



CalOptima Health

Street Medicine Program: Outcome Review and Future Vision

October 3, 2024

Board of Directors Meeting
Kelly Bruno, DSW
Executive Director, Medi-Cal & CalAIM

Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

CalOptima Health Fast Facts

- 915,000 members (as of Jan. 31, 2025)
- \$4 million budget
- 93.2% Medical Loss Ratio (Year to date)
 - Percent of every dollar spent on member care
- 5.1% Administrative Loss Ratio (Year to date)
- 8,372 providers
- 45,606 calls to our Customer Service Center (February 2025)
 - Providers are encouraged to register for CalOptima Health's Provider Portal for self-service capabilities/options: providers.caloptima.org

Overview

- Garden Grove: A year in review
- Emergency Department Data:
 - Street Medicine
 - Unhoused
 - Housed
- Future Outcome Measures
- Care Traffic Control



Street Medicine Program Goal

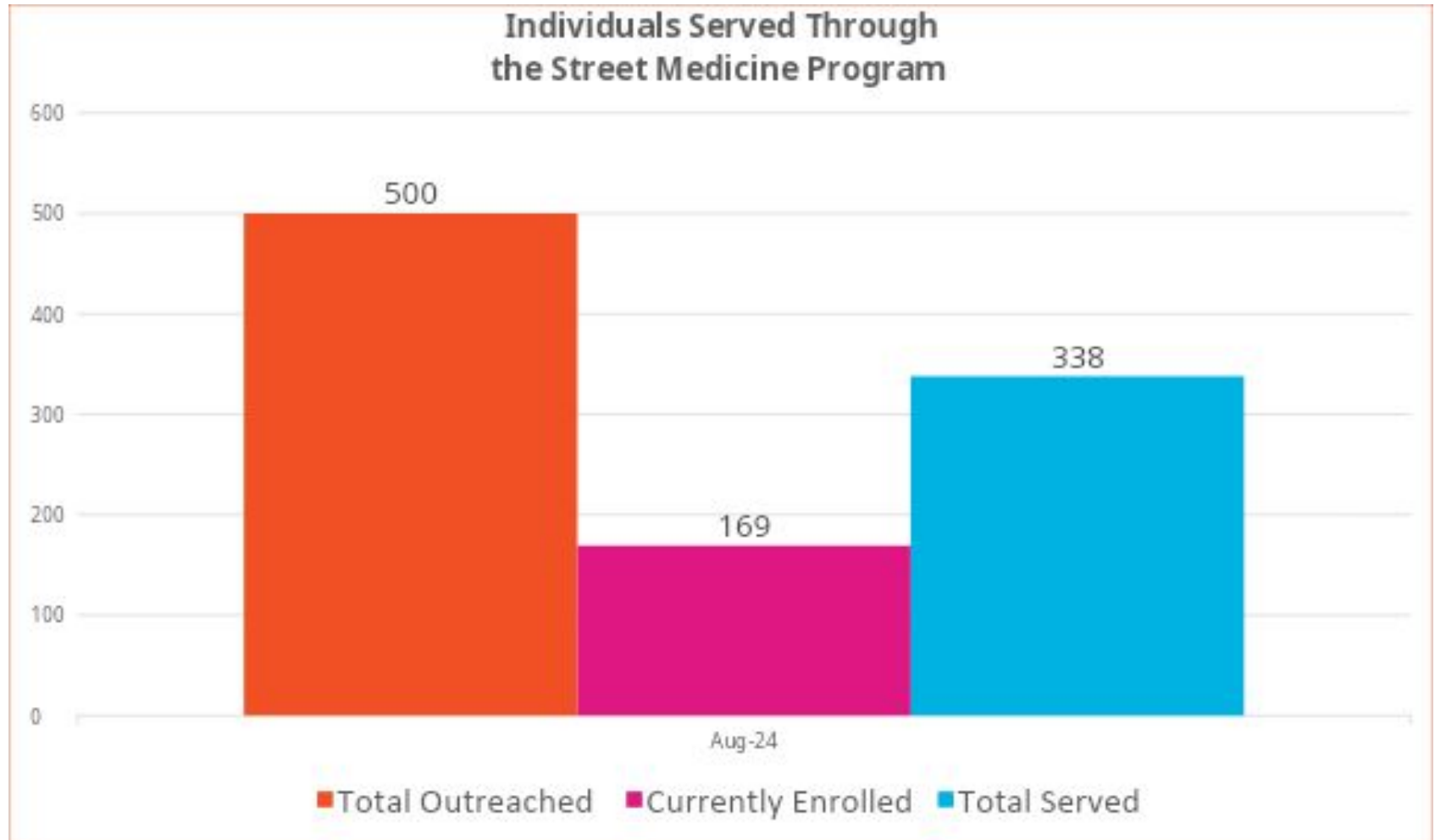
Reduce barriers to quality medical care and *improve health outcomes* for CalOptima Health's unsheltered members by delivering compassionate and respectful medical care through direct street outreach and engagement



Initial Program Goals

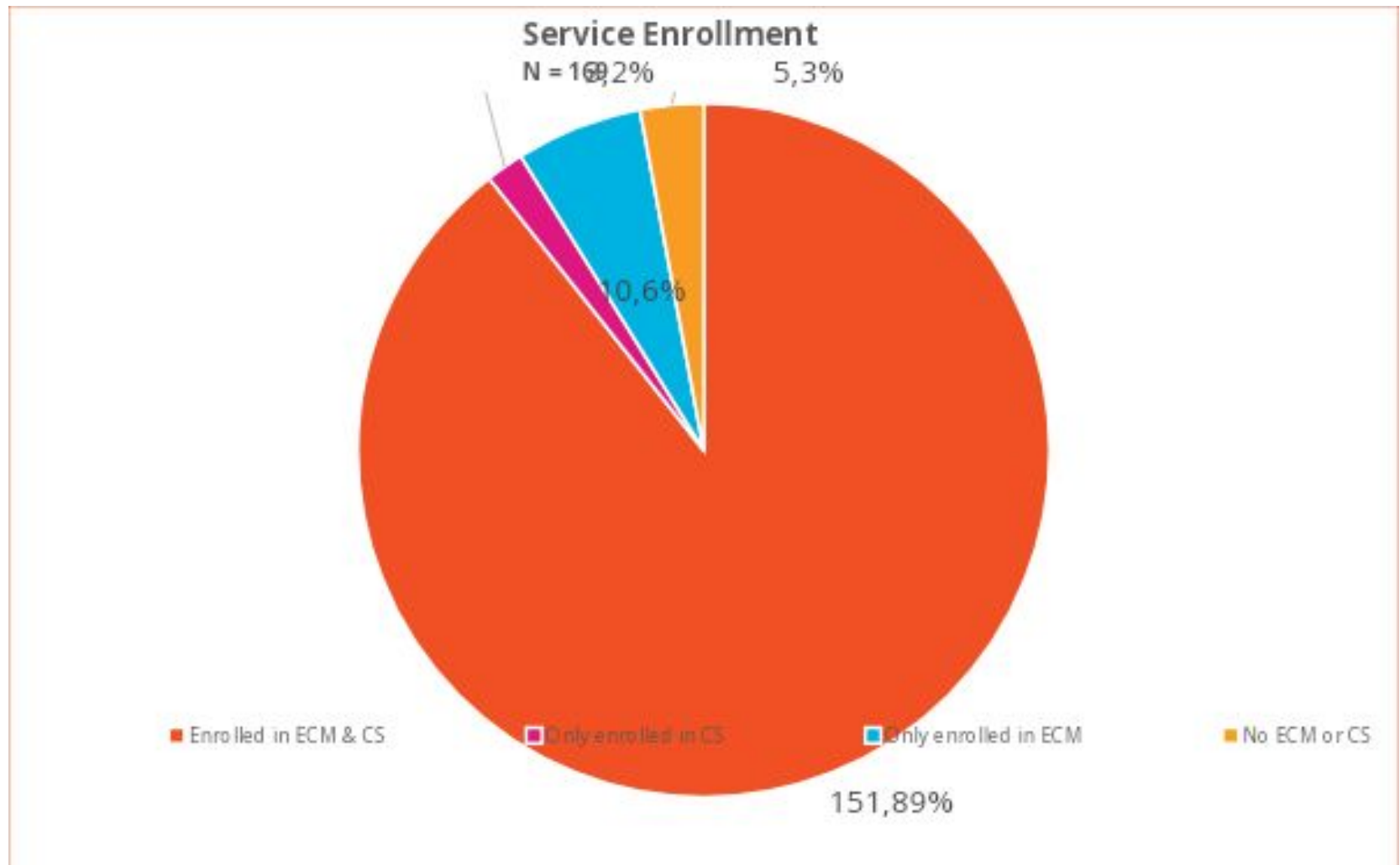
- Provide 200 participants with point-of-care medical services
- Connect 90% of participants with Enhanced Care Management (ECM) and housing navigation
- Connect 80% of participants to an active Primary Care Physician (PCP)
- Connect 25% of participants to permanent housing

Goal 1: Provide 200 participants with point-of-care medical services



Target: 200 served
Outcome: 338 served

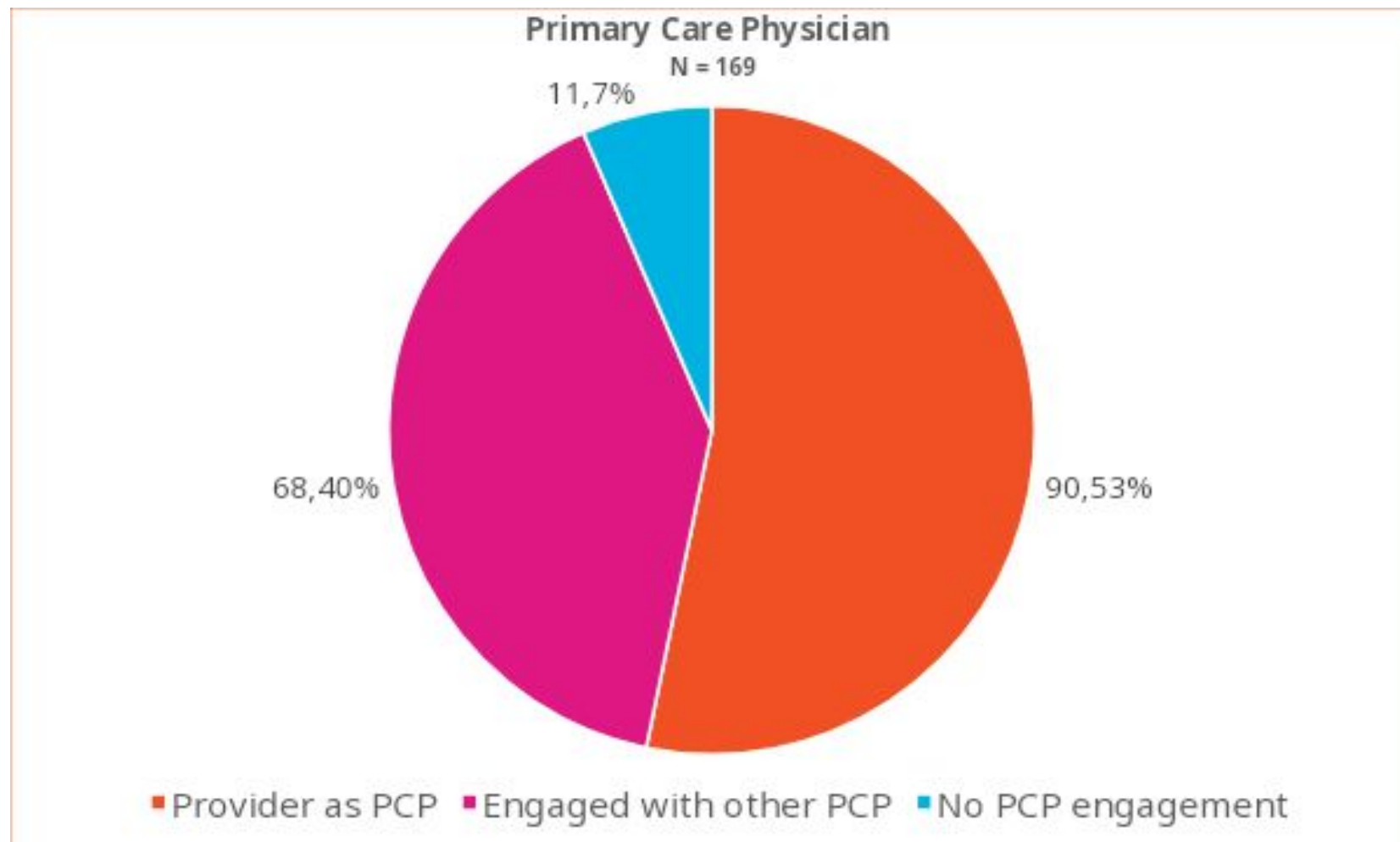
Goal 2: Connect 90% of participants with Enhanced Care Management and Housing Navigation



Target: Connect 90% with ECM and/or CS

Outcome: 97% connected

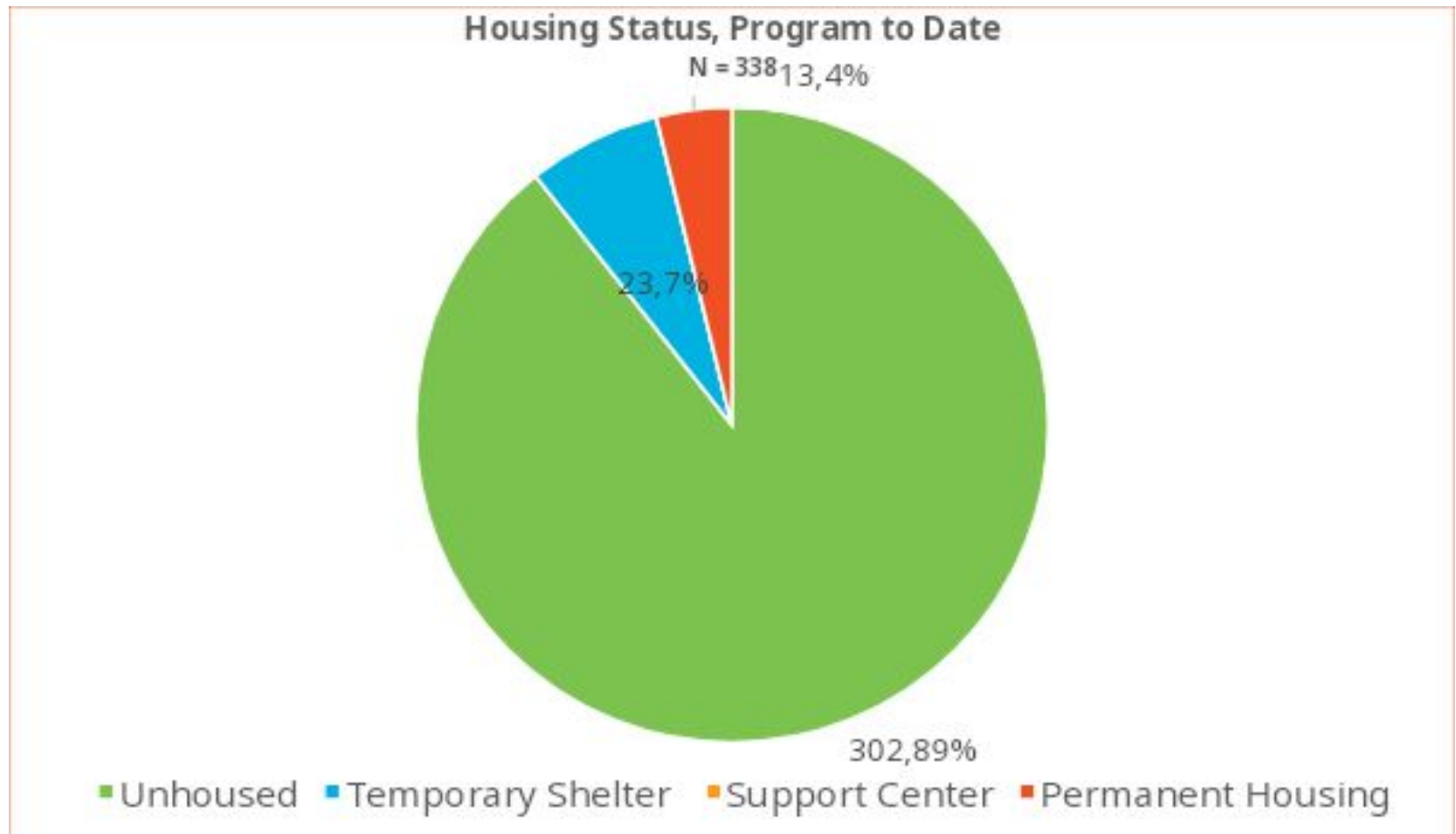
Goal 3: Connect 80% of participants to an active Primary Care Physician



Target: Connect 80% to an active PCP

Outcome: 93% connected

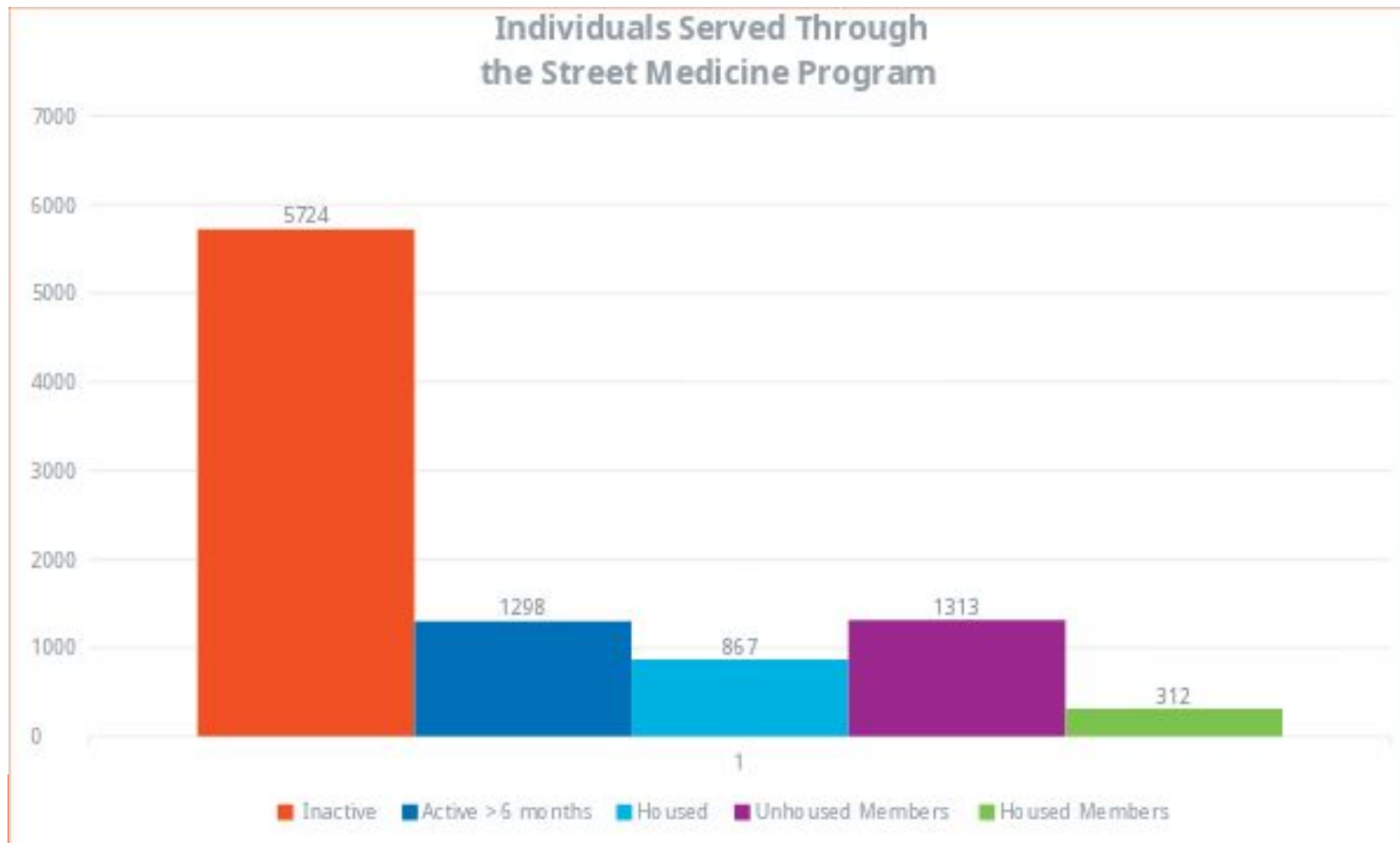
Goal 4: Connect 25% of participants to permanent housing



Target: Transition 25% to Permanent Housing

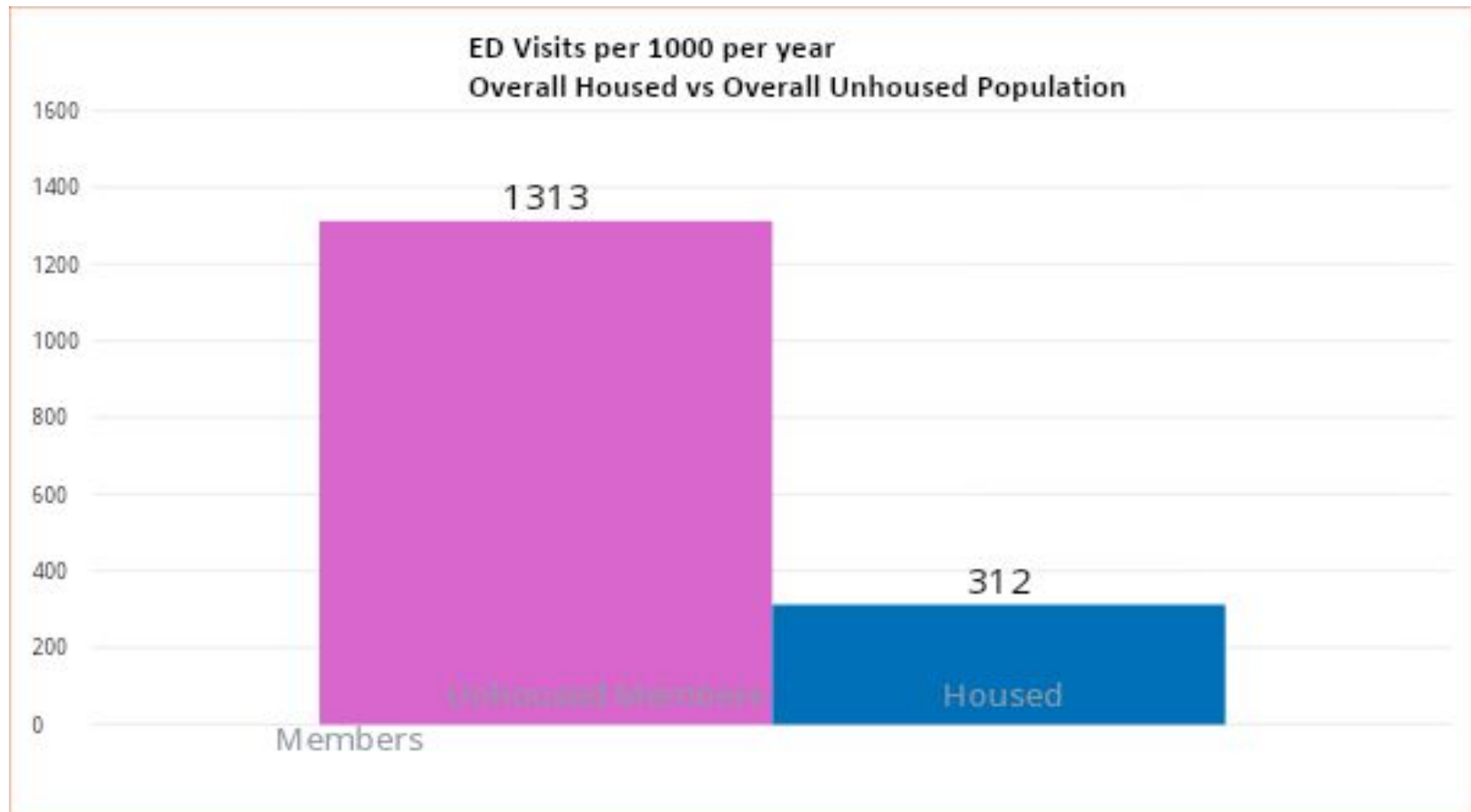
Outcome: 4% transitioned

Emergency Department Utilization: Street Medicine Participants



Housed: Members enrolled in Street Medicine who were permanently housed

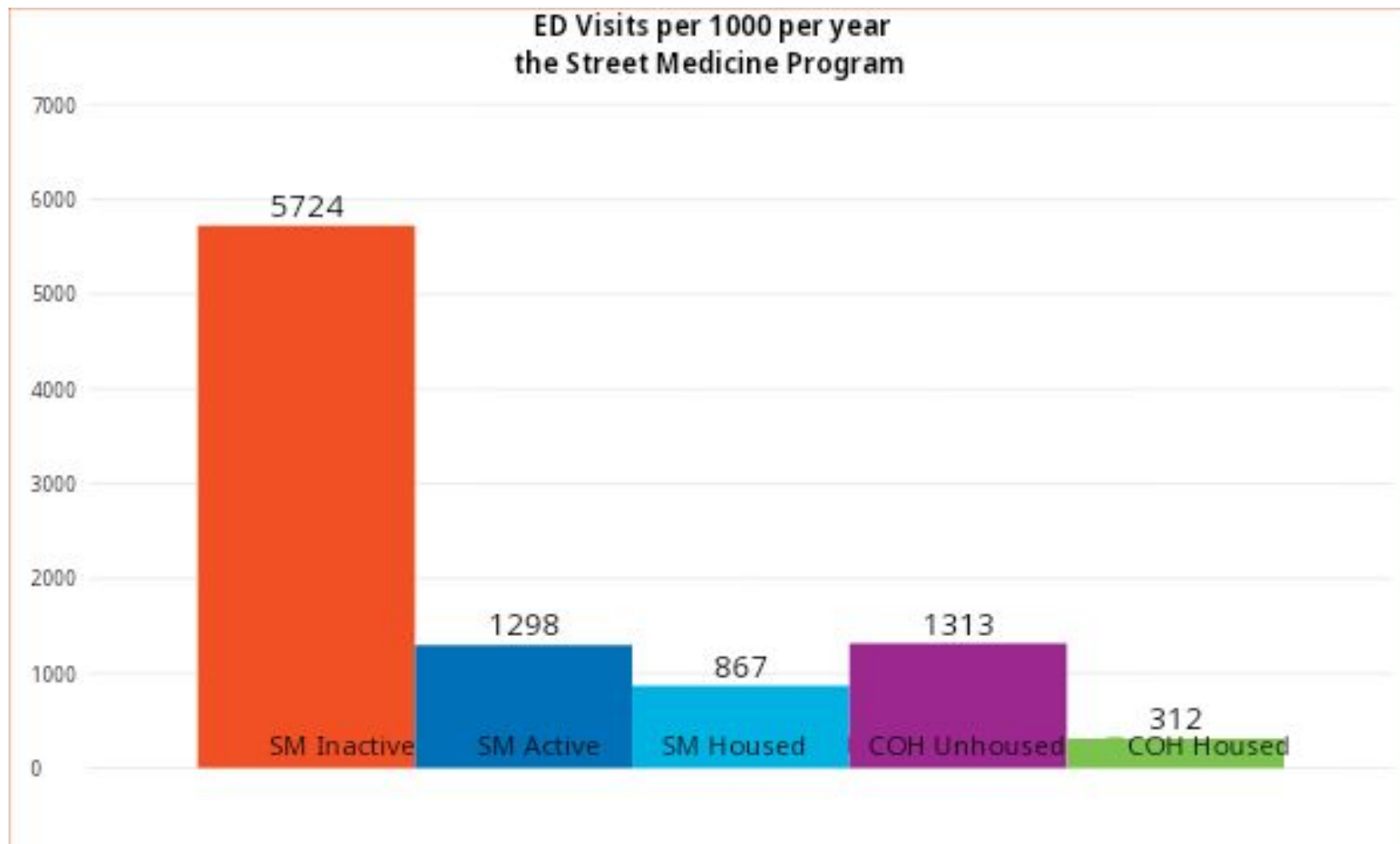
Emergency Department Utilization: Housed vs. Unhoused Members



Unhoused Members: CalOptima Health currently eligible members that are unhoused

Housed Members: CalOptima Health currently eligible members that are housed

Emergency Department Utilization: All Populations



Future Street Medicine Goals:

Improve Health and Reduce Barriers

Goal 1: Increase the number of individuals housed

- Number of participants placed in the Street Medicine Support Center (SMSC)
 - Number of individuals permanently housed
- Number of participants permanently housed outside of SMSC

Goal 2: Increase access to health care services:

- Medication
 - Medications received
- Substance Use Services
 - Number of substance use screenings
 - Number referred for substance use treatment
 - Number receiving substance use treatment
- Behavioral Health Services
 - Number of behavioral health screenings
 - Number referred for behavioral health treatment
 - Number receiving behavioral health treatment
- Primary Care Physicians
 - Percentage of individuals being seen by a Primary Care Physician
- Specialists
 - Number of participants referred to a specialist health provider
 - Percentage of individuals being seen by a specialist health provider

Future Street Medicine Goals:

Improve Health and Reduce Barriers

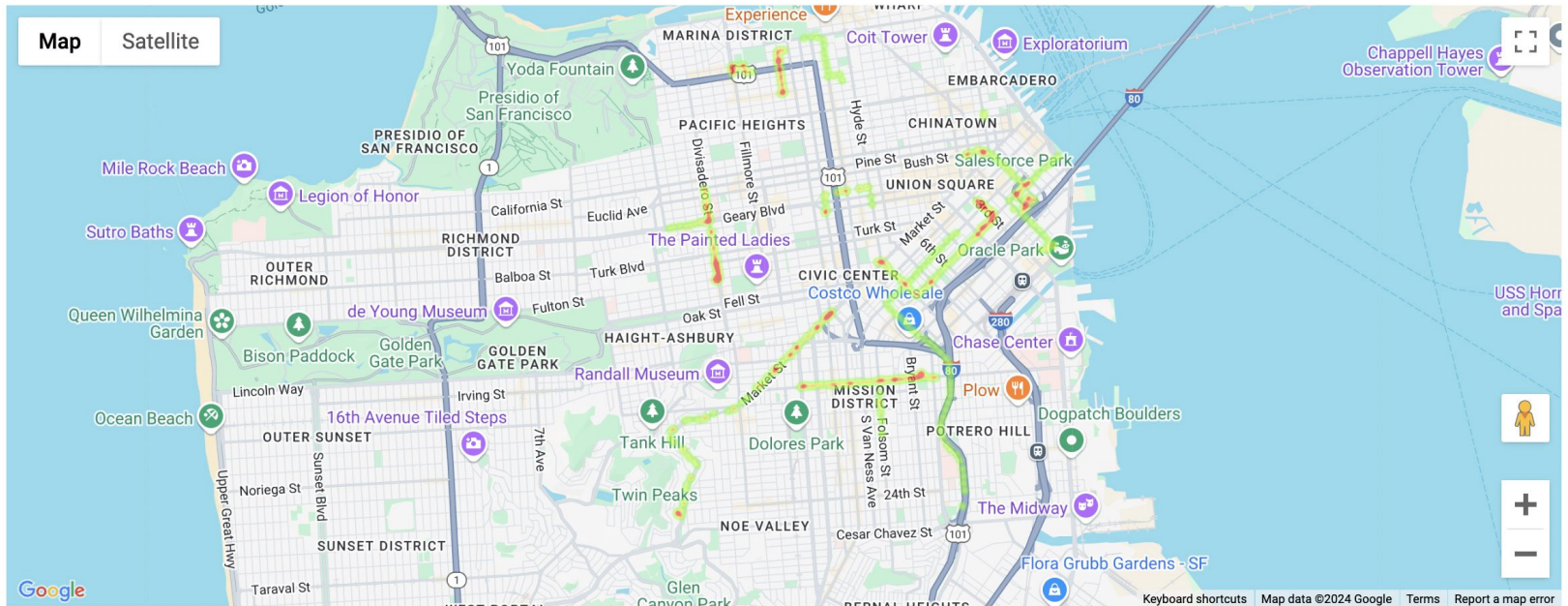
Goal 3: Ensure successful utilization of the program

- Percentage of participants receiving Peer encounters every 14 days
- Percentage of participants receiving Medical Care Team encounters every 60 days
- Percentage of participants enrolled in ECM and/or Housing Navigation
- Number of participants enrolled in the Street Medicine Program

Goal 4: Increase the number of individuals who have a follow up visit after an Emergency Department (ED) visit

- Percentage of participants seen by the Medical Care Team within 7 days of an ED visit
- Percentage of participants seen by the Medical Care Team within 30 days of an ED visit

Care Traffic Control



Current Member Enrollment :

2,420

↑ 40% vs last month

Active Members in ECM :

78%

112 Members

Active Members in CS :

19%

15 members

Active Members in CS & ECM :

97%

127 Members

Care Traffic Control



CTC Display **Dashboard** Members Referrals Reporting Documents Team    

Last Month



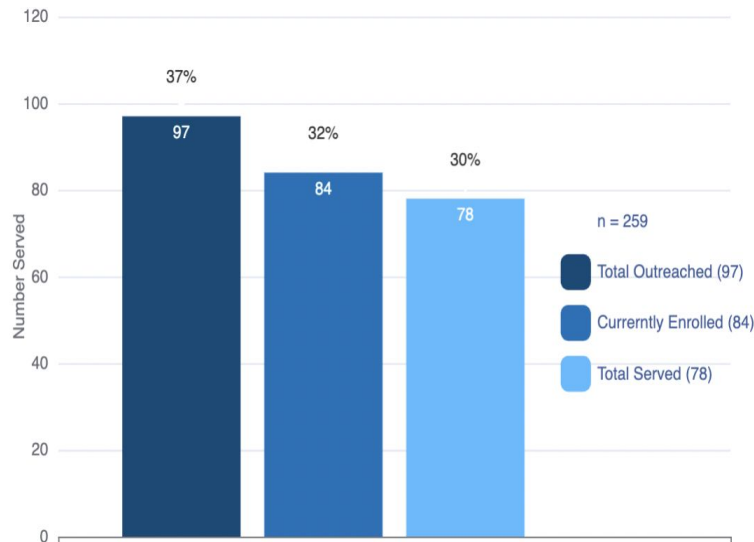
Anaheim



 Download Dashboard

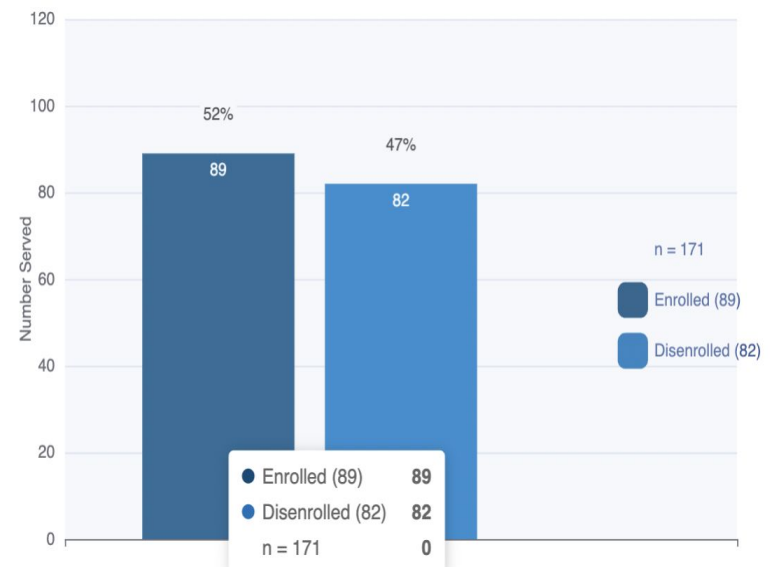
Members Served Through the Street Medicine Program

Last Month



Members Enrolled and Dis-enrolled

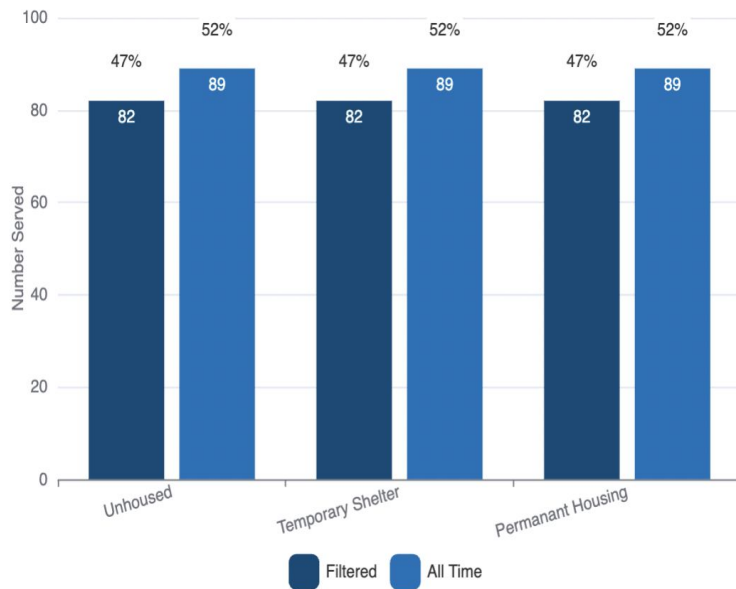
Last Month



Care Traffic Control

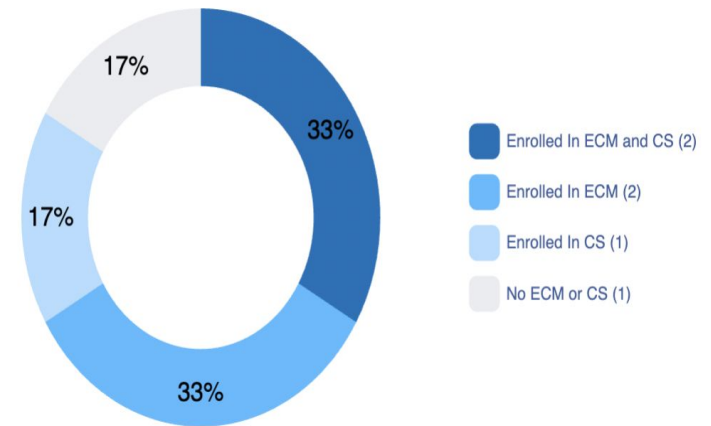
Housing Status

Last Month



Current Service Enrollment

Last Month



n = 6

Care Traffic Control



John Doe

Male

Member Information

Date of Birth: **Aug 26, 1990**

Last Known

Location:

[Edit & View Locations](#)

MediCal ID: **1234567890**

Phone: **123-123-1234**

Email: **test@gmail.com**

Program City:

Enrollment
Date: **Sep 9, 2024**

Services:

ECM

HOUSING

MEDICAL

Member Overview

[Open Authorizations](#)

[Alerts](#)

[Documents](#)

[Hospitalizations](#)

Overview

Team

PCP

Josh Jackson

Services

ECM

Josh Jackson

Authorization Date: Sep 5, 2024

Medical Service

Josh Jackson

Authorization Date: Sep 5, 2023

Housing Navigation

Josh Jackson

Authorization Date: Sep 5, 2023

Diagnosis List

Flu

Sep 4, 2024

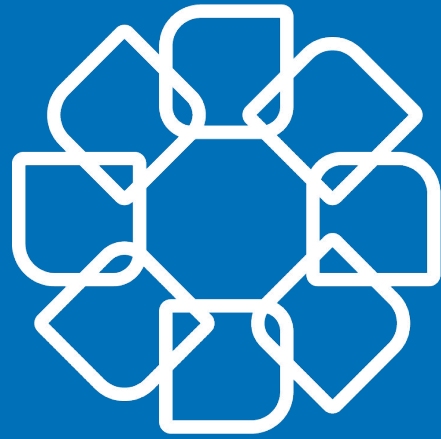
Broken Leg

Feb 16, 2024

Strep Throat

Jul 5, 2024

Questions?



CalOptima Health

Stay Connected

With Us

www.caloptima.org



@CalOpti
ma