Clinic Services
2019 YEAR IN REVIEW

Access

✓ Served 49,447 patients, an increase of 17% from 2018.
✓ 197,312 Patient Visits
✓ Integrated Women’s Health in the Laurel Internal Medicine.
✓ Expanded the 340B program to include 9 additional pharmacies to provide discounts to patients on covered outpatient drugs.
✓ 92.4% of 1300 surveyed patients responded they were easily able to obtain an appointment with their provider.

Federally Qualified Health Center (FQHC) Grantee

✓ Awarded a New Access Point (NAP) Grant from the Health Resources and Services Administration (HRSA).
✓ Provides for federal grant funding to improve Clinic Services’ ability to serve the community.
✓ Added the NIDO clinic as a new services delivery site to increase access to care to patients.

Clinical Quality

✓ Continue to participate in Prescribe Safe, tapering patients off opioids.
✓ Improvement of 9% in diabetic controls as measured by lower A1-c lab results.
✓ 98.2% of over 1300 surveyed patients responded their provider communicated well and answered all questions.
✓ 93.2% of patients responded they were pleased with the quick turnaround time for paperwork or questions.

Social Determinants of Health

✓ Expanded the Medical Legal Partnership with California Rural Legal Assistance by adding an attorney to Laurel Family Practice to offer free legal services to our patients.
✓ Expanded patient group visits on topics such as pre-diabetes care, healthy weight and nutrition, healthy dental care, and postpartum depression.

What’s next in 2020?

In 2020, Clinic Services will pilot an Intensive Case Management (ICM) Program using Community Health Workers (CHW) at the Alisal Health Center. The goal will be to support medically complex Medi-Cal managed care patients to achieve improved health and quality of life.

For more information please contact: health@co.monterey.ca.us