



The Social Determinants Specialists

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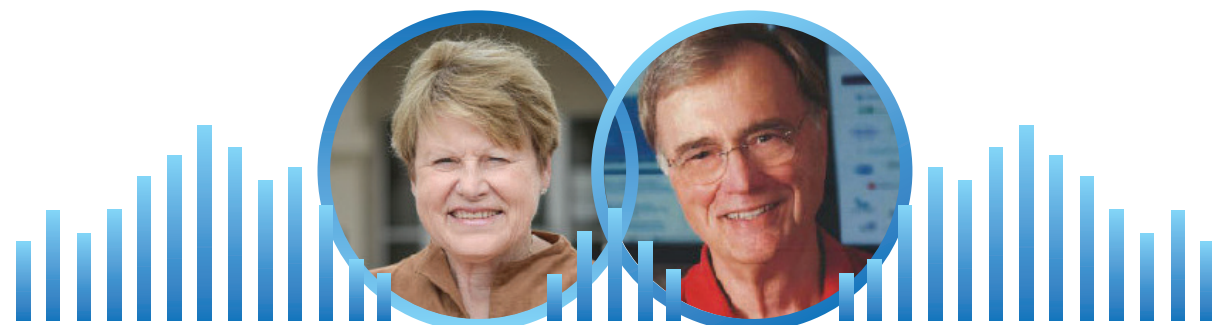
Does Medication Impact SDOH? This podcast tells you how!

Two nationally-recognized experts apply their training and experience to a discussion of the impact that medications can have on social determinants of health (SDOH).

Partners' President and CEO June Simmons, along with AZCERT President Ray Woosley, MD, offer their valuable insights during this 30-minute podcast.

To hear the podcast, visit: <https://bit.ly/3gJ4Z3V>

Visit here to learn more about HomeMeds: <https://www.picf.org>



How Community Healthcare Workers Innovate to Overcome Medication-Related SDoH Barriers
with June Simmons & Ray Woosley



innovations

Winter 2021

Combatting Medical Errors and Readmissions with HomeMedsSM



Numerous studies have shown that medications are the #1 driver of hospital and skilled nursing facility readmissions. For example, in 2017 researchers published results in the *Journal of the American Pharmacists Association* and found that:

1. Of 401 readmissions, 26% were medication related and potentially preventable.
2. The most common categories were:
 - Nonadherence due to patient choice: 23.8%
 - Untreated condition for which medication is indicated: 13.3%
 - Dose too high: 10.5%
 - Dose too low: 10.5%
3. The percentage of readmissions that were potentially preventable and medication related was significantly higher in more rural areas (30%) compared to urban areas (17%).

Another organization, the GTMRX Institute, describes the medication issue this way:

“The high price of prescriptions at the pharmacy counter isn’t the only drug cost problem in the U.S. Illness and death resulting from the wrong prescription, the wrong dose, skipped doses or new medication-related issues – what the authors call “non-optimized

medication therapy” – cost an estimated \$528 billion a year. That represents 16 percent of total U.S. health care expenditures, according to research published March 26, 2018 in the *Annals of Pharmacotherapy* and coauthored by Terry McInnis, MD, co-founder of the Get the Medications Right Institute.”

One of *Partners'* key value propositions is the agency’s ability to reduce readmissions. HomeMedsSM – in concert with other *Partners* Network programs such as Care Transition Choices – has been shown to greatly reduce facility readmissions, and their associated expenses, thus lowering the overall cost of an individual’s care. This impact was discussed extensively in a paper recently published in the *Journal of the American Geriatrics Society* (JAGS) and jointly produced by UCLA, UC San Diego, UCSF, and *Partners*.



HomeMedsSM occupies a significant place within *Partners'* toolbox of services. Currently it is licensed nationwide to 65 organizations in 24 states – including community-based organizations such as Area Agencies on Aging and Meals on Wheels, healthcare organizations, public health departments and multiple schools of pharmacy. This national platform supports *Partners'* “Agents of Change” mission, with the program serving as a recognizable bridge between health care and social care. It also has been a significant factor in building ties to medical organizations. Two major health systems – Providence and UCLA – have been enthusiastic HomeMedsSM clients and see it as a significant factor in dealing with readmissions among discharged patients.

Attention has been growing in the literature and among regulators as to the role medications play in preventable health issues. Meds are a huge driver of cure and DAMAGE and incredibly costly. Addressing their use is key to health reform and HomeMedsSM is a unique tool available to aid in that reform.

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Meet the Partners in Care Team

For the past 20 years, *Partners* has been a significant change agent in the social determinants of health arena. We have been called a “powerful innovator,” and a “leader of change.” Our success is due to people who are passionate about making things happen and have the skills to bring ideas to fruition. Each issue we introduce staff and Board members who have helped shape *Partners'* success.

Cathi Cunningham

Partner, Deloitte & Touche LLP

Partners in Care Foundation Board Member since April 2006

Cathi Cunningham is a Partner in Deloitte’s Health Care Provider Practice and has been with the firm for over 25 years. During her tenure, she has served not-for-profit and for-profit organizations both in and outside of the healthcare industry. She has led large M&A transactions, IPOs, secondary equity offerings, and has issued audit opinions. Today, Cathi leads Deloitte’s relationship with some of their most valued healthcare clients. This role involves serving as a thought partner on emerging industry matters, bringing specialists from the entire firm to advise clients, and providing access to leadership development opportunities. In addition to serving her clients, Cathi is Deloitte’s Los Angeles Diversity, Equity & Inclusion Leader which includes setting the strategy for creating an inclusive culture. These activities include leading programs, providing development opportunities, facilitating critical topical discussions, and connecting with our people. The areas of focus include, but are not limited to, the Women’s Initiative, the LGBTQIA+ community, Ethnic Heritage Networks, Well-being, Armed Forces, Abilities First, and the Parents Network. Cathi received her bachelor’s degree in accounting from California State University, Long Beach (CSULB). She is a California CPA and member of the CalCPA and AICPA.



Steve O’Dell

President, Coordinated Regional Care Group, Prospect Medical Holdings, Inc. and CEO, Prospect Health Services of Rhode Island Prospect Medical Holdings, Inc.

Partners in Care Foundation Board Member since October 2008

Steve O’Dell joined Prospect Medical Holdings, Inc. in December 2012 and is now President of Coordinated Regional Care—one of four business segments of the company. Steve is responsible for aligning the hospitals, medical groups, and independent practice associations (IPAs) and outpatient facilities and clinics and other providers to achieve the highest demonstrated quality at the lowest cost within each of their current and new regional markets. He contracts with health plan strategic partners to increase his company’s managed care market share and to assume and manage value-based and global capitated and delegated risk contracts for both current and new patient populations to improve quality, patient experience, cost, and financial results. Prior to joining Prospect, Steve was senior vice president at Molina Healthcare, Inc., which operates managed care plans in numerous states serving Medicaid and Medicare beneficiaries. Previously, Steve held senior executive managed care positions with Blue Cross Blue Shield, United Healthcare, FHP International and First Consulting Group.



Briana Hathaway

Senior Director of Human Resources, Partners in Care Foundation

Briana Hathaway has been with our non-profit agency since 1999. She is the Senior Director of Human Resources, and as the only staff member in this department, she individually oversees and performs all HR functions for *Partners*. She holds a bachelor’s degree in Business from the University of Phoenix with over 30 years of Human Resources management and business experience. During her time at *Partners*, she has been an integral leader in expanding our agency. Under her direction, the *Partners* team has grown from 12 staff members to 201 staff members. When asked about her role, Briana emphasized how *Partners* is “blessed to have so much talent!” and discussed how much she has enjoyed seeing the team grow to where it is today.



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Partners at Work in the Community

A Collaboration Among Primary Care-Based Clinical Pharmacists and Community-Based Health Coaches

We are proud to be associated with this powerful piece of research. The Leveraging Exercise to Age in Place (LEAP) program at Cedars-Sinai Geriatrics, was funded by AARP in partnership with Jewish Family Services and Partners in Care. Thanks to AARP’s continued support, LEAP successfully transitioned to a virtual program, enrolling > 150 participants in the EBPs for fall prevention and combating social isolation. Dr. Allison Mays’ paper published in JAGP describes the LEAP program and findings, demonstrating reduced social isolation and loneliness with the use of exercise EBPs. LEAP is now a sustainable program for Cedars-Sinai through community benefits, and a replicable model of care using a health coach to combine existing community resources with a health system. Published findings can be accessed using this link: <https://bit.ly/2UpHfJ1>

Patricia’s Story

“Patricia” is a 72-year-old woman living alone in North Hollywood, as her family remains in her country of origin. In her youth, Patricia contracted polio and struggles with “post-polio syndrome,” which requires her to be on oxygen 24 hours a day, and on a ventilator during the 8-hour overnight period.

When the *Partners’* team first met Patricia, she had already spent her life savings on private duty assistance. She was in danger of institutionalization because she could no longer afford the level of care she required to remain at home. But, thanks to the advocacy of a community leader who learned of Patricia’s struggles, Patricia got the help that she so needed and deserved.

A *Partners’* registered nurse and social worker met Patricia in her home. They learned a good deal about who she is and what her needs and priorities are, conducting assessments of her medical status and safety of her home environment. Because of that process, the team determined that based on Patricia’s medical status, she needed nearly 500 hours of personal care assistance per month. The *Partners* team confirmed that Patricia was eligible for the California Home and Community-Based

Alternatives Waiver (HCBA) funds to pay a licensed practical nurse for her care. They also learned that her electric bill was very high because of her oxygen needs and she was at risk of having her electricity disconnected for failing to pay her bill. *Partners* was able to connect her with the Low-Income Home Energy Assistance Program (LIHEAP) and renew her Medi-Cal benefits recertification.

Today, Patricia receives the care and medical support she needs to remain safe and comfortable in her own home. *Partners* continues to provide her with care management services to navigate issues with the MediCal office, help bridge any communication barriers with her in-home supportive services and conduct periodic re-assessments to identify new or changing needs. Patricia happily reports that because of *Partners* and their HCBA Waiver program, she has been able to avoid institutionalization and remain in her home. Her medical needs are now met, and her safety and quality of life have improved greatly.



Announcements

Farewell to Sandy Atkins, MPA

Former Vice President, Strategic Initiatives

After 15 years of dedicated service, *Partners* bids Sandy a fond farewell as she begins her well-deserved retirement. She led *Partners’* nationally recognized HomeMeds™ program, and worked closely with *Partners’* CEO, June Simmons, to provide strategic guidance to the organization as it grew to national prominence.



With an MPA degree and certificate in gerontology, Sandy brought a rich professional background in services to older adults. She formerly served as Executive Director of Hospice of Pasadena and the Program Director of USC’s Center for Long-Term Care Integration. Sandy previously directed Minnesota’s STARS (Serving Together to Affect Rural Services) project to assist small rural towns to support elders wishing to age in place. After six years working in international development, Ms. Atkins also spent 15 years as an administrator for three continuing care retirement communities.

Partners applauds Sandy for her outstanding career and thanks her for her many achievements on behalf of older adults. We owe her a deep debt of gratitude for her enormous contributions and miss her energy, knowledge and clear vision. Sandy, we wish you a full and happy retirement!

Darkness Challenged

By Richard Flores

With its magical power
The sun awakens
the world with its
energy giving radiance

Displaying earth’s beauty
stimulating man
to reflect a fragile light
against darkened shadows

Darkness produced by loneliness
a loneliness aggravated by a
limiting social environment
and constant social changes

Unlike isolation,
loneliness is a perception
of feeling alone
lost in an unfamiliar world

As the sun eliminates shadows
so empathy and
unconditional caring will deflect
the pain of loneliness

Care leading to reengagement
in life by consuming
a feeling of abandonment
and treasuring life’s beauty

Sharing the sun’s gift of life
by rendering enlightenment
and luminance
to discard darkened shadows

Board of Councilors Update

On January 21, 2021, the *Partners* Board of Councilors held their third bi-annual meeting that included a conversation with two of their prestigious members. Don Crane, CEO of America's Physician Groups (APG), spoke about "Redesigning Healthcare: Assessing Opportunities Under the New Administration." His talk was followed by Elaine Batchlor, MD, MPH, CEO of Martin Luther King Jr. Medical Center discussing "Health Disparities and the Pandemic: Where Do We Go Next." A thought-provoking conversation among the participants followed each discussion.

June Simmons, President & CEO of *Partners*, spoke about *Partners* as a change agent during this dramatic time. She gave an update regarding the social determinants of health and noted our growing philanthropic support during this crisis.

Partners' Board of Councilors serves as a high-level think-tank providing a strategic review of *Partners'* initiatives focused on the social determinants of health (SDOH) and insight as to how emerging areas may affect those initiatives. Robert Lundy and Lloyd Bookman are Co-Chairs of this group. The next meeting will be held in July 2021.

Planned Giving, a Meaningful Way to Carry Out Your Legacy

It can be difficult to plan for the future, but its importance cannot be overstated. Once you complete your estate plan, you will find comfort in knowing that your wishes will be carried out and that people and organizations you care deeply about will be provided for. By including *Partners* in your estate plan, you will have the satisfaction today of knowing that your legacy of care and compassion will live on and provide *Partners* with resources to continue our important work.



It's never too soon to create an estate plan or too late to remember *Partners* in it! There are many ways that you can arrange for a future gift with lasting impact.

Council for the Future

WE INVITE YOU to become a member of the **Council for the Future**, a designation we reserve for our generous donors who have named Partners in Care Foundation as a beneficiary in their estate plan.

Planned Gifts are a very important part of *Partners'* long-term financial and programmatic success. Generous donors just like you have created a lasting legacy for themselves and their families by making a gift such as a **bequest, appreciated securities, retirement accounts, real estate, life insurance, or a Charitable Gift Annuity**. For more information, we encourage you to speak with your professional advisors and contact our VP of Development, Karen Schneider, at 818-837-3775 ext. 121 or kschneider@picf.org.

Annual Campaign Success

The holiday season can be a time of isolation, despair, and loneliness for many chronically ill or frail individuals. *Partners* is committed to serving the most vulnerable members of our communities who are facing these challenges during a global pandemic.

At the end of each year, we ask our supporters to make the season easier and brighter for those in need. Thanks to our generous Board of Directors, Executive and Senior Staff Members, Foundations, and other donors and supporters, we were able to change the lives of so many!

Every dollar made a difference.

We raised over \$70,000!

Because of your generosity, *Partners* provided:

8 families struggling to care for a loved one with medically complex challenges with nutritious food, transportation vouchers, minor home repairs, household items, and other essentials for a safe and warm holiday season.

13 health coaches who made a total of **52 client home visits** to help individuals manage chronic health conditions, reduce risk of falls, and manage medications.

9 mobile devices with **internet service** to help older clients combat social isolation and stay connected with friends, family, and clinicians.

2 home repairs to help frail individuals live safely in their home.

9 low-income seniors with nutritious food for the entire month of December.

17 children with complex medical needs with cozy pajamas, slippers, and age and medically appropriate toys to enjoy during the holidays.





Partners 21st Annual Tribute Dinner

Monday, June 21, 2021

The Beverly Hilton Hotel

Reception: 6:00 – 7:00 PM

Dinner & Program: 7:00 – 9:00 PM

Honoring Paul Viviano

President & CEO
of Children's Hospital
Los Angeles



Honoring Paul Torrens, MD

Professor Emeritus of Health
Policy and Management and
Founder of the Paul Torrens
Health Forum at UCLA



Because it is still too soon to know how COVID-19 will impact the format of this event, we are considering the following options:

- **An in-person event*** – either indoors or outdoors – that will be simulcast on a virtual platform and
- **A virtual-only event**

**If we can safely hold an in-person event, seating will be limited. We are hopeful that the vaccine now available will make it safe for gathering.*

We assure you that your support – whatever form the event takes – is very important to us and our honorees and will still be a delightful celebration of these dear heroes.

For information on registering and sponsorship opportunities, please visit: <http://bit.ly/3jfUk3g>

Special Needs Fund

We invite your support of *Partners'* Special Needs Fund, a vital source of funding to provide an optimal level of services and resources for fragile community members.

Your gift to our Fund will provide key essential resources for participants in four of our programs – Multipurpose Senior Services Program (MSSP), Home and Community-Based Alternatives Waiver Program (HCBA), Community Wellness Program, and Health Homes Program (HHP). For many in these programs, the appropriate community services help them prevent or delay placement in a nursing home or return safely home after a hospital or nursing home stay. Trained and compassionate staff members provide a “lifeline” to participants and support them, guide them, and often take on the role of their friend or relative substitute.

When these program participants need items that insurance and government contracts cannot cover, Special Needs Funds fill the gap. For example, for one of our young participants with complex medical challenges, Special Needs Funds allowed her family to set up a second medical home so that she could live comfortably with both of her divorced parents after the government program denied the request. Other program participants receive items such as an ergonomic chair, home repairs, or non-medical equipment such as a supportive mattress. These purchases meet their immediate and health-sustaining needs and lead to better health outcomes.

We rely on private donations and foundation support to make sure our program participants have what they need. We welcome your support of this important discretionary fund. Please contact Karen Schneider, Vice President Development, at kschneider@picf.org for further information.



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Recently Awarded Grants

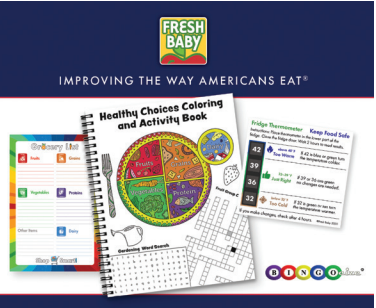
Individual, corporate, and foundation support make much of our work possible. Here are the most recent contributions towards the *Partners* Mission:

\$250,000	The California Wellness Foundation provided project support for the Health Homes Program (HHP) to rapidly enroll another 400 eligible diverse low-income and medically fragile participants in Los Angeles County and connect them to social and health care services.
\$125,000	QueensCare contributed to our vital Special Needs Fund that allows us to purchase items for our program participants that insurance and state programs do not cover. Beneficiaries of these discretionary funds are low-income individuals in Los Angeles County who face significant challenges from disabilities, advanced age, complex medical conditions, or insecure housing. It also allowed for enrollment of the wait lists.
\$100,000	The Good Hope Medical Foundation helped us accelerate and increase enrollment of Medi-Cal eligible individuals in the Home and Community-Based Alternatives (HCBA) Waiver Program.
\$94,500	The Ahmanson Foundation is supporting our enhancements to <i>Partners</i> ’ Information Technology infrastructure to ensure our ability to protect the security of the personal health information of our participants, our financial records, and electronic communications.
\$25,000	The California Emerging Technology Fund (CETF) provided us with a Planning Grant as a first step in our organization-wide initiative to address the digital divide for our low-income older adults. <i>Partners</i> is developing vital partnerships and exploring effective strategies to provide participants with internet-capable digital devices and digital literacy training. Our goal is to improve health, wellness, and overcome feelings of social isolation and loneliness for older adults in fragile health.
\$10,000	The Emergency Food & Shelter Program (EFSP) enabled us to purchase nutritious food for members who completed the Health Risk Assessment (HRA) with our Care Coordinators. We worked with local grocery stores and ordered approved food items for eligible members for pick-up or delivery.
\$10,000	The Ruby Family Foundation supported us with a generous year-end donation to help us build a safety net to assist our most vulnerable populations with managing their health challenges during a global pandemic.
\$5,000	The Kern County Recovers Nonprofit Grant Program granted us funds to provide pandemic-necessitated items to participants in our Multipurpose Senior Services Program (MSSP) living in Kern County.
\$5,000	Union Bank has provided <i>Partners</i> with general operating support that will be directed to supporting participants in our Home and Community Based Alternatives Waiver (HCBA) Program.

Recent In-Kind Gifts of Support

Fresh Baby

Fresh Baby has supplied our Community Wellness Department with 160 nutrition education items this year to use as prizes for our online Bingocize programs. Bingocize is a 10-week online health promotion program combining Bingo with fall prevention exercises and health education. Workshop participants win prizes like Healthy Choices adult coloring books, MyPlate grocery lists, and food safety fridge thermometers while staying healthy and fit with Bingocize. Fresh Baby’s generosity will keep older adults coming back to play bingo, exercise, and learn more about wellness time after time. Thank you, Fresh Baby!



To learn more about our online workshops and register, call *Partners* Community Wellness at: 818-403-5452 or Email us at: ebprograms@picf.org

Ralphs



Partners extends a sincere thank you to Ralphs for providing us with \$25 grocery store gift cards to assist low-income individuals throughout Los Angeles County. Because of this contribution, we helped many chronically ill and disabled individuals purchase nutritious food, personal care items and essential cleaning supplies. Ralphs’ donation helped make the winter holiday season easier for these well-deserving individuals.

National Council of Jewish Women

The Los Angeles section of the National Council of Jewish Women made a generous donation of 25 \$40 vouchers, redeemable at one of their local Council Shops. The Council Shops offer a treasure trove of gently used clothing and household items that we knew would brighten the holiday season for those who received this gift. Our participants reported that they used the vouchers to purchase new clothing for their rapidly growing children, warm outerwear to protect against the colder temperatures, and an array of comfortable clothing that their low- and fixed-income budgets would not otherwise allow. We express our deepest gratitude to NCJW for their generosity and applaud them for their work to advance economic justice and equity for women.



L.A. Care

We have many contracts with LA Care supporting their complex, low-income members. But their attention extends even to the smallest of details, as demonstrated by the generosity behind a gift of another 300 thermometers for our low-income clients throughout Los Angeles County facing hardships during the global pandemic. In total, we have distributed 600 thermometers supplied by L.A. Care to clients and families in our communities who live on a fixed income. *Partners* appreciates its ongoing partnership with L.A. Care, and we extend our deepest gratitude to their entire team for these in-kind donations. Thank you for allowing us to provide our clients with an essential item to help them monitor their health during the pandemic and beyond.

We are extremely grateful to be the recipient of in-kind donations. For further information about opportunities such as this, please contact Karen Schneider, VP of Development at kschneider@picf.org.