

# PROVIDER PULSE

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**STEVE O'BRIEN**  
CHIEF MEDICAL OFFICER

### Alameda Alliance for Health (Alliance) Continues to Make Progress Into 2018

The Alliance started the New Year with the addition of a Chief Medical Officer (CMO) and a renewed focus on health services. On January 2nd, Dr. Steve O'Brien joined the Alliance as the CMO to strengthen our patient-centered medical care and service coordination for more than 269,000 underserved children and adults who live in Alameda County.

Dr. O'Brien is a distinguished physician who has served as a health care leader based in Alameda County for more than 20 years. During his career, Dr. O'Brien has established a proven track-record for guiding our neighborhoods to better health through patient-centered care. Some highlights of his leadership include developing the East Bay AIDS Center (EBAC) into the

nation's largest hospital-based HIV program, partnering with and overseeing the Ethnic Health Institute program to create connections between health ministry, minority outreach groups and health care services, and establishing community partnerships to improve care.

Dr. O'Brien is honored to join the Alliance, and is excited about his new role. He looks forward to the opportunity to learn from and partner with Alameda County's Medi-Cal providers in working to provide outstanding patient care and outcomes.

Dr. O'Brien has been a nationally recognized speaker on HIV and healthcare reform, and has served on a number of advisory boards and committees throughout the local and national healthcare arena, including the Bay Area Community Consortium and the National Board of the American Academy of HIV Medicine. Dr. O'Brien has also received the Medical Provider of the Year award from the Alameda County Public Health Department Office of AIDS for his service to our region.

Dr. Kathleen Clanon, Medical Director of Alameda County's Health Care Services Agency, is "delighted to partner with Dr. O'Brien as he joins the Alliance team, and believes his clinical expertise, patient advocacy, and reputation for advancing care will accelerate the collective efforts throughout our community to deliver whole person care to residents across Alameda County."

Dr. O'Brien is well-positioned as a community leader to enhance the continued growth and expansion of the Alliance toward a community-based, patient-centered, whole person care organization. His experience and service to our community aligns with our overall mission and vision to create a healthier community, by improving the quality of life and reaching better health outcomes for our members, for many years to come.

Working toward our mission of improving the quality of life for our members and people in our diverse community, the Alliance continues to strengthen our team, build relationships with our loyal community of providers and members, and continually strives to reach our commitment to quality care and service. The Alliance has added new clinical staff within the last year to deliver better service and improve quality, and now has 4 full-time physicians to administer health services. Investments are being made in complex case management and care coordination services to enhance the way we support our members and contracted physicians in our network. With the addition of our newest team members we are now stronger and we will continue to advance.

### Alliance Improves Quality Scores for the Second Year in a Row and Now Ranks Among the Higher Performing Health Plans in the State

The California Department of Health Care Services (DHCS) recently published the Medi-Cal Managed Care Dashboard, which showed that the Alliance and Alameda County physicians continue to expand on the delivery of high quality healthcare in our community.

DHCS uses the Aggregate Quality Factor Score (AQFS) to rate the quality of Medi-Cal managed care medical plans throughout California, which includes Health Care Effectiveness Data and Information Set (HEDIS). HEDIS indicates performance on the quality of care and service, including access and availability of care, chronic condition management, prevention and screening, and overall healthcare utilization.

"In 2015, the Alliance renewed its commitment to continuously improve the quality of care and customer service experience of our members. The goal of creating annual quality initiatives and working with our providers year-round has yielded significant gains," says Alliance CEO, Scott Coffin. "In the last 2 years, we have increased our AQFS rating by 26% through our partnerships with local health care providers, advancing the Alliance into one of the higher performing health plans in California."

Our relationships with our physicians and caregivers in the community have played a significant role in delivering quality care at the right time for our members. This outcome demonstrates the level of care being delivered to our members in Alameda County and aligns with our greater vision to be the most valued health plan in California. Our shared success could not have been accomplished without the hard work of our dedicated providers, and our loyal members.

The Alliance will continue to build upon our strength in numbers to improve the quality of life and reach better health outcomes for our members, year after year.



Top image (from left to right): Hae Jin Lim, Linna Hov, Esmeralda Valencia, Lizbeth Magana, Lydia Quebec, Ashit Jain MD, Fahm Saephanh, Linda Martinez, Cassandra Clark, Jun Kim, and Kevin Wang. Photo credit: Katrina Vo.

## ALLIANCE PROVIDER SPOTLIGHT

### ASHIT "ASH" JAIN, MD, FACC

Alameda Alliance for Health (Alliance) is honored to partner with Dr. Ash Jain and the California Cardiovascular Consultants and Medical Associates (CCMA) team to provide timely access to quality health care and services to our members. Dr. Jain is a cardiologist who has served our community for more than 20 years. Dr. Jain and his team are committed to helping Alliance members and their families live healthy. Through their mission, they work to improve the health and well-being of residents in the Bay Area through integrated and compassionate patient care, education, and research.

Dr. Jain and the CCMA team offer a combination of specialty, clinic, and urgent care to provide better care to patients. They help patients with everything from sore throats, pink eye, and headaches, to family practice and women's health. They help patients manage cardiovascular diseases and complex conditions like heart attack and stroke. The dedicated team also visits Alliance members at home after they leave the hospital to help them stay healthy and safe at home.

Dr. Jain and his team strive to make every patient as healthy as possible. They provide patient care and services using the latest medical technology, and offer care and services in multiple languages. Dr. Jain and the CCMA team have several offices in the East Bay and South Bay, and serve Alliance members at the Fremont, Hayward, and Newark locations.

To learn more about Dr. Jain and CCMA, please visit their website at [www.ccma.org](http://www.ccma.org).



**California Cardiovascular Consultants and Medical Associates (CCMA)**  
**East Bay Locations:**

**Fremont**  
2333 Mowry Ave.  
Phone Number: 510.796.0222

**Hayward\***  
27206 Calaroga Ave.  
Phone Number: 510.670.4773

**Newark**  
6250 Thornton Ave.  
Phone Number: 510.791.1798

\*The Hayward Urgent Care Center serves all Alliance members. Alliance providers can refer patients to the Hayward location conveniently located near St. Rose Hospital.

## INTEGRATION OF ORAL HEALTH

### CARDIOVASCULAR DISEASE: INCLUDE ORAL HEALTH IN "WHOLE PATIENT" APPROACH

The US Surgeon General's Report on Oral Health included 3 major themes<sup>1</sup>:

1. Oral Health means much more than healthy teeth
2. Oral Health is integral to general health
3. Safe and effective disease prevention measures exist that everyone can adopt to improve oral health and prevent disease

Recent research indicates there may be an association between chronic oral gingival infection and cardiovascular disease. "Bad bacteria" originating in the oral cavity may directly infect blood vessel walls. This may cause local vascular inflammation, which can contribute to atherosclerosis. The more severe the infection, the greater the possibility.

Even though there is no conclusive evidence that chronic oral inflammation causes cardiovascular diseases, both definitely share similar risk factors. The American Heart Association states that age, smoking, alcohol abuse, race/ethnicity, education and socioeconomic status, sex, diabetes mellitus, and obesity are all factors associated with both Atherosclerotic Vascular Disease and Periodontal Disease.



**Here are a few simple practices to share with your patients that will improve their overall health:**

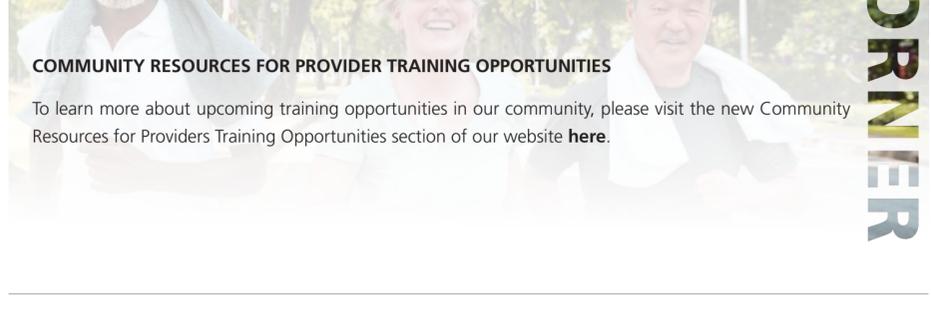
- Brush for 2 minutes, 2 times a day
- Floss daily
- Children need help brushing until 8 years old
- Visit the dentist at least 2 times a year
- Good nutrition
- Well controlled blood glucose levels

1. National Institute of Dental and Craniofacial Research [www.nidcr.nih.gov/research/data-statistics/surgeon-general](http://www.nidcr.nih.gov/research/data-statistics/surgeon-general)

## TRAINING CORNER

### COMMUNITY RESOURCES FOR PROVIDER TRAINING OPPORTUNITIES

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



## PROVIDER CORNER

### 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: 510.747.4510

**ALL FEEDBACK IS WELCOME!**