Volunteer Caregiving

IMPROVING ACCESS TO HEALTHCARE SINCE 1984
# Social Determinants of Health

## Table: Social Determinants of Health

<table>
<thead>
<tr>
<th>Economic Stability</th>
<th>Neighborhood and Physical Environment</th>
<th>Education</th>
<th>Food</th>
<th>Community and Social Context</th>
<th>Health Care System</th>
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**Health Outcomes**

Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations
Social Determinants of Health

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**Health Outcomes**
- Mortality
- Morbidity
- Life Expectancy
- Health Care Expenditures
- Health Status
- Functional Limitations

**Ask us about our Asset Maps!**
Ventura County CAREGIVERS works with more than 150 select resources to provide services in addition to our own.
Shared Values

TO PROMOTE THE HEALTH, WELL-BEING, DIGNITY, AND INDEPENDENCE OF FRAIL, HOMEBOUND ELDERLY AND PEOPLE WITH DISABILITIES THROUGH ONE-ON-ONE RELATIONSHIPS WITH TRUSTED VOLUNTEERS.
How we see ourselves
Social Services wasn’t even on The Map!
The Obstacles in Our Way

Paradigms/Perception

Vocabulary

Money

Metrics
MOTIVATION: CHANGE YOUR PARADIGM

We can open doors to new ideas when we work together!
MOTIVATION: Expand Our Vocabulary

Physiological studies have found that speaking two or more languages is a great asset to the cognitive process.
MOTIVATION: Money

We have a leadership opportunity in front of us. Let’s write this book!
MOTIVATION: Metrics

Metrics play an important role since they transform both the customer requirements as well as operational performance to numbers which can be compared.
Proof of Concept

- California Hospital Association
- Kaiser Permanente Foundation
- SCAN Health Plan
- Dignity Health Social Innovation
- Dignity Heath Community Grants
PROOF OF CONCEPT: California Hospital Association

Change happens when the pain of staying the same is greater than the pain of change.

Tony Robbins

Joan & Tammy

Make a friend in a “foreign country”
PROOF OF CONCEPT:
Kaiser Permanente Foundation

Seek support for your ideas!

Thank you, KP.org

Close to $200,000 in support for Volunteer Caregiving
PROOF OF CONCEPT: SCAN Health Plan Foundation

Someone else believes in us!

Thank you, SCAN

Close $50,000 in support for Volunteer Caregiving
PROOF OF CONCEPT: Dignity Health’s Social Innovation Grant

Using the Volunteer Caregiving model

Thank you, Dignity Health

$150,000 in support for Volunteer Caregiving
PROOF OF CONCEPT: Dignity Health’s Local Community Grant

Hospital Discharge & Homecoming Program

Thank you, Dignity Health

Supporting Volunteer Caregiving in Arizona & California

- Neighbors Who Care, Sun Lakes, AZ
  - Local Readmission Rate: 15.7 percent
  - Volunteer Caregiving: 1.7 percent
- CAREGIVERS: Volunteers Assisting the Elderly
  Ventura County, CA
  - Local Readmission Rate: 18.4 percent
  - State Average: 18.8 percent
  - Trained Staff/MSW Interns
    - Helping hand from resources including Volunteer Caregivers
Founded in 1984
More than 650 active programs across the nation
Estimated 55 programs in California
Forward-Thinking, Ready to Respond
Partnering with First 5 Siskiyou & Yreka Resource Center
Fairchild Medical Center,
1st Baby of the Year - 2018
OB Nurse Melissa & FMC Pediatrician, Dr. Zeke.
Whole Person Care

2018 California Hospital Volunteer Leadership Conference

Mobilizing Volunteers to Address the Social Determinants of Health
Tuesday, February 20, 2018

Kimi Tahara
Operations and Integration Program Specialist, Alameda County Care Connect
Alameda Health Care Services Agency

California's Initiatives
- 5-year Initiative funded by California Department of Health Care Services (DHCS)
- Medicaid 1115 waiver initiative
- 15 publicly across the state
- $1.46 billion federal funds

Goals of WFC
- Improve patient care and outcomes through increased access to services
- Increase volunteer engagement and retention
- Build a well-informed and engaged volunteer workforce

Questions
2018 California Hospital Volunteer Leadership Conference

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Kimi Tahara
Operations and Integration Program Specialist, Alameda County Care Connect
Alameda Health Care Services Agency
Overview

1. What are Social Determinants of Health (SDOH)?
2. What is Whole Person Care (WPC)?
3. How do these relate to Population Health?

Population Health

The goal of population health is to improve the quality of care and outcomes while managing costs for a defined group of people.
Population Health

The goal of population health is to improve the quality of care and outcomes while managing costs for a defined group of people.
Whole Person Care

The coordination of health, behavioral health, and social services, as applicable, in a patient-centered manner with the goals of improved beneficiary health and well-being through more efficient and effective use of resources.
The social determinants of health are the conditions in which people are born, grow, live, work and age.
California's Initiatives

- 5-year Initiative funded by California Department of Health Care Services (DHCS)
- Medi-Cal 2020 Waiver Initiative
- 18 pilots across the state
- $1.5B total federal funds
Goals of WPC

- Increase, improve:
  - Integration between physical, social, and behavioral health
  - Care coordination
  - Access to housing and supportive services
  - Data collection/exchange
  - Human governance and administrative benchmarks
- Decrease inappropriate utilization of emergency services and inpatient stays

The Problem
Alameda County Care Connect’s Problem Statement:
https://www.powtoon.com/m/e2tPdEAf4of/1/m

Alameda County Care Connect
An Initiative of Alameda County Health Care Services Agency
Visit our website to learn more about our journey, impact, and outcomes
http://accareconnect.org/
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Whole Person Care

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California’s Initiatives
- 5-year Initiative funded by California Department of Health Care Services (DHCS)
- Medicaid with Waiver Initiative
- 16+ sites across the state
- $1.58 billion federal funds

Goals of WPC
- Improve access to health care services
- Reduce healthcare disparity
- Increase engagement in health-related activities
- Enhance quality of life for underserved populations
- Promote healthy lifestyles and habits

Questions