



University of California
San Francisco

401 Parnassus Avenue
San Francisco, CA 94143-0984

Langley Porter Psychiatric Hospital & Clinics

Community Health Needs Assessment

2013-2014 Implementation Strategy

Title IV of the Patient Protection and Affordable Care Act of 2010 requires hospitals to meet certain provisions related to community benefit in order to maintain their tax status. One of these requirements is that every 3 years UCSF-Langley Porter Psychiatric Hospital & Clinics (LPPH&C) is required to participate in a community health needs assessment (CHNA) which includes community and public health input. The purpose of the CHNA is to ensure that our programming at LPPH&C is aligned with community needs and priorities.

UCSF participated in a community wide health needs assessment (CHNA) process over this past year with local government, non-profit and hospital agencies via a work group called Building A Healthier San Francisco (BHSF). For specific information on that process, see this report: <http://www.healthmattersinsf.org/index.php?module=htmlpages&func=display&pid=56>.

Through this process, the following community health needs of the San Francisco Community were prioritized for improvement:

- Increase Access to Quality Health Care and Services
- Ensure Safe and Healthy Living Environments
- Increase Healthy Eating and Physical Activity

LPPH&C's mission is to serve our community by providing high-quality psychiatric care in a compassionate environment grounded in education and research. LPPH&C achieves this mission by

providing high-quality care in a multi-disciplinary setting, social work services, benefit counseling and support for those in financial need seeking care.

BHSF Goals	Existing Program and Resources LPPH&C
Increase Access to Quality Health Care & Services	1. Mental health services embedded in medical clinics <ul style="list-style-type: none"> • 360 -Positive Health Program • Cancer Center • Women’s Health Center • Adolescent Medicine • Bridge Clinic • Early Psychosis Program • Psychiatric Services at UCSF Homeless Health Clinic Project 2. Mental health services provided in community settings <ul style="list-style-type: none"> • HALP classroom interventions • Next Mission Project- YAFC 3. Provide financial counseling <ul style="list-style-type: none"> • Review benefits and cost of treatment • Administer Financial Need Program • Counsel uninsured or indigent individuals seeking treatment about how to access health coverage
Increase Safe and Healthy Living Environments	<ul style="list-style-type: none"> • Social work services connecting homeless or at risk of being homeless patients to community housing and shelter resources. • Patients disabled by psychiatric illness are referred to programs which assist them in maintaining safe living situations.
Increase Healthy Eating & Physical Activity	<ul style="list-style-type: none"> • Healthy eating and exercise is the foundation of well-being. Although not directly within the scope of LPPH&C’s mission, clinicians integrate teaching and interventions in their clinical care to increase healthy eating and exercise. • LPPH&C offers specific treatment for those with eating disorders • LPPH&C offers social work services to facilitate access to food for those qualified.

LPPH&C Implementation Strategy

1. Increasing Access to Quality Healthcare and Services

The rising cost of mental healthcare often prevents people from accessing, maintaining and fully participating in treatment. At LPPH&C, our practice is to take a proactive approach to avoid unnecessary costs for our patients across our system. To do this, we provide financial counseling to patients at the

point of service. Additionally, we identify patients who are at high risk of incurring financial debt related to health care due to the number of admissions, readmissions and ER visits.

Some initiatives include:

- Establish case conferences with a multi-disciplinary clinical care team (including physicians, nurses, pharmacist, social workers, rehab staff and other support staff) who review the high risk patient population and customize patient specific care plans to maximize outcomes and minimize costs
- Improve our processes for identifying currently admitted patients who are most likely to be readmitted to the hospital for additional care coordination resources
- Following protocols which focus on discharge planning (such as follow-up appointment scheduling, post discharge follow-up calls)
- Improve physician access to insurance formularies to minimize drug costs for patients
- Maintain medication reconciliation ensuring safe and thoughtful use of medications
- Enhance patient flow processes across levels of care

2. Increase Safe and Healthy Living Environments

LPPH&C will not be addressing this BHSF goal beyond our current activities as it is out of the scope of our mission. However, LPPH&C will continue their longstanding practice of assisting individuals in accessing increasing safe and healthy living environments.

LPPH&C faculty, staff and trainees do participate in many UCSF campus-wide programs that seek to minimize waste and limit CO2 production.

3. Increase Healthy Eating & Physical Activity

As stated above, healthy eating, access to healthy food and opportunities for exercise are the foundations of well-being. Support, teaching and encouragement to eat well and exercise are embedded into many of the mental health interventions at LPPH&C. Examples of this include referrals to smoking cessation programs, healthy eating educational programs as well as treatment dedicated to assisting individuals with eating disorders.

Some initiatives include:

- Review best practices for increasing healthy eating and physical activity for individuals with mental illnesses
- Enhance availability of referral resources for weight management support for individuals with mental illness.

If you have questions about this report or any related activities, please contact Andrea DeRochi, LCSW, Director of Patient Care Services, LPPH&C, andread@lppi.ucsf.edu