

# PROVIDER

## PULSE

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## ALLIANCE PROVIDER SPOTLIGHT: KIWI PEDIATRICS

Rocket science, neurosurgery, flying an airplane, fighting fires, farming, and teaching a classroom full of fifteen year olds on a hot sunny day may be listed as some of the hardest jobs in the world. However, most parents and caretakers would also probably agree that caring for a child can be one of the hardest, most important and rewarding jobs. That is why the Alliance is honored to partner with Kiwi Pediatrics to provide access to the highest quality of care for our youngest Alliance members.

Founded in 1979, just two (2) years after the original Star Wars movie was released in theaters, Dr. David Kittams and Dr. Robin Winokur joined forces to open Kiwi Pediatrics. For more than four (4) decades, Kiwi Pediatrics has served our community at two (2) clinic locations in Berkeley. Kiwi Pediatrics' mission is to ***[commit] to providing the highest quality of pediatric care while celebrating the extraordinary diversity of the families [they] serve.***

Their friendly staff and doctors provide care for each stage of a child's life, from birth through their early 20's. Parents and caretakers can explore their free meet and greet events before they have a new baby. Kiwi Pediatrics also helps new mothers with breastfeeding after their little bundle of joy arrives.

The center offers 24/7 care through a partnership with the UCSF Benioff Children's Hospital Pediatric After Hours Clinic (PAHC). PAHC is located in Berkeley and San Francisco.





Kiwi Pediatrics providers include a dedicated team of pediatricians, pediatric nurse practitioners and staff who offer care in English, Spanish, Portuguese, and Mandarin. Dr. Nanci Tucker, is the newest member of the team accepting patients. You can read more about each team member at [www.kiwipediatrics.com/providers](http://www.kiwipediatrics.com/providers).

Providers can refer parents and caretakers who want to choose Kiwi Pediatrics for their child's primary care physician to call the Alliance Member Services Department:

Monday - Friday, 8 am - 5 pm

Phone Number: **1.510.747.4567**

Toll-Free: **1.877.932.2738**

People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929**



## YOU CAN ALSO FIND OUT MORE BY VISITING OR CALLING ANY OF THEIR CENTERS.

### Alcatraz Avenue Office

1744 Alcatraz Avenue

Berkeley, CA 94703

Office Hours: Monday - Friday, 10 am - 12 pm, 2 pm - 5 pm

Phone Number: **1.510.652.1720**

Email: [appointmentsalc@kiwipediatrics.com](mailto:appointmentsalc@kiwipediatrics.com)

### San Pablo Avenue Office

1178 San Pablo Avenue

Berkeley, CA 94706

Office Hours: Monday - Friday, 9 am - 12 pm, 2 pm - 5 pm

Phone Number: **1.510.524.9400**

Email: [appointmentsspo@kiwipediatrics.com](mailto:appointmentsspo@kiwipediatrics.com)

[www.kiwipediatrics.com](http://www.kiwipediatrics.com)

### UCSF Benioff Children's Hospital PAHC Centers

East Bay Clinic

3000 Colby Street, Suite 301

Berkeley, CA 94705

Weekday Hours: 6 pm - 9:30 pm

Saturday Hours: 12 pm - 9:30 pm

Sundays and Holiday Hours: 9 am - 9:30 pm

Phone Number: **1.510.486.8344**

### San Francisco Clinic

3490 California Street, Suite 200

San Francisco, CA 94118

Weekday Hours: 6 pm - 9:30 pm

Weekend and Holiday Hours: 8:30 am - 9:30 pm

Phone Number: **1.415.387.9293**

[www.pahcclinic.com](http://www.pahcclinic.com)

# QUALITY IS #1 AT THE ALLIANCE

Alliance and provider partners advance care quality scores for the third year in a row.



How does a health plan measure its effectiveness in providing access to quality care for more than 2 out of every 10 children and adults living in Alameda County? By working hard with our network of dedicated providers to make sure kids have access to vaccines that help protect them against deadly diseases, counseling for physical activity, and that expecting mothers have access to prenatal care and services to help ensure a healthy labor and delivery. These are a few of the many examples of how the Alliance has worked in collaboration with our community of provider partners to make continuous improvements in our Healthcare Effectiveness Data and Information Set (HEDIS®) scores. Our collective efforts have led to a 30 percent jump in quality measures from 2015 to 2018.

**HEDIS® is a tool developed by the National Committee for Quality Assurance (NCQA) to measure performance on important dimensions of care and service. In 2015, the Alliance had the third lowest HEDIS® scores of all Medi-Cal managed care health plans in the state of California, and in just three (3) years, we are now performing in the top tier of plans in the state.**

“We are proud to have significantly moved up the quality ranks over the last few years. For the first time this year, 100 percent of the required measures were above the state’s minimum performance level,” said Alliance CEO,

Scott Coffin. “This is a testament to the hard work and dedication of our Alliance staff and community providers. We look forward to advancing the mission of the Alliance to improve the quality of life for each of our members, and to becoming the most valued health plan in the state.”

“Our strong partnership with our provider partners and caregivers have played a significant role in improving the quality of care that our members receive,” said Alliance Chief Medical Officer, Dr. Steve O’Brien. “These noteworthy improvements demonstrate the accomplishments of our dedicated providers who work hard every day to provide quality care to our members.”

As a part of our commitment to continue to improve the quality of care for our members, we invested in implementing a Pay-for-Performance (P4P) initiative in 2014 to reward primary care providers (PCPs) and PCP groups for superior performance and yearly improvements. Child immunizations, weight assessment and counseling for nutrition and physical activity for children and adolescents, cervical cancer screenings and controlling high blood pressure are among a few of the measures that PCPs will have the opportunity to focus on and improve this upcoming year.

To learn more about the Alliance and our endeavors to improve quality of care in Alameda County, please visit [www.alamedaalliance.org](http://www.alamedaalliance.org).

# OUR CONTINUED SERVICE TO THE COMMUNITY



## Alliance Care Bags for the Homeless

The veteran sitting in front of the Peet's coffee on Fruitvale Avenue, day after day, with a handwritten sign for help made out of a cardboard box. The pregnant mother in the middle of the median on Whipple Road. The man with the big fuzzy dog standing by the light to exit the Costco shopping center on Davis Street. These are some of the people in our community who have received an Alliance Care Bag over the last two (2) years.

As a part of our continued efforts to serve our community, we partnered with our members in December 2018 for a consecutive year to assemble and distribute 1,000 care bags. The Alliance Care Bags were shared with individuals experiencing homelessness throughout Alameda County. Care bags were hand-delivered to nine (9) homeless shelters throughout the county, including CAREavan, Centro de Servicios, City of Fremont Winter Shelter, East Oakland Community Projects, Livermore Homeless Refuge, Mujeres Unidas y Activas, South Hayward Parish, St. Vincent De Paul, St. Mary's Senior Center, San Leandro Warming Center, and Union City Family Center.

Alliance Care Bags were also distributed to seven (7) local churches, such as Acts Full Gospel, All Nations Pentecostal Prayer Church, Chinese Presbyterian

Church of Oakland, Allen Temple Baptist Church, Glad Tidings, Our Lady of Lourdes Church, and St. Elizabeth Parish, and the Alameda County Care Alliance (ACCA) coalition of faith partners.

The care bags included a pair of warm socks, a beanie hat, personal hygiene items, a first aid kit, two (2) water bottles, beef jerky, Cheez-It crackers, Vienna sausages, instant ramen noodles, and a resource list of local shelters and winter warming stations.

Last year, the Chairperson and Vice-Chairperson of the Community Advisory Committee (CAC), Melinda Mello and Natalie Williams, brought the idea of assembling and distributing care bags to the Alliance CEO, stating it was important for the Alliance to lend an extra hand to those who are most in need. This year, we increased our efforts to expand our reach.

The Alliance hopes to continue and expand the annual distribution effort that includes participation from staff and community members to assist our county's most vulnerable residents. If you have any ideas on how to help improve this program or would like to participate, please contact us at [providerpulse@alamedaalliance.org](mailto:providerpulse@alamedaalliance.org).

# THOUSANDS OF MEALS SERVED DAILY TO MEDI-CAL PATIENTS

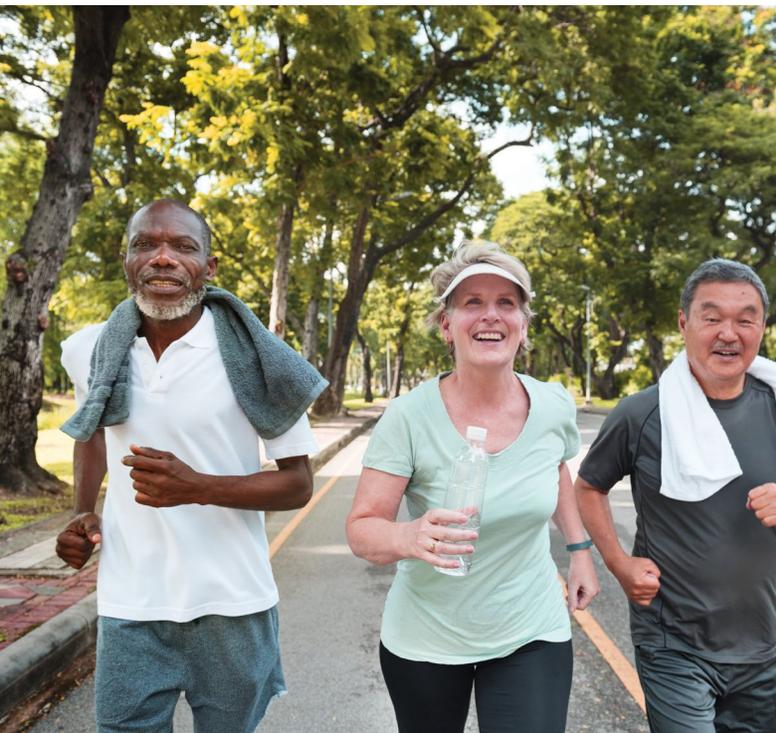
## Food is Medicine Program comes to Oakland

Do you have Alliance member patients that are managing congestive heart failure (CHF)? Could they benefit from receiving heart-healthy meals prepared and delivered daily to their home? There is a new program in town that helps Oakland Medi-Cal patients with CHF.

The Medi-Cal Medically Tailored Meals (MTM) Program is a statewide endeavor that was created by the California Food is Medicine Coalition with support from the California Department of Health Care Services (DHCS). Patients with CHF who enroll in this program will receive 12 weeks of medically-tailored meals and four (4) Medical Nutrition Therapy sessions with a Registered Dietitian from Project Open Hand (POH).

Alliance providers can refer their Alliance member patients who meet the program criteria. To learn more information about the program or to refer your patients, please visit [www.openhand.org/medically-tailored-meals](http://www.openhand.org/medically-tailored-meals).

Patients who do not qualify for MTM may be able to participate in the POH Wellness Program, which offers meals or groceries for pickup once a week for patients in Oakland. For more information, please visit [www.openhand.org/get-meals/wellness-programs](http://www.openhand.org/get-meals/wellness-programs).



## PROVIDER TRAINING CORNER

### COMMUNITY RESOURCES FOR PROVIDER TRAINING

To learn more about upcoming training opportunities in our community, please visit the Community Resources for Providers Training Opportunities section of our website by clicking [here](#).

# HAVE YOUR PATIENTS MADE THEIR HEALTHCARE DECISIONS YET?

## National Healthcare Decisions Day!

The Alliance partners with the Alameda Contra Costa Medical Association (ACCMA) to support National Healthcare Decisions Day (NHDD) every year on April 16th. We are spreading the word to help inspire and educate our community about the importance of advance care planning. National Healthcare Decisions Day is a collaborative nationwide effort committed to ensuring that all adults have the information and resources they need to communicate their future healthcare decisions. To learn more about NHDD, please visit [www.NHDD.org](http://www.NHDD.org).

Alliance provider partners can help on NHDD and all year long by encouraging your patients to have a conversation with you, their loved ones and friends about their wishes for care in the event they become ill and can't speak for themselves. For resources on advance care planning, please visit the East Bay Conversation Project at [www.accma.org/Advocacy/Advance-Care-Planning](http://www.accma.org/Advocacy/Advance-Care-Planning)



East Bay  
conversation project

## WE WANT TO HEAR FROM YOU!

If you would like to be featured in the Alliance newsletters, have a story idea or a topic that you would like to see covered in the Alliance Provider Pulse newsletter, please contact us.

Email: [providerpulse@alamedaalliance.org](mailto:providerpulse@alamedaalliance.org)

Call Provider Services: 1.510.747.4510

**ALL FEEDBACK IS WELCOME!**

ALAMEDA  
**Alliance**  
FOR HEALTH