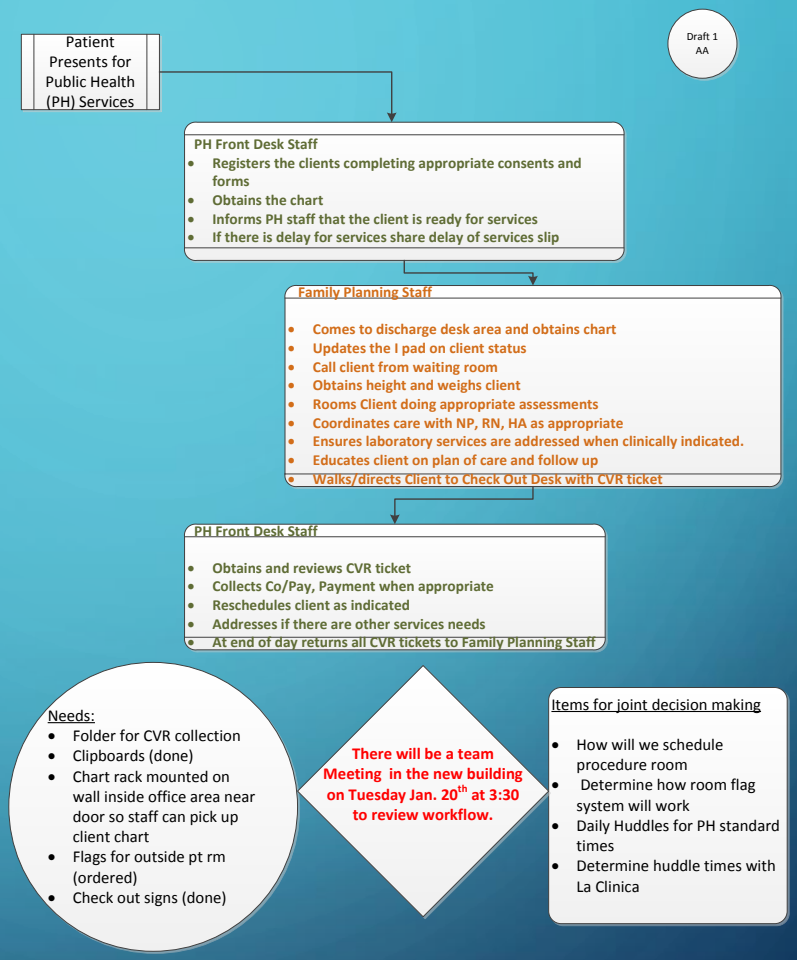
- Our leadership teams and staff alike share the vision and goals for treating our patient populations by:
  - Utilizing coordinated care teams
  - Working in a collegiality manner with respect for all
  - Recommend care management processes
  - Adherence to evidence-based guidelines
  - Monitoring outcomes and taking actions to improve the care we provide

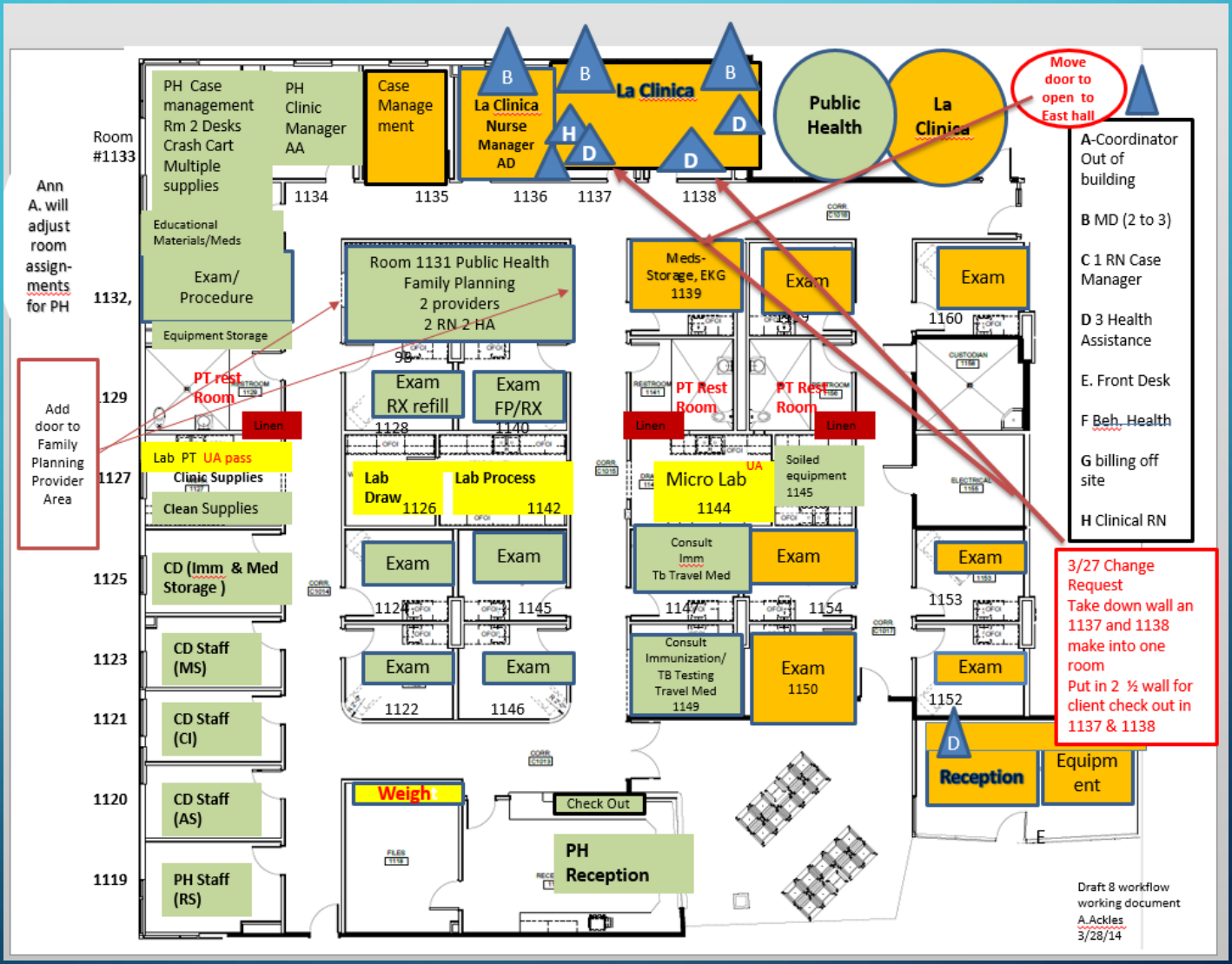
NEW PARTNERS MEETING TO PLAN

- <u>Starting Ground Rules for Integration Team meeting</u>
- We will start and end on time (we are all responsible to keep us on time)
- We will values each person input and there will be no "rank" in the room
- We will be respectful in our communications
- We will seek to understand the intent of other's point of view
- We will stay focused on topic that is being discussed
- We will avoid side-bar conservations
- We will utilize a parking lot to track additional topics for future discussion

- We will remember that integration is a blending of our services and cultures and this will take time
- We will be open to change and try new ways of doing things
- We will come prepared for each meeting
- We will look for creative ways to work though challenging decision
- We will be sensitive to those impacted by change
- We will consult content experts prior to moving forward or finalizing decisions
- What we brainstorm stays in the room or discussions limited to team members until we are ready to present as a group

WORKFLOW DISCUSSIONS




Room #1133
Ann A. will adjust room assign-ments for PH
1132,
129
1127
1125
1123
1121
1120
1119
PH Case management Rm 2 Desks Crash Cart Multiple supplies
PH Clinic Manager AA
Case Manage ment
La Clinica Nurse Manager AD
La Clinica
Public Health
La Clinica
Move door to open to East hall
A-Coordinator Out of building
B MD (2 to 3)
C 1 RN Case Manager
D 3 Health Assistance
E. Front Desk
F Beh. Health
G billing off site
H Clinical RN
1134
1135
1136
1137
1138
Educational Materials/Meds
Exam/ Procedure
Equipment Storage
Room 1131 Public Health Family Planning 2 providers 2 RN 2 HA
Meds-Storage, EKG 1139
Exam
Exam
1160
Add door to Family Planning Provider Area
PT rest Room
Linen
Exam RX refill
1128
Exam FP/RX
1140
PT Rest Room
Linen
PT Rest Room
Linen
Lab PT UA pass
Clinic Supplies
Clean Supplies
Lab Draw
1126
Lab Process
1142
Micro Lab
1144
UA
Soiled equipment 1145
CD (Imm & Med Storage)
Exam
Exam
1124
1145
Consult Imm Tb Travel Med
1147
Exam
1154
Exam
1153
CD Staff (MS)
Exam
Exam
1122
1146
Consult Immunization/ TB Testing Travel Med 1149
Exam 1150
Exam
1152
CD Staff (CI)
CD Staff (AS)
PH Staff (RS)
Weigh
Check Out
PH Reception
Reception
Equipm ent
E
3/27 Change Request
Take down wall an 1137 and 1138 make into one room
Put in 2 ½ wall for client check out in 1137 & 1138
Draft 8 workflow working document
A.Ackles
3/28/14

THE MOVE…….

PURGE BEFORE YOU MOVE!

IT TAKES TIME TO CONFIRM

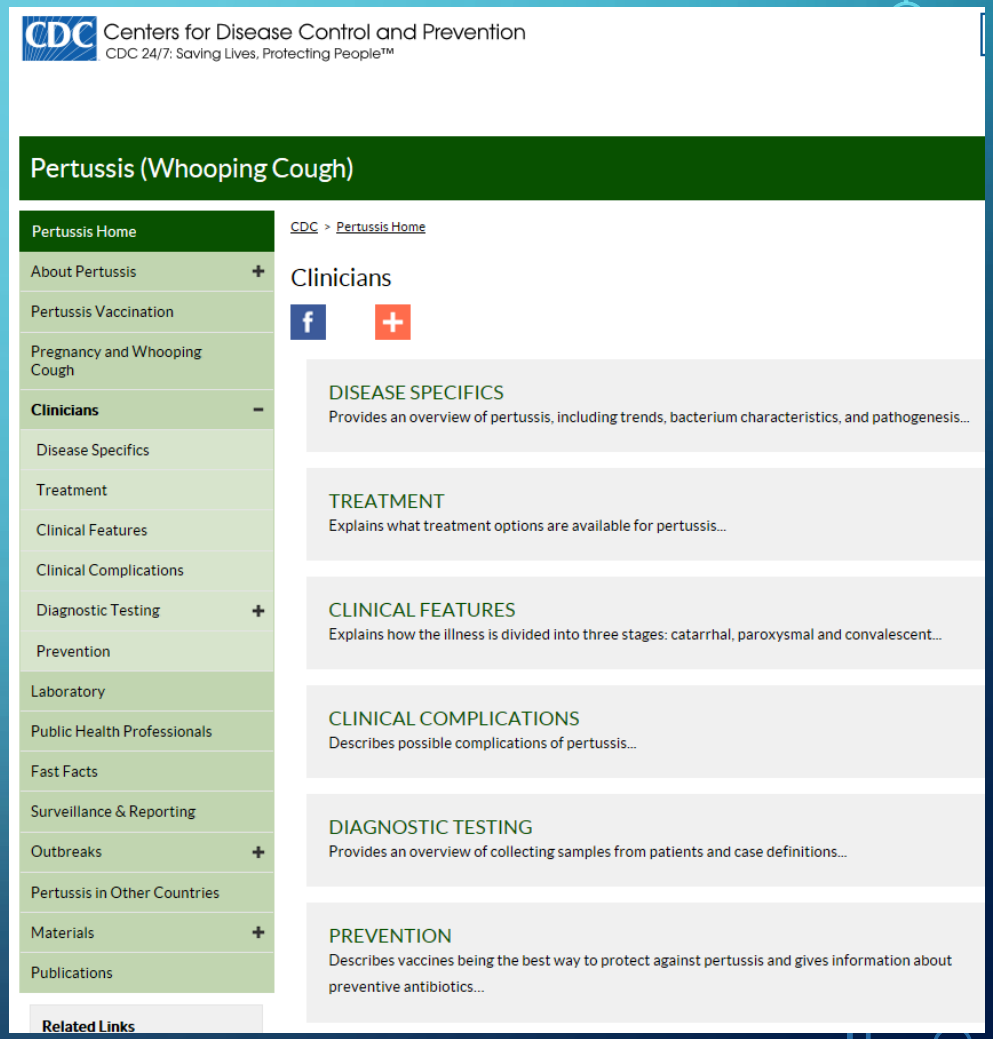
FINAL PLAN FOR ROOM

PeaceHealth
Laboratories
LCDV
LAB SPECIMENS
Birch Grove
La Clinica
BIOHAZARD
BIOHAZARD
NO FOOD OR DRINK
TO BE STORED
IN THIS REFRIGERATOR
VISTA

NOT JUST CO-LOCATED

PERTUSSIS OUTBREAK

- Weekly CD Meeting
- Day care Facility
- Residential Facility
- 12 hours to a unified approach
- La Clinical Provider, Mobile Unit
- Medical Director
- Joint PH and La Clinica Staff



IT IS A JOURNEY…..WE CONTINUE TO LEARN