

2019

COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION PLAN



Paper copies of the Community Health Needs Assessment and Implementation Plan may be obtained In-person at the following locations:

Mammoth Hospital Administration

Address: 85 Sierra Park Road, PO Box 660, Mammoth Lakes, CA 93546

Phone: (760)-934-3311

Web site: [www.http://mammothhospital.org](http://mammothhospital.org)

Mono County Health Department

Address: 437 Old Mammoth Road, Suite Q, Mammoth Lakes, CA 93546

Phone: (760) 924-1830

Web site: <https://monohealth.com>



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COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION PLAN COLLABORATION

Mammoth Hospital and Mono County Health Department worked collaboratively to develop the 2019 Community Health Needs Assessment (CHNA) and Implementation Plan. The Mono County CHNA was completed in June of 2019 and includes detailed information about the health issues, including social determinants of health, facing communities throughout Mono County.

As part of the CHNA process, the CHNA Steering Committee reviewed the quantitative and qualitative data and utilized prioritization criteria to identify community health needs to focus on over the next three (3) years. The four (4) community health priorities are:

1. Substance Use Prevention and Treatment
2. Behavioral Health Access, Prevention, and Treatment
3. Clinical Care Access and Preventative Care
4. Dental Care Access and Preventative Care

The four (4) community health priorities are in alignment with the health needs identified by community members and key stakeholders. Current resources available in the community to meet each of the four (4) priorities are included in the CHNA. In addition, current and future initiatives identified by key stakeholders, are included in the Implementation Plan appendices.

A workgroup was held for each of the four community health priorities between September 16 and September 18, 2019. Key stakeholders were invited to provide input on each of the areas and to help develop an implementation plan. Each work group was asked four (4) questions specific to each of the community health priorities:

1. What initiatives does your organization have in place now?
2. What initiatives does your organization have planned for the future?
3. What are the gaps in services or programs?
4. What programs could be provided if resources and capacity were not an issue?

Workshop attendees and a summary of feedback is included in Appendixes 1 – 8.

COMMUNITY HEALTH NEEDS ASSESSMENT IMPLEMENTATION PLAN

Based on the information collected as part of the CHNA and feedback from the workgroups, strategies were developed for each community health priority. In some instances, objectives were modified from those initially published in the CHNA to better reflect the strategies established by stakeholders.

The implementation plan for each priority including objectives, strategies and measures of success are included in this report.



2019 CHNA AND IMPLEMENTATION PLAN

Copies of the 2019 CHNA and implementation plan may be obtained from the following locations:

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CONSULTANTS

Mammoth Hospital and Mono County Health Department contracted with HealthTechS3 (HTS3) to assist in conducting the 2019 Community Health Needs Assessment and Implementation Plan. HealthTechS3 is a healthcare consulting and hospital management company based in Brentwood, Tennessee. Carolyn St.Charles, Regional Chief Clinical Officer and Cheri Benander, HealthTechS3 Consultant were the principal consultants for the project.



Priority 1

Substance Use Prevention and Treatment



Priority 1: Substance Use Prevention and Treatment

Objective 1: Increase access to substance use prevention and treatment services.

Measures of Success

Describe methods used to identify barriers to accessing Medication-Assisted Treatment (MAT)

Number of community solutions implemented

Number of patients who participate in an Opioid Free Joint Replacement program

Strategy 1: Identify barriers to accessing MAT treatment and develop community solutions.

- Lead Organizations
 - Mammoth Hospital
 - Toiyabe Indian Health Project
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Community Service Solutions
 - Mono County: Behavioral Health, Department of Social Services, Public Health, Probation, Sheriff's Office

Strategy 2: Continue to evaluate, explore and implement an Opioid-Free Joint Replacement Program.

- Lead Organization
 - Mammoth Hospital



Priority 1: Substance Use Prevention and Treatment

Objective 2: Develop a collaborative network to enhance a comprehensive framework of services.

Measures of Success

Community stakeholders participating and attendance at collaborative network meetings
Collaborative network review of substance use implementation plan every 6 months
Number of individuals accessing substance use tele-medicine services

Strategy 1: Develop a collaborative network of community organizations involved in the prevention and treatment of substance use.

- Lead Organization
 - Mono County Public Health Department
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Community Service Solutions
 - Mammoth Hospital
 - Mono County: Behavioral Health, Board of Supervisors, Department of Social Services, District Attorney's Office, Emergency Medical Services, Probation, Sheriff's Office
 - Mono County Fire Districts
 - Mono County School Districts
 - Toiyabe Indian Health Project
 - Town of Mammoth Lakes: Police Department, Town Council

Strategy 2: Expand use of tele-medicine services for substance use.

- Lead Organization
 - Mono County Public Health Department
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Mono County: Behavioral Health, Department of Social Services



Priority 1: Substance Use Prevention and Treatment

Objective 3: Organize and promote substance use training and education for providers.

Measures of Success

*Number of providers who have completed the education
required to obtain an X waiver
Number of providers who received training on substance use topics*

Strategy 1: Continue to increase the number providers who have obtained an X waiver to provide Medication Assisted Treatment (MAT) for Opioid Use Disorder.

- Lead Organizations
 - Mammoth Hospital
 - Toiyabe Indian Health Project
- Collaborating Organizations
 - Mono County: Behavioral Health, Public Health

Strategy 2: Provider training to increase substance use literacy, reduce stigma and identify best practices for treatment and services.

- Lead Organization
 - Mono County Public Health Department
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Mammoth Hospital
 - Mono County Behavioral Health
 - Toiyabe Indian Health Project



Priority 1: Substance Use Prevention and Treatment

Objective 4: Organize and promote substance use training and education for community members.

Measures of Success

*Number of community members who receive training
Resources developed for substance use prevention and treatment
Estimated advertising reach of print and on-line resources*

Strategy 1: Provide community education to increase substance use literacy, reduce stigma and identify prevention and treatment options.

- Lead Organization
 - Mono County: Behavioral Health, Public Health
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Community Service Solutions
 - Mammoth Hospital
 - Mono County: Behavioral Health, Department of Social Services, Probation, Sheriff's Office
 - Mono County School Districts
 - Toiyabe Indian Health Project

Strategy 2: Develop print and on-line resources for providers and the community relative to substance use prevention and treatment.

- Lead Organization
 - Mono County Public Health Department
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Community Service Solutions
 - Department of Social Services
 - Mammoth Hospital
 - Mono County: Behavioral Health, Probation, Sheriff's Office
 - Mono County School Districts
 - Toiyabe Indian Health Project



Priority 1: Substance Use Prevention and Treatment

Objective 5: Develop and raise awareness of local ordinances and policies to reduce substance use.

Measures of Success

Identify enforcement barriers and opportunities to reduce substance use
Number of community solutions implemented to reduce substance use
Ordinance enacted in Mammoth Lakes to prevent sale of flavored tobacco

Strategy 1: Explore enforcement barriers and opportunities related to substance use.

- Lead Organization
 - Mono County Public Health Department
- Collaborating Organizations
 - Mono County: District Attorney, Probation, Sheriff's Office
 - Mammoth Lakes Police Department

Strategy 2: Work with town of Mammoth Lakes to enact ordinance to prevent sale of flavored tobacco.

- Lead Organization
 - Mammoth Lakes Police Department
 - Mono County Public Health Department



Priority 1: Substance Use Prevention and Treatment

Objective 6: Expand harm reduction strategies throughout the County.

Measures of Success

Drug take-back program implemented at Mammoth Hospital
Needle exchange program implemented
Number of community partners distributing Naloxone
Number of Naloxone doses distributed to community members

Strategy 1: Implement a drug take-back program.

- Lead Organization
 - Mammoth Hospital

Strategy 2: Implement needle exchange program.

- Lead Organization
 - Mono County Behavioral Health
- Collaborating Organization
 - Mono County Public Health Department

Strategy 3: Expand Naloxone training and distribution program(s).

- Lead Organizations
 - Mono County: Behavioral Health, Emergency Medical Services, Public Health
 - Toiyabe Indian Health Project
- Collaborating Organizations
 - Mammoth Lakes Police Department
 - Mono County: Department of Social Services, Probation, Sheriff's Office
 - Mono County Fire Districts



Priority 2

Behavioral Health Access, Prevention and Treatment



Priority 2: Behavioral Health Access, Prevention and Treatment

Objective 1: Increase access to behavioral health care.

Measures of Success

Appointment availability and wait times to access providers at Mammoth Hospital Behavioral Health Clinic
Evaluate adding providers and/or expanding hours at Mammoth Hospital Behavioral Health Clinic
Community stakeholder participation and attendance at collaborative network meetings
Collaborative network review of behavioral health implementation plan every 6 months

Strategy 1: Explore the capacity of Mammoth Hospital behavioral health providers and expand services as needed.

- Lead Organization
 - Mammoth Hospital

Strategy 2: Develop a collaborative network of community organizations involved in behavioral health care and meet quarterly to discuss behavioral health needs in the community.

- Lead Organizations
 - Mammoth Hospital
 - Mono County Behavioral Health
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Community Service Solutions
 - Mammoth Lakes Police Department
 - Mono County: Department of Social Services, District Attorney's Office, Emergency Medical Services, Public Health, Probation, Sheriff's Office
 - Mono County School Districts
 - Toiyabe Indian Health Project



Priority 2: Behavioral Health Access, Prevention and Treatment

Objective 2: Increase awareness of Adverse Childhood Experiences (ACEs), which can lead to depression and suicidal ideation in youths.

Measures of Success

Provide or promote educational opportunities related to ACEs and Trauma-Informed Care for local service providers

Strategy 1: Explore and promote educational opportunities to raise awareness on ACEs and Trauma Informed Care for local service providers.

- Lead Organizations
 - Mammoth Hospital
 - Mono County: Behavioral Health, Public Health
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Community Service Solutions
 - Mammoth Lakes Police Department
 - Mono County: Department of Social Services, District Attorney's Office, Emergency Medical Services, Probation, Sheriff's Office
 - Mono County School Districts
 - Toiyabe Indian Health Project



Priority 2: Behavioral Health Access, Prevention and Treatment

Objective 3: Expand availability of wellness programs and classes to educate community members on managing anxiety and depression.

Measures of Success

Programs and classes provided

Strategy 1: Continue sponsoring, supporting and developing programs and classes that focus on inclusiveness, overall wellness and stress reduction.

- Lead Organizations
 - Mono County: Behavioral Health, Public Health
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Community Service Solutions
 - Mammoth Hospital
 - Mammoth Mountain
 - Mono County Department of Social Services
 - Mono County School Districts
 - Town of Mammoth Lakes Parks and Recreation



Priority 2: Behavioral Health Access, Prevention and Treatment

Objective 4: Understand the impacts of social determinants of health including isolation, housing and poverty.

Measures of Success

Identify barriers to accessing mental health care
Provide educational opportunities related to social determinants of health

Strategy 1: Explore the impact of social determinants of health and participate in educational opportunities with other organizations and service providers in the community.

- Lead Organization
 - Mono County: Behavioral Health, Public Health
- Collaborating Organizations
 - Community Service Solutions
 - Mammoth Hospital
 - Mono County: Department of Social Services, Probation
 - Mono County School Districts
 - Town of Mammoth Lakes



Priority 3

Clinical Care Access and Preventative Care



Priority 3: Clinical Care Access and Preventative Care

Objective 1: Provide education and services focused on prevention and promotion of a healthy lifestyle.

Measures of Success

*Number of community classes or events
Develop and publish a comprehensive community calendar on a regular basis*

Strategy 1: Increase number of community classes or events focused on wellness that are culturally inclusive.

- Lead Organizations
 - Mammoth Hospital
 - Mono County: Behavioral Health, Public Health
- Collaborating Organizations
 - Toiyabe Indian Health Project
 - Town of Mammoth Lakes Parks and Recreation

Strategy 2: Develop a comprehensive community calendar to promote community classes or events focused on wellness. Evaluate the potential of sharing such events on a new social media platform or utilize existing media accounts.

- Lead Organizations
 - Mammoth Hospital
 - Mono County: Behavioral Health, Public Health
- Collaborating Organizations
 - Mammoth Mountain
 - Town of Mammoth Lakes Parks and Recreation



Priority 3: Clinical Care Access and Preventative Care

Objective 2: Increase access to primary care and preventative services.

Measures of Success

Identify barriers to accessing primary care and preventative services
Implement strategies to increase access to primary care and preventative services

Strategy 1: Identify barriers to accessing primary care and preventative services and develop community solutions including transportation, use of tele-medicine, and providing community education regarding sources of care.

- Lead Organizations
 - Mammoth Hospital
 - Mono County Public Health Department
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Mono County: Behavioral Health, Board of Supervisors
 - Toiyabe Indian Health Project



Priority 4

Dental Care Access and Preventative Care



Priority 4: Dental Care Access and Preventative Care

Objective 1: Increase access to dental care for adults and children.

Measures of Success

Increase number of dental providers at Mammoth Hospital
Increase number of adults seen for dental services at Mammoth Hospital
Increase number of children seen for dental services at Mammoth Hospital
Identify barriers to accessing dental services
Number of community solutions implemented to increase access to dental services
Explore barriers to, identify and implement solutions for, dental care screening and application of topical varnish in primary care offices

Strategy 1: Expand the Mammoth Hospital Dental Clinic physical space, hours, providers and potentially specialty services.

- Lead Organization
 - Mammoth Hospital

Strategy 2: Identify barriers to accessing dental services and develop community solutions.

- Lead Organizations
 - Mono County Public Health Department
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Community Service Solutions
 - First 5 Mono County
 - Inyo County Health and Human Services
 - Mono County Department of Social Services
 - Toiyabe Indian Health Project

Strategy 3: Explore implementation of dental care screening and application of topical varnish as part of primary care visit.

- Lead Organizations
 - Mammoth Hospital
 - Mono County Public Health Department
- Collaborating Organizations



- Anthem Blue Cross Managed Care
- Inyo County Health and Human Services
- Toiyabe Indian Health Project



Priority 4: Dental Care Access and Preventative Care

Objective 2: Provide community education regarding the importance of dental care.

Measures of Success

*Oral health related materials aligned with and distributed by Mammoth Hospital
and the Mono County Public Health Department
Number of educational events or presentations
Social media and electronic education outreach*

Strategy 1: Align oral health related community education materials provided by Mammoth Hospital and Mono County Public Health Department.

- Lead Organization
 - Mammoth Hospital
 - Mono County Public Health Department

Strategy 2: Implement and expand oral health education for adults and children.

- Lead Organization
 - Mono County Public Health Department
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Community Service Solutions
 - First 5 Mono County
 - Mammoth Hospital
 - Mono County Department of Social Services
 - Mono County School Districts
 - Toiyabe Indian Health Project



Priority 4: Dental Care Access and Preventative Care

Objective 3: Develop a collaborative network to enhance a comprehensive framework of dental services.

Measures of Success

Community stakeholder participation and attendance at collaborative network meetings
Collaborative network review of dental health implementation plan every 6 months

Strategy 1: Expand the collaborative network of community organizations involved in promoting dental care.

- Lead Organization
 - Mono County Public Health Department
- Collaborating Organizations
 - Anthem Blue Cross Managed Care
 - Community Service Solutions
 - First 5 Mono County
 - Mammoth Hospital
 - Mono County: Board of Supervisors, Department of Social Services
 - Mono County School Districts
 - Toiyabe Indian Health Project



Appendix 1

Participants

Substance Use Prevention and Treatment Workshop



Substance Use Prevention and Treatment Workshop Participants

Name	Agency
Ales Tomaier	Mammoth Lakes Fire Department
Amanda Greenberg	Mono County Behavioral Health
Caitlin Crunk	Mammoth Hospital
Caroline Clotere	Mammoth Hospital
Chelsea Bertram	Community Service Solutions - Jail Re-Entry
Diane Stevens	Mammoth Hospital
Diana Lincicum	Anthem Blue Cross Medi-Cal HealthPlan
Heather Edwall	Mono County Behavioral Health
Jacinda Croissant	Mono County Health Department
Jacob Eide	Mammoth Hospital
Janelle Clark	Mammoth Hospital
Janet Paine	Anthem Blue Cross Medi-Cal HealthPlan
Jay Hinek	Mammoth Hospital
Jazmin Barkley	Mono County Probation
Jennifer Kreitz	Mono County Board of Supervisors
Karin Humiston	Mono County Probation
Kathleen Alo	Mammoth Hospital
Kathy Peterson	Mono County Department of Social Services
Kelli Moore	Mammoth Hospital
Lenna Monte	Mammoth Hospital
Louis Molina	Mono County Health Department
Maria Gonzales	Mono County Health Department
Matthew O'Connor	Wild Iris
Michael Draper	Mono County Community Development
Michael Heinlein	Toiyabe Indian Health Project
Michael Ziegler	Community Service Solutions - Jail Re-Entry



Substance Use Prevention and Treatment Workshop Participants cont'd

Michelle Raust	Mono County Department of Social Services
Michelle Saenz	Toiyabe Indian Health Project
Nancie Hamilton	Mammoth Hospital
Robin Roberts	Mono County Behavioral Health
Sandra Pearce	Mono County Health Department
Shelby Stockdale	Mono County Health Department
Tom Boo	Mono County Health Department



Appendix 2

Summary of Feedback

Substance Use Prevention and Treatment



Substance Use Prevention and Treatment

Objective 1: Increase access to substance use prevention and treatment services.

Current Projects/Services

Mammoth Hospital

- ✚ Integration of primary care and behavioral health
- ✚ Links to outside treatment and referrals
- ✚ Links between hospital and clinic, including warm hand-offs
- ✚ Screening in clinics for substance use concerns

Mono County Behavioral Health

- ✚ State and federally funded prevention programs in community and schools
- ✚ Individual and group substance use treatment programs
- ✚ Driving Under the Influence (DUI) groups
- ✚ Substance Use Disorder treatment in jail
- ✚ Acute crisis care for Mammoth Hospital
- ✚ Collaboration with Mammoth Hospital in accepting referrals

Probation/Re-entry

- ✚ Connect with behavioral health for inmates
- ✚ Detox services at the jail
- ✚ Alcoholic Anonymous and Narcotics Anonymous

Anthem Blue Cross Managed Care

- ✚ Online Telehealth for Behavioral Health services available to all Anthem Medi-Cal members at no cost (private insurance also accepted with a fee)
- ✚ Loaning iPads to community organizations for telemedicine services in rural areas
- ✚ Behavioral and Public Health case managers to assist with clients and logistics
- ✚ Safe Choice – Lock in programs for those with opioid prescriptions – specific providers and pharmacy, cannot doctor or pharmacy shop

Toiyabe Indian Health Project

- ✚ Clinic in Bishop provides services for Benton tribal members
- ✚ Clinic in Coleville that includes a full time Behavioral Health provider
- ✚ Wellness group at the Benton tribal office – culturally adaptive 12-step based program.
- ✚ Telepsychiatry in the Coleville clinic
- ✚ Facilitate referrals to treatment-specific treatment facilities – assist with transportation
- ✚ Tribal opioid response coalition – monthly meeting to discuss opioid related issues

Future Projects/Services

Mammoth Hospital

- ✚ Medication Assisted Treatment Program with Emergency Department bridge
- ✚ Expanding capacity of Behavioral Health service, adding different levels of care



- ✚ Goal of total joint program going opioid free
- ✚ Drop-off medication program
- ✚ Incorporating behavioral health in pediatrics

Mono County Behavioral Health

- ✚ Incorporate a harm-reduction philosophy throughout all agency settings
- ✚ Provide Medication Assisted Therapy services to all referrals, as appropriate

Anthem Blue Cross Managed Care

- ✚ Bright Heart Health – Referrals for Medication Assisted Therapy services
- ✚ Using iPads in Mono County for mild and moderate substance use treatment

Toiyabe Indian Health Project

- ✚ Building the youth prevention program – currently only one staff member
- ✚ Grant funding for Medication Assisted Treatment – hired a program coordinator a month ago – working to develop the program to work in all clinics
- ✚ X-Waivered provider in the Coleville clinic for potential Medication Assisted Treatment program



Substance Use Prevention and Treatment

Objective 2: Develop a collaborative network to enhance a comprehensive framework of services.

Current Projects/Services

Mono County Health Department

- ✚ Tobacco Cessation - 1-800 quit line to give to patients – includes texting for youth
- ✚ 2019 Resource Guide from Mono County Office of Education that we distribute to clients with appropriate referrals

Mammoth Hospital

- ✚ Alcoholics Anonymous meetings on hospital campus
- ✚ Obstetrics and Gynecology referrals to Behavioral Health providers
- ✚ Bright Heart Health telemedicine services
- ✚ Smart Recovery online program

Mono County Behavioral Health

- ✚ Alcoholics Anonymous meetings
- ✚ Referral to hospital services for additional treatment and follow up medical care
- ✚ Current systems in place to accept and refer patients from Mammoth Hospital

Probation/Jail Re-Entry

- ✚ Post-release packets providing information and services
- ✚ Assisting in coordinating services such as scheduling intake appointments

Anthem Blue Cross Managed Care

- ✚ Quarterly meetings with Mono County Public Health and Behavioral Health departments to discuss concerns or access issues
- ✚ Transportation assistance for Anthem Medi-Cal members – serious limitations for rural counties

Toiyabe Indian Health Project

- ✚ Referral to residential treatment facilities with transportation included
- ✚ Referrals to additional Behavioral Health providers
- ✚ Collaboration with Mono County Child Protective Services regarding substance use concerns and child welfare

Future Projects/Services

Mono County Health Department

- ✚ County Medical Services Program Grant – Creating a network and repository of resources to refer clients or provide to other service coordinators

Mammoth Hospital

- ✚ Behavioral Health Department to keep up to date with other resources and services



- ✚ Network with agencies to develop a long-term plan
- ✚ Social volunteers to assist with transportation assistance
- ✚ Explore partnerships with Northern Inyo Hospital and other agencies to reduce transportation barriers

Anthem Blue Cross Managed Care

- ✚ Interpretation Services on Wheels
- ✚ Homeless Navigators – Including housing, meals and transportation



Substance Use Prevention and Treatment

Objective 3: Organize and promote substance use training and education for providers.

Current Projects/Services

Mammoth Hospital

- ✚ Education for providers on MAT programs and X-Waivers
- ✚ Psychiatric consultation available for providers

Mono County Behavioral Health

- ✚ In house trainings or conferences for behavioral health staff
- ✚ Behavioral Health Director has presented at multiple community forums on substance use, harm reduction and stigma

Anthem Blue Cross Managed Care

- ✚ Funding for X-waiver provider education
- ✚ Opioid summits
- ✚ Provider bulletins including important practice topics and updates

Toiyabe Indian Health Project

- ✚ Grant funded training and staff development regarding substance use topics

Future Projects/Services

Mono County Health Department

- ✚ Tobacco prevention resources to dental providers through Local Oral Health Program
- ✚ California Quits education to primary care providers for tobacco cessation resources
- ✚ Naloxone training – for organizations and departments who will distribute Naloxone
- ✚ County Medical Services Program Grant – Funding to bring people to train on stigma reduction, harm reduction strategies, trauma informed care

Mammoth Hospital

- ✚ Dr. Saldana developing provider education and recommendations on substance use
- ✚ Medication Assisted Therapy training for employees and providers
- ✚ Cultural Awareness training for employees and providers
- ✚ Pediatrician specific training regarding substance use

Mono County Behavioral Health

- ✚ Continue to provide trainings on Medication Assisted Therapy, harm reduction and stigma

Anthem Blue Cross Managed Care

- ✚ Additional funding opportunities for provider education



Substance Use Prevention and Treatment

Objective 4: Organize and promote substance use training and education for community members.

Current Projects/Services

Mono County Health Department

- ✚ Educational nights at Mammoth High School regarding tobacco use
- ✚ Social Media, Websites, Advertisements, Radio, MonoGrams, Billboards
- ✚ MCAH coordinates implementation of Keep a Clear Mind Curriculum to Mammoth Middle school with guest speakers from TUPE (Tobacco-Use Prevention Education) Coordinator and behavioral health

Mammoth Hospital

- ✚ Participation in Every 15 Minutes that focuses on driving under the influence of alcohol

Mono County Behavioral Health

- ✚ School based education programs for students
- ✚ Maintain Mono County Behavioral Health website including resources
- ✚ Participate in the Eastern Sierra Harm Reduction Coalition
- ✚ Naloxone distribution with education for patients

Probation/Jail Re-entry

- ✚ Provide education through the jail for inmates
- ✚ Education via tablet form for inmates

Anthem Blue Cross Managed Care

- ✚ Funding opportunities for community and/or service provider education
- ✚ Community Advisory Committees for patient and community feedback and opportunities

Toiyabe Indian Health Project

- ✚ Opioid summit – reaching both Mono and Inyo Counties
- ✚ Naloxone trainings for the community
- ✚ Cultural activities that incorporate prevention and services (Paiute Family Camp)

Future Projects/Services

Mono County Health Department

- ✚ Student presentations regarding vaping and tobacco use in coordination with Mono County Office of Education
- ✚ Public Awareness Campaign regarding substance use through CMSP grant

Mammoth Hospital

- ✚ Community brochures documenting services, focuses and priorities of the hospital
- ✚ Collaborating with schools to reduce vaping
- ✚ Public Awareness Campaign regarding substance use



Anthem Blue Cross Managed Care

- ✚ Partner with schools and parenting groups for education opportunities

Toiyabe Indian Health Project

- ✚ Methamphetamine educational event



Substance Use Prevention and Treatment

Objective 5: Develop and raise awareness of local ordinances and policies to reduce substance use.

Current Projects/Services

Mono County Health Department

- ✚ Flavored Tobacco Ordinances – Mono County
- ✚ Tobacco and Cannabis regulations regarding outdoor smoking – Town and County

Mammoth Hospital

- ✚ Use CURES to assist in identifying high-risk prescription seekers
- ✚ Following internal policies for Narcotic prescription refills

Mono County Behavioral Health

- ✚ State level advocacy – funding!
- ✚ Advocacy for de-stigmatizing language
- ✚ Providing services and all materials in Spanish

Anthem Blue Cross Managed Care

- ✚ 7 Day prescription limits

Future Projects/Services

Mono County Health Department

- ✚ Possible Flavored Tobacco Ordinances – Town of Mammoth Lakes

Mammoth Hospital

- ✚ Advocating for policies targeting substance use issues
- ✚ Updating substance use policies as appropriate



Substance Use Prevention and Treatment

Objective 6: Expand harm reduction strategies thru-out the County.

Current Projects/Services

Mono County Health Department

- ✚ Harm Reduction – Naloxone Distribution
- ✚ Creating a culture of wellness – Climbing/Outdoors club for MHS – Increasing connectedness and reducing isolation

Mono County Behavioral Health

- ✚ Emphasis on community wellness and social support
- ✚ Fora Latino – Event targeting Hispanic populations
- ✚ Services in all aspects of the county – Wellness Centers in Walker and Mammoth
- ✚ Working with military base – isolation, especially for spouses
- ✚ After school programs for youth
- ✚ Reducing barriers around access to services, especially transportation
- ✚ Assistance with housing

Future Projects/Services

Mammoth Hospital

- ✚ Identifying warming locations for patients at night – patients frequent bars because they are open late and warm

Mono County Behavioral Health

- ✚ Harm reduction for all departments
- ✚ Referrals for inpatient include MAT
- ✚ Housing work – Low income housing, tiny housing

Probation/Jail Re-entry

- ✚ Resource Guide – Including how to make appointments, getting documentation, increasing communications between inmates and the organizations on the outside

Gaps/Barriers

Toiyabe Indian Health Project

- ✚ Incarcerated populations – no services for jail that they can currently provide
- ✚ Billable providers/locations – providers can only bill when they are physically in clinics
- ✚ Difficulty hiring, maintaining and funding staff for large service area
- ✚ Prevention services are mainly targeted towards teens

Anthem Blue Cross Managed Care

- ✚ Difficulty tracking utilization
- ✚ Difficulty balancing wanting to support additional work related to primary care such as substance use and services that they are required to provide – not aligned



Mono County Health Department

- ✚ Difficulty in bridging the gap between the Hispanic population, especially in the outlying communities

Probation/Jail Re-entry

- ✚ Translation services limited, especially in jail (only use Spanish speaking Public Safety Officers)

Mono County Board of Supervisors

- ✚ Difficulty hiring bilingual and culturally similar staff for organizations, but this should be a priority

Mammoth Hospital

- ✚ Coordination of care – agencies do not speak to each other
- ✚ Need a networking webpage
- ✚ Need to implement culturally competent trauma informed care
- ✚ Adverse Childhood Experiences – trying to get more into the root cause of an issue
- ✚ Difficulty accessing populations such as the Hispanic and substance using populations
- ✚ Community does not have wellness/sober events - Need After school program, sober events, showing children and youth an example of a drug or alcohol-free event, library open later with community events,
- ✚ We need to have the populations we are trying to reach be a part of the conversation and planning process

Mono County Behavioral Health

- ✚ Tobacco access – children can buy vaping devices on Amazon
- ✚ Housing Stock – transition homes, sober living, low income housing – reducing this stressor

Considerations

- ✓ Those who do not qualify for Medi-Cal or Private/Commercial insurance – We are missing this population!
- ✓ Case Management – Somewhere people can call to pre-screen for programs, warm hand offs, linkages to care – Public Health Access? Funding Source?
- ✓ Enforcement of laws – Parents are buying their children substances – How can we support our law enforcement?
- ✓ Once laws are enforced how can we include referring to services as opposed to only punishment
- ✓ Changing the dynamics of the community to a more wellness focus
- ✓ Mobile Clinic



Dream Projects

- ✚ Mobile Clinic or Wellness Van – Provide treatment services or prevention strategies in all areas of the community
 - Incorporating food/nutrition
- ✚ Sober living – Halfway house for people who have nowhere to go but are mandated to be in a facility
- ✚ Workers program – for the inmates. Building, rehabilitation, shelter – teaching them skills
- ✚ Partnering with Mammoth Mountain to promote sober living facilities, especially for employees.
- ✚ Partnering with recreation activities and developing alcohol free events – advertisement of these events!
- ✚ Permanent supportive housing with services on site in all areas of the county – wellness center, childcare center, access to food, office for Medi-Cal, case manager, WIC checks. Functionality of the Van, but in a housing development.
- ✚ Re-meet once a year to understand what we are all doing – collaboration and communication.

Next Steps/Questions/Follow Up

- 1) What are the schools doing? How can we incorporate more services/education/wellness into our schools? How can we involve the parents of students?
- 2) We need input from Law Enforcement – Why is the party law not enforced? Increasing their ability to confiscate substances, specifically for youth AND make referrals to services and providers.
- 3) What is Mammoth Mountain doing? Would they be interested in sober living? Have they noticed a substance use issues in employee housing? Host or advertise a substance free event?
- 4) Mono County Substance Use Task Force: First meeting will be from 1:30 – 3pm on Wednesday 10/23/19 in Suite Z of the Minaret Mall, Mammoth Lakes.



Appendix 3

Participants

Behavioral Health Access, Prevention and Treatment Workshop



Behavioral Health Access, Prevention and Treatment Workshop Participants

Name	Agency
Amanda Greenberg	Mono County Behavioral Health
Anne Linaweaver	Mono County Behavioral Health
Bentley Regehr	Mono County Community Development
Bryan Wheeler	Mono County Health Department
Caitlin Crunk	Mammoth Hospital
Caroline Clotere	Mammoth Hospital
Chelsea Bertram	Community Service Solutions - Jail Re-Entry
Connor Polcyn	Mammoth Hospital
David Hathaway	Mono County Behavioral Health
Deanna Campbell	Cerro Coso Community College
Debra Stewart	Mono County Behavioral Health
Diane Stevens	Mammoth Hospital
Diana Lincicum	Anthem Blue Cross Medi-Cal HealthPlan
Eryn Coffey	Mammoth Hospital
Heather Edwall	Mono County Behavioral Health
Jacinda Croissant	Mono County Health Department
Jacob Eide	Mammoth Hospital
Janelle Clark	Mammoth Hospital
Janet Paine	Anthem Blue Cross Medi-Cal HealthPlan
Jay Hinek	Mammoth Hospital
Jazmin Barkley	Mono County Probation
Jeanne Sassin	Eastern Sierra Unified School District
Jennifer Kreitz	Mono County Board of Supervisors
Jennifer Wildman	Mammoth Unified School District
Lenna Monte	Mammoth Hospital
Louis Molina	Mono County Health Department
Lori Baitx	Mammoth Hospital



Behavioral Health Access, Prevention and Treatment Workshop cont'd

Lynda Salcido	Town of Mammoth Lakes (Town Council)
Matthew O'Connor	Wild Iris
Michael Heinlein	Toiyabe Indian Health Project
Michael Ziegler	Community Service Solutions - Jail Re-Entry
Michelle Saenz	Toiyabe Indian Health Project
Molly DesBaillets	First 5 Mono County
Nancie Hamilton	Mammoth Hospital
Noreen Muscato	Mono County Behavioral Health
Perla Gastelum	Mono County Office of Education
Rachel Galloway	Mono County Behavioral Health
Robin Roberts	Mono County Behavioral Health
Sal Montanez	Mono County Behavioral Health
Sandra Pearce	Mono County Health Department
Shelby Stockdale	Mono County Health Department
Sofia Flores	Mono County Behavioral Health
Stacey Adler	Mono County Office of Education
Tom Boo	Mono County Health Department



Appendix 4

Summary of Feedback

Behavioral Health Access, Prevention and Treatment



Behavioral Health Access, Prevention and Treatment

Objective 1: Increase access to behavioral health care.

Current Systems/Services

Mammoth Hospital

- ✚ Behavioral Health Team – 3 providers and assistants – integrated through Family Medicine and can see all ages
- ✚ Referrals and warm handoffs with same day access – coverage 6 days per week
- ✚ Psychiatric Telemedicine consultations – do not prescribe medications but can be available for primary care providers – will see all ages

Mono County Behavioral Health

- ✚ Services to all students regardless of payor – NorthStar Student Counseling Center
- ✚ Crisis Stabilization and Collaboration with Substance Use Counseling
- ✚ Linkages to other services to reduce transportation barriers
- ✚ Flexible schedules – after hours to meet the needs of patients and families
- ✚ Treatment in the Jail
- ✚ Big communication on appointment reminders

Mono County Health Department

- ✚ Referrals and warm handoffs to appropriate agencies (BH/Wild Iris) – Linkages to Care

Education

- ✚ Home visiting programs
- ✚ Early Referral Mental Health through Mono County Office of Education
- ✚ Cerro Coso has access program for students with disabilities and those who may not be successful in college

Probation/Jail Re-entry/Wild Iris

- ✚ Referral system to community partners, specifically to Mono County Behavioral Health
- ✚ Signing people up for Medi-Cal so they can receive services
- ✚ Wild Iris staff a therapist, peer counseling group, child endangerment, domestic violence group
- ✚ CASA Program for children and foster youth at Wild Iris

Anthem Blue Cross Managed Care

- ✚ Contract with Behavioral Health Providers to provide local services for Medi-Cal populations
- ✚ Live Health Online – iPads for telemedicine services – Low and Moderate Mental Health Services
- ✚ Behavioral Health Case Managers – to assist in care coordination for Anthem Medi-Cal members



Toiyabe Indian Health Project

- ✚ Behavioral Health services for tribal members and their families in Bishop
- ✚ Full time therapist at the Coleville Clinic which is now open to all patients
- ✚ Telepsychiatry for clinic patients – 5 hours per week
- ✚ PHQ9 Screenings upon intake in Behavioral Health Department and primary care clinic
- ✚ Youth Prevention Worker – Currently only one but looking to expand position – Would like to designate to Mono County
- ✚ Therapy for children at both clinics
- ✚ 2 providers are tribal members themselves
- ✚ Participate in the Benton Social

Future Systems/Services

Mammoth Hospital

- ✚ Add providers once they are maxed out on appointments
- ✚ Expanding specialty clinics – more physical space to see patients
- ✚ Integrating of Psychiatric services in Pediatrics
- ✚ Better screenings throughout the hospital
- ✚ Coordinating care between agencies and throughout the hospital
- ✚ Increasing referrals in Spiritual Care and assistance
- ✚ Increasing training regarding trauma informed care in the hospital
- ✚ Hospital Wide Initiative on De-Stigmatizing and using proper terminology
- ✚ Marketing and Campaign including inclusive and welcoming wording
- ✚ Medication Assisted Therapy program is going to be implemented – hand in hand with Substance Use v. Behavioral Health

Mono County Behavioral Health

- ✚ Expanding telepsychiatry services in the jail and in the department
- ✚ Medication Assisted Therapy Program expansion
- ✚ Spanish Only Women’s Support Group
- ✚ Increasing staffing so there is adequate presence in the rural areas of the county
- ✚ Developing educational materials in both English and Spanish

Anthem Blue Cross Managed Care

- ✚ Currently in contract negotiations to expand mental health services

Toiyabe Indian Health Project

- ✚ Explore options for long term psychiatry
- ✚ Increasing services in Coleville – currently only one provider
- ✚ Increasing transportation assistance



Behavioral Health Access, Prevention and Treatment

Objective 2: Increase awareness of Adverse Childhood Experiences (ACEs), which can lead to depression and suicidal ideation in youths.

Current Systems/Services

Mammoth Hospital

- + Youth and children in the Pediatric Clinic with handoff to Behavioral Health Clinic
- + Currently service children and youth at all ages

Mono County Behavioral Health

- + Try to avoid sending children to the hospital if crisis can be safely managed in other environments
- + Long-standing relationships with the school – working to expand services to other schools in the county
- + Collaboration with Social Services and Probation and School Attendance Review Board
- + Policy around suicide prevention and teacher trainings in the schools
- + School based counseling includes Adverse Childhood Experiences screening – very highly utilized
- + After school programs

Mono County Health Department

- + Family PACT services – adolescents can talk to Public Health Nurses
- + Healthy Youth Act – Comprehensive Sex Ed – Public Health Invited to speak and collaborate

Education

- + Collaborate with Mono County Behavioral Health for services

Probation/Jail Re-entry/Wild Iris

- + Referral System – to Community Partners
- + CASA Program for Children and Youth in Foster Care

Anthem Blue Cross Managed Care

- + ACEs Coalition and Suicide Prevention Task Force
- + Reimbursement for ACEs screening
- + Primary care providers are monitored on if they complete depression screenings
- + Trauma Resilience and the Power of Relationships – School based event

Future Systems/Services

Mono County Behavioral Health

- + NorthStar and Clubhouse Live to collaborate with the rock-climbing club
- + Offering services to ESUSD for staff trainings
- + Explore building the infrastructure to response to high Adverse Childhood Experiences scores
- + Increasing groups for youth and students specifically targeting substance use, isolation, and healthy choices
- + Explore the option of a wellness center in other communities – Ex. Bridgeport, Benton



Mono County Health Department

- ✚ Exploring how we can make ourselves available to our students and outlying communities

Probation/Jail Re-entry/ Wild Iris

- ✚ Expanding services in the school to talk about Domestic Violence
- ✚ Continue expanding staffing and therapy services
- ✚ Possibility of Domestic Violence Jail Group

Anthem Blue Cross Managed Care

- ✚ Inyo County contract to increase services in the schools, open to collaborating with Mono County



Behavioral Health Access, Prevention and Treatment

Objective 3: Expand availability of wellness programs and classes to educate community members on managing anxiety and depression.

Current Systems/Services

Mammoth Hospital

- ✚ Screening tools used in Family Medicine, Women’s Health, and Pediatrics with referral to Behavioral Health
- ✚ Screenings before surgeries as part of pre-operative visit
- ✚ Primary care providers are receiving training on early recognition of behavioral health conditions
- ✚ Interdisciplinary Team Rounding on admitted patients to screen for social determinants of health → Including warm handoffs and case management
- ✚ Behavioral Health Program – makes referrals to other community-based organizations such as housing and assistance programs
- ✚ Spiritual Care Program – includes community checks and assistance through volunteers
- ✚ Case Management – Rounding and assistance to linkages to care

Mono County Behavioral Health

- ✚ Case management therapies and services
- ✚ Wellness centers – currently expanding services based on needs
- ✚ Crisis services
- ✚ Dog-Friendly office
- ✚ Fund the Pea Pod Play Groups through First 5

Mono County Health Department

- ✚ Tobacco program is sponsoring Chi Jong and Yoga classes in the Tri-Valley areas, including messaging about healthy lifestyles, smoking cessation and stress reduction

Education

- ✚ Parent-Teacher Conferences
- ✚ Student-Led Groups

Probation/Jail Re-entry/ Wild Iris

- ✚ In the jail they can facilitate medical care, emergency and behavioral health services
- ✚ Post release – can be set up for Behavioral Health services
- ✚ Wild Iris – Peer Support Groups

Toiyabe Indian Health Project

- ✚ Culturally based events for tribal members focusing on wellness
- ✚ Annual Suicide Prevention Walk



Future Systems/Services

Mono County Health Department

- ✚ Continue sponsoring holistic/exercise-based programs that focus on overall wellness and stress reduction techniques throughout the county
- ✚ Expanding different sponsorships such as community gardens and other wellness groups

Mono County Behavioral Health –

- ✚ Explore promoting and organizing more shoulder season events and activities
- ✚ Advocate for person-centered and non-stigmatizing language county-wide



Behavioral Health Access, Prevention and Treatment

Objective 4: Understand the impact of social determinants of health including isolation, housing and poverty.

Current Systems/Services

Mammoth Hospital

- ✚ Primary care providers attempting to change languages to de-stigmatize patients
- ✚ Employee Assistance Program for Employees – Care for the Caregiver team - Employees given the opportunity to speak with a counselor for traumatic events and needs

Mono County Behavioral Health

- ✚ Access to laundry and housing services
- ✚ Focus on helping clients build their natural supporting and building their strengths
- ✚ Linkages to employment

Mono County Health Department

- ✚ Participating in the Parcel Project to improve the housing issues in Mammoth Lakes
- ✚ We provide multiple free services regardless of if people can pay or not – Vaccines, Sexually Transmitted Disease screening and treatments, pregnancy testing → We can then refer to other agencies
- ✚ Many programs are focused on low-income/poverty populations – Women, Infant, and Children, California Children’s Services and Vaccines for Children
- ✚ We frequently have people coming to our offices looking for help and looking for coordination of care

Education

- ✚ Pea Pods – Teach parents to be teachers

Probation/Jail Re-entry/ Wild Iris

- ✚ Domestic Violence – Major Cause of Anxiety and Depression – 1 in 4 women in California is a victim of Domestic Violence. These rates are a little higher in Mono County.
- ✚ Very high rate of domestic violence with the teenage populations – women abusing men → Then once adulthood switches
- ✚ Children who grow up in these homes often are abused and neglected – mainly young boys being abused by fathers, then they grow up to participate and cause the abuse

Toiyabe Indian Health Project

- ✚ Funded the implementation of the Artic Scale throughout all clinics and baseline measure. Develop follow up care and assess impact.
- ✚ Involved with the resilience task force
- ✚ Circles of Care Grant – Programmatic looking at Behavioral Health Services and Prevention – Currently in the planning stage



Future Systems/Services

Mono County Behavioral Health

- ✚ Explore options of housing, specifically sober living focused housing
- ✚ Explore collaboration with Mammoth Mountain targeting employees and wellness
- ✚ Explore communicating resources with each other – community wrap around services

Mono County Health Department

- ✚ Continue participating in the Parcel Project and including aspects and education of Social Determinants of Health

Anthem Blue Cross Managed Care

- ✚ Explore the possibility of providing housing vouchers



Behavioral Health Access, Prevention and Treatment

Objective 5: Implement Trauma Informed Care

Current Systems/Services

Mono County Behavioral Health

- ✚ Strengths based learning collaborative – training for staff on strength and motivational interviews

Education

- ✚ Provides trauma informed strategy education for staff

Anthem Blue Cross Managed Care

- ✚ Partnering with Trauma Informed collaboratives in other counties

Future Systems/Services

Mono County Health Department

- ✚ Training on how to incorporate trauma informed care in programs



Behavioral Health Access, Prevention and Treatment

Other Feedback

Current Systems/Services

Mono County Behavioral Health

- ✚ Collaborative work in the community – Available for education for community partners and events
- ✚ Linkages with Cerro Coso College
- ✚ Expanding wellness events – community garden
- ✚ Services at the Marine Based
- ✚ Increasing cultural competency

Education

- ✚ Health and Safety Fairs
- ✚ Parents Nights
- ✚ Family Nights at Library
- ✚ Extracurricular Activities at School
- ✚ Cerro Coso – Stress management classes, time management classes and resources in community

Future Systems/Services

Mono County Behavioral Health

- ✚ Explore collaboration between Town of Mammoth Lakes Recreation for events
- ✚ Developing and expanding programs and classes to have a Spanish-speaking only event – removing interpreters
- ✚ Increasing the expansion, creation or promotion of events that target wellness, inclusiveness, and families
- ✚ Collaboration with libraries – can they stay open longer? Host more events?

Barriers/Gaps

- ✚ Policy – Working with employees so patients have the availability to go to their appointments
- ✚ Postpartum Depression Expertise – Training these services and linking to care
- ✚ Supporting Moms in Labor and Delivery when babies have a positive toxicology
- ✚ Advertisement and Collaboration – We offer these services, but we need people to be aware of them and share them
- ✚ Lack of childcare for patients in the community – children at appointments, difficulty coming to appointments, increasing stress levels in the community, difficulty getting providers to come due to childcare
- ✚ Domestic Violence Inclusion
- ✚ More advertisement of support groups and spreading information at the schools
- ✚ Difficulty getting the school to distribute information that is not school related
- ✚ Inspiring our students
- ✚ Hiring people who are promising and encouraging promotion, education, and retention of staff



- ✚ More people in Mental Health First Aid Classes
- ✚ No infrastructure to do anything with Adverse Childhood Experiences, we can screen for them but then what do we do with them? Integration into physical health care

Dream Projects

- ✚ 211 System – Information based system – might come to fruition
- ✚ Offices in Bridgeport and Benton
- ✚ Affordable housing
- ✚ Mobile Units
- ✚ Evening and Weekend Hours
- ✚ Free and/or Affordable Access to Services
- ✚ Bachelor's and master's programs locally
- ✚ Affordable Child Care
- ✚ Centralized access to resources in the community
- ✚ Crisis Response Team – For when people call 911
- ✚ Participation of community members
- ✚ Build a free-standing treatment center for Mammoth Hospital with a detox center and sober living
- ✚ Follow-up with Domestic Violence families
- ✚ Al-Anon and other services supporting the family
- ✚ Infrastructure to respond to Adverse Childhood Experience scores

Next Steps/Wrap Up

- 1) Checking in process – How do we show that we are making progress?
- 2) Utilize a collaborative currently in place to review progress on the Behavioral Health Implementation Plan. Possible existing collaboratives include Mono Inyo Health Care Coalition and Behavioral Health Advisory Board.
- 3) Increase use of social media to provide community outreach related to the Behavioral Health Implementation Plan.
- 4) Key Partners Not Here – Mammoth Lakes Recreation, Mammoth Mountain, Marine Base, Forest Service, Private Practice Behavioral Health Providers, Religious Communities



Appendix 5

Clinical Care Access and Preventative Care Workshop Participants



Clinical Care Access and Preventative Care Workshop Participants

Name	Agency
Anne Linaweaver	Mono County Behavioral Health
Caitlin Crunk	Mammoth Hospital
Connor Polcyn	Mammoth Hospital
Diane Stevens	Mammoth Hospital
Diana Lincicum	Anthem Blue Cross Medi-Cal HealthPlan
Gerry LeFrancois	Mono County Community Development
Jacinda Croissant	Mono County Health Department
Janet Paine	Anthem Blue Cross Medi-Cal HealthPlan
Jen McMahan	Mammoth Hospital
Jimmy Lee	Western Governors University (student)
Kathleen Alo	Mammoth Hospital
Lenna Monte	Mammoth Hospital
Lorraine Koenig	Mammoth Hospital
Lynda Salcido	Town of Mammoth Lakes (Town Council)
Margee Neer	Toiyabe Indian Health Project
Matthew O'Connor	Wild Iris
Nancie Hamilton	Mammoth Hospital
Pete Clark	Mammoth Hospital
Sandra Perce	Mono County Health Department
Shelby Stockdale	Mono County Health Department
TR Miller	Mammoth Hospital
Tom Boo	Mono County Health Department



Appendix 6

Summary of Feedback

Clinical Care Access and Preventative Care



Clinical Care Access and Preventative Care

Objective 1: Provide education and services focused on prevention and promotion of a healthy lifestyle.

Current Systems/Services

Mammoth Hospital

- ✚ Primary Care Clinic – Wellness visits – Medi-Cal and Medicare visits
- ✚ Run yearly reports and try to get people in for annual visit
- ✚ Dietary services
- ✚ Screenings in the all clinics
- ✚ Physical Therapy Clinic – Fitness/Wellness/Balance Classes
- ✚ Sexual education at Mammoth High School – Pediatricians included
- ✚ Birthing classes
- ✚ Colonoscopy, Mammography, and other screening procedures
- ✚ Family Planning Visits
- ✚ Wear a Helmet Campaign

Toiyabe Indian Health Project

- ✚ DEEP – Diabetic Education Empowerment Program
- ✚ Prevention programs for diabetes
- ✚ Community Health Representatives and Youth Programs

Mono County Community Development

- ✚ Lee Vining Side Walks – More push at Cal Trans for other sources of transportation such as walking and bicycle

Anthem Blue Cross Managed Care

- ✚ Improvement of Quality Team – Working with providers on gaps in care. What are they providers missing in terms of preventative services? Outreach to the member to get them into services
- ✚ 24-hour nurse line for services
- ✚ Reminder letter on birthdays for annual well-visit – adults and children
- ✚ Preventative Healthcare Forms – Age and gender specific to assist providers
- ✚ Health Educational Materials
- ✚ Pre-Diabetic Program or Elevated BMI– Telehealth and Telephonic visits
- ✚ Primary Care Services – Contract with local providers in the community
- ✚ Health Crowd – Service Call and text system regarding preventative health, specifically focusing on gaps in care
- ✚ Access to Care Unit – 1-800 number on the back of form including case management referral for high risk patients



Future Services/Program

Mammoth Hospital

- ✚ Possible new Nurse Diabetic Educator
- ✚ Community Outreach Through Physical Therapy – looking at how to coordinator a weight loss program for the community using dietary, physical therapy and primary care → collaborative effort
- ✚ Employee working towards Thai Chi certification
- ✚ Prime Project – Hypertension Control
- ✚ Town of Mammoth Lakes Ergonomic Assessment by Physical Therapists

Anthem Blue Cross Managed Care

- ✚ Anthem can fund provider and community-based educations
- ✚ Look into the possibility of partnering for a clinic day



Clinical Care Access and Preventative Care

Objective 2: Increase access to primary care and preventative services.

Current Systems/Services

Mammoth Hospital

- ✚ Family Medicine has good availability with wait time of same day – 2 days out for appointments
- ✚ Refer to transportation services such as LogistiCare, Angel Flight
- ✚ Spiritual Care Coordinator & Population Health Nurse assist in arranging transportation and other case management services
- ✚ Cancer and Indigent Fund – Helps with Transportation for those who qualify

Toiyabe Indian Health Project

- ✚ Transportation and home visit services through the Community Health Representatives
- ✚ Satellite clinic in Coleville, California

Mono County Health Department

- ✚ Preventative Services – STD, Pregnancy Testing, PACT, Vaccinations, Tuberculosis Screenings, Tobacco Cessation, Travel, Community Education and Outreach, Blood Pressure Screenings

Anthem Blue Cross Managed Care

- ✚ Contract with local providers to provide primary care services
- ✚ Provide calls and texts as reminders for patients to receive services

Future Services/Program

Mono County Health Department

- ✚ Exploring Telemedicine – Bridge Heart Health? – Primary care providers in the remote part of the community
- ✚ Additional Screenings in the community – Wellness Van – Syringe Exchange, Harm Reduction, Glucose Checks, BP Checks

Anthem Blue Cross Managed Care

- ✚ Live Health Online – telemedicine services – Urgent Care component
- ✚ Possible partnering for mobile clinics



Clinical Care Access and Preventative Care
Access to Specialty Care (Added by participants)

Current Services/Programs

Mammoth Hospital

- ✚ Specialty Visiting Providers – Cardiology, Hand Surgeon, Spine Surgeon, Otolaryngologist, Plastic Surgeon, Dermatology, Podiatry, Psychology, Infectious Disease
- ✚ Oncology services in house
- ✚ ER – Telemedicine Psychiatry Services

Toiyabe Indian Health Project

- ✚ Telemedicine through UC Davis for Endocrine and Rheumatology
- ✚ Telemedicine Psychiatry
- ✚ Pain Management Services

Future Services/Programs

Mammoth Hospital

- ✚ Building new specialty clinics
- ✚ Hopefully a neurologist and rheumatologist

Anthem Blue Cross Managed Care

- ✚ Partner with Vision to Learn to expand vision services throughout the rural parts of the county



Clinical Care Access and Preventative Care
Transportation (Added by participants)

Current Systems/Services

Mammoth Hospital

- ✚ Provide some funds for transportation assistance
- ✚ Referral and linkage to other services and providers

Mono County Health Department

- ✚ Town of Mammoth Lakes – Sales Tax Measures that allow the town to have free transportation services. Cal Trans has more mandates now to include walking and biking availability
- ✚ ESTA Medical Volunteer Program
- ✚ Behavioral Health and Social Services provide transportation for clients in certain circumstances → Capacity is limited
- ✚ Referral and linkage to services such as LogistiCare

Anthem Blue Cross Managed Care

- ✚ LogistiCare and Reimbursement for Meals and Lodging

Toiyabe Indian Health Project

- ✚ Transportation assistance through Community Health Representatives

Gaps

- ✚ Vision Care Services – Lacking throughout the County → October 29 – Vision to Learn comes back to Mono County
- ✚ Differences between insurance providers – Who covers what? Covering preventative costs does not always occur
- ✚ Cultural competency for transportation services
- ✚ Difficulty accessing rural parts of the county
- ✚ Obtain and retain qualified staff

Collaborative Opportunities

- Anthem Blue Cross Managed Care – Funding for mobile clinics, access to services in the rural issues
- Collaboration between Northern Inyo, Mammoth Hospital and Toiyabe Indian Health Project
- Public Health collaboration in classes at Mammoth Hospital

Dream Projects

- ✚ Town recreation and wellness center – Free to people with a town ID
- ✚ Parks and Recreation – Currently building a recreation center in Mammoth Lakes. Timeline?
- ✚ Increasing classes in the hospital → Unlimited Space
- ✚ Non-Alcohol Related Events
- ✚ Home Visiting Services
- ✚ County provided vans to bring people to medical services



Appendix 7

Participants

Dental Care Access and Preventative Care Workshop



Dental Care Access and Preventative Care Workshop Participants

Name	Agency
April Eagan	Inyo County Health & Human Services
Bryan Wheeler	Mono County Health Department
Caitlin Crunk	Mammoth Hospital
Carly Trainor	Mammoth Hospital Dental Clinic
Chelsea Bertram	Community Service Solutions - Jail Re-Entry
Diane Stevens	Mammoth Hospital
Jacinda Croissant	Mono County Health Department
Jackie Miller	First 5 Mono County
Janet Paine	Anthem Blue Cross Medi-Cal HealthPlan
Jennifer Wildman	Mammoth Unified School District
Kathleen Alo	Mammoth Hospital
Maria Gonzales	Mono County Health Department
Micaela Muro	Inyo County Health & Human Services
Michael Ziegler	Community Service Solutions - Jail Re-Entry
Nancie Hamilton	Mammoth Hospital
Sandra Pearce	Mono County Health Department
Shelby Stockdale	Mono County Health Department
Teresa Toups	Mammoth Hospital Dental Clinic
TR Miller	Mammoth Hospital



Appendix 8

Summary of Feedback

Dental Care Access and Preventative Care



Dental Care Access and Preventative Care

Objective 1: Increase access to dental care for children and adults.

Feedback related to children

Current Projects/Services

Mammoth Hospital

- ✚ 2 pediatric dentists covering 3 weeks – 15 patients a day – Do not see adults
- ✚ Higher availability of Pediatric appointments
- ✚ Mainly Medi-Cal Dental based payors but will take private dental insurance

Mono County Health Department

- ✚ Free oral health supplies, educational materials and resource guide
- ✚ Miles of Smiles – Not currently organizing, but previously provided oral health screening, fluoride varnish, sealants and linkage to dental home. Difficulty finding providers who want to provide this service

Community Service Solutions/Wild Iris/First 5

- ✚ First 5 – Tooth Tutor Program – visit the preschools a few times a year. Helps families reduce the number of new and recurring cavities in children. Home visits are done with a bilingual health education – education, dental supplies, fluoride varnish. Problem is the budget constraints and lack of authorizations from the parents. Services are not guaranteed due to lack of funding
- ✚ Wild Iris – Have seen that oral health is a lower priority because families are experiencing barriers and traumas. Big barrier to receiving services because people are not prioritizing oral care and cannot follow up with multiple treatments or appointments. Can refer people to dental services as needed
- ✚ Community Service Solutions – Dealing with people in crisis/incarceration. Appointments are very far out with many logistical issues and dental providers will only take certain insurances. Dental services can be provided in the jail through Toiyabe Indian Health Project Dental Clinic and Mammoth Dental (Dr. Shrager)

Anthem Blue Cross Managed Care

- ✚ Provide transportation to dental visits for members

Inyo County Health and Human Services

- ✚ Dental Case Management and Education Program – includes transportation to Mammoth Hospital, scheduling and reminders of appointments, case management, and referrals to other services as appropriate – currently no dental clinics accepting Medi-Cal Dental in Bishop so much bring children to Mammoth – Toiyabe Indian Health Project (Bishop and Lone Pine) slowly starting to accept new patients – High case load so can have a wait list for services



Future Projects/Services

Mammoth Hospital

- ✚ Expansion and re-modeling of the dental clinic – hopefully starting January 1 with predicted completion being late 2020
- ✚ Hopefully will staff a full time General Dentist who will reside in the community – can see both children and adults
- ✚ Explore the possibility of extending hours late or weekend
- ✚ Some dental connection with EHR Cerner – increases communication and referral process
- ✚ Handouts and reminders to parents that their child has been referred to the dental clinic

Mono County Health Department

- ✚ Re-establish a dental program in the schools with local providers or Miles of Smiles
- ✚ Possibility of case management and transportation assistance for children that models Inyo County Health and Human Services' program

Community Service Solutions/ Wild Iris/ First 5

- ✚ Encourage delivering the care in the schools, and instead of just screening how can they also receive treatment, so they do not need another appointment

Anthem Blue Cross Managed Care

- ✚ Explore opportunities to fund or sponsor oral health events in the schools to reach children

Inyo County Health Department

- ✚ Develop a better referral process for Dental Case Management and Education services, specifically for the Child Health Disability and Prevention Program
- ✚ Develop a community dental program for screenings and potential services



Dental Care Access and Preventative Care

Objective 1: Increase access to dental care for children and adults.

Feedback related to adults

Current Projects/Services

Mammoth Hospital

- ✚ 1 adult dentist that comes out 1 week a month – 15 patients a day – limited services with no coverage for sick/vacation

Mono County Health Department

- ✚ Free oral health supplies for adults, mainly targeting pregnant women
- ✚ Educating pregnant women on Medi-Cal dental benefits

Anthem Blue Cross Managed Care

- ✚ Case management services for pregnant women that can include access to dental services
- ✚ Provide transportation to dental appointments for members

Inyo County Health and Human Services

- ✚ Dental Case Management services for pregnant women offered based on capacity

Future Projects/Services

Mammoth Hospital

- ✚ Expansion and re-modeling of the dental clinic – hopefully starting January 1 with predicted completion being late 2020
- ✚ Hopefully will staff a full time General Dentist who will reside in the community – can see both children and adults
- ✚ Explore the possibility of extending hours late or weekend
- ✚ Some dental connection with EHR Cerner – increases communication and referral process
- ✚ Handouts and reminders to adults that they have been referred to the dental clinic

Mono County Health Department

- ✚ Collaborate with Mammoth Family Dental Clinic to provide tobacco cessation resources and materials
- ✚ Prioritization of pregnant women in collaboration with Mammoth Hospital with Public Health Nurse referral

Anthem Blue Cross Managed Care

- ✚ Explore funding and sponsoring opportunities around oral health such as health fairs and mobile vans or services

Inyo County Health and Human Services

- ✚ Explore the possibility of a mobile dental van to provide community screenings and possibly services



Dental Care Access and Preventative Care

Objective 1: Increase access to dental care for adults and children.

Feedback related to providing dental care screenings in primary care

Current Projects/Services

Mammoth Hospital

- ✚ Mammoth Hospital Pediatric clinic offering fluoride varnish
- ✚ Dental clinic is not on EMR system so no communication, but can receive referrals

Anthem Blue Cross Managed Care

- ✚ Provides reimbursement for fluoride varnish done in the office
- ✚ Anthem currently partnering with Sacramento and Amador county to sponsor Every Smile County – referral program where primary care refers to dental and dental refers to primary care for annual exams

Inyo County Health and Human Services

- ✚ Bishop Pediatrics Clinic (Northern Inyo Hospital) provides fluoride varnish treatments

Future Projects/Services

Mammoth Hospital

- ✚ Education in the Women’s Health Clinic for pregnant women – includes referral, possibly education by nurse or hygienist
- ✚ Educating the patients on no-showing to appointments and how this reduces access for everyone – no plans on implementing a no-show charge
- ✚ Including more oral health focus in Family Medicine – asking about dental care in during an annual exam and referral process for providers
- ✚ Explore the possibility of fluoride varnish in the Family Medicine clinic
- ✚ Reminder cards and calls for adults on appointments

Mono County Health Department

- ✚ Referral process from Public Health Department for children and pregnant women
- ✚ Questionnaire/Screenings – Linkage to dental services – Front desk, WIC

Anthem Blue Cross Managed Care

- ✚ Partner to increase oral health screenings, specifically in the school to be done annually

Inyo County Health and Human Services

- ✚ Explore the options of Public Health Nurses provide fluoride varnish treatments in the community
- ✚ Planning a community screening event that incorporates dental screenings for adults and school aged children
- ✚ Explore the possibility of including WIC for referrals or education



Dental Care Access and Preventative Care

Objective 2: Provide community education regarding the importance of dental care

Current Projects/Services

Mono County Health Department

- ✚ Annual presentation in county schools related to oral health
- ✚ Participation in county Health Fairs and events at the Coleville/Walker Senior Center
- ✚ Social Media posts on Childhood Oral Health Month and Tobacco

Inyo County Health and Human Services

- ✚ Timmy the Tooth and other American Dental Association presentations at schools and pre-schools
- ✚ Education and outreach to parents through the Dental Case Management and Education program

Future Projects/Services

Mono County Health Department

- ✚ Continue community outreach events and educational events through the school
- ✚ Increase social media presence and education on oral health topics
- ✚ Incorporate oral health materials into our Tobacco Quit Kits

Anthem Blue Cross Managed Care

- ✚ Look into education opportunities such as Back to School Night or Trick or Treat Event

Inyo County Health and Human Services

- ✚ Including more parents in education sessions, specifically in small groups for better interaction, discussion and participation

Barriers/Gaps:

- ✚ How can we incorporate all visits, so patients do not have to come back for multiple follow up and treatment appointments → Examine day long clinics for patients?
- ✚ Not enough dentists, specifically those who are full time and residing in the community
- ✚ Expensive for people when they are on Medicare and lose dental coverage
- ✚ Child Health and Disability Prevention Program – No referrals coming in
- ✚ Consistency of referrals coming from outside Mammoth Hospital
- ✚ Collaboration on literature so we are all promoting the same materials
- ✚ Transportation
- ✚ Long wait time for appointment
- ✚ Limited services for Medi-Cal Dental Insurance beneficiaries
- ✚ Time of Day – Expansion of Clinic Hours
- ✚ Prioritization of Dental Needs along with day-to-day family needs and crises
- ✚ Need to increase education
- ✚ Oral surgeon necessary in Mammoth Hospital Dental Clinic
- ✚ No dental anesthesiologist – children are sent to Southern California which has long wait times and inconsistent appointments and services



Dream Projects:

- ✚ Mobile Clinic – To our schools and employers
- ✚ Encouraging employers to let employees take time for dental appointments
- ✚ Dental Clinic screening day that includes case management and referrals to a dental home
- ✚ Partnering with other mobile clinics
- ✚ One day appointments – get everything done

Next Steps/Questions/Follow up:

- 1) Oral Health Coalition – Meeting date/time/location TBD. Follow-up email to come