

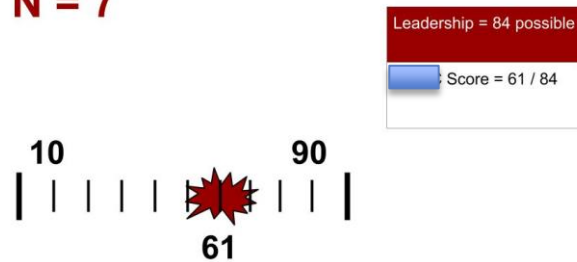
Gero-Friendly Clinic Report

Prepared for: Gardens Community Health Clinic

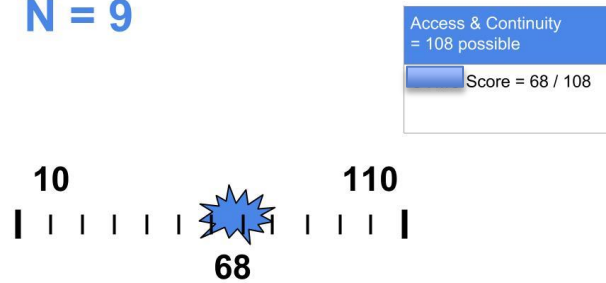
Introduction: A care team was assembled by the Medical Director, the site champion. The team of 7 staff members included: two M.D.s (one resident and one attending), Medical Assistant, patient liaison, LCSW, PA-C and a PsyD (behavioral health specialist).

The care team was asked to individually complete a Gero-Friendly readiness assessment tool, which is a survey used to provide a snapshot to determine the interest and potential of the clinic and each participant to improve care for their older adult population. The survey was scored on a Likert scale to gauge the degree of agreement with the statement being asked of the participant. Each question had a possible score of 12, indicating maximum agreement among the seven participants. Below are some key results and findings.

Leadership & General Questions N = 7



Access and Continuity N = 9



LEADERSHIP

This section included seven questions, aimed to evaluate the clinics' incorporation of best practices and presence of key indicators of readiness to change in the area of leadership.

Key findings in this section are as followed:

Trends found in what participants feel their clinic is doing to demonstrate their gero-friendly focus, include:

- Gardens is doing a good job providing consistent providers, which allows for good relationships with patients. Having Social Workers and Case Management onsite is an advantage.

Trends in what providers would like to see change in their clinic that would improve gero-friendliness include:

- A need for a more interdisciplinary team approach to the care of older adults involving social work & case management. A gero-team assignment for providers that includes home visits for our older adult patients.

- More programs for the older adult and a better sense of what their satisfaction with care and services.

- 75% agreement that there is a gero-Friendly champion at Gardens. Each of these staff were named twice: Dr. Smith, Dr. Jones and Bob

- 100% agreement that Gardens staff understand how gero-Friendly services fits into Gardens missions and goals.

ACCESS AND CONTINUITY

This section included nine questions geared to evaluate the clinics' incorporation of best practices and presence of key indicators of the clinics access to older adults.

Key findings in this section are as followed:

Positive access trends include:

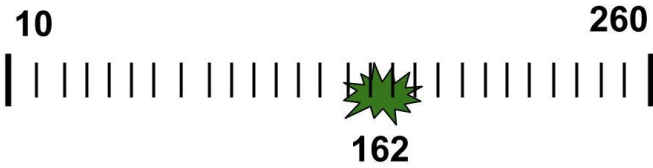
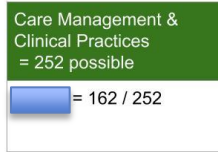
- The clinic is accessible for handicapped patients in scooters or wheelchairs or walkers.
- Gardens provide same day appointment for older adults.
- Care to our older adult patients is culturally and linguistically competent. We have providers that speak Spanish and educational materials in Spanish as well.

Gaps in access could exist in the following areas:

- Offering of special clinic hours for older adult patients
- Having enough behavioral health specialists to meet the older adult patient needs.

Care Management & Clinical Practices

N = 21



CARE MANAGEMENT

This section included 21 questions, aimed to evaluate the clinics' incorporation of best practices and presence of key indicators geriatric clinical tools and care management.

Key findings in this section are as followed:

Clinical Assessment Tools readily used at Gardens:

- Fall risk and gait and balance assessment with Gardens older adult patients such as a "Timed up and Go".
- PHQ2/PHQ9 to assess for Depression.
- Substance abuse determination with our geriatric patient using an Audit/ Assist or CAGE tool.

Clinical Assessment Tools not actively used at Gardens:

- Whispered Voice Test or Audio scope to monitor and assess change in hearing.
- conduct caregiver assessments to include discussions about Five Wishes

Notable positive clinical/ case management trends:

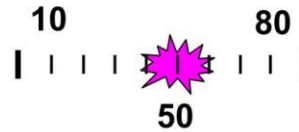
- Review the reason for the visit with patient/caregiver 100%
- 92% agreement that providers ask patients at every visit for a list of all prescription and non-prescription drugs and review and reconcile medications.
- 92% agreement that providers offer the DHCS (Department of Healthcare Services) senior adult "Staying Healthy Assessment".

Other notable findings in this section:

- 50% agreement that older adult patients at Gardens receive a cognitive assessment.
- 50 % agreement that providers at Gardens routinely ask the patient about their goals for care.
- 50% agreement that providers at Gardens ask if there is a change in or a new ADL limitation or IADL limitation since their last visit.

Patient Support & Community Resources

N = 6



PATIENT SUPPORT

This section included 6 questions, aimed to evaluate the clinics' incorporation of best Practices and presence of key indicators of geriatric patient support/community resources.

Key findings in this section are as followed:

Gardens participants report:

- 83 % agreement that Gardens has a system in place to refer for Community Resources and Long Term Services & Supports such as nursing home diversion, IHSS, housing and transportation.
- 83% agreement that Gardens has strong referral relationships in place and staff to handle the referrals
- 42% agreement that Gardens provides ongoing in-services for staff, on older adult issues.
- 58% agreement that Gardens provides access to chronic disease self -management programs.

QI & Performance Measures

N = 3



QI & PERFORMANCE

This section included 3 questions aimed to evaluate the clinics incorporation and key indicators of geriatric performance measures in their QI process

- 42% agreement that patient satisfaction surveys are used as part of Gardens' QI process.
- 42% agreement that Gardens' QI efforts include care for older adult patients with complex needs.

Gardens Community Health Clinic

Leadership N = 7 questions	Access & Continuity N = 9 questions	Care Management N = 21 questions
61/84	68/108	162/252
Patient Support & Resources N = 6 questions	QI & Performance Measures N = 3 questions	Total # of questions N = 46
50/72	17/36	358/ 552



Summary:

Thank you for this opportunity to meet with the Gardens Care Team. The team as a whole is more than 50% in agreement on these gero-friendly questions. The operational assessment tool will help unpack each of the domains a bit more and help the team determine where they might focus their improvement strategy. Participants have identified gero-friendly champions at Gardens, which will help sustain any declared gero-friendly clinic improvement efforts.



The Gero-Friendly Clinic project is made possible with the generous support of the Kaiser Foundation Hospitals.