

Kaiser Core
Proposed Objectives and Activities
2020 and 2021

By December 31, 2021, to enhance member services, implement a minimum of eight (8) priority activities derived from a member health center staff survey administered in 2019.

- Enhance existing eblasts to members and internal staff, and create opportunities for dialogue via social media networks;
- Host inaugural Evaluation and Learning Forum in 2020 and, based on event feedback, evaluate feasibility of making it an annual event;
- Ensure that recently hired Member Services Department Director conducts quarterly on-site visits with members in order to identify needs and provide them with customized technical assistance;
- Identify a minimum of three priorities coming from the Board of Directors to be included in the workplans of all peer groups;
- Conduct one member survey during the grant period to determine member needs and disseminate results back to members;
- Continue facilitating a minimum of six different existing peer groups (e.g., Physician Council, Operations Council, CFO Council, Billing Managers, Dental Directors, Emergency Preparedness);
- Identify health center representatives and/or HCP staff to attend KP-sponsored IHI trainings and present content to relevant peer groups;
- Participate in a minimum of 75% of disaster coalition meetings for all three counties and share information with members;
- Provide TA/training so that members can meet CMS emergency preparedness requirements.

By December 31, 2021, foster new relationships with a minimum of 4-6 social services agencies to ensure that members have a referral network to meet the social determinants of health (SDOH) needs of their patients.

- Develop and host a SDOH bi-monthly peer group to ensure that health centers are screening for SDOH and improve their linkages to social services agencies;
- Develop a work plan and charter for the SDOH peer group;
- Host at least one SDOH Roundtable and Resource Fair during the grant period to encourage new resource linkages and relationships between members and social services agencies.

Implement a minimum of four (4) educational strategies per year to educate local stakeholders and policymakers on identified annual policy and advocacy priorities for health centers.

- Promote CHCs as an investment to care for the safety net population with local Chamber of Commerce and County Board of Supervisors, and identify other stakeholders and policymakers for education on health centers;
- Represent the Chamber's Health Subcommittee with policymakers at the county, state and federal levels;
- Create a series of white papers on the overall benefits health centers bring to the health care system and disseminate to stakeholders and policymakers.

Implement a minimum of 2-3 strategies per year to support members in their advocacy efforts.

- Convene members for an education/advocacy day at the San Diego County Board of Supervisors to support potential partnerships with the County to enhance levels of care;

- Host a media/press training for member's Chief Medical Officers;
- Host a series of roundtables with members who serve the Native American population to understand their unique operations and advocacy needs as they differ from traditional FQHCs;
- Provide updates on policy and advocacy initiatives at peer group meetings.