

[Subscribe](#)[Past Issues](#)[Translate ▼](#)[RSS](#)**April 3, 2024****UPDATES INCLUDE:**

- **Carelon Provider Training** - Harm Reduction and Substance Use Disorders
- **Racial Equity Training** - Led by the Racial Equity Institute
- **Facility Site Review (FSR) Provider Pearls** - Medical Record Review: Initial Health Appointment (IHA) and Health Risk Assessment (HRA)

Carelon Provider Trainings in April

Harm Reduction and Substance Use Disorders Training

Harm reduction is an evidence-based approach that is a key pillar to the U.S. Department of Health and Human Services' Overdose Prevention Strategy. This practical and transformative approach incorporates community-driven public health strategies which include prevention, risk reduction, and health promotion. It is critical to engage with people who use drugs and equip them with life-saving tools and information to create positive change in their lives. In this training, Dr. Thomas Hayden, Carelon Behavioral Health Medical Director, will introduce and describe the principles of harm reduction, review the concept of screening, assessment, brief interventions, and referral to treatment (SABIRT), discuss a range of harm reduction services/programs, and offer information on engagement strategies for people experiencing substance use.

Learning Objectives:

- Gain knowledge of the concept and principles of harm reduction in SUD population
- Identify approaches to integrate a harm reduction philosophy into clinical care.
- Demonstrate familiarity with a range of harm reduction interventions (e.g., syringe access programs, distribution of naloxone, medication-assisted treatment, supervised)
- Explain the role of preventative healthcare (i.e. immunizations, screening) to support the wellbeing of people who use drugs and their community members.

Topic: Harm Reduction and Substance Use Disorders (SUD)Meeting Link: [Harm Reduction and Substance Use Disorders \(SUD\)](#)Meeting ID: 273 032 265 396Passcode: dJmfJGDate and Time: Wednesday April 24, 2024, 12-1pm PSTPresenter: Dr. Thomas Hayden, Carelon Behavioral Health Medical Director

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Increase your understanding of racial equity and its impact on systems, including health care. Engage in lively discussions with other SFHP Providers centered on:

1. Structural racism, markedness theory, and implicit bias
2. Institutional power arrangements and power brokers
3. History of race in American economic and policy development
4. Racial identity and its interaction with institutional culture



GROUNDWATER PRESENTATION

For Providers and Clinicians

In this participatory presentation, you'll hear stories and data which present a perspective that racism is fundamentally structural in nature, and that our racially structured society is what causes inequity.

The Groundwater metaphor is based on three observations:

1. Racial inequity looks the same across systems
2. Socio-economic difference does not explain the racial inequity
3. Inequities are caused by systems, regardless of people's culture or behavior.

*Space is Limited. Register Now. Please select **one** option for registration.*



Option A:

3 hours in-person
Mon, May 20
9:00am–12:00pm



Option B:

3 hours in-person
Mon, May 20
1:00pm–4:00pm

PHASE 1 WORKSHOP

For Non-Clinicians and Staff

This two-day workshop is designed to develop your capacity to better understand and identify racism in its institutional and structural forms.

Along with the Groundwater metaphor, you will develop shared language and explore how to address inequity both inside your institution and the community where it works.

*Space is Limited. Register Now. Please select **one** option for registration.*



Option C:

16 hours in-person
Tue–Wed, May 21–22
9:00am–5:00pm



Option D:

16 hours in-person
Thu–Fri, May 23–24
9:00am–5:00pm

All trainings will be delivered live, in-person in San Francisco, CA. Physical location provided at registration.
Questions? Contact: Emily Srock Program Manager, Care Experience emsrock@sfhp.org 1(415) 615-4296
<https://www.sfhp.org/providers/provider-tools/>

Facility Site Review Provider Pearls

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Facility Site Review Provider Pearls

April 2024



Medical Record Review:: Initial Health Appointment (IHA) and Health Risk Assessment (HRA)

The Initial Health Appointment (IHA) occurs during a patient's visit with a provider in the primary care setting. The IHA is used to assess and manage any acute, chronic, and preventative health needs of the patient. Completing the Initial Health Assessment (IHA) timely provides an opportunity for members to establish a relationship with their PCP and obtain necessary health care and preventative services, which can lead to positive health outcomes and improvement in their overall health status

The California Department of Health Care Services (DHCS) Medical Record Review (MRR) process includes an evaluation of a primary care provider's (PCP) documentation of a member's comprehensive physical examination, including a review of systems with a plan for treatment for any identified acute or chronic diseases or conditions. But that is just the beginning. Comprehensive visits for new members and for their subsequent periodic well visits also are to include behavioral health assessments, social determinants of health (SDOH) assessments, identification of preventive screenings, immunization review, provide health education and anticipatory guidance.

In addition, as part of the Facility Site Review (FSR) component of the review process, the site reviewer will evaluate office management practices on appointment guidelines for same-day appointments, after hours availability, how members receive care when they are sick, advice guidelines, complex health care needs guidance, care coordination, complex case management, enhanced care management, or community supports, language interpretation guidance, and transportation guidance. These factors ensure that any needs of members identified through the IHA process can be addressed and remedied through strong office management practices.

SFHP has some tip sheets that you may wish to review and apply to your office management practices so that you are prepared and in compliance with all DHCS requirements for these criteria.

Table with 2 columns: MRR Comprehensive Physical Exam with IHA & HRA and IHA Tip Sheet. Includes links to click below and detailed content for both sections.

References:

- Accountable Health Communities Health-Related Social Needs Screening Tool Citation and Notification Information
All Plan Letter (APL) 22-030 Initial Health Appointment
All Plan Letter (APL) 23-021 Population Needs Assessment And Population Health Management Strategy
All Plan Letter (APL) 23-034 California Children's Services (CCS) Whole Child Model (WCM) Program
All Plan Letter 21-009 (Revised) Collecting Social Determinants Of Health Data
Factsheet: California Advancing and Innovating Medi-Cal (CalAIM) Population Health Management Initiative

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[The Accountable Health Communities Health-Related Social Needs Screening Tool](#)United States Preventive Services Task Force (USPSTF) <https://uspreventiveservicestaskforce.org/uspstf/home>

“**Provider Pearls**” are monthly articles written with the intent to help you prepare for the California Department of Health Care Services (DHCS) FSR review processes. If a clinic manager, office manager, nurse manager, or operations person, can take the time to independently self-monitor clinic practices with the aid of SFHP checklists and DHCS standards at least annually, we can all work together to strive toward improved quality standards in office practice operations.

For any questions about the Facility Site Review or Medical Record Review processes or tools, please contact fsr@sfhp.org.

Please do not hesitate to contact Provider Relations at
1(415) 547-7818 ext. **7084** or Provider.Relations@sfhp.org

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