

A close-up, top-down view of a large quantity of green jalapeño peppers. The peppers are vibrant green, with some showing slight yellowing at the tips. They are packed closely together, filling the entire frame. The lighting is bright, highlighting the texture of the pepper skins and the stems.

# A TALE OF TWO COUNTIES:

How Bernalillo and Santa Fe Counties Are Building  
Accountable Health Communities

Leigh Caswell, MPH

Kyra Ochoa, MPH

Wendy Wintermute, PhD

Elizabeth Peterson, MPH



# Bernalillo County Accountable Health Community

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Leigh Caswell, MPH

Director, Center for Community Health at Presbyterian Healthcare Services

# ACCOUNTABLE HEALTH COMMUNITIES

Addressing the social determinants of health

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- New 5-year, \$4.5 million cooperative agreement through CMS
- Screen and refer Medicaid and Medicare beneficiaries
  - Housing
  - Food insecurity
  - Utility assistance
  - Transportation
  - Safety
- Examine the impact on cost and quality of care
- 75,000 people screened a year at multiple health care locations (hospitals, FQHCs, community dental)

# ACCOUNTABLE HEALTH COMMUNITIES

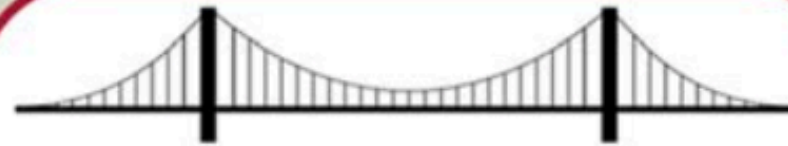
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- Shared leadership model
- Goal of systems change

## Bernalillo-ACH Backbone Coordinating Agencies

### **Bernalillo County Community Health Council**

- ◆ Integrator focus ◆  
Advisory Board and  
Consortium  
convener ◆ Gap  
Analysis lead



### **Presbyterian Healthcare Services, Community Health Program**

- ◆ Bridge organization ◆ Award  
recipient ◆ Award manager ◆  
Financial and contract manager  
◆ Clinical service provider

### **University of New Mexico Health Sciences Center, Office for Community Health**

- ◆ Navigator and  
screening staff trainer ◆  
Clinical site process  
assessor ◆ Evaluation  
lead ◆ Results  
dissemination lead

# Santa Fe County Accountable Health Community

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Kyra Ochoa, MPH

Santa Fe County Health Care Assistance Program Manager

Elizabeth Peterson, MPH

AHC Project Manager



Santa Fe County's

# ACCOUNTABLE HEALTH COMMUNITY

Our vision: By 2020 all Santa Fe County residents regardless of income have access to high quality health care and are linked to the resources they need for health and well-being.





Santa Fe County  
**ACCOUNTABLE HEALTH COMMUNITY**  
a New Mexican Model

Relationship Based

Resource Smart

Connected

Ground Up





SANTA FE CITY FIRE DEPARTMENT  
Mobile Integrated Health Office  
(75)

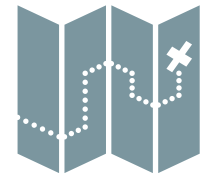


ST. ELIZABETH SHELTER  
(30)

INTERFAITH SHELTER  
(75)



LAS CUMBRES  
(25)



UNITED WAY OF SF COUNTY  
(50)

Advisory Committee  
Any Door Screening

THE LIFELINK  
(30)

# SANTA FE COUNTY

Use of Indigent Funding  
Flexible Funding



PMS  
Mobile Crisis  
(250)



SANTA FE PUBLIC SCHOOLS  
Adelante (15)  
Teen Parent (25)



LA FAMILIA MEDICAL CENTER  
(1000)



SANTA FE COUNTY  
DETENTION  
(200)



SANTA FE COUNTY  
HOUSING AUTHORITY  
(125)

FIRST CHOICE CLINIC  
(70)

PECOS VALLEY MEDICAL CLINIC  
(40)





From June through December 2017:

- 181 individuals have received navigation services
- 556 Social Determinants of Health have been addressed
- \$4551 of Flex Funding has been used

It is estimated that over 2000 people will receive navigation services in Santa Fe County by June 2019.

# ACCOUNTABLE HEALTH COMMUNITY GOALS

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- 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.



# SHARE New Mexico

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Wendy Wintermute, PhD  
SHARE New Mexico Outreach Coordinator

# ShareNM.org



Resource  
Directory

Grants &  
Funding

Social  
Initiatives

County  
Pages

Your Trusted Resource  
for Information.



Resource  
Directory



Search over 9,000 programs statewide  
to find the resources you need.

Grants &  
Funding



Add or find resources to support  
change.

Social  
Initiatives



Connect information, ideas and people  
to inspire change.

County  
Pages



Explore events, resources and  
information for your county.



search...

## Resource Directory

SHARE New Mexico hosts New Mexico's largest, most up-to-date and comprehensive Resource Directory. From child care to senior services, education to housing and beyond, the SHARE Resource Directory helps you quickly find the resources you need.

### Location

Santa Fe County ✖

Choose A Location

(County, City, Zip Code)

### Category

B - Basic Needs ✖

BD - Food ✖

### Keywords

pantry

Search

[Clear Search](#)

## Results

< 1 2 >

### Food Pantry

(505) 983-6158

Food provided by: The Food Depot - Santa Fe (Food Bank)...

**Program of Santa Fe Mountain Center**



Save Search

Export Search

SHARE's Directory is the trusted resource to find information. Add your organization and keep your information up to date

[Add a Program](#)

### Food Pantry

(505) 988-2859

Food provided by: The Food Depot...

**Program of Santa Fe Civic Housing Authority**



print and share...

[Back to Results](#)

## Santa Fe Civic Housing Authority/ Food Pantry

Food provided by: The Food Depot

Additional Programs By this Organization  
+

Santa Fe Civic Housing Authority

**Parent Organization**

**Santa Fe Civic Housing Authority**  
664 Alta Vista  
Santa Fe, NM 87505  
Phone: (505) 988-2859  
Type: Government

### Locations

664 Alta Vista  
Santa Fe, NM 87505  
Phone: (505) 988-2859  
Hours: Friday 1:00pm

1601 La Cieneguita  
Santa Fe, NM 87505  
Phone: (505) 988-2859  
Hours: Friday 1:00pm

1510-1520 Lousia Street  
Santa Fe, NM 87505  
Phone: (505) 988-2859  
Hours: Friday 1:00pm

146 Villa Alegre Street  
Santa Fe, NM 87505  
Phone: (505) 988-2859  
Hours: Friday 1:00pm

1200 Camino Consuelo  
Santa Fe, NM 87505  
Phone: (505) 988-2859  
Hours: Friday 1:00pm

### Services

Food



save and export...

## Resource Directory

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# Bernalillo County Accountable Health Community

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Leigh Caswell, MPH

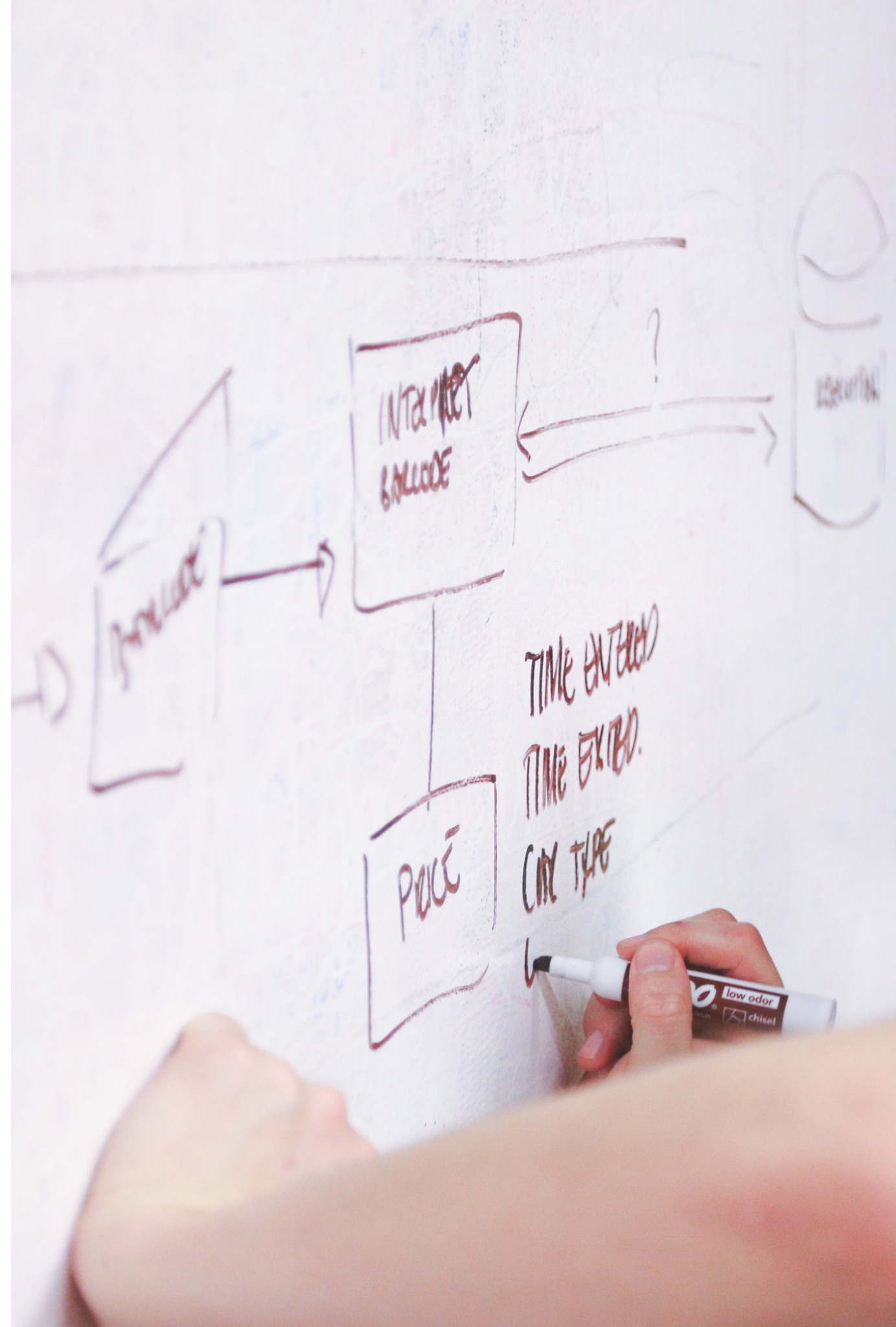
Director, Center for Community Health at Presbyterian Healthcare Services



# GAP ANALYSIS

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- Identify:
  - Need/demand
  - Service supply and Utilization
  - Missing or under resourced services and structural barriers for each of the five areas



# GAP ANALYSIS

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- Utilize existing needs assessments, surveys, annual reports and program data from partners and social service providers around Bernalillo County to deepen understanding of needs and gaps
- Maximize use of Share NM's resource directory and GIS mapping to analyze geographic gaps and barriers
- Update annually with screening and navigation data collected through NowPow

# QUALITY IMPROVEMENT

- Collect and analyze in real time AHC program data for continuous quality improvement to screening, navigation and social service response
- Identify areas where alignment of social services already exist and new opportunities for alignment
- Update annually with coalition led ideas and actions for increased coordination and alignment between social service agencies, government entities, MCO's and clinical partners to address gaps in service, needed resources to address large influx of new referrals.



# Santa Fe County Accountable Health Community

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Kyra Ochoa, MPH

Santa Fe County Health Care Assistance Program Manager

# GAP ANALYSIS

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- **8 town halls:** various county locations targeting different populations and topics to include seniors, the Spanish speaking community, behavioral health and children and families
- **5 provider group interviews:** topics ranged from first responders to behavioral and physical health, early childhood, housing and food
- **PRIORITIES IDENTIFIED:** Housing, Behavioral Health, Services for Seniors, and Navigating and Enhancing the Existing System

# QUALITY IMPROVEMENT

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- Development of Evaluation Report
- Advisory Committee
- Navigation Meetings
- Story Telling Project
- Experience Panels
- Advocacy





Learn more .....

### Bernalillo County Accountable Health Community

Leigh Caswell, Director, Center for Community Health, Presbyterian Healthcare Services,  
[lcaswell@phs.org](mailto:lcaswell@phs.org)

### Santa Fe Accountable Health Community

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[kochoa@santafecountynm.gov](mailto:kochoa@santafecountynm.gov)

Elizabeth Peterson, AHC Project Manager, [ahcsantafecounty@gmail.com](mailto:ahcsantafecounty@gmail.com)

### SHARE New Mexico

Wendy Wintermute, Outreach Manager, [wendy@sharenm.org](mailto:wendy@sharenm.org)



A landscape photograph showing a field with a fence in the foreground. The field is filled with dry, yellowish-brown grass and some green shrubs. A wooden fence with several strands of wire runs across the field. In the background, there are rolling hills and mountains under a clear blue sky with scattered white clouds. The text "THANK YOU! Questions?" is overlaid in the center of the image.

THANK YOU!  
Questions?