

TCN Site Assessment

This site assessment is a survey that we use to understand more about clinical sites interested in implementing the Transitions Clinic program (TCP). This tool evaluates sites' infrastructure, assets and service needs to identify potential successes and challenges in the TCP implementation process.

Interested sites must submit this site assessment by 5PM on Friday November 16th. Only sites that submit the assessment will be invited to submit a full proposal.

Transitions Clinic programs are implemented in existing primary care settings. All questions below refer to the primary care setting in which your program will be housed. We will use your responses to determine how to best support your clinical site in implementing the TCP, if you decide to participate in the CHCF initiative.

If you have any questions, please feel free to reach out to Anna Steiner at anna.steiner@ucsf.edu.

Thank you!

Anna

(Note: this is available to sites in Qualtrics online survey format)

CONTACT INFORMATION

Full name (of person completing the survey):

Your role/position:

Your phone number:

Your email address:

Clinic name:

Clinic address (street, city, state):

CLINIC DESCRIPTION

Clinic How would you describe the location where you plan to house the TCP? (Select all that apply).

- Primary care clinic, Safety-net hospital
- Primary care clinic, Non-safety-net hospital
- Community health center
- Community mobile health clinic
- Federally qualified health center (FQHC)
- Mental health clinic
- Substance abuse treatment center
- Shelter-based primary care clinic

TCN Site Assessment

- Social service organization based primary care services
- Parole or probation-linked setting (e.g. parole office, comprehensive reentry center run by a correctional organization)
- Other, please specify:

What is the racial/ethnic breakdown of all clinic patients, by percentage? Providing approximate percentage is ok.

- White/Caucasian
- Black/African American
- Asian
- Latino/Hispanic
- American Indian/Alaska Native
- Native Hawaiian/Pacific Islander

What is the gender breakdown of all clinic patients, by percentage? Providing approximate percentage is ok.

- Male
- Female
- Transgender (Male to female/female to male)

Is your clinic located in a neighborhood or community disproportionately impacted by incarceration?

- Yes
- No
- Don't know

Does your clinic have any systematic way of screening clients to determine if they're coming from an incarcerated setting or have a history of incarceration?

- Yes
- No
- Don't know

If yes, please list the screening tool or describe the way in which this information is collected

Does your clinic currently serve individuals recently released from incarceration in a special program?

- Yes

TCN Site Assessment

- No
- Don't know

Does your clinic currently serve individuals recently released from incarceration in a special program?

- Homeless
- LGBT
- Severely mentally ill (SMI)
- HIV+
- People who use drugs
- Other

CLINIC RESOURCES

Which of the following services does the existing clinic provide on-site? (Select all that apply)

- Acute care services
- Chronic care services
- Pharmacy services
- Laboratory services
- Hepatitis C treatment
- HIV services
- Women's health services (family planning, pap smears, prenatal care etc.)
- Psychiatry
- Counseling services for mental health conditions
- Medication Assisted Treatment (MAT)
- Other substance use services, please specify:
- Pain management treatment
- Optometry
- Podiatry
- Dental services
- Nutritional education
- On-site translation services. Languages served:

Which of the following are true in your clinic regarding mental health services? Select all that apply.

- Mental health services are available on site
- Mental health services are integrated into the clinic (primary care and mental health providers work together as a team to address patients' mental health conditions))
- Mental health services are provided off-site, but a formal referral protocol has been worked out to ensure expedited access
- Mental health services are provided off-site, but an expedited referral is provided only for high-risk patients upon special request (e.g. clinician to clinician contact)
- Mental health services are provided off-site and expedited referral is not available

TCN Site Assessment

- No off-site mental health services provider has a working relationship with the clinic.

Which of the following are true with regards to medication assisted treatment (MAT) services in your clinic? Select all that apply:

- MAT is available on-site
- MAT is provided off-site, but a formal referral protocol has been worked out to ensure expedited access
- MAT services are provided off-site, but an expedite referral is provided only for high-risk patients upon special request (e.g. clinician to clinician contact)
- MAT services are provided off-site, and expedited referral is not available
- MAT services are difficult to obtain

If provided on-site, which of the following types of MAT do you offer? Select all that apply:

- Buprenorphine (suboxone) for opiate use disorder
- Methadone for opiate use disorder
- Naltrexone (vivitrol) for opiate use disorder
- Naltrexone (vivitrol) for alcohol use disorder
- Other:

Do you offer substance abuse treatment services besides MAT?

- Yes. Please describe:
- No

What social services support does your clinic provide? Please indicate if these services are available onsite, by referral or both.

- Public assistance: disability
- Public assistance: food stamps
- Public assistance: Section 8 housing vouchers
- Child support/ child care
- Transportation
- Housing
- Employment resources (including job training)
- Education
- Clothing
- Food pantry
- Tattoo removal
- Legal services
- Other (please specify):
- None

TCN Site Assessment

CLINIC AVAILABILITY AND ACCESS

Does the clinic have an open schedule that allows for same day appointments for NEW patients? These are open slots at the beginning of the day and do not include use of double booking or over-booking slots.

- Yes
- No

Does the clinic have an open schedule that allows for same day appointments for FOLLOW-UP appointments?

- Yes
- No
- Don't know

What is the average wait time for NEW patient appointment?

- Within a week
- Within two weeks
- Within a month
- Greater than a month

Does your clinic schedule have availability for same day urgent appointments?

- Yes
- No
- Don't know

What is the average wait time for URGENT patient visit?

- Within 1-2 days
- Within a week
- Within two weeks

The clinic is open during the evening or weekend (at least one evening or weekend day)?

- Yes
- No
- Don't know

Is there a phone number that clients with urgent clinical issues can call for medical advice (ie RN advice line or on call provider) (select all that apply):

- During office hours
- After hours on weekdays
- On weekends and holidays

TCN Site Assessment

- There is no phone triage

Do patients need to have health insurance before being seen in the clinic?

- Yes
- No
- Don't know

Does the clinic help patients assess eligibility and apply for appropriate health insurance?

- Yes
- No
- Don't know

Can the clinic make appointments for patients who are still incarcerated in anticipation of their release (often these patients don't have insurance, phone number or address available)?

- Yes
- No
- Don't know

Is your clinic participating in Whole Person Care?

- Yes
- No
- Don't know

Is your clinic currently participating in Health Homes?

- Yes
- No
- Don't know

How do un- or under-insured patients pay for their health care (select all that apply):

- Self-pay
- Sliding scale
- Other programs (i.e. targeted programs for undocumented immigrants)
- Clinic-subsidized
- Other (please specify):

How do un- or under-insured patients pay for their medications (select all that apply):

TCN Site Assessment

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- Other (please specify):

COMMUNITY PARTNERSHIPS AND AGENCIES

Is there a reentry council in your community? A reentry council is a group that coordinates local reentry organizations and efforts. They may focus on sharing local reentry information and resources, developing directories of local reentry services, organizing collaborative reentry planning and policy development and/or encouraging public engagement in local reentry efforts.

- Yes
- No
- Don't know

Does your correctional system have a discharge planning program (arrange clinic appointments, provide pharmacy benefits etc.)?

- Yes
- No
- Don't know

Are mental health services ever arranged before release from prison?

- Yes
- No
- Don't know

Are substance use treatment services ever arranged prior to release from prison?

- Yes
- No
- Don't know

Do you have collaborative relationships with any of the following agencies (select all that apply)?

- Probation
- Parole
- Local government
- Housing organizations
- Employment programs

TCN Site Assessment

- Legal aid organizations
- Other (please specify)

PATIENT CENTERED CARE

Does your clinic routinely measure patient satisfaction with the clinic services?

- Yes
- No

Do clinicians receive cultural competency training on the care of patients with a history of incarceration?

- Yes
- No

Do clinician and staff receive trauma informed care training?

- Yes
- No

Does your clinic have a patient or community advisory board (CAB)? A CAB is a group of individuals, representative of the practice demographics, who are called together at least annually and whose mission it is to provide feedback, observations and recommendations for the purpose of improving practice processes, patient services and outcomes..

- Yes
- No

COMMUNITY HEALTH WORKERS

Does your clinic have community health workers (CHWs)?

- Yes
- No

If yes, are the CHWs employed by the clinic (as opposed to by an outside agency and placed in the clinic)?

- Yes
- No

If yes, how are CHWs salaries funded in your clinic? Please select all that apply.

- The clinic or parent health system pays their salary.
- The clinic receives special populations funding for CHWs (ie. Ryan White or homeless funding)
- The clinic receives funds from county, state, or federal government which can be renewed annually
- The clinic participates in a Medicaid managed care program that pays for CHWs

TCN Site Assessment

- Private foundation grants
- The clinic bills for specific CHW services
- Other:

Are your CHWs required to have formal training in a certificate-granting program?

- Yes
- No

Does the CHW receive clinical supervision?

- Yes
- No

Does the clinic include CHWs in program planning activities?

- Yes
- No

Do the CHWs have regular opportunities for professional development?

- Yes
- No

Do the CHWs have regular opportunities to interact with other CHWs to discuss challenges, successes, etc.?

- Yes
- No
- Don't know

What forums does your clinic have in place to mitigate CHW burnout?

- Regular screening for burnout
- Group therapy sessions
- Stress reduction workshops
- There are no forums to mitigate CHW burnout
- Other (please specify):

Which of the following activities do your CHWs perform (select all that apply):

- Reach and engage patients in prison or jail (pre-release) into care in your clinic
- Reach and engage patients in the community into care in your clinic
- Provide medical and mental health navigation/referral
- Provide substance use treatment navigation/referral
- Provide social service navigation

TCN Site Assessment

- Accompany patients to medical and mental health appointments
- Accompany patients to substance abuse and social service organizations
- Visit patients at home and in the community
- Provide chronic disease self-management education
- Provide health education
- Provide social support and guidance
- Advocate for policy and system change to improve health outcomes of patients
- Mentorship and emotional support
- Other (please specify):

Have you had or do you anticipate barriers to hiring people with a history of incarceration?

- Yes (please describe)
- No
- Don't know

Is your clinic able to fund a new community health worker to work on the Transitions Clinic Network program? Please note: If your clinic is not able to fund this position, you will not be eligible to participate in the initiative.

- Yes
- No
- Don't know

DATA SYSTEMS AND QUALITY IMPROVEMENT

Does the clinic collect any of the following data? Please select all that apply.

- Patient demographic information, including race/ethnicity, income
- Diagnoses
- Specialty referrals including MAT and mental treatment
- Referrals to services to address the social determinants of health
- Disease specific health outcomes
- Health care utilization
- Food security status
- Patient referral source
- CHW patient encounters
- The clinic does not collect any data

Does your clinic have a systematic way to assess data related to patients social determinants of health (such as the PRAPARE tool)?

TCN Site Assessment

- Yes
- No
- Don't know

If yes, please list the screening tool or describe the way this information is collected

How are your data maintained? Please select all that apply.

- They are individually input in a computer database that can be queried
- They are maintained in an electronic medical record that cannot be queried
- Data are maintained in an electronic medical record that can be queried
- They are maintained in a clinic wide registry
- They are displayed in a dashboard that clinicians and clinics can use to manage population health
- There is no system of maintaining clinically relevant data

Which of the following are barriers to data collection (select all that apply)?

- We don't care to collect any data
- We don't know what data to collect
- We have paper records and data are difficult to obtain
- We do not have time to gather the data
- We don't have staff who are proficient in collecting data
- We don't have resources to collect data
- The data is not easily accessible from our electronic medical record
- Other (please describe):

Can your clinic access patient records in a timely manner from any of the following places (select all that apply)?

- Hospitals
- Emergency departments
- Substance use treatment services
- Mental health providers
- Prison health records
- Jail health records
- Other (please specify):

SUSTAINABILITY

Does your clinic have a team-based care model for complex patients?

- Yes
- No

TCN Site Assessment

Does your clinic engage in advocacy efforts?

- Yes. Please describe
- No

Does your clinic provide opportunities for the community to meaningfully engage with the clinic?

- Yes. Please describe
- No

What is the relationship between the community and clinic?

- The clinic is well-regarded by the community
- The clinic is moderately well-regarded by the community
- The clinic is not well-regarded by the community
- Not sure

Does at least one high-level clinic administrator support the implementation of the TC program?

- Yes
- No

Have you identified at least one provider who is interested in providing services for TC patients?

- Yes
- No

Has your clinic participated in a statewide learning collaborative before?

- Yes
- No
- Don't know

If yes, please list collaboratives

Thank you very much! Your answers will help inform implementation of the Transitions Clinic model at your site!