

EQUITABLE ACCESS UPDATES





Service and Bed Availability Tool (SBAT)

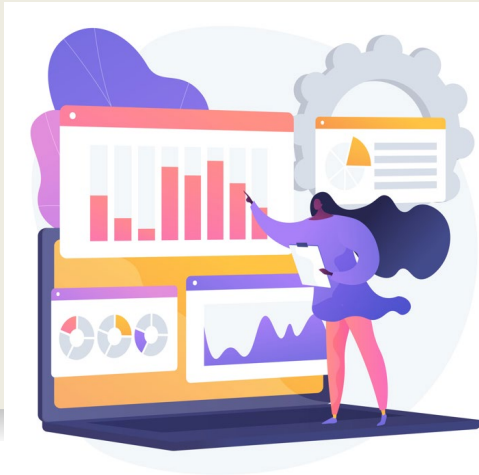


NEW: SBAT Dashboard launches October 21st

- **Provides** a summary of data on provider input in SBAT
- **Offers** insight into the reported bed and intake availability over time
- **Includes** data on how information is accessed by the public
- **Offers** site-specific and agency-wide data based on provider input
- **Examples** of SBAT Dashboard information
 - Overview of daily intake slots available
 - Total number of slots agencywide
 - Total bed availability count
 - # of times provider website was accessed directly from the SBAT

Admin User

- *Views* the SBAT Dashboard information for the entire *agency*



General User

- *Updates* and views bed and intake information for specific site(s)





SAPC Laboratory Support
Prevention and Control

SBAT Bed and Intake Availability

Provider Site Updates

Availability Form

Availability Dashboard

Logout

RS User Access

24

site(s)

RS Intake Slot available at

13

site(s)

OP User Access

9

site(s)

OP Intake Slot available at

8

site(s)

Contracted

364

bed(s)

Count in this period

30

day(s)

Website URL clicked

25

time(s)

Over all

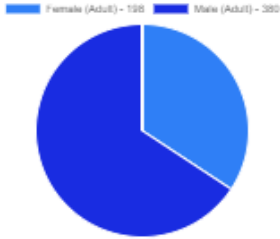
8

user(s)

RS Bed Availability Detail

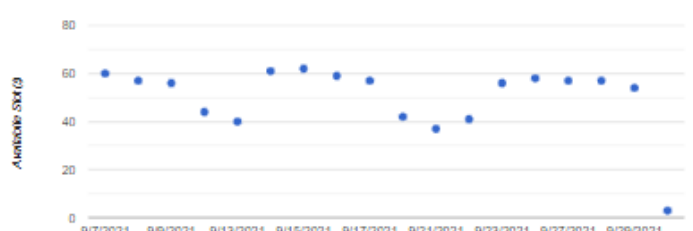
Address (Pop Serve)	Contracted Bed	Avg Daily Bed Availability	Daily Availability Percentage
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

RS Bed Availability Detail by LOC and Gender



Female (Adult) - 198
Male (Adult) - 380

RS Daily Intake Slot Availability



Average Slot (y)

Date

Average

1.25

slot/site

- **Date/Time:** October 20, 2021, 11:00 AM – 12:00 PM
- **Purpose:** To highlight the features of the SBAT Availability Dashboard and enhance provider visibility and assessment of data input into the Service Bed Availability Tool (SBAT)
- **Who:** SBAT Administrative and General Users – staff that *view* the SBAT Dashboard information for the entire *agency*, or *update* and view bed and intake information for specific site(s).
- **Note:** A MS Teams direct link for the training has already been sent to participants. If you wish to attend but did not receive the training link, please contact Julie Monji at jmonji@ph.lacounty.gov.

EFFECTIVE NOVEMBER 1ST, 2021

- **“Bed Availability Now” filter**
 - Allows users to filter for only site locations that have at least one available bed “now” (incl. residential and RBH beds).
 - “now” is defined as the daily data input by SBAT general users.
- **Daily SBAT Reset**
 - No longer to occur at 6:00am daily.
 - Reset will be based on the time the general SBAT user at each site location input data for that site location [the day before.](#)
 - **For Example:** If on Monday, the general user completed intake & bed availability at 8:15a.m., then on Tuesday the reset time will be 8:15am. If on Tuesday, the update did not occur until 10:00am, then this would be the new reset time.

- **E-Mail Notifications:**
 - Automated e-mail notifications will be sent daily to assist users
 - These notifications will ensure:
 - SBAT Users are reminded of reset times.
 - SBAT users are reminded to update bed availability and intake information their specific site location(s).
 - Updated data for the “Bed Available Now” filter.
 - Notifications will go out in the following sequence:
 - One hour before reset time
 - At the appointed reset time
 - One hour after reset time, if there has been no updates for that site location
 - Three hours after reset time, if there has been no updates
 - When there have been no updates for that day, the site contact will receive a direct communication from SAPC.



CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES UPDATE





NATIONAL TRAINING INSTITUTE ON RACE AND EQUITY

DR. BRYANT T. MARKS WILL BE RETURNING IN 2022

- ❖ Expand efforts to support staff in understanding and addressing [Implicit Bias](#).
- ❖ Implicit Bias 101 trainings include a follow-up discussion and exploration on addressing bias ongoing
- ❖ **NEW:** Implicit Bias 201 is for managers and will focus on how to operationalize mitigating implicit bias in the workplace.

Session	Date	Audience
IB 101	Jan 18, 2022 (Tues)	Supervisors/managers
IB 101	Jan 19, 2022 (Wed)	Line staff
IB 101	Jan 20, 2022 (Thurs)	Line staff
NEW: IB 201	Feb 17, 2022 (Thurs)	Supervisors/managers
NEW: IB 201 f/u discussion #1	Mar 17, 2022 (Thurs)	Supervisors/managers
NEW: IB 201 f/u discussion #2	Apr 21, 2022 (Thurs)	Supervisors/managers ⁹



CONFIRMING PATIENT FINANCIAL ELIGIBILITY



- “Confirmation of Patient Financial Eligibility” memo will serve as follow up to IN 21-02 and 21-05. The information in the memo is intended to assist providers:
 - gain better visibility on patient’s financial eligibility status,
 - assist provider staff in assessing accuracy of their financial eligibility processes, and
 - identify areas of improvement.
- The memo includes descriptions of three (3) tools developed by SAPC to assist providers:
 - County and Aid Code Report (sent monthly via SFTP)
 - Financial Eligibility (published KPI view available anytime)
 - Medi-Cal Discrepancy report (sent monthly)
- To help providers in understanding and using these tools and offer additional support, a team of SAPC staff will be following-up with each agency.

- **Financial Eligibility Coordinator:**
 - Point of contact for SAPC to connect on the reports and any assistance to work with SAPC staff to correct any issues as identified in these reports
 - This person should:
 - Have visibility and understanding of agency's financial eligibility processes
 - Have access to SFTP and Sage
 - Understand Medi-Cal and other benefits acquisition.
- SAPC looks forward to supporting providers in meeting eligibility verification requirements and ensuring patients receive timely access to services as they acquire the appropriate benefit.