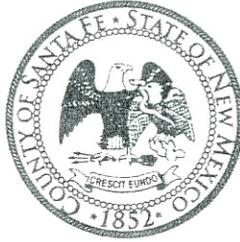


**Henry P. Roybal**  
*Commissioner, District 1*

**Anna Hansen**  
*Commissioner, District 2*

**Robert A. Anaya**  
*Commissioner, District 3*



**Anna T. Hamilton**  
*Commissioner, District 4*

**Ed Moreno**  
*Commissioner, District 5*

**Katherine Miller**  
*County Manager*

## MEMORANDUM

**To:** Santa Fe County Board of County Commissioners

**Through:** Katherine Miller, County Manager  
Rachel O'Connor, Director, Community Services Department  
Patricia Boies, Health Services Division Director

**From:** Kyra Ochoa, Health Care Assistance Program Manager

**Date:** August 14, 2018

**Re:** Presentation on Santa Fe County's Accountable Health Community (Kyra Ochoa/Community Services Department)

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**Issue:** Presentation on Santa Fe County's Accountable Health Community.

**Background:** The Santa Fe County Community Services Department began implementing an Accountable Health Community in FY 2017. The Accountable Health Community is a national model for addressing social determinants of health such as housing, food, transportation, and other needs, through navigating residents to appropriate resources. The Santa Fe County Accountable Health Community aims to positively impact unnecessary jail and emergency department use and to create a more strongly connected network of health and human services agencies Countywide.

We are now entering the third year of the project, and this presentation to the Board of County Commissioners will provide an overview of the Accountable Health Community project and progress and results to date.

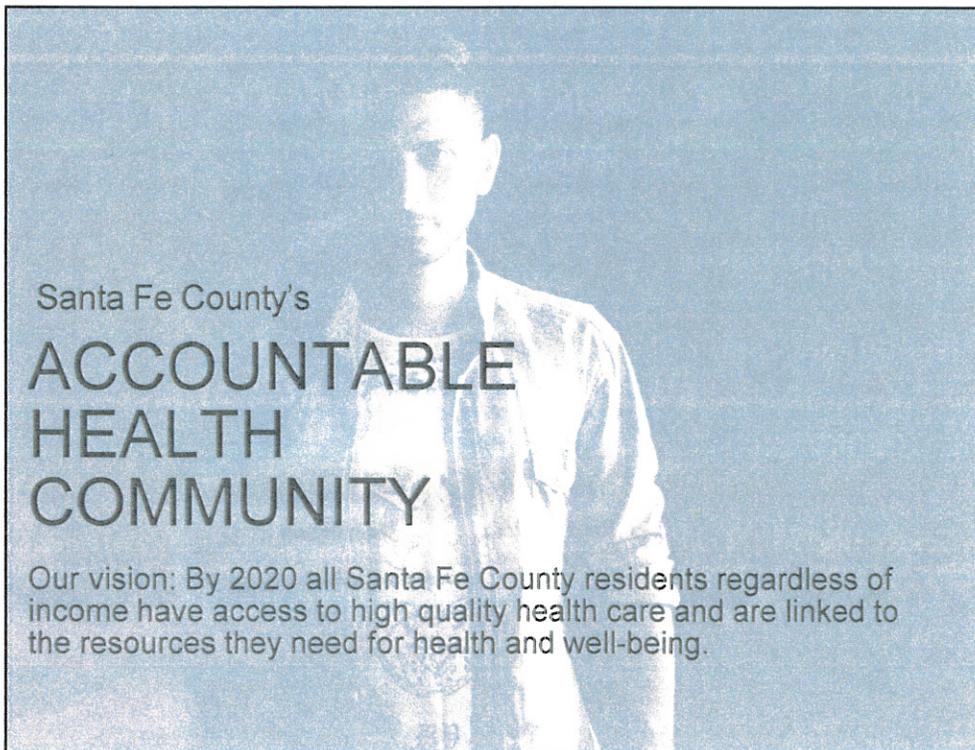


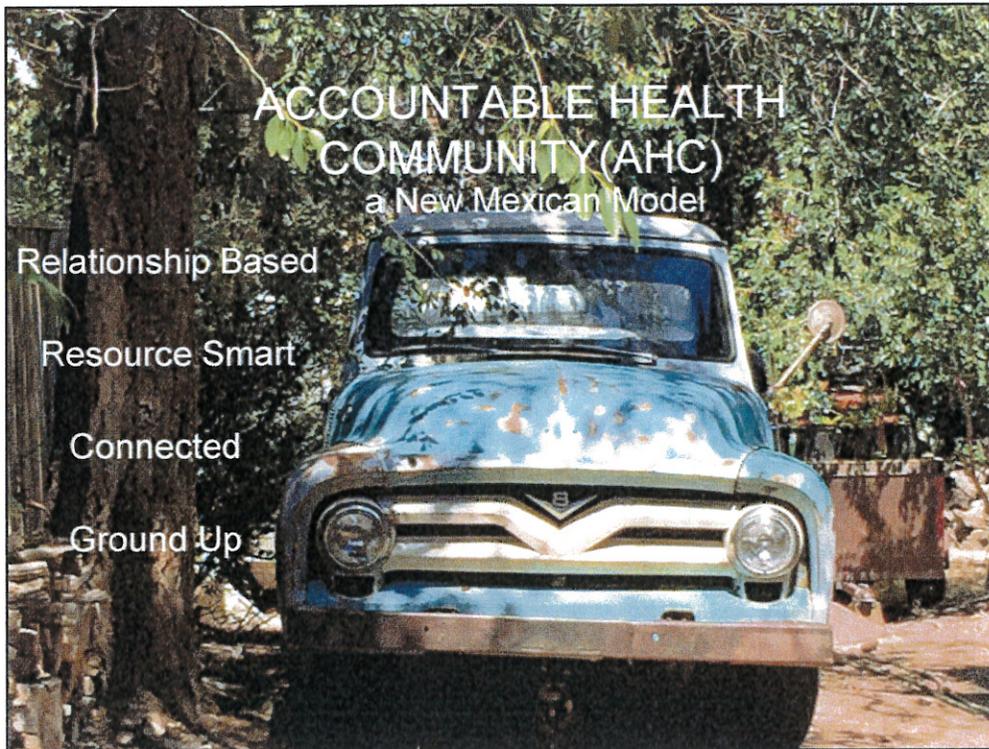
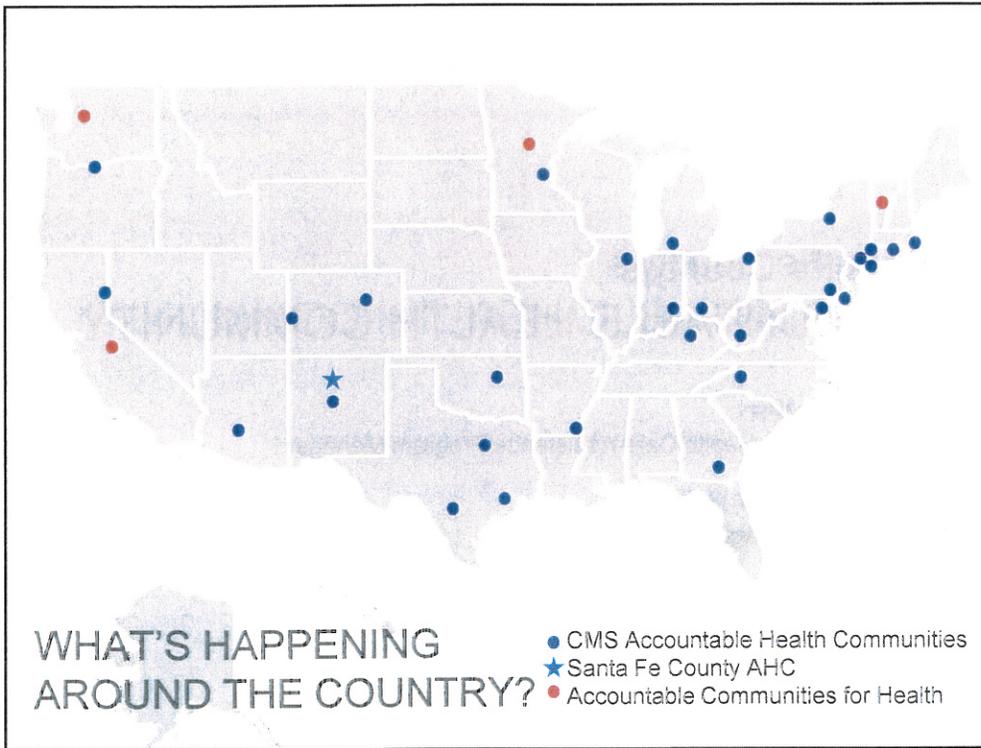
Santa Fe County's  
**ACCOUNTABLE HEALTH COMMUNITY**

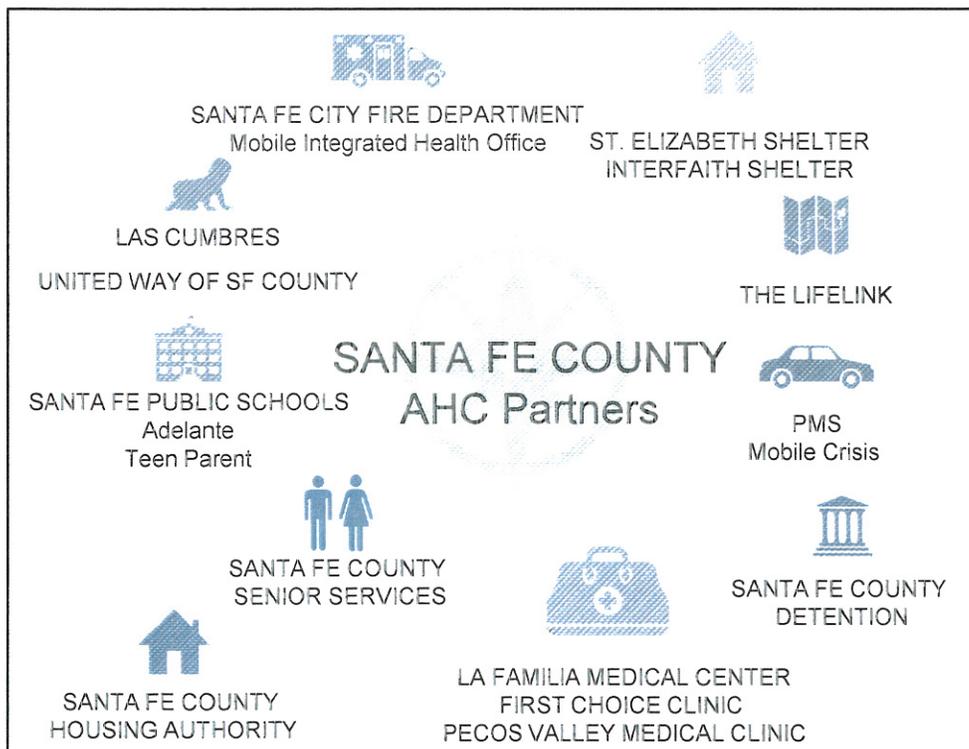
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Kyra Ochoa, MPH  
Santa Fe County Health Care Assistance Program Manager

Elizabeth Peterson, MPH  
AHC Project Manager







## ACCOUNTABLE HEALTH COMMUNITY GOALS

- Residents and providers collectively identify problems and co-create solutions.
- Navigators link residents to resources within a cohesive provider network.
- Social, economic, and physical environmental resources are available to all residents.
- Information systems are coordinated. Data are collected, monitored and evaluated to improve services and population health while reducing health care costs.

## YEAR ONE (FY 2017)

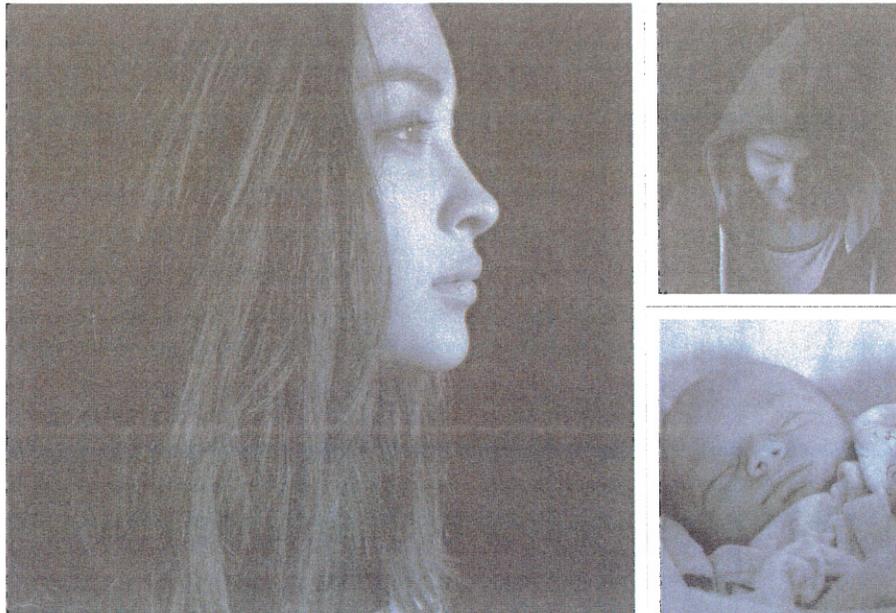
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- AHC Project Manager, IT Consultant hired
- Gap Analysis completed with Hyde and Associates
- AHC Advisory Committee formed and convened
- Navigation NOFAS released and contracts awarded

## YEAR TWO (FY 2018)

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- Clinic contracts executed
- Social Determinants of Health Screening implemented network wide
- Evaluation Team hired
- Provider alignment activities begin
- Stakeholders meet on a regular basis
- Healthcare Exemption granted
- Software vendor identified
- Navigation contracts renewed.
- 1,080 indigent SF County residents were served by the AHC network



639 people received navigation services in FY 2018

## INITIAL RESULTS

Before AHC navigation, clients used the  
Emergency Department 1250 times in one year

In FY 2018, with AHC navigation, clients used the  
Emergency Department 362 times in one year

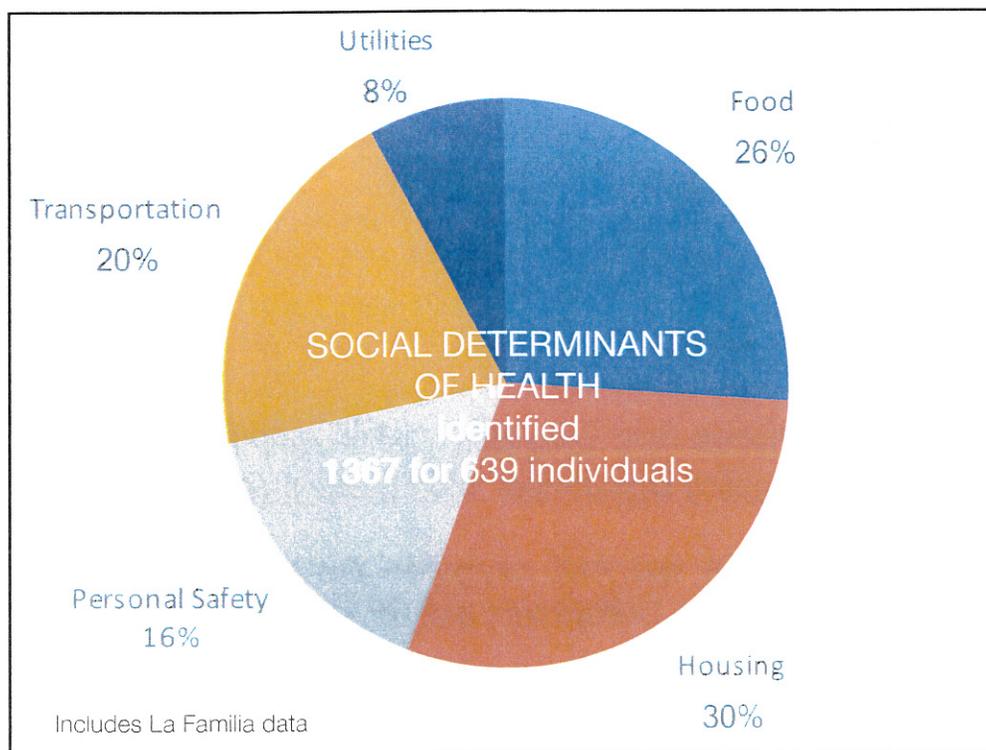
(self report and 911 data, does not yet include La Familia data)

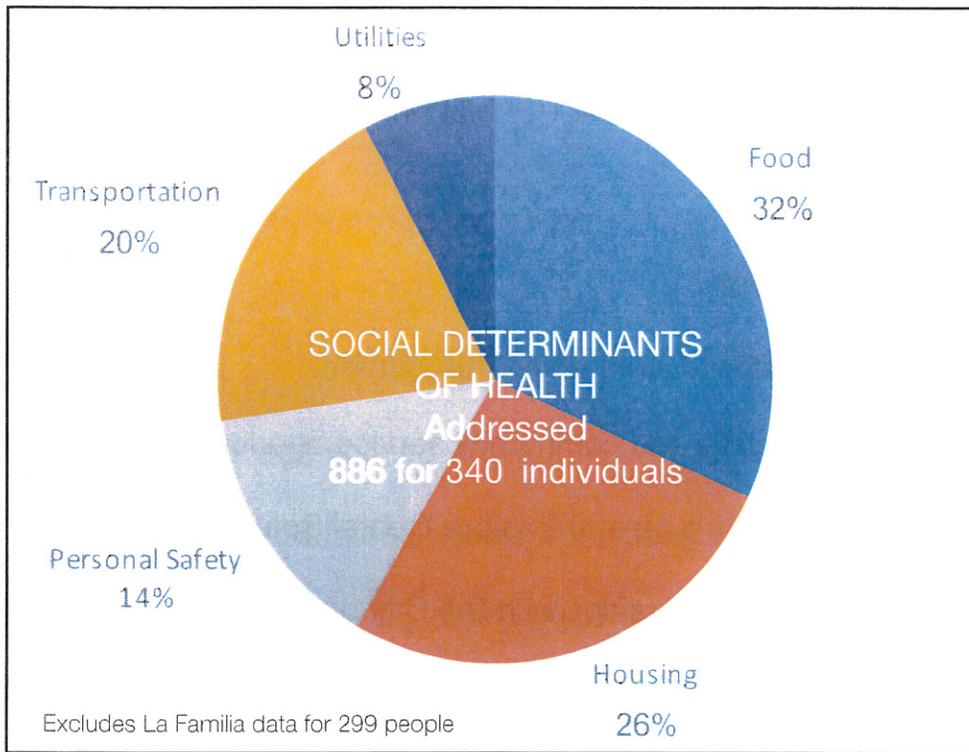
### INITIAL RESULTS

Before AHC navigation, clients were in jail  
273 times in one year

In FY 2018, with AHC navigation, clients were in jail  
84 times in one year

(self report and 911 data, does not yet include La Familia data)





Five speech bubbles containing feedback text:

- "Navigation crosses all of our programs so it feels like a connecting thread."
- "ED and jail use were positively impacted."
- "Housing continues to be an imminent need."
- "The AHC promotes better communication and coordination between agencies."
- "The AHC has allowed the program to expand and deepen services."

## MOVING FORWARD (FY 2019 and beyond)

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- Software
- Sustainability
- Story Project, Community Engagement
- Add new clinic and community service agency partners
- Fund Zero Suicide and Explore Dental Solutions
- Formalize partnerships with the City of Santa Fe and hospitals

