

# California Health & Wellness' Commitment to Rural Health Care



## Improving Access & Breaking Down Barriers for Patients

At California Health & Wellness (CHW), we are dedicated to providing quality health care to patients in the **northern 18 counties** — going above and beyond to improve health outcomes for our state's rural communities and for all Californians.

### CHW'S FOOTPRINT IN THE RURAL 18

**~140,000**  
members served



**97%**  
of whom are Medi-Cal enrollees (135,688)\*\*

**5,534**  
primary care providers  
and specialists

**29**  
hospitals

## Investing in Rural Health Care

An embedded member of the local communities we serve, CHW has created health benefits, designed innovative programs and invested more than \$800,000 in local organizations from 2017-2018 to address key priorities in the rural 18 counties including:



### ACCESS, ENROLLMENT & RETENTION SUPPORT

Boots-on-the-ground enrollment and navigation assistance for patients with their health care coverage to guide them through enrollment, help them understand their plan benefits and secure access to care when they need it most



### TRANSPORTATION TO CARE

Programs designed to ensure rural members in remote geographic locations have safe and reliable transportation to and from their health care visits including medical, dental, substance abuse, pharmacy and hospital discharge



### ADVANCEMENTS IN TECHNOLOGY

Investments to help break down geographic barriers and supplement facility and provider shortages through proven telehealth solutions that connect patients with care



### LOCAL WORKFORCE & PROVIDER DEVELOPMENT

Workforce development programs for health care professionals to advance and encourage an increased provider presence amongst a state shortage affecting rural regions disproportionately



### KEY PARTNERSHIPS

More than 23 community engagement events with local nonprofits, provider partners and government agencies to enhance access to care, improve social determinants of health and empower local organizations in rural communities



### WILDFIRE RESPONSE & RECOVERY

Critical investments in disaster response resources and recovery efforts to aid in healing damaged communities — including during and after the devastating Camp Fire

Sources: <https://patientengagementhit.com/features/strategies-for-rural-patient-healthcare-access->, <http://med.stanford.edu/ruralhealth/health-pros/factsheets/disparities-barriers.html>, <https://www.chcf.org/blog/long-road-to-care-for-rural-californians/>

\*\* Membership data represent additional 4,249 Health Net members from other lines of business in region (Medicare, Med Supp, Commercial/Employee Group and CoveredCA).

\*As of Aug. 2019

## CAMP FIRE RECOVERY RESOURCES



### Butte County Office of Education

Camp Fire recovery resources to support Butte County school mental health & trauma recovery programs

**OUTCOME:** 2 counseling coordinators were immediately hired to help develop and implement a Butte County Office of Education mental health response to the fire; coordinators now manage 10 counselors who support students in need countywide.



### Peg Taylor Center for Adult Day Care

Camp Fire disaster recovery resources

**OUTCOME:** Allowed for continued operations and expansion of critical care and programs immediately following the fire; over 500 community members served as a direct result.

## SUPPORTING LOCAL HEALTH PROVIDERS



### Chapa-De Indian Health

Study & expand the role of clinical pharmacists at Chapa-De

**OUTCOME:** Updated electronic health records system to properly track and quantify the potential of pharmacist's role in direct patient care. As a result, clinical pharmacists are now working with 200+ patients and, by 2020, clinical pharmacists will be able to conduct telehealth visits with patients — supplementing limited provider capacity and increasing access options for patients .



### Butte County Mobile Medical Unit

New Mobile Medical Unit (MMU) to deliver health services to regional homeless population

**OUTCOME:** MMU will be parked at a different homeless shelter every month for 4-5 days — no patients will be turned away; the unit will see everyone that comes through the door. Education on how to access transportation, pharmacy and urgent care services will also be provided.

## Bridging the Gap for Patients — Harnessing Technology

Leveraging the power of technology and investing in telehealth solutions is proven to bring patients closer to health care. Improving timely access requires harnessing all available tools, which is why CHW has invested in innovative telehealth programs such as:



### LIVE VIDEO VISITS

7,461 video visits held in rural, underserved areas thanks to partnerships with numerous live-video multispecialty groups to improve continuity of care, reduce health care costs and allow rural patients increased access .



### E-CONSULTATIONS

More than 2,000 electronic consultations in 18 specialty practice areas initiated by physicians and health care professionals seeking qualified and timely specialist consultants' expert opinion.



### INDEMAND INTERPRETING

34,672 minutes of real-time, technology-enabled medical interpreting serving over 26,000 patients ensuring equitable care is available and accessible in communities with limited English proficiency.



### PROJECT ECHO

Collaborative learning model that provides specialty treatment information used to educate and mentor clinicians to increase workforce capacity in rural and underserved areas, reducing health disparities.

