



**CalOptima**  
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# Homeless Health

**California Association of Health Plans**

**May 29, 2019**

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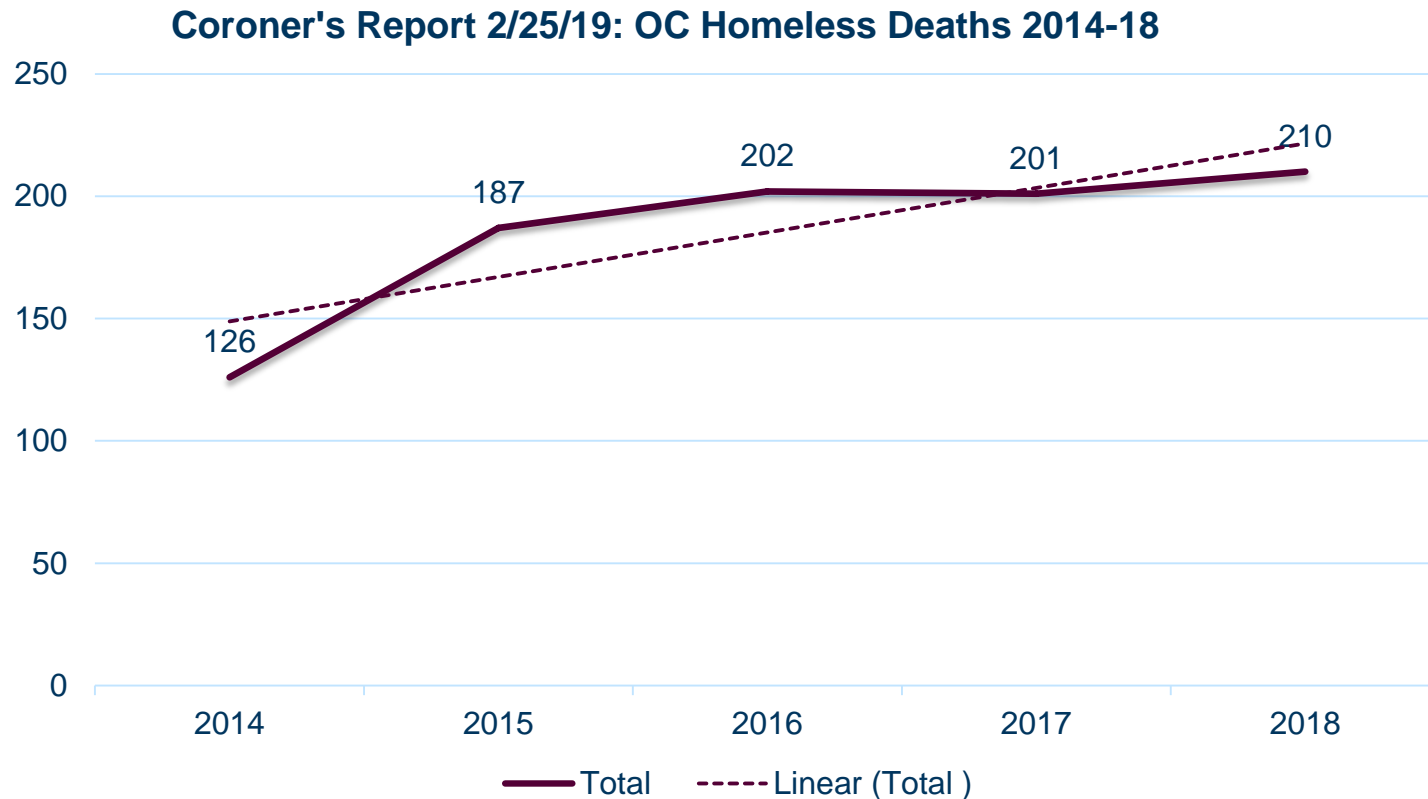
**Chief Medical Officer**

# Impetus for Action in Orange County

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- Address homeless crisis with urgency and commitment
- Address trend of homeless deaths
- Build a better system of care for members who are homeless that is long-lasting and becomes part of established delivery system
- Prioritize population health for this group

# Coroner's Report on Homeless Deaths



- Includes all homeless deaths in Orange County, not limited to CalOptima members
- Methodology of reporting and identification of homeless may vary by county
- Increased homeless death rates over the past five years reported in the media statewide

# \$100 Million for Homeless Health

Projects	Board Approved
Services at the Be Well OC Regional Mental Health and Wellness Campus	\$11.4 million
Recuperative Care	\$11 million
Clinical Field Team Startup Costs for Five Clinics	\$1.6 million
CalOptima Homeless Response Team	\$6 million
Homeless Coordination at Hospitals	\$10 million
New Initiatives	\$60 million
<b>Total Reserve</b>	<b>\$100 million</b>

# Clinical Field Teams

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- Vision
  - Deliver urgent-care-type services to homeless individuals where they are
- Startup and structure
  - Launched in April through four Federally Qualified Health Centers (FQHCs); another clinic coming on board soon
  - Includes nurse practitioners, physicians, physician assistants and medical assistants
  - Available on-call to be deployed out in the community
  - Provided treatment at shelters, soup kitchens, train station, bus stops, restaurants, parks, courthouse, strip malls, etc.
  - Treated rashes, wounds, sinusitis, eye infections, etc.

# Clinical Field Teams (Cont.)

- Approach
  - Assessment in the field
  - Triage to appropriate care setting
  - Stabilize urgent conditions
  - Handoff to assigned PCP for comprehensive care



# Clinical Resources in the Field

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- Point of Care Testing
  - Glucose
  - Hemoglobin
- Treatments
  - Wound care
  - Nebulized breathing treatments
  - Intramuscular antibiotics
  - Subcutaneous insulin
- Dispensed Medications
  - Antibiotics
  - Inhalers
- Prescribed Medications
  - Delivery service

# Issues Addressed

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- Skin conditions
  - Abscesses
  - Dog bites
  - Infections
  - Bug bites
  - Wounds
- Respiratory infections
- Fractures
- Post hospital discharge
- Recuperative care assessments



# CalOptima's Role

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- Dispatch clinical field teams
- Deploy social worker or personal care coordinator when possible
- Support members and promote communication between the county and clinical field teams
- Assist members with provider changes
- Provide CalOptima ID cards
- Assist with referrals
- Communicate with health networks
- Promote trust and strengthen health network relationship

# CalOptima's Mission

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To provide members with access to quality health care services delivered in a cost-effective and compassionate manner



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Medi-Cal

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OneCare (HMO SNP)

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OneCare Connect

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PACE

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