

El Dorado County Community Health Improvement Plan

2016-2020



Wellness Happens Here

El Dorado County is a dynamic place where everything is possible and is a community that takes pride in protecting our natural resources and respecting our historical heritage. In early 2015, the El Dorado County Public Health Division set forth to engage in a Community Health Improvement Process. The Process yields two distinct yet connected deliverables: a Community Health Assessment (CHA) and a Community Health Improvement Plan (CHIP).

The Community Health Improvement Plan (CHIP) is action oriented and includes health focus areas, goals, timelines, roles and responsibilities, evidence-based strategies and indicators for improving the health of the community based on the community health assessment and community input. When possible, goals and objectives were aligned with national, regional, state, and local health improvement priorities.

Well Dorado Partnership

Improving the public's health requires the expertise of all who live and work in the community. For a public health department to be eligible for accreditation, it must engage in a community health improvement process, which is a comprehensive approach to assessing community health and developing and implementing action plans to improve community health through community members and Local Public Health System (LPHS) partner engagement. Upon completion of the Community Health Assessment in early 2016, the Well

Dorado Partnership was conceived to include County staff and community partners (Figure 1). Within the Well Dorado Partnership, an overarching Steering Committee, Focus Area Leads and Focus Area Leadership Teams were formed to address each focus area identified in the Community Health Assessment. A chair representing El Dorado County Public Health was selected to lead the Well Dorado Partnership. The Partnership also encompasses the previously established Community Health Advisory Committee. The Well Dorado Partnership represents a wide array of sectors and was convened to oversee planning efforts, ensure broad representation in the process, identify existing resources, implement identified objectives within each Focus Area and garner support for the project (APPENDIX A).



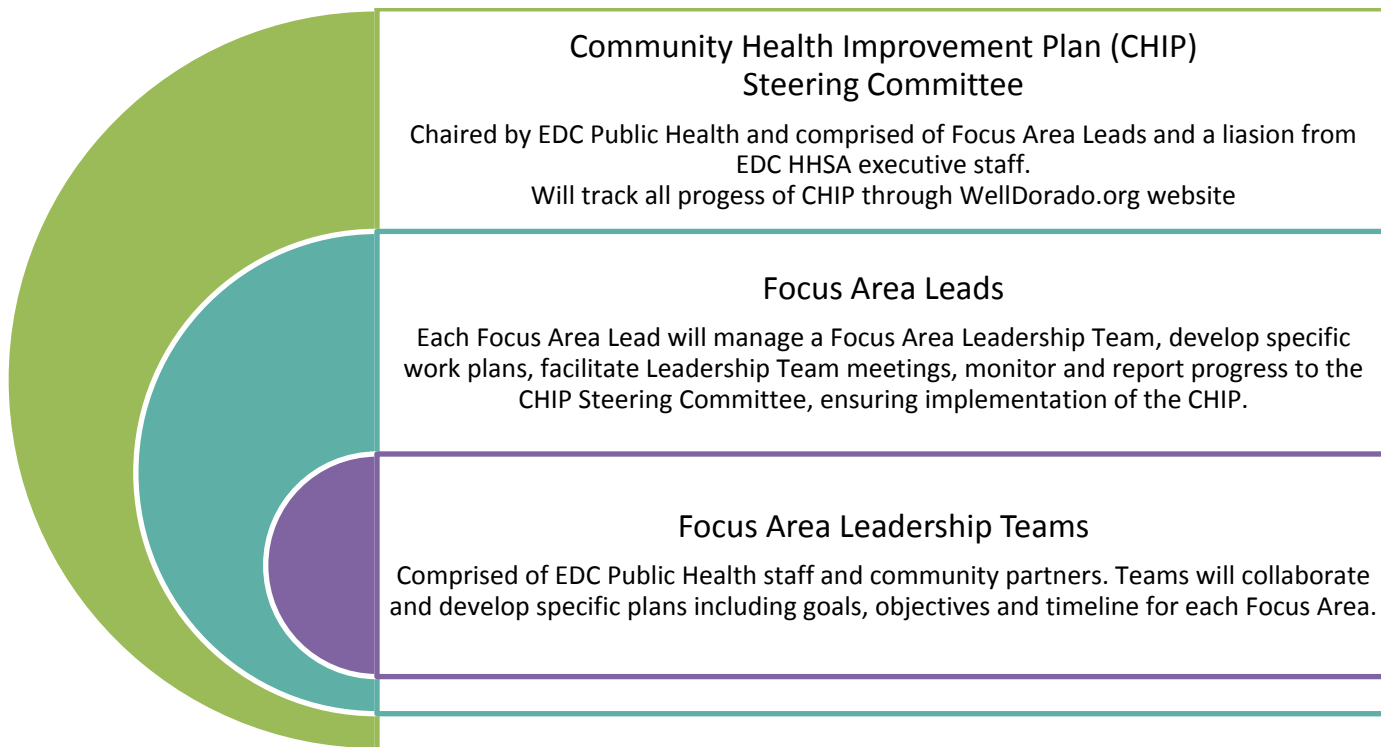


FIGURE 1: **Well Dorado Partnership Organizational Structure**
 EL DORADO COUNTY, 2016-2020

Community Health Assessment

National voluntary Public Health Accreditation, administered through the Public Health Accreditation Board (PHAB), recognizes the importance of assessment within the community. In order for a health department to be eligible for accreditation, it must engage in a community health improvement process, which is a comprehensive approach to assessing community health and developing and implementing action plans to improve community health through substantive community members and Local Public Health System (LPHS) partner engagement.

The four focus areas identified as top priorities in El Dorado County include: *Active Living*, *Healthy Eating*, *Access to Health Services* and *Behavioral Health* (FIGURE 2). The focus areas serve as the foundation of our community health improvement plan to develop and implement strategies for action and establish accountability in order to measure health improvement. These strategies are outlined in our



FIGURE 2: **Community Health Focus Areas**
 EL DORADO COUNTY, 2016-2020

Community Health Improvement Plan (CHIP). The Community Health Assessment (CHA) process engages with community members and LPHS partners to systematically collect and analyze qualitative and quantitative health-related data from a variety of sources within a specific community. The findings of the CHA are presented in the form of a community health profile (available at www.WellDorado.org) and inform community decision-making, the prioritization of health problems and the development and implementation of a community health improvement plan.

Robert Wood Johnson Foundation and Public Health Accreditation Grant

El Dorado County applied for and received a grant, through the Robert Wood Johnson Foundation and the Public Health Accreditation Board that covered all training costs for a team of Health & Human Service employees to attend a Quality Improvement Academy. The development and use of a Performance Management System is a required component of the public health accreditation process and has also been identified in the Agencies strategic planning objectives. This opportunity provided training regarding the basics of quality improvement, quality improvement methods and a data driven approach to annual quality improvement planning. This also offered a data driven approach to the CHIP process as well as an increase in the quality of services provided by Public Health.

El Dorado County Community Health Improvement Plan

El Dorado County has successfully developed a plan that integrates the El Dorado County Strategic Plan Healthy Communities Goal, coupled with the El Dorado County Community Health Assessment along with the El Dorado County Health & Human Services Strategic Plan. Although the plans are integrated, there may be instances where the goals are unique to the Well Dorado Partnership. These unique goals are denoted with a green tree icon 🌲. Goals included in County's Healthy Communities are denoted with a purple tree icon 🌲. A blue tree icon 🌲 represents indicators identified in the Community Health Assessment while a teal tree icon 🌲 denotes items incorporated from the Health & Human Services Strategic Plan.

Consideration has also been made to align the CHIP with the [California Department of Public Health California Wellness Plan 2014](#) and the work conducted by community partners, which will strengthen the likelihood of long-term success in achieving desired health outcomes. Table 1 provides an overview of the proposed timeline for the CHIP.

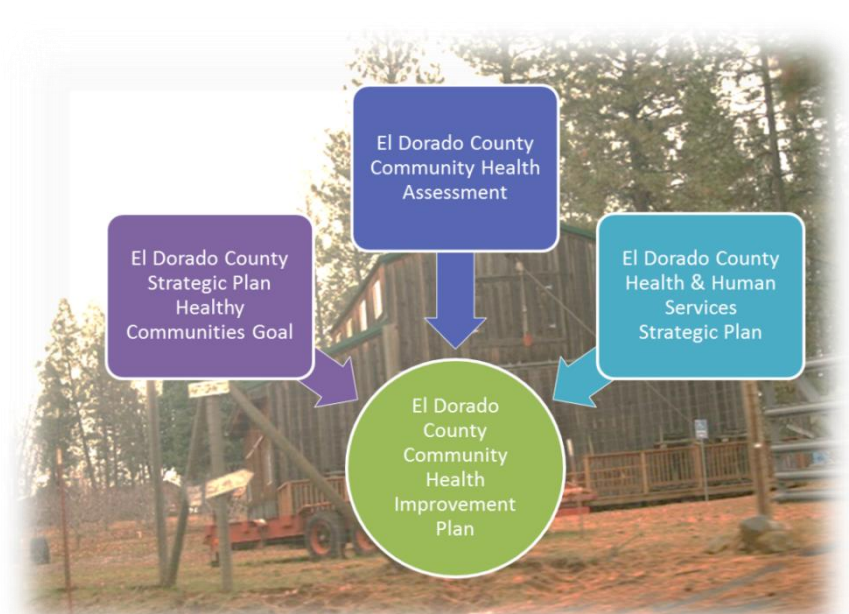


FIGURE 3: **Formation of El Dorado County Community Health Improvement Plan (CHIP)**

EL DORADO COUNTY, 2016-2020

TABLE 1: **Community Health Improvement Plan (CHIP) Timeline**
 EL DORADO COUNTY, 2016

May 2016 – July 2016	Summer 2016-Fall 2016	Late 2016 – Early 2017	2017-2020
<ul style="list-style-type: none"> Recruit/Convene/Train CHIP Steering Committee, Focus Area Leads and Leadership Teams Select CHIP framework Develop community engagement strategy Create tracking system for CHIP to ensure transparency and progress toward goals 	Engage staff and community partners in the process to: <ul style="list-style-type: none"> Establish vision and values for CHIP Develop goals, objectives and timelines for CHIP 	<ul style="list-style-type: none"> Prepare Community Health Improvement Plan (CHIP) report 	<ul style="list-style-type: none"> Leadership Teams meet bimonthly to ensure continued progress CHIP Steering Committee meets quarterly-report out for Focus Area Leads Track progress on WellDorado.org through posting Focus Area Lead’s Annual Work Plans

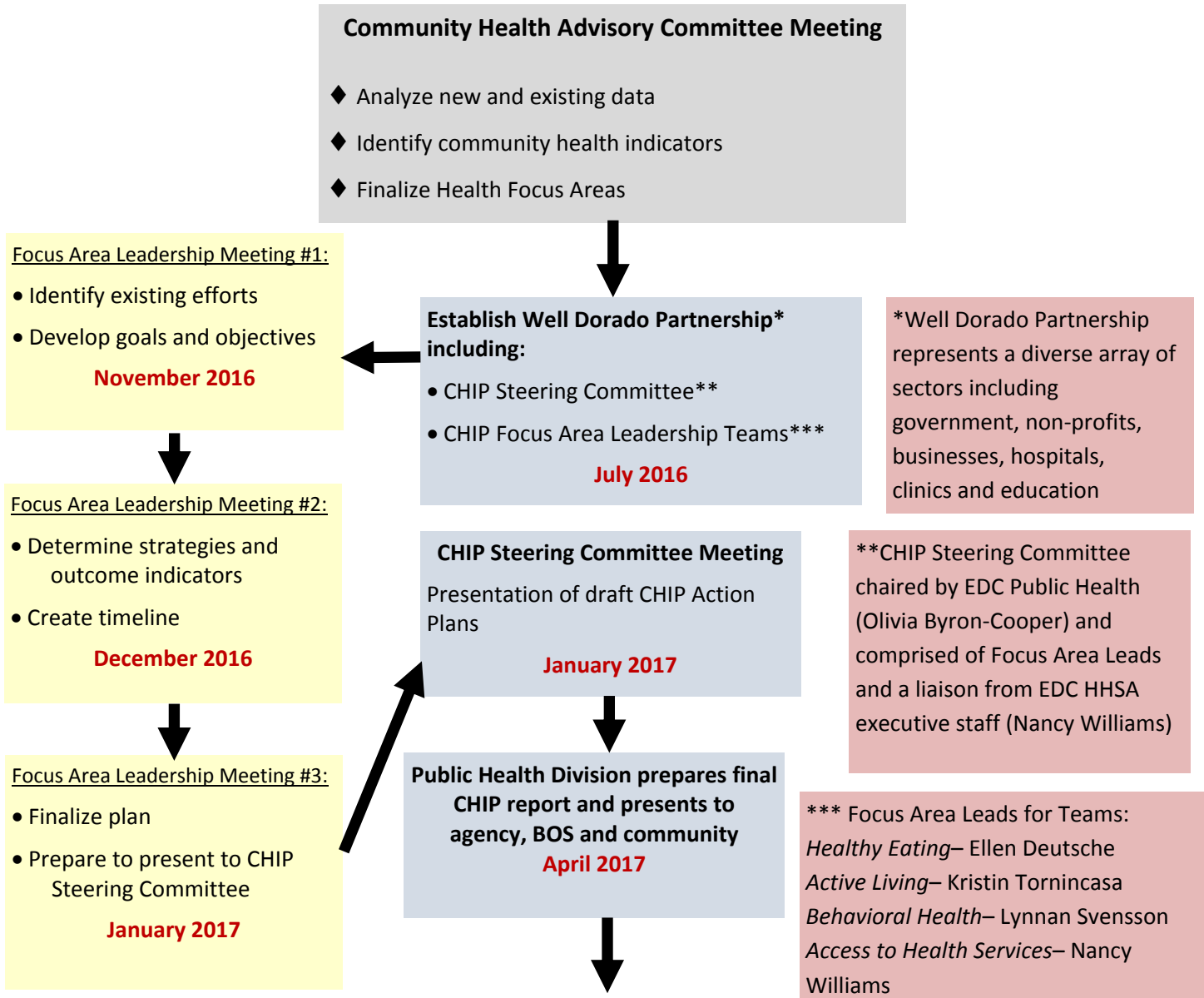
Community Health Improvement Plan Road Map

The El Dorado County Community Health Improvement Plan Roadmap offers detailed strategies in regards to development plans, organizational structure and identifying leaders for each Community Health Focus Area (Figure 4). The diagram also charts a course for communicating community health information to the El Dorado County Board of Supervisors as well as community partners and members.

The document aims to take an important first step towards collectively setting a course to improve health and the conditions that impact health. We would like to thank the many people who contributed their ideas, expertise, energy and commitment to develop this plan. We look forward to working with you to make a difference in the health of El Dorado County.



El Dorado County Community Health Improvement Plan *Road Map*



Implement MAPP Action Cycle: Plan, Implement, Evaluate

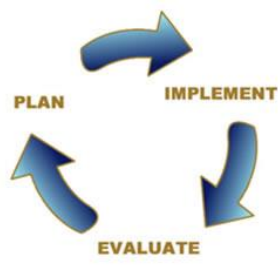


FIGURE 4: **Community Health Improvement Plan Road Map**
El Dorado County, 2016

Public Health Systems Assessment

Planning services, programs and allocating funds appropriately depends on the availability of local resources. Indicators of resource availability in a community include geographic distribution, supply, and capacity relative to a population's health status, risks, and disparities. For example, improving adverse health status levels in high-risk, low-resource communities may indicate the need for more targeted funding and technical assistance.¹ Assessing health care service capacity and access to health care services is an important role for local public health agencies and their partners as understanding gaps and barriers allows effective strategies to be put into place to address the lack of access to health care.²

The Local Public Health System Assessment (LPHSA) includes all of the organizations and entities that contribute to public health in a community, including the local public health department and public, private and voluntary organizations (Figure 5). It also measures the capacity of the public health system to provide the Ten Essential Public Health Services, which are the fundamental framework for all activities that contribute to the health and well-being of communities.

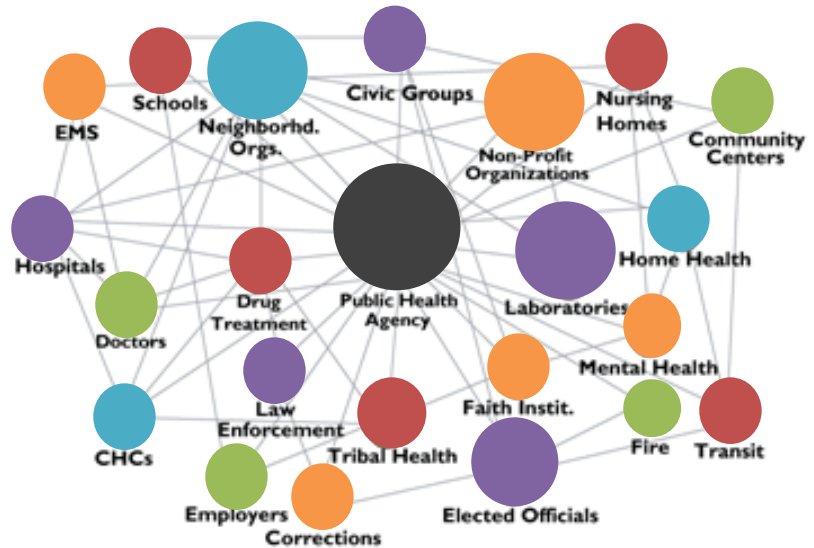


FIGURE 5: **Local Public Health System**
Centers for Disease Control and Prevention (CDC), 2016

El Dorado County Public Health enlisted the services of a health care consulting agency to complete a comprehensive service provider review, analyzing and synthesizing the information for use while developing the Community Health Improvement Plan (APPENDIX B).

Community Health Improvement Plan Format

To achieve the goals within the CHIP, El Dorado County Public Health is committed to collaborating with our colleagues both within and outside the traditional “health” sector. We are eager to engage new partners with unique perspectives to create healthier and safer communities across the County.

Goals and Objectives have been developed for each Focus Area and are presented in a summary format on the following pages. In addition, each Focus Area has a specific work plan that includes community health priorities, measurable objectives and improvement strategies and activities with time-framed targets. These work plans were developed through the community planning process and represent priorities identified by the community and partners. In

¹ Petersen DJ, Alexander GR. Needs Assessment in Public Health. Kluwer Academic/Plenum Publishers, New York. 2001.

² Public Health Accreditation Board Standards & Measures version 1.5. December 2013.

establishing the priorities, consideration was given to addressing social determinants of health, causes of higher health risks and health inequities. Any policy changes needed to accomplish health objectives have been identified in the work plans. Progress towards these work plans will be tracked annually at www.WellDorado.org.

Focus Area:

Active Living

Improve the community environment to support an active lifestyle for all

Overview

How can we encourage residents to adopt a more active lifestyle and support health through the built environment?



Physical activity is essential to promote health and well-being in the community. People who are physically active tend to live longer and have lower risk for chronic disease, including heart disease, stroke, type 2 diabetes, depression and some cancers. Physical activity can also help with weight control and mental health.

The mission of the Active Living Leadership Team is to improve opportunities within El Dorado County’s Community Environment for active living by advocating for health equity, promoting health in all policies and encouraging active lifestyles for all community members.

Active Living Goal 1

Improve health, wellness and quality of life among adults (ages 18 and older) through increased physical activity.

Objective 1.1

Increase the proportion of adults who engage daily in moderate physical activity.

Objective 1.2

Increase the number of bicycle, pedestrian, and/or public transit trips people take daily to access work, education, health care, recreation, or other daily needs and services.

Active Living Goal 2

Improve health, wellness, and quality of life among adolescents (under age 18) through increased physical activity.

Objective 2.1

Increase the proportion of youth who engage daily in moderate physical activity.



Active Living Goal 3 

Create Safe, Healthy, Sustainable, Equitable and Joyful Communities and Environments which Promote Active Recreation, Active Transportation, and Active Lifestyles.

Objective 3.1

Implement planning, policies, and programs that encourage physical activity in our communities, worksites and schools.

Objective 3.2

Improve the built environment to support active transportation and mode share.

Objective 3.2

Increase use of parks, trails, and other recreational facilities.

Objective 3.3

Promote opportunities that support physical activity.



People Who Care About the Community and Each Other

Home · Ski and Play Baseball on the Same Day

**What Makes
El Dorado County a
Great Place to Live?**

Common Values · Close to Everything · Sunshine

Naturally Beautiful · Proactive Community Residents

Focus Area:

Healthy Eating

Ensure access to healthy affordable food and existing resources

Overview

How can we ensure access and affordability of healthy foods for all and provide education about existing resources?

Diets high in vegetables, fruits, whole grains, and lean proteins can help maintain a healthy weight and avoid chronic diseases such as diabetes, cancer and heart disease.



Healthy Eating Goal 1

Increase accessibility and affordability of healthy food.

Objective 1.1

Educate public and each other (agencies) through County-wide action group (Community Nutrition Action Partnership).

Objective 1.2

Increase the number of eligible families who participate in the WIC program and the CalFresh program.

Objective 1.3

Educate on food resource options for accessing affordable food.

Objective 1.4

Establish a program to reduce, recover and recycle food loss and waste.

Objective 1.5

Establish community garden(s) to involve the community in growing fresh produce and making it available to the community.



Healthy Eating Goal 2

Increase the number of environments that promote healthy food choices.

Objective 2.1

Increase the number of community organizations that adopt healthy eating guidelines.

Objective 2.2

Assist health care provider offices in becoming more breastfeeding friendly.

Objective 2.3

Establish a healthy eating blog, to include recipes, on Welldorado.org.

Focus Area:

Access to Health Services

Improve access to and capacity to deliver health care services

Overview

How do we capitalize on changes within the healthcare landscape to improve access to primary and specialty care, and strengthen the capacity of the community to deliver services that promote wellness?



Access to health services directly impacts the overall physical, social and mental health status of the community. When administered and delivered appropriately and in a timely fashion, health services - including primary, behavioral and specialty care services - help prevent disease and disability, detect and treat health conditions, improve quality of life, avoid preventable death and increase general life expectancy.

Access to Health Services Goal 1

Improve knowledge of health service options available and appropriateness of each.

Objective 1.1

Sustain a collaboration of community health partners for the purposes of remaining aware of ongoing access-to-care issues in El Dorado County and influencing positive change.

Objective 1.2

Advocate to develop a sustainable comprehensive reference guide of information about health services provided by the main health plans available in El Dorado County (to improve both community member and agency/service-provider knowledge).

Objective 1.3

Educate community members (users of health services) on availability of services and which are appropriate for which situations.

Access to Health Services Goal 2

Increase timely access to health-service providers.

Objective 2.1

Increase proportion of patients/clients with medical homes.

Objective 2.2

Increase the numbers and availability of medical care providers in El Dorado County.



Access to Health Services Goal 3

Assess transportation barriers, educate on available options, and advocate for improvements.

Objective 3.1

Disseminate information about existing transportation options.

Objective 3.2

Investigate feasibility of providers traveling to locations accessible to patient/clients with transportation challenges.

Focus Area:

Behavioral Health

Promote behavioral health, prevent substance abuse and support tobacco free living

Overview

How can we better promote behavioral health, prevent substance abuse and support tobacco free living?

Deaths related to mental illness, drug overdoses, chronic liver diseases and lung cancer made the top ten causes of premature death in El Dorado County in 2015.

This underscores the need to support collaboration among professionals, strengthen infrastructure and reduce the negative stigma that surrounds these issues.



Behavioral Health Goal 1

Decrease the incidence of Adverse Childhood Experiences (ACEs) and increase resiliency in County residents.

Objective 1.1

Increase the number of community members and partners who are knowledgeable about ACEs, their effects on social and physical health and the importance of and how to build resiliency.

Objective 1.2

Increase resiliency in families with children 0-18 through the Community Hub Program.

Objective 1.3

Improve policies and practices related to trauma-informed services.

Behavioral Health Goal 2

Decrease Tobacco Use among residents in the County.

Objective 2.1

Limit Tobacco promoting influences.

Objective 2.2

Promote Tobacco cessation.

Objective 2.3

Increase adult engagement in Tobacco control.

Well Dorado Partnership Acknowledgements (Names and Affiliations)

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Local Public Health Systems Assessment

The following information was compiled by BARBARA AVED ASSOCIATES (BAA), a Sacramento healthcare consulting firm in collaboration with the El Dorado County Public Health Division. BAA consultants included Barbara M. Aved, RN, PhD, MBA; Mechele Small Haggard, MBA; Anita Garcia-Fante, BA; and Michael Funakoshi.

Acute Care Hospitals

*Hospital Utilization*³

Hospital utilization is determined by the number of available beds in acute care hospitals, the number of patient days, and the occupancy rates. Table 1 compares the occupancy rate for the county with the overall statewide hospital occupancy rates. Since 2007, California has shown a decline in occupancy from 62% to 54%. During this same period, El Dorado County has shown an increase from 49% to 59% (Table 1).

Table 1. Hospital Utilization for El Dorado County with State Comparisons, 2007-2014

Year	Available Beds (El Dorado County)	Patient Days (El Dorado County)	Occupancy Rate (El Dorado County)	Occupancy Rate (California)
2007	240	42,757	48.64%	62.08%
2008	240	57,716	65.71%	61.49%
2009	238	54,776	62.63%	60.20%
2010	232	54,939	64.74%	59.18%
2011	232	53,565	63.26%	58.47%
2012	234	50,800	61.10%	55.95%
2013	240	51,537	58.83%	54.81%
2014	240	51,436	58.72%	54.32%

Source: California Office of Statewide Health Planning and Development

*Hospital Outpatient Visits*⁴

From 2007-2014, the average number of outpatient visits for all residents in California held steady at a 1.2 per resident, while for El Dorado County residents the visits increased from 2.2 to 2.9 during this period (Table 2).

Table 2. Hospital Outpatient Visits for El Dorado County with State Comparisons, 2007-2014

Year	El Dorado County Outpatient Visits	El Dorado County Population ⁵	Average Outpatient visits per resident (El Dorado County)	Average Outpatient visits per resident (California)
2007	390,199	177,195	2.2	1.2
2008	397,391	178,599	2.2	1.2
2009	443,432	179,701	2.5	1.2
2010	450,051	180,925	2.5	1.2

³ Information for this section was accessed at: http://www.oshpd.ca.gov/hid/Products/Hospitals/Utilization/Hospital_Utilization.html.

⁴ Information for this section was accessed at: <http://www.oshpd.ca.gov/HID/Products/Hospitals/AnnFinanData/PivotProfiles/default.asp>.

⁵ State of California, Department of Finance, E-2. California County Population Estimates and Components of Change by Year — July 1, 2010–2014, December 2014 and July 1, 2000-2010. Sacramento, California, December 2011. Accessed at <http://www.dof.ca.gov/research/demographic/reports/estimates/e-2/view.php> and <http://www.dof.ca.gov/research/demographic/reports/estimates/e-2/2000-10/view.php>

Year	El Dorado County Outpatient Visits	El Dorado County Population ⁵	Average Outpatient visits per resident (El Dorado County)	Average Outpatient visits per resident (California)
2011	462,409	180,639	2.6	1.2
2012	484,866	182,640	2.7	1.2
2013	508,209	182,958	2.8	1.2
2014	526,006	183,957	2.9	1.2

Source: California Office of Statewide Health Planning and Development

Emergency Department (ED) Visits⁶

Emergency department visits were calculated per 1,000 residents. In both El Dorado County and in California, the percentage of ED visits has declined since 2007. The El Dorado County rate remained 3% lower than the California rate in 2014 (Table 3).

Table 3. Emergency Department (ED) Visits for El Dorado County and California, 2007-2014

Year	Number of ED visits (El Dorado County)	El Dorado County Population	ED visits per 1,000 residents (El Dorado County)	ED visits per 1,000 residents (California)	Percentage of ED visits resulting in admission (El Dorado County)	Percentage of ED visits resulting in admission (California)
2007	44,281	177,195	250	285	13%	16%
2008	47,595	178,599	266	296	12%	16%
2009	47,943	179,701	267	316	11%	15%
2010	43,358	180,925	240	317	11%	16%
2011	45,061	180,639	249	322	11%	16%
2012	45,094	182,640	247	331	11%	15%
2013	43,793	182,958	239	335	9%	14%
2014	43,806	183,957	238	351	11%	14%

Source: California Office of Statewide Health Planning and Development

To understand why residents use ED for care, the most recent hospital data was examined. Diagnoses related to Injuries/Poisonings/Complications were the most frequently reported, followed by Symptoms and Respiratory System concerns. There was little difference in reported diagnoses between the two El Dorado County hospitals (Table 4).

Table 4. Reasons (by Diagnosis) for ED Visits to El Dorado County Hospitals, 7/1/14-6/30/15⁷

Principle Diagnosis Group	Barton	Marshall	Overall
Injuries/Poisonings/Complications	28%	26%	27%
Symptoms	21%	22%	21%
Respiratory System	10%	10%	10%
Musculoskeletal System	6%	7%	6%
Digestive System	6%	5%	5%
Genitourinary System	5%	5%	5%

⁶ Information for this table was accessed at: http://www.oshpd.ca.gov/hid/Products/Hospitals/Utilization/Hospital_Utilization.html.

⁷ Data accessed at http://report.oshpd.ca.gov/?DID=PID&RID=Facility_Summary_Report_Emergency_Department.

Principle Diagnosis Group	Barton	Marshall	Overall
Nervous System	5%	5%	5%
Mental Disorders	4%	4%	4%
Skin Disorders	3%	4%	4%
Other Reasons	3%	4%	4%
Circulatory System	3%	3%	3%
All Pregnancies	2%	2%	2%
Infections	2%	1%	2%
Endocrine System	1%	1%	1%

Source: California Office of Statewide Health Planning and Development

Community-Based and Specialty Clinics

Barton Community Health Center⁸

Located in South Lake Tahoe, the Barton Community Health Center provides primary care and mental health services to El Dorado County residents of all ages and income levels. The health center accepts most insurance plans and offers a sliding scale fee for those without coverage. Assistance is provided to enroll in state and federal healthcare programs. In 2014, the facility reported over 12,000 patient encounters for medical services (Table 5). In addition to primary care services, Barton Community Health Center also offers pediatric care, women’s health, telehealth and specialty consults by referral. The outpatient clinic is open Monday-Friday from 8 am-5 pm.

Table 5. Barton Community Health Center: Clinic Utilization Data, 2010-2014⁹

	2010	2011	2012	2013	2014
Annual encounters	11,320	n/a	n/a	n/a	12,051

n/a = no data provided for those years.

El Dorado Community Health Centers¹⁰

The El Dorado Community Health Centers (EDCHC) are a Federally Qualified Health Center (FQHC) that serves El Dorado County residents in three locations: two in Placerville and one recently opened location in Cameron Park (there are no sites in South Lake Tahoe). Services are provided Monday-Friday from 8 am to 6 pm and one of the Placerville clinics is open on Saturday mornings.

The health centers accept most private insurance, as well as Medi-Cal, Medicare, and Covered CA. They also serve individuals who are underinsured or uninsured and have Certified Enrollment Counselors to help eligible patients enroll in coverage.

EDCHC Primary Care: Each site offers primary care/family practice services and behavioral health services. They also provide case management for chronic diseases as well as Podiatry and Gynecology services.

⁸ Information for this section accessed at <http://www.bartonhealth.org/tahoe/barton-community-health-center.aspx>,

⁹ Data accessed at http://www.oshpd.ca.gov/hid/Products/Hospitals/Utilization/PC_SC_Utilization.html,

¹⁰ Information for this section accessed at <http://www.edcchc.org/>,

Mental Health: EDCHC employs a psychologist and licensed clinical social workers to provide individual, couples and family therapy for patients of all ages. Medication management for those with chronic pain or anxiety is addressed by a consulting psychiatrist; a clinical pharmacologist collaborates and assists the providers in selecting medications for patients with chronic pain and drug dependencies.¹¹

In 2014, the EDCHC centers reported almost 36,000 patient encounters in the Placerville locations, and serve 9,000 patients annually (Table 6).¹² Data for the Cameron Park location are not yet available.

Table 6. El Dorado Community Health Centers: Clinic Utilization Data, 2010-2014

Location	2010	2011	2012	2013	2014
Placerville Office	29,283	23,938	22,746	23,114	24,032
Diamond Springs Office	9,175	9,400	11,453	11,531	11,888

Marshall Medical Center¹³

Marshall Medical Center has four family practice clinics located in El Dorado Hills, Cameron Park and Placerville (two sites) as well as one rural health center in Georgetown. Some practitioners in Placerville and Cameron Park speak Spanish and one physician in Placerville is fluent in American Sign Language. Interpreter services are available at no cost for patients who speak limited English. Specialty services are offered in various office locations in Cameron Park, Placerville and El Dorado Hills (Table 7).

Marshall’s Divide Wellness Center in Georgetown is a rural health center employing two family nurse practitioners to provide primary care services and limited urgent care. Most insurance plans are accepted including Medi-Cal, Medicare and CMSP. The clinic also offers the services of a public health nurse and counselors to assist patients.

Table 7. Specialty Services Available at Marshall Medical Center

Specialty Services	Cameron Park	Placerville	El Dorado Hills
Cardiology	X	X	
Ear, Nose and Throat		X	
Gastroenterology	X		
General Surgery	X	X	
Hearing/Audiology	X	X	
Oncology/Hematology	X		
Orthopedics		X	X
Plastic Surgery		X	
Pulmonology		X	
Rheumatology	X		
Urology	X	X	

Shingle Springs Health and Wellness Center¹⁴

The Shingle Springs Health and Wellness Center (a Tribal Health Center) serves Native and non-Native patients in Placerville on the Shingle Springs Rancheria. The center accepts most insurance including Medi-Cal, Medicare and

¹¹ Information accessed at <http://www.edcchc.org/#!our-services/cee5>, 10/28/15.

¹² Information accessed at <http://www.edcchc.org/>, 10/28/15.

¹³ Information accesses at <http://www.marshallmedical.org/?id=30&sid=1>.

¹⁴ Information accessed at <http://sshwc.org> and



CMSP. For those who have difficulty paying for services, a sliding fee scale is available. Services are available Monday-Friday from 8 am-5 pm.

The center offers medical, dental and behavioral health services. In 2011, the center reported over 24,000 patient encounters (Table 8).

Primary Care and Specialty Services: Medical services include family practice, internal medicine and pediatrics. Specialty services include: Orthopedics, Chiropractic, Physical Therapy and Podiatry. Hepatitis C Specialists are also available. The facility serves patients of all ages.

Mental Health Services: The clinic offers patients access to psychiatry, psychology, counseling and support groups. Behavioral health services include substance abuse counseling.

Dental Services: Both general dentistry and orthodontics are available at the Center.

Table 8. Shingle Springs Health and Wellness Center: Clinic Utilization Data, 2010-2014¹⁵

	2010	2011	2012	2013	2014
Annual Encounters	20,062	24,530	n/a	n/a	n/a

n/a = not available

Family Planning Services

Comprehensive family planning services are no longer provided by El Dorado County Public Health, and there are no Planned Parenthood clinic sites located within the county. Limited family planning services provided by Public Health include emergency contraception, education and facilitated referrals. Close to 20% of key informants taking part in an online survey for Barton Health’s 2015 Community Health Survey characterized family planning as a “major problem” in the community due to lack of services, issues related to single parenthood and lack of education for young people.¹⁶

Table 9 summarizes the availability of healthcare services provided by community clinics in El Dorado County.

Table 9. Overview of Health Services Available in Community Clinics: El Dorado County, 2015

Clinic Name	Clinic Location	Primary Care	Mental Health	Dental Services	Case Mgmt. and Support for Chronic Illnesses	Specialty Services	Languages Spoken by Staff
Barton Community Health Center	South Lake Tahoe	Yes	Yes	No	No	Pediatrics, Women's Health, Telehealth, Specialty Consults by Referral	English, Spanish
El Dorado County Community Health Center, Placerville Office	Placerville	Yes	Yes	No	Yes	Podiatry, Gynecology	Korean, Sign Language, Spanish, English, Hindustani

¹⁵ Data accessed at http://www.oshpd.ca.gov/hid/Products/Hospitals/Utilization/PC_SC_Utilization.html

¹⁶ <http://southlaketahoe.healthforecast.net/2015%20PRC%20CHNA%20Report%20-%20Barton%20Health.pdf>



Clinic Name	Clinic Location	Primary Care	Mental Health	Dental Services	Case Mgmt. and Support for Chronic Illnesses	Specialty Services	Languages Spoken by Staff
El Dorado County Community Health Center, Diamond Springs Office—(formerly Placerville Health Center)	Placerville	Yes	Yes	No	Yes	Podiatry, Gynecology	Sign Language, Spanish, English, Hindustani
El Dorado County Community Health Center, Cameron Park Office	Cameron Park	Yes	Yes	Yes	Yes	Podiatry, Gynecology	English
Marshall Medical Center, Family Practice	El Dorado Hills	Yes	No	No	Yes	No	English, Interpreter services available
Marshall Medical Center, Family Practice	Cameron Park	Yes	No	No	Yes	No	Spanish, Interpreter services available
Marshall Sierra Primary Medicine	Placerville	Yes	No	No	Yes	No	Spanish, Interpreter services available
Marshall Family and Internal Medicine	Placerville	Yes	No	No	Yes	No	ASL, Interpreter services available
Divide Wellness Center (Rural Health Center)	Georgetown	Yes	Yes	No	No	No	English
Shingle Springs Health and Wellness Center (Tribal Health)	Placerville	Yes	Yes	Yes	Yes	Chiropractic, Physical Therapy and Podiatry	English

DENTAL SERVICES

Dental services are offered by Shingle Springs Health and Wellness Center in Placerville, and at the El Dorado County Community Health Center, Cameron Park Office. Shingle Springs Health and Wellness Center provides both general dentistry and orthodontia. The clinic is open from 8-5 pm, Monday through Friday. El Dorado County Community Health Center began dental services in October 2015 and is currently providing general dentistry for established medical patients. Appointments are available on Tuesdays and Fridays from 8-5 pm and Thursdays from 8-12 pm.¹⁷

¹⁷ Spoke with dental clinic staff on 11/13/15 to confirm services. Limited information available on their website.

Although not a *community* dental resource, per se, it is important to note that some dental services are now being provided by the El Dorado County Sheriff Department. In recognizing that improving the oral health of inmates can improve overall health and well-being, inmates at the jail in Placerville with a 6-9 month minimum stay are receiving preventive dental services within the facility.

While overall dentist supply can affect the number of dentists available to treat residents with Denti-Cal, dentist supply is not a limiting factor in El Dorado County. With approximately 159 licensed dentists, the county is considered to have an adequate supply.¹⁸ Dentist supply, however, does not address the question of whether dentists are *willing* to see patients with Denti-Cal. Very few private dental practices in El Dorado County accept Denti-Cal. Of those who accept patients covered by dental managed care plans that contract with the state, only Access Dental is accepted. None of the dental providers in El Dorado County accept patients with coverage from the other two contracting dental managed care plans, Health Net Dental and Liberty Dental.

Of the 8 private providers listed on the California Department of Health Care Services Denti-Cal website, 5 are currently accepting new patients (Table 10).¹⁹ These practices are located in Placerville, Diamond Springs, El Dorado Hills and El Dorado. The one dentist in South Lake Tahoe who accepts Denti-Cal is not accepting new patients.

Table 10. El Dorado County Dental Office Willingness and Capacity to Accept Denti-Cal Patients

Dental Practice	Location	Accepts Denti-Cal	Accepts Dental Managed Care Access Dental	Accepting New Patients
Rodney Bughao, DDS	El Dorado Hills	Yes	Yes	No
Diamond Springs Dental Center, Mitchell Goodis, DDS	Diamond Springs	Yes	No	Yes
Pleasant Valley Dental, Mitchell Goodis, DDS	El Dorado	Yes	No	Yes
Injoo Han, DDS	Placerville	Yes	No	Yes
Mission Dental	Placerville	Yes	No	Yes
Phoung-Lien T Ngo, DDS	Placerville	Yes	No	Yes
Tooth Travelers	Placerville	Yes	No	No
April Westfall, DDS	South Lake Tahoe	Yes	No	No
Sally Chu, DDS	El Dorado Hills	No	Yes	Yes
Leon Jonker, DDS	El Dorado Hills	No	Yes, Children only	Yes
Warren McWilliams, DDS	El Dorado Hills	No	Yes	Yes
Feroz Nawabi, DDS	El Dorado Hills	No	Yes	Yes
Brian Nguyen, DDS	El Dorado Hills	No	Yes, Children only	Yes

Source: California Department of Health Care Services Denti-Cal as of November 2015.

PUBLIC HEALTH SERVICES²⁰

Public health services are distinct from other county health services because their general focus is not on the provision of services to individuals but on population-based strategies to protect the overall health of the community. Core public health functions include preventive health; health education; control of communicable diseases, application of sanitation standards, and monitoring of environmental hazards.²¹ El Dorado County Public Health offers a variety of programs and services in several major program areas. These include:

¹⁸ Data source is California Dental Board as of November 2015, accessed at http://report.oshpd.ca.gov/?DID=HWDD&RID=Provider_Count_and_Percentage

¹⁹ Information accessed at <http://www.denti-cal.ca.gov/WSI/Bene.jsp?fname=ProvReferral>.

²⁰ Information for this section was accessed at <https://www.edcgov.us/PublicHealth/>

²¹ Kelch DR. Locally Sourced: The Crucial Role of Counties in the Health of Californians. California Healthcare Foundation. October 2015.

Animal Services. County animal services under the responsibility of Public Health include Shelter Operations that houses and cares for stray, unwanted, or displaced animals; Field Services that includes enforcement of state statutes and county ordinances regulating animal care and welfare; Rabies Control Program such as investigating animal bites and human exposures to rabies and processing licenses for dogs.

Children and Families. Public Health services in this program area include the Women Infants and Children (WIC) program; tobacco use prevention; mental health services; lead prevention; healthy pregnancy programs; immunizations; birth death certificates; and Public Health Nursing (PHN). Limited family planning services include emergency contraception, education and facilitated referrals. PHN services include occupational health; monitoring of communicable diseases and disease trends; case management for high risk pediatric and obstetric clients; developmental assessment of infants and assessing for signs and symptoms of prenatal drug exposure; breastfeeding support; and environmental assessment of home for health dangers. PHN services are conducted in the community, through home visits, community clinics and outreach. Staff provides community nursing services during a disaster, and consultation and presentations on health issues.

Communicable Diseases and Surveillance. One of the major responsibilities of PH is monitoring and controlling communicable diseases. All doctors and other health care providers in El Dorado County are required by law to notify Public Health of reportable (e.g., AIDS, foodborne illnesses, hepatitis), confirmed or suspect cases of communicable disease.

Emergency Medical Services. The Emergency Medical Services Authority (EMSA) works with representatives from the Emergency Medical Directors' Association of California and the Emergency Medical Services Administrators' Association of California, the California Department of Public Health and other state and national agencies to produce protocols and procedures for EMS personnel (e.g., Contact, Treatment, and Transport of Potential Ebola Virus Disease Patients). This program area is also responsible for providing training such as the Paramedic Accreditation Training & Skills in the county.

Healthy Living/Health Promotions. Child Safety and Injury Prevention Program (e.g., providing bicycle helmets and child car seats). Tobacco Use Prevention Program (TUPP), the Chronic Disease Prevention Coalition, and the Children's Health Initiative are examples of major programs under this area. TUPP, for example, is responsible for community educate on the effects of secondhand smoke, advocacy for tobacco control policies, informing on environmental and social norm change, and working to reduce illegal sales of tobacco to children. The Chronic Disease Prevention Coalition, which has various topic-specific subcommittees, is an advisory body to Public Health's Prevention Programs. The division also works with the Children's Health Initiative, a First 5 El Dorado funded initiative.

Preparedness & Response responds to public health threats. It focuses on public health emergency planning; disease surveillance, detection and control; health risk communication and keeping the public informed; and public and health provider education and training services.

Publications and Reports. Preparation of this Community Health Assessment is a prime example of the leadership this PH area is responsible for. Other epidemiology expertise and activities include providing the healthcare community and general public information about health conditions (morbidity reports), causes of death (mortality reports), and county rankings and trends. The Improved Perinatal Outcomes Report and the Maternal Child Adolescent Health (MCAH) Needs Assessment, conducted every five years by the MCAH program staff in collaboration with local entities who work with women of childbearing age and their children, are such examples.

Records and Licensing. In addition to recording and issuing birth & death certificates, this PH area issues burial permits, EMT certification, and dog and medical marijuana licensing.

MENTAL HEALTH SERVICES

Mental health services are offered through community clinics, the El Dorado County Mental Health Division, Barton Memorial Hospital through outpatient services (referenced above) and through several community agencies (Table 11).

El Dorado County Mental Health Division. The agency provides Mental Health First Aid training, outpatient services for individuals with serious mental illness or severe emotional disorders, a residential treatment facility in Placerville (contracted to an outside agency) and alcohol and drug services that include counseling resources.²²

Mental Health First Aid is offered to the community to help identify risk factors and early indicators of mental illness or mental health concerns. Two trainings are offered: one to identify concerns in adults and another to identify concerns in youth age 12-18.

Adult services are available to individuals who meet income and/or eligibility requirements and have a serious mental illness. Services are offered on the West Slope of the county and in South Lake Tahoe and include screening and assessment, medication evaluation and treatment. Recovery groups, life skills training, vocational counseling and referral, and peer counseling are also offered.²³

Children's services provide mental health treatment for children with severe emotional disorders. Services include assessment, treatment and support services, (including treatment at the County Juvenile halls), and consultation to schools, law enforcement, community service partners and family support groups.²⁴

Residential Treatment is offered for individuals who need intensive inpatient services. The facility is located in Placerville and provides 24-hour psychiatric care. In 2014 the facility reported 16 licensed beds and 4,157 patient census days.²⁵

Alcohol and Drug programs are provided through the county programs and contracted through community agencies (see following section, Alcohol and Drug Programs).

Barton Community Health Center offers psychiatric services through tele-medicine. Patients are referred after establishing care with one of the center's primary care providers. There are no on-site therapists.

El Dorado Community Health Centers offers access to a psychologist and licensed clinical social workers. Offering therapy for all ages, the center also provides medication recommendations and education to manage about chronic pain and anxiety. For individuals with chronic pain and drug dependencies, providers have access to a clinical pharmacologist to assist in selecting medications.²⁶

Divide Wellness Center, a rural health center in Georgetown, notes that it offers access to counselors and other community programs to assist patients.²⁷

²² Information accessed at <https://www.edcgov.us/MentalHealth>

²³ Ibid.

²⁴ Ibid.

²⁵ Information accessed at

http://www.alirts.oshpd.ca.gov/crudUtilReport.aspx?pMode=2&pSID=73021&pFID=49&pYear=2014&pFType=hosp&pSTypeID=72&pSName=2014_hosp

²⁶ Information accessed at <http://www.edcchc.org/#!our-services/cee5>

²⁷ Information accessed at <http://www.marshallmedical.org/dividewellnesscenter>

Shingle Springs Health and Wellness Center provides the option to use Native American medicine and healing. Examples include sweat lodge, drum, and song and dance ceremonies. Sage, sweet grass and cedar smudge are used to bless, cleanse, offer stress relief and as an aid in healing. Group therapy is similar to traditional Native American talking circles in that they provide peer support. Optional treatments include traditional herbal remedies, minerals, and spiritual guidance.²⁸ In addition to traditional medicine, the organization also offers psychiatrists, psychologists, counselors and social workers and support groups. Behavioral health services also include substance abuse counseling.

New Morning Youth and Family Services serves youth and families on the Western Slope of El Dorado County with facilities in Placerville and Cameron Park. Marriage and Family Therapists and a Licensed Clinical Social Worker provide counseling services. The agency offers programs specifically for Latino families, a counseling center specializing in the assessment and treatment mental health concerns in children age 0-6, child and teen counseling, school-based therapy and parent-child interactive therapy (PCIT). A children’s shelter provides services for youth age 6-17 that are at risk of running away or need shelter for safety. Additionally, the program provides parenting classes and anger management support for youth.

Progress House has a counseling center in Placerville that provides therapeutic services addressing anger management, parenting and family services with a focus on substance use treatment.²⁹

Tahoe Turning Point provides individual therapy and group counseling in South Lake Tahoe and Placerville. Services include anger management, substance abuse counseling, family and couples counseling and stress management.³⁰

Tahoe Youth and Family Services offers counseling services along with treatment for substance use. Individual and family counseling are offered for adults and youth in South Lake Tahoe. The services are available in Spanish and English and most insurance plans are accepted.³¹

Table 11. Availability of Mental Health Services at Community Clinics and Agencies in El Dorado County, 2015

Agency Name	Location	Mental Health Services Available
Barton Community Health Center	South Lake Tahoe	Psychiatrist available by referral from primary care provider (Telehealth)
El Dorado Community Health Centers	Placerville, Cameron Park	<ul style="list-style-type: none"> ▪ Therapy ▪ Medication Management
Divide Wellness Center	Georgetown	<ul style="list-style-type: none"> ▪ Access to Counselors
Shingle Springs Health and Wellness Center	Placerville	<ul style="list-style-type: none"> ▪ Native American Medicine and healing ▪ Therapy ▪ Support Groups ▪ Substance Use Counseling

²⁸ Information accessed at <http://sshwc.org/services/behavioral-health>

²⁹ Information accessed at http://www.progresshouseinc.org/?page_id=21,

³⁰ Information accessed at <http://www.tahoeturningpoint.org/counseling>,

³¹ Information accessed at http://www.tahoeyouth.org/counseling_services.asp

Agency Name	Location	Mental Health Services Available
El Dorado County Mental Health Department	Varies	<ul style="list-style-type: none"> ▪ Therapy for Adults with Serious Mental Illness and Children with Severe Emotional Disorders ▪ Residential Treatment
New Morning Youth and Family Services	Placerville, Cameron Park	<ul style="list-style-type: none"> ▪ Therapy for youth and families ▪ Children’s shelter ▪ Parenting classes
Progress House	Placerville	<ul style="list-style-type: none"> ▪ Therapy for adults and families ▪ Parenting Classes
Tahoe Turning Point	South Lake Tahoe and Placerville	<ul style="list-style-type: none"> ▪ Therapy ▪ Group Counseling ▪ Anger and Stress Management
Tahoe Youth and Family Services	South Lake Tahoe	<ul style="list-style-type: none"> ▪ Counseling alongside substance use treatment for adults and youth.

ALCOHOL AND DRUG PROGRAMS

Alcohol and Drug Programs are provided directly by the County of El Dorado and contracted through five community agencies.³² **The El Dorado County Alcohol and Drug Programs** focus on prevention programs and collaborate to support court programs (Dependency Drug Court, Juvenile Drug Court, Proposition 36 Drug Court, Adult Felony Drug Court, and DUI Court Expansion Program).³³ Prevention programs include youth education and resource development to divert youth from drug use, and campaigns to prevent the sale of alcohol to minors.

Community agencies in South Lake Tahoe and Placerville provide intervention and treatment services including: drug diversion program, drinking driver program, out-patient and residential treatment, individual and group counseling, perinatal care, intervention programs and life skills training (Table 12).³⁴

EDCA Lifeskills is located in Placerville and provides outpatient substance use treatment services for youth and adults as well as DUI and DWI offender programs.

New Morning Youth and Family Services offers mental health supports (see previous section) as well as substance use intervention and treatment programs in Placerville. Services include:³⁵

- TIP: Teen Intervention program for youth age 13-18 that are substance using or involved in the juvenile justice system. It provides structured support for teens struggling to stop use of alcohol or other drugs or who want to end involvement with the legal system or law enforcement agencies.

³² Information accessed at https://www.edcgov.us/Government/MentalHealth/Alcohol_and_Drug_Programs.aspx#Contracted

³³ Information accessed at <http://eldocourtweb.eldoradocourt.org/departments/specialty.aspx>

³⁴ Information accessed at https://www.edcgov.us/Government/MentalHealth/Alcohol_and_Drug_Programs.aspx#Contracted

³⁵ Information accessed at <http://www.newmorningyfs.org/services/therapy-groups-and-parenting-classes>

- Relapse Prevention for youth age 13-18 who are working to end substance use dependence and need intensive support. These services include relapse prevention education, information on coping with urges and cravings, being around users, understanding support issues and taking charge of one’s own sobriety.
- Parent Project: a parenting class for parents of “difficult teens” age 12-18 with a focus on preventing substance use and other risks.

Progress House is focused on treating substance use disorders and provides residential programs, outpatient counseling, and transitional living options. It operates a counseling center in Placerville for outpatient substance use counseling, anger management and parenting and family services. The agency also provides these counseling services at the El Dorado County jail.³⁶

Tahoe Turning Point, located in Placerville and South Lake Tahoe, provides substance abuse prevention and treatment services for adults and families. The agency also operates group homes for youth age 13-18. The five group homes focus on drug and alcohol recovery, mental health counseling and independent living skills. They also offer housing programs for youth up to age 24.³⁷

Tahoe Youth and Family Services focuses on treating substance use and mental health concerns for residents of all ages. Prevention, early intervention and treatment services are available in English and Spanish in the program’s offices and in schools in the South Lake Tahoe area. The agency also operates the Tahoe Mentor Program to connect youth age 4-18 with adults in the community. Street outreach program encourages youth age 11-24 to access services to prevent substance use as well as teen pregnancy, gang involvement, and homelessness. Open Tuesday thru Saturday from 1-5 pm, the drop in center also provides clothing, food, laundry services, and showers for youth age 14-24 and an emergency shelter for youth up to age 18.³⁸

Table 12. Availability of Alcohol and Drug Services in El Dorado County, 2015

Agency Name	Location	Alcohol and Drug Services Available
The El Dorado County Alcohol and Drug Programs	Varies	<ul style="list-style-type: none"> ▪ Prevention Programs ▪ Court programs
EDCA Lifeskills	Placerville	<ul style="list-style-type: none"> ▪ Outpatient substance use treatment ▪ DUI and DWI programs
New Morning Youth and Family Services	Placerville	<ul style="list-style-type: none"> ▪ Youth substance use treatment (age 13-18) ▪ Parenting support for parents of teens age 12-18
Progress House	Placerville	<ul style="list-style-type: none"> ▪ Outpatient Counseling ▪ Residential Programs for adults ▪ Transitional Housing programs for adults ▪ Parenting programs

³⁶ Information accessed at http://www.progresshouseinc.org/?page_id=21

³⁷ Information accessed at <http://www.tahoeturningpoint.org/group-homes>

³⁸ Information accessed at <http://www.tahoeyouth.org/agency.asp>



Agency Name	Location	Alcohol and Drug Services Available
Tahoe Turning Point	Placerville, South Lake Tahoe	<ul style="list-style-type: none"> ▪ Substance use prevention and treatment for adults and families ▪ Group homes for youth age 13-18 ▪ Housing programs for youth to age 24
Tahoe Youth and Family Services	South Lake Tahoe	<ul style="list-style-type: none"> ▪ Substance use prevention, early intervention and treatment for youth and adults ▪ Mentor program for youth age 4-18 ▪ Street Outreach program for youth age 11-24 ▪ Emergency Shelter for youth up to age 18