



Borrego Community Health Foundation



Who is Borrego Health

Borrego Community Health Foundation, (d.b.a) Borrego Health, is a 501 (c) 3 non-profit corporation and Federally Qualified Health Center since September 2002.

The mission of Borrego Health is to provide primary and specialty care services focused on reaching the underserved communities in Southern California. Borrego Health provided 1.2 million patient care visits in 2019 throughout its twenty-eight (28) brick and mortar clinics, twelve (12) contract medical sites, and ten (10) mobile units serving San Diego, Riverside and San Bernardino counties.

Our primary focus is the underserved, with an empowered workforce providing measurable quality and compassionate care to its 267,209 patients. 90% of those are low income living below 200% of the Federal Poverty Level (FPL) and 70% live in poverty. Approximately 67% are Medi-Cal (Medicaid) recipients or participate in other public health programs. Our patient population consist of 33% are under the age 18, and 91% are under the age of 65.

In terms of patients served, in 2019 Borrego Health was recognized as the largest FQHC in California and the second largest in the country.



Who is Borrego Health (cont.)

Borrego Health provides Primary Care Services that include Family Practice, Pediatrics, OB/GYN, Internal Medicine, Podiatry, Dermatology, Cardiology and HIV/Hepatitis C care. The organization also provides Dental, Behavioral Health and Chiropractic services, Transgender Health, Urgent Care, School-Based Health and Telehealth.

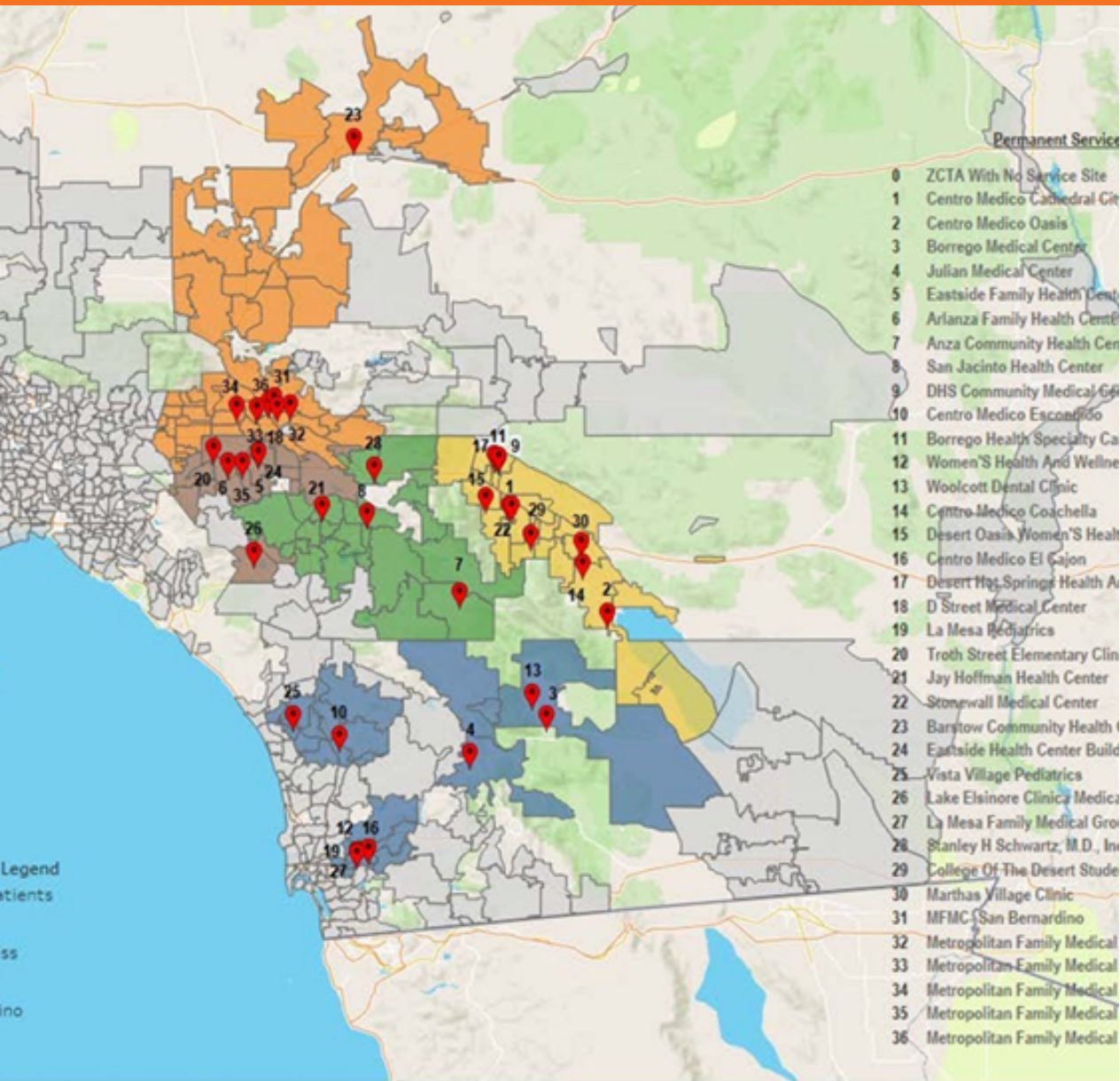
Additional patient services includes insurance eligibility and application assistance, referral assistance, community resources, and patient shuttle service.

Borrego Health has attained Level III Patient Centered Medical Home recognition by NCQA at ten (10) clinic locations.

Is operating its first year of being an ACGME accredited Family Practice Residency program (ACGME Institutional Accreditation).

Borrego Health operates a Health Homes Program which is a Department of Health Care Services program that integrates behavioral health and care coordination for the high risk and high utilization Medi-Cal eligible members of the health plan. (formally a Behavioral Health Integration Coordinated Care Initiative (BHI-CCI) project.

Borrego Health Locations



ACE's Screening and Response Site Locations

San Diego County

- Centro Medico El Cajon

Riverside County

- Centro Medico Cathedral City (Eastern Coachella Valley Region)
- Arlanza Family Health Center (Western Riverside Region)

Borrego Health Core CALQIC Team



Dr. Brenda Figueroa,
Chair of Pediatrics, Core
Team Member



Dr. Jorge Cervantes, Chair
of Adult Medicine, Core
Team Member



Kathy Brahier, Director of
Adult Medicine, Core
Team Member



Lucy Aceves, HealthySteps
Program Lead, Core Team
Member



Stephanie Smith, Director of
Program Development,
Grant Management



Amar Nijjar, Assistant
Business Intelligence
Manager, Data Management



Borrego Health El Cajon ACE's Team



Dr. Setareh Jones,
Pediatrician, El Cajon
Pilot Team



Roxanna Saavedra,
Medical Assistant, El
Cajon Pilot Team



Current State: ACEs Screening & Response

Currently Borrego Health, is not formally assessing for ACEs via ACEs-Q or PEARLS. We use various questionnaires that touch on trauma and social determinates of health and will informally assess during in-person conversations with patients. We conduct assessments currently...

- Within a HealthySteps Project (Zero to Three), a screening tool called the *"Family Needs Questionnaire"* has additional questions that can trigger the conversation to touch ACEs and toxic stress the families perhaps are experiencing. This is used by the HealthySteps team (HealthySteps Specialist).
- An internal collaborative made up of operational and medical leadership is currently developing a process to address Social Determinates of Health in a manner to capture the required data but limiting the amount of questionnaires a patients is required to complete. Patients are completing multiple time consuming questionnaires, the redevelopment of these will reducing duplicate questions and making the questionnaire comprehensive and meaningful.



Borrego Health Strengths and Challenges

Current Strengths	Areas of Uncertainty	Challenges
<p>Extensive experience working in diverse populations, children, underserved communities, and behavioral health.</p>	<p>Uncertain of the workforce and the state of mental burnout.</p>	<p>Uncertain of the challenges, as Borrego Health has not yet implemented ACEs screenings, but are prepared to meet those challenges with leadership experience. The organization understands and expects challenges in any new programs or structures and Borrego Health is in a place that welcomes those challenges. The organization is ready to take on the Trauma informed approach and know that the changes will impact the patient lives.</p>
<p>Extensive resource and partnering regional entities to better serve our patient population.</p>	<p>Uncertain of the social injustice and the climate of caring for patients effected by such injustices.</p>	
<p>Experience working in piloted new projects and developing them to become apart of the organizational infrastructure.</p>		
<p>Borrego Health has proven to provide quality, accessible and affordable health care services intended to improve the health status and increase the quality of life among our patients. Borrego Health also understands the unique needs of the communities served and designs a health promotion and prevention approaches to the delivery of health care.</p>		

Advice & Guidance For Other Teams

Are there specific content areas your team has developed expertise or wisdom that you are willing to share more about with your peers?

- BCHF has many programs that are built around trauma-informed care, such as the HealthySteps Program, Healthy Homes Program, Behavioral Health and LGBTQ programs. BCHF understands that building a trauma-informed workforce / organization is not only crucial to the success of the numerous programs we are currently participating in, but it's crucial to the organization as a whole.
- It is the intention to gain expertise and support from the California ACE's Learning and Quality Improvement Collaborative to integrate and enhance the ACE-Q and PEARLS screenings to our current workflow. This will expand our support capabilities and develop a comprehensive and meaningful questionnaire for our patients. This opportunity will allow the organization the ability to screen and detect trauma, toxic stress and respond with early interventions. This will promote resiliency in our patients short and long term health.

What are you most proud of in your sites/system that others should know about?

- HealthySteps was implemented within the Pediatric Department at five (5) clinics locations throughout Riverside County, which strongly promotes and builds resiliency in families. The program involves a HealthySteps Specialists working in conjunction with the Pediatricians in addressing a child's social-emotional well-being and growth in a non-stigmatizing setting.

Our Team Has Been Wondering . . .

- From those that have already had experience in implementing ACEs, what did you learn from the initial start-up, and what would you have done different?
- How are you measuring capacity? Is this a set industry standard? If so, what is that?
- Will flexibility be given to the timelines due to the current pandemic?
- Due to the current climate regarding COVID-19 and what would be our capacity to address these concerns with our patients?

