

2014 State of C.O.R.E.

» performance measures

C.O.R.E. medical clinic is dedicated to maximizing patient outcomes by:

- ▶ *Providing person- and family-centered services based on strengths, needs, abilities, preferences, and desired outcomes of the patient and family*
- ▶ *Including the patient in the treatment planning process*
- ▶ *Being ever vigilant to the risk of bias*
- ▶ *Working on personal growth*
- ▶ *Striving to treat all patients equally regardless of gender, race, ethnicity, cultural, religion, age, sexual preference, or related factors*
- ▶ *Creating a positive and safe work environment for staff*
- ▶ *Being sensitive to social and cultural factors that influence the patient (i.e. cultural competence)*

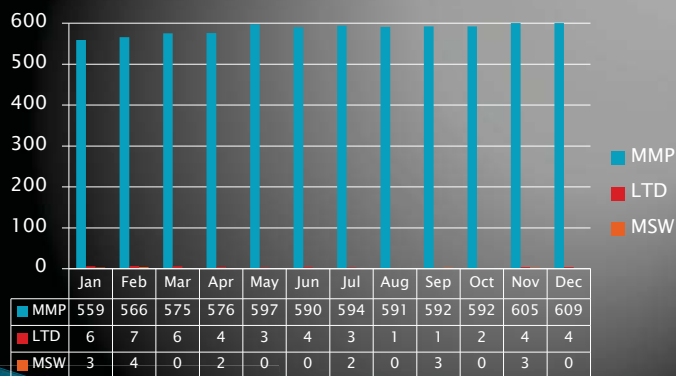
C.O.R.E. Mission Statement

Comprehensive Opiate Recovery Experience

RECOVERY WITH RESPECT

“Improving the lives of individuals through comprehensive opiate replacement services”

2014 Census by Month



C.O.R.E. medical clinic is dedicated to maximizing patient outcomes by:

- ▶ *Helping each patient attain and maintain his/her highest quality of life*
- ▶ *Treating opiate addiction with medically assisted treatment, group counseling, individual counseling, and case management services*
- ▶ *Diagnosing, treating, and/or referring mental health disorders*
- ▶ *Diagnosing, treating, and/or referring co-morbid medical problems*
- ▶ *Reducing harm and stigma related to illicit drug use through education, counseling, and treatment*
- ▶ *Educating our staff, patients, and the community on evidence-based drug treatment strategies and policies*
- ▶ *Treating each patient with respect and dignity*

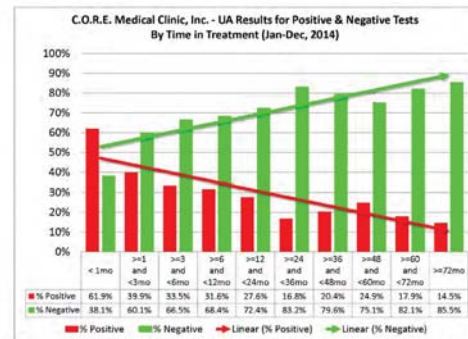
2010 - 2014 Average Dose

- ▶ **7/1/2010 = 91.38 mg**
- ▶ **7/1/2011 = 85.93 mg**
- ▶ **7/1/2012 = 88.5 mg**
- ▶ **7/1/2013 = 87.7 mg**
- ▶ **7/1/2014 = 86.87 mg**

2014 Site Demographics by Gender & Funding

1/1/2014	12/31/2014
50 % Male	51.5% Male
50% Male	48.5% Female
76.6% Medi-Cal	80.22% Medi-Cal
22.16% Private Pay	17.39% Private Pay
1.6% Other	2.39% Other

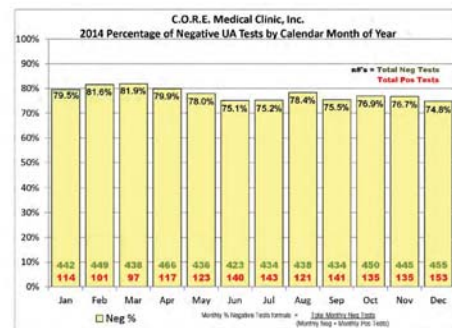
2014 UA by Month



2014 Site Demographics Comparison

1/1/2014	12/31/2014
59.57% Caucasian	59.81% Caucasian
15.96% Hispanic	15.79% Hispanic
12.94% African-American	12.44% African-American
2.84% Asian	2.23% Asian
1.95% American Indian	2.23% American Indian
6.74% Other	7.5% Other

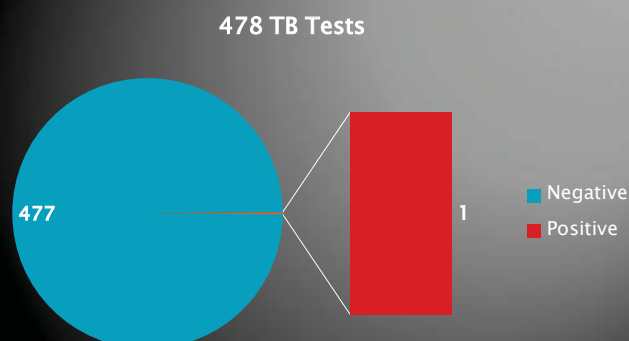
2014 UA by Month



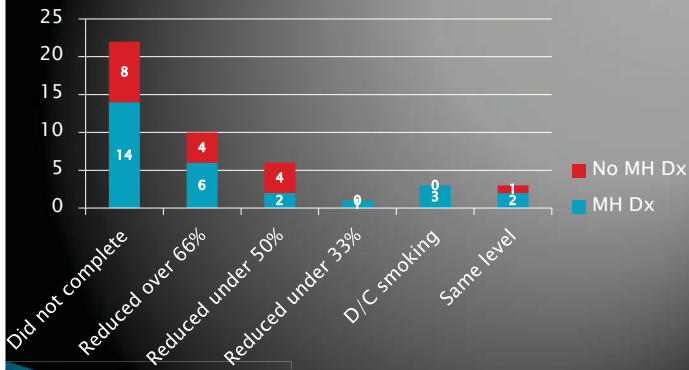
2014 Site Demographics Comparison by Age

1/1/2014	12/31/2014
18-24 2.13%	18-24 3.51%
25-34 15.96%	25-34 19.46%
35-44 14.36%	35-44 15.47%
45-54 21.98%	45-54 22.33%
55-69 40.61%	55-69 35.09%
70+ 4.79%	70+ 3.19%

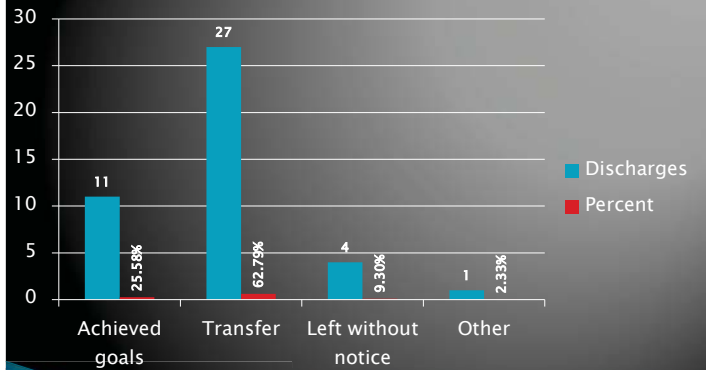
2014 Tb Tests



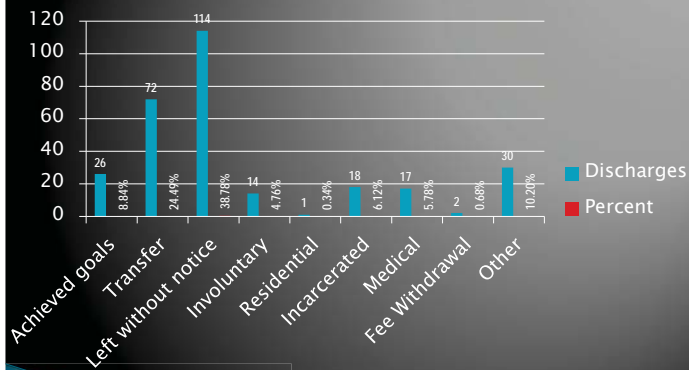
2014 Smoking Cessation



2014 Discharge Reasons-MSW/LTD



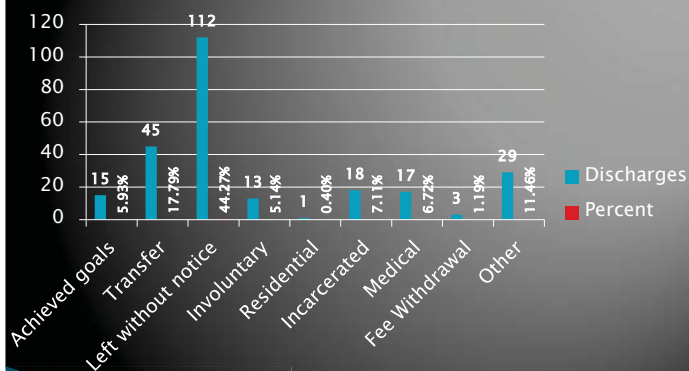
2014 Discharge reasons - ALL



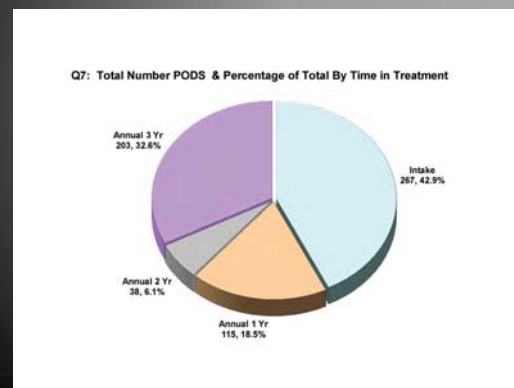
2014 Pregnancy Data

- ▶ Deliveries = 11
- ▶ Average Weight = 6 lbs 6 oz
- ▶ Average Height = 18.10 inches
- ▶ Average Dose at Delivery = 112
- ▶ % Babies on Meds = 45%
- ▶ Average Weeks Pregnant = 38
- ▶ Average Days Baby Stayed in Hospital = 4
- ▶ Negative Drug Screens at Delivery = 91%

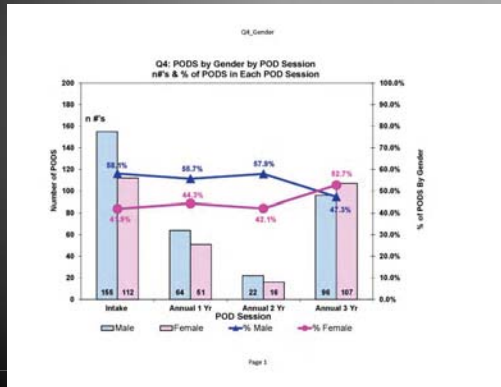
2014 Discharge Reasons- MMP



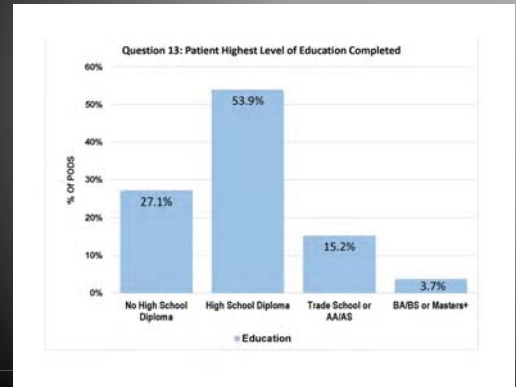
2014 Total Number of PODS



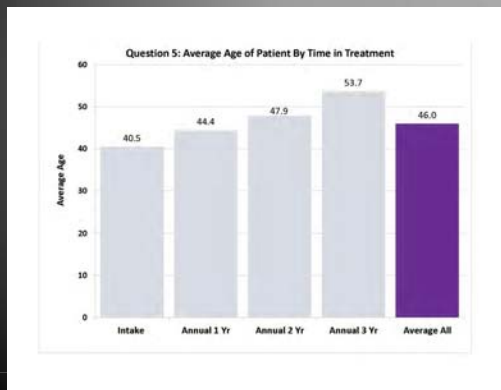
2014 PODS BY GENDER



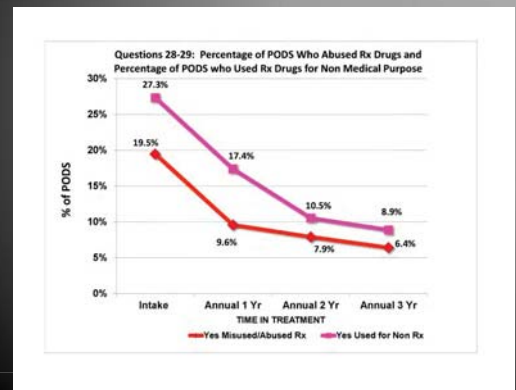
2014 Education



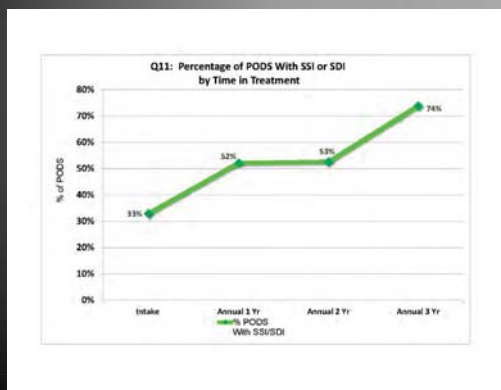
2014 Average Age by Time in Treatment



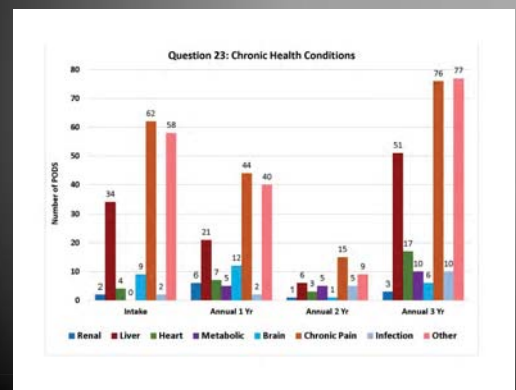
2014 Abuse & Misuse of Rx Drugs



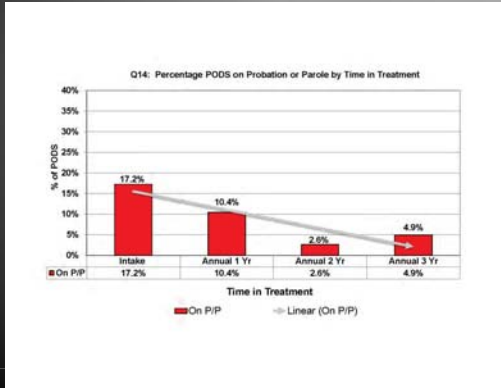
2014 SSI/SDI



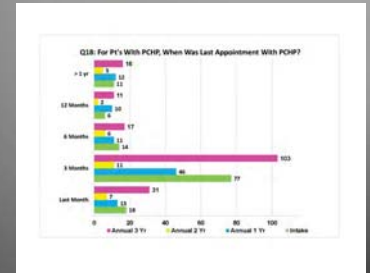
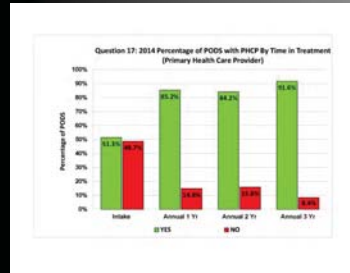
2014 Chronic Conditions



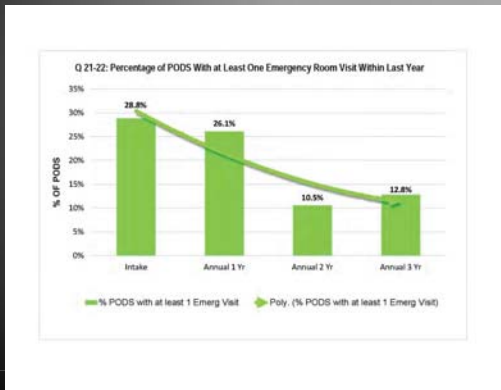
2014 Probation/Parole



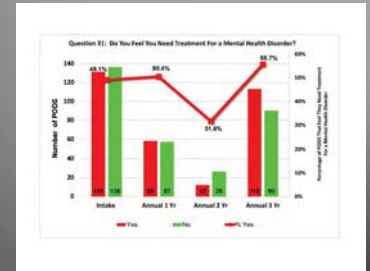
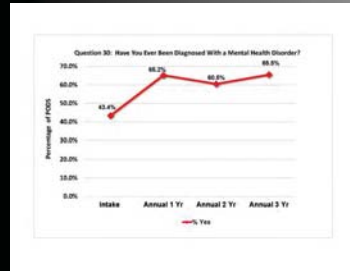
2014 Primary Health Care Provider



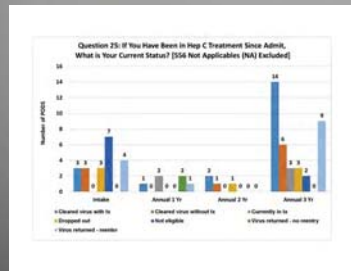
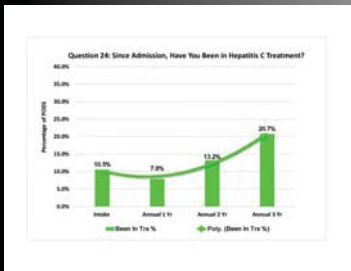
2014 Emergency Room Visits



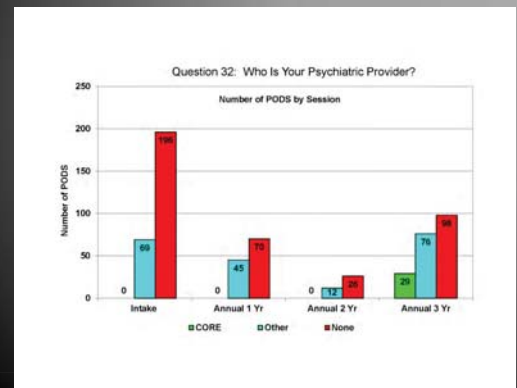
2014 Mental Health



2014 Hepatitis C



2014 Mental Health Provider



2014 California Outcomes Measures System (CalOMS) Data

DISCHARGE DATA

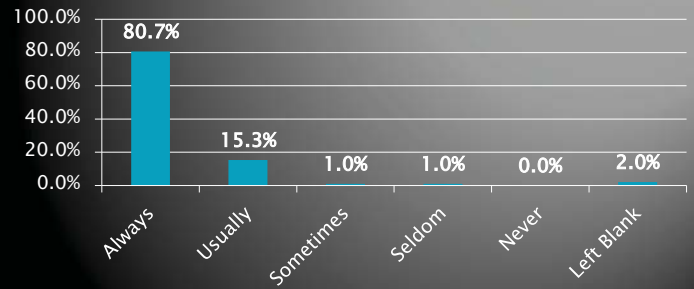
- Patients left with satisfactory progress = 70%

ANNUAL UPDATE DATA

- Patients that used primary drug of choice in last 30 days = 9%
- Patients that used secondary drug of choice in last 30 days = 9%
- Patients that were arrested in last 30 days = 2%
- Patients that spent days in jail and/or prison in the last 30 days = <1%

2014 Patient Survey

Are you treated with respect and dignity by C.O.R.E. staff?



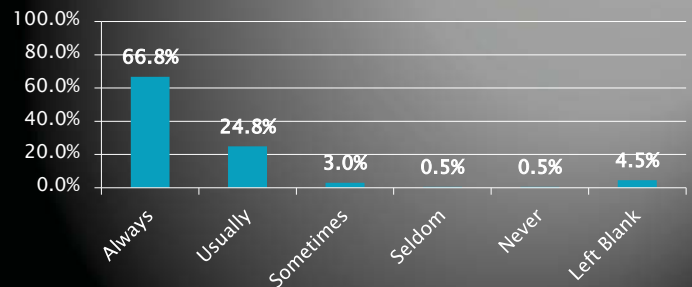
2014 California Outcomes Measures System (CalOMS) Data

ANNUAL UPDATE DATA

- Patients that visited emergency room in last 30 days = 5%
- Patients that received emergency outpatient services for mental health in last 30 days = 6%
- Patients that stayed over 24 hours in a hospital or psych facility for mental health needs in last 30 days = 2.5%

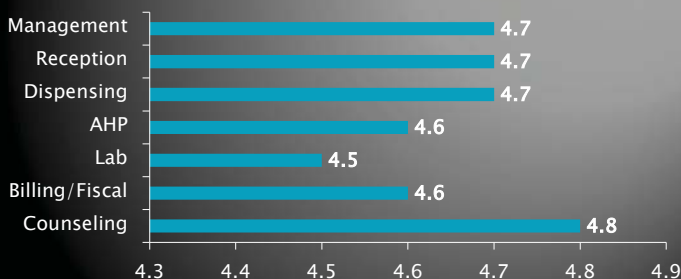
2014 Patient Survey

Do you feel C.O.R.E. is meeting your needs and expectations while in treatment?



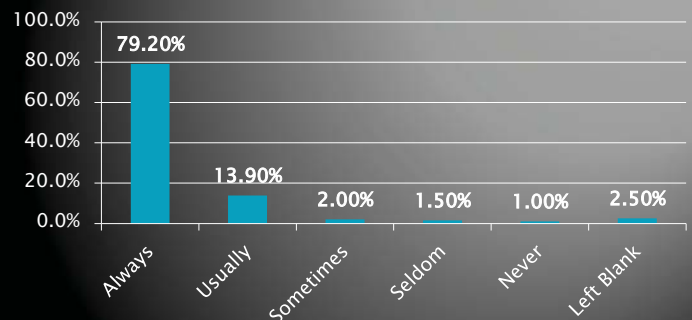
2014 Patient Survey - Staff Ratings

5=Very Courteous, 4=Courteous, 3=Fair, 2=Below Average, 1=Rude



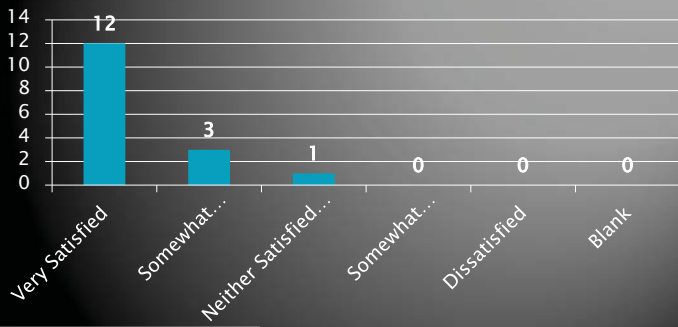
2014 Patient Survey

Do you feel your confidentiality is respected?



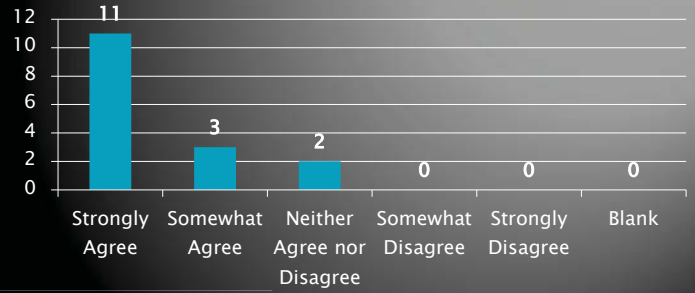
2014 Workplace Survey

A1: Overall, how satisfied are you with your job?



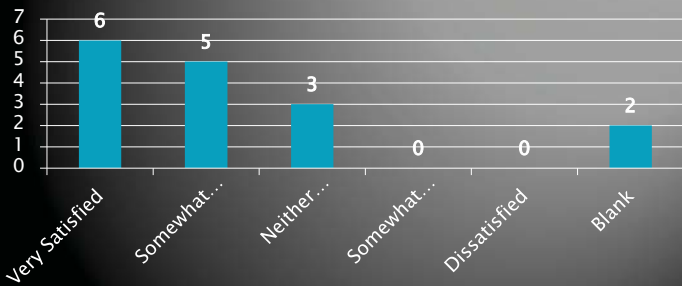
2014 Workplace Survey

B2: Company leadership is responding to important external issues.



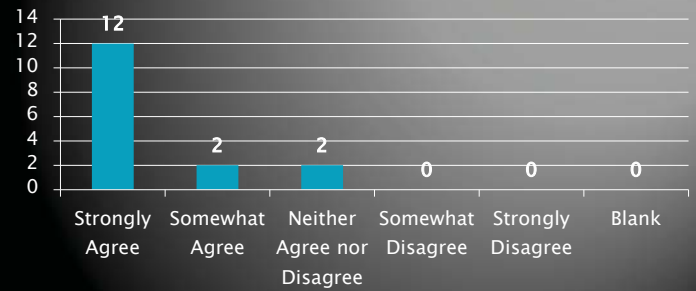
2014 Workplace Survey

A2: Compared with a year ago, how would you describe your current job satisfaction?



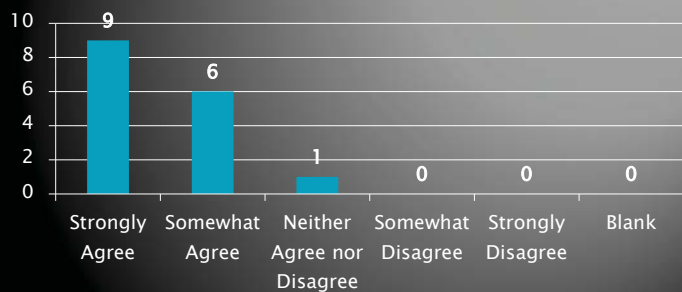
2014 Workplace Survey

B3: Company leadership is responding to important internal issues.



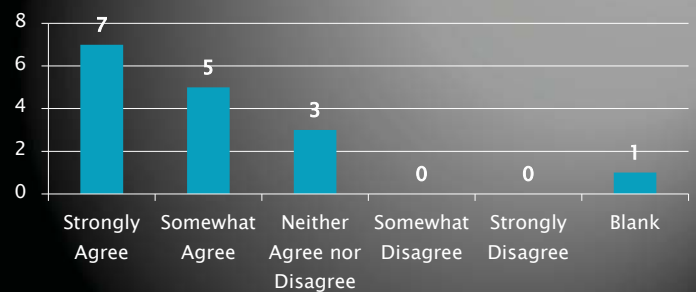
2014 Workplace Survey

B1: Company leadership has made changes which are positive for me.



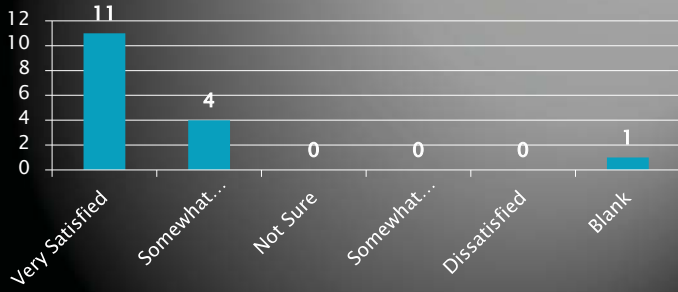
2014 Workplace Survey

B4: I am enthusiastic about the change in the company.



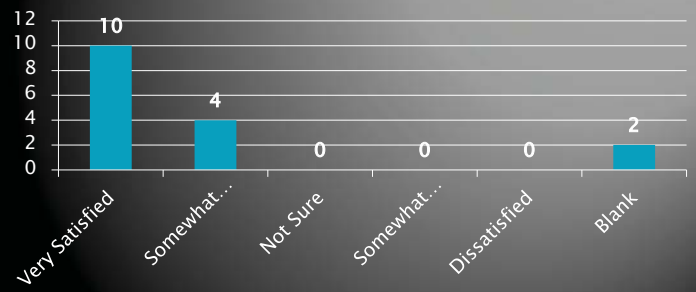
2014 Workplace Survey

C1: Are you satisfied that the leaders in your work environment are positive role models?



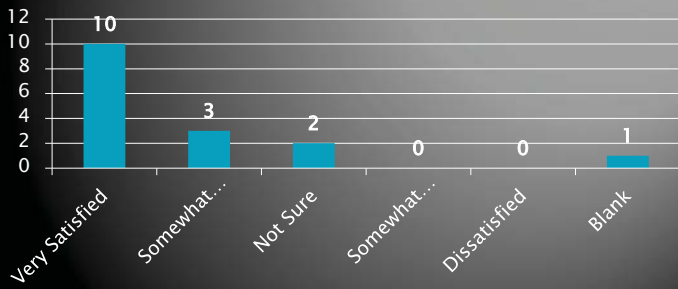
2014 Workplace Survey

C4: Are you satisfied with the professionalism of the people with whom you work?



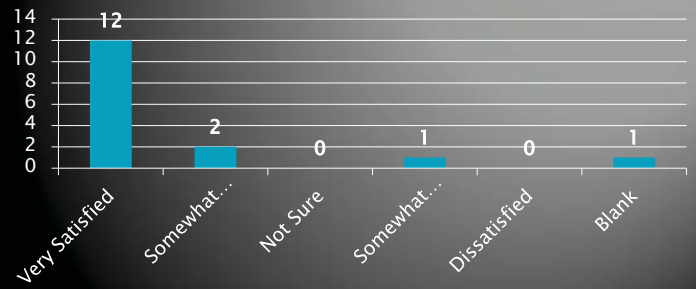
2014 Workplace Survey

C2: Are you satisfied that your views and participation are valued?



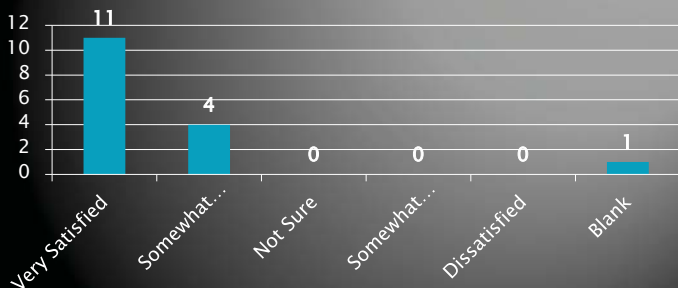
2014 Workplace Survey

C5: Are you satisfied that your work gives you a feeling of personal accomplishment?



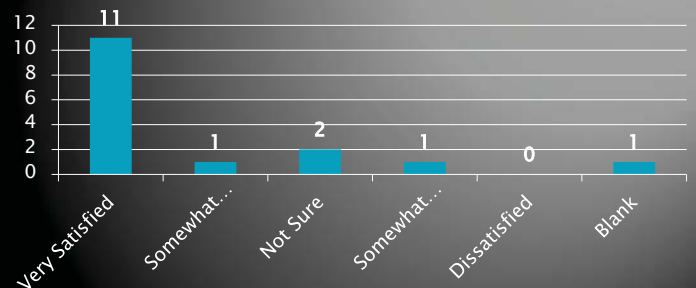
2014 Workplace Survey

C3: Are you satisfied with the morale and team work of your work environment?



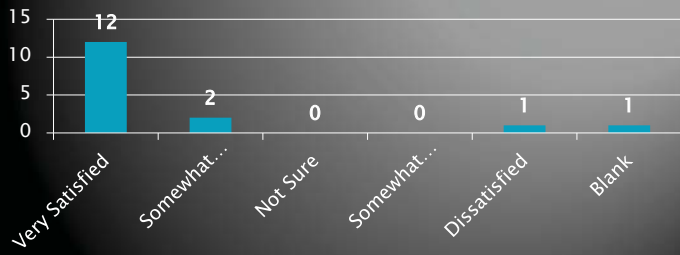
2014 Workplace Survey

C6: Are you satisfied that you receive appropriate recognition for your contributions?



2014 Workplace Survey

C7: Are you satisfied with your ability to maintain a reasonable balance between your personal life and your work life?



2014 Workplace Survey

C8: Are you satisfied with the company as a place to work?

