

Additional Information

Program/Service and Location	Nature of Proposed Change	Clients/Patients Estimated to be Affected	Alternatives Service Options Available
Highland Hospital Outpatient Behavioral Health Wellness Program Wilma Chan Highland Hospital 1411 E. 31st St Oakland, CA 94602	Closure of Highland Hospital's Outpatient Behavioral Health Wellness Program consisting of long-term supportive group therapy with limited concurrent individual therapy programming for people with moderate to severe mental illnesses (SMI) who may have active symptoms of mental illness, but are further in their recovery. The patients are also seen by a psychiatrist once a month for medication monitoring and an outpatient, non-AHS psychiatrist.	<p>The program serves approximately 35 patients. Patients still in need of services will be referred to other outpatient behavioral health programs which may result in longer wait times.</p>	<p>La Cheim Behavioral Health Services PHP and IOP</p> <ul style="list-style-type: none"> - 3031 Telegraph Ave., Oakland CA 94609 - (510) 252 - 1477 <p>Sutter/Herrik Campus PHP/IOP</p> <ul style="list-style-type: none"> - 2001 Dwight Way, Berkely CA 94704 - (510) 204 - 4444 <p>Fremont Hospital IOP and PHP</p> <ul style="list-style-type: none"> - 18500 Fremont Blvd., CA 94538 - (888) 702 - 1101 <p>Alameda County Behavioral Health Department Alternative services may be available to patients who are service connected through the Alameda County Behavioral Health Department including:</p> <ul style="list-style-type: none"> - Full-Service Partnerships - Intensive Case Management (i.e. Telecare Strides and Steps) - Level One Clinics (i.e. Oakland Community Support, Tri-City) - Wellness Centers (Bay Area Community Support) - Medication Clinics (Schuman and Liles Clinic, Pathways to Wellness) <p>Patient's looking for more information regarding these services may call Alameda County Behavioral health Department at 1 (800) 491-9099, M-F from 8:00 am – 5:00 pm.</p>

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Fairmont Outpatient Behavioral Health Programs Fairmont Rehabilitation and Wellness (Fairmont Hospital) 15400 Foothill Blvd. San Leandro, CA 94578	Closure of Fairmont Hospital's Outpatient Behavioral Health Programs consisting of Partial Hospitalization Program (PHP), Intensive Outpatient (IOP), and Wellness comprised of Group Therapy and concurrent Individual Therapy for people with Moderate to Severe Mental Illnesses. In this continuum of services patients are admitted to PHP when more acute, then stepping down to IOP, and eventually to Wellness. The patients are monitored by a psychiatrist and monitored long term by a separate, non-AHS community psychiatrist.	The program serves approximately 100 patients annually. Patients still in need of services will be referred to other outpatient behavioral health programs which may result in longer wait times.	<p>La Cheim Behavioral Health Services PHP and IOP</p> <ul style="list-style-type: none"> - 3031 Telegraph Ave., Oakland CA 94609 - (510) 252 - 1477 <p>Sutter/Herrick Campus PHP/IOP</p> <ul style="list-style-type: none"> - 2001 Dwight Way, Berkely CA 94704 - (510) 204 - 4444 <p>Fremont Hospital IOP and PHP</p> <ul style="list-style-type: none"> - 18500 Fremont Blvd., CA 94538 - (888) 702 - 1101 <p>Alameda County Behavioral Health Department Alternative services may be available to patients who are service connected through the Alameda County Behavioral Health Department including:</p> <ul style="list-style-type: none"> - Full-Service Partnerships - Intensive Case Management (i.e. Telecare Strides and Steps) - Level One Clinics (i.e. Oakland Community Support, Tri-City) - Wellness Centers (Bay Area Community Support) - Medication Clinics (Schuman and Liles Clinic, Pathways to Wellness) <p>Patient's looking for more information regarding these services may call Alameda County Behavioral health Department at 1 (800) 491-9099, M-F from 8:00 am – 5:00 pm.</p>
Health Advocates Wilma Chan Highland Hospital	Closure of Highland Hospital's Non reimbursable Health Advocates Program. Health advocates provide extra service to assist patients with navigating resources	The Health Advocate program serves approximately 3,300 patients annually in an effort to assist them in locating resources that are also searchable and accessible to the general public.	<p>211 Non-Emergency Housing Information and Critical Health and Human Services</p> <ul style="list-style-type: none"> - Patients with health-related social needs can dial 2-1-1, a free, non-emergency, confidential, 3-digit phone number and

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1411 E. 31st St Oakland, CA 94602	and linking patients with health-related social services and resources.	Detailed resources will continue to be available on Alameda Health System's website.	<p>service that provides easy access to housing information, and critical health and human services. Public Assistance Alameda County</p> <p>FindHelp Electronic Portal</p> <ul style="list-style-type: none"> - FindHelp: Patients can search and self-refer to FindHelp, an electronic portal with local community resources. - alamedahealthsystem.org/findhelp
Tele-Sitter Program Wilma Chan Highland Hospital 1411 E. 31st St Oakland, CA 94602	<p>Closure of Highland Hospital's Tele-Sitters program. Tele-Sitters provide virtual monitoring of patients who require one-on-one observation.</p> <p>In-person sitter services are not impacted and will continue for patients requiring one-on-one observation.</p>	The Tele-Sitter program monitors between 500 – 1,050 patients per year. In-person sitter services will continue. Observations will continue at full capacity with no delays.	In-Person sitter services will continue throughout the system.
Fairmont Hospital Kitchen Retail Fairmont Rehabilitation and Wellness (Fairmont Hospital) 15400 Foothill Blvd. San Leandro, CA 94578	<p>Closure of Fairmont Hospital's retail kitchen. Fairmont Hospital Kitchen retail provides breakfast and lunch services Monday to Friday for visitors and employees.</p> <p>Cafeteria services will continue for patients, and there will be no impact on food services for inpatient and outpatient patients.</p>	Fairmont Hospital's retail kitchen averages 1,011 transactions per month. Visitors and employees will need to purchase meals outside of Fairmont.	Visitors and employees may visit surrounding stores and restaurants in the community for breakfast and lunch services. Cafeteria services will continue in full for patients.
Ambulatory Plastic Surgery Wilma Chan Highland Hospital	Reduction of Highland Hospital's Ambulatory Plastic Surgery services. These services include assessments and procedures aimed at repairing and reconstructing missing or damaged tissue and skin.	This program serves approximately 1600 patients per year and conducts approximately 36 procedures a year. This program will be reduced to 2 clinics a month with a minimum capacity of 200 patients a year. The	<p>UCSF Plastic and Reconstructive Surgery Clinic</p> <ul style="list-style-type: none"> - 1600 Divisadero St., Room H2907, San Francisco, CA 94115 - (415) 353-4201

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1411 E. 31st St Oakland, CA 94602		<p>program may increase in capacity as patient demand increases.</p> <p>AHS will continue to have full Plastic Surgery call coverage for AHS's inpatient services.</p>	<p>Sutter Health Plastic Surgery and Cosmetic Surgery</p> <ul style="list-style-type: none"> - Varying Locations - (888) 834-1788 - You may also identify an appropriate provider for your needs through Sutter Health's website at https://www.sutterhealth.org/
<p>Complex Care Program</p> <p>Wilma Chan Highland Hospital 1411 E. 31st St Oakland, CA 94602</p>	<p>Reduction of Highland Hospital's Complex Care Program. This reimbursable enhanced care management program provides care management services. The populations of focus served by this program is comprised of substance use disorder, serious mental health conditions, patients experiencing homelessness, and avoidable hospital utilization. Currently, program social workers support interdisciplinary teams in care plan development and provide behavioral health assessments, counseling, and clinical case management in service of meaningful linkage to appropriate long term care and service. Patients needing care for mental health are referred out to varying locations based on severity.</p> <p>Following the reduction, patients will no longer receive individual assessment and management by social workers. All other aspects of the program, including clinical case management and referrals, will continue.</p>	<p>This program serves 300 patients annually. Patients may be referred to programs earlier in the Complex Care Program process which may increase wait times. Below is the referral model that will continue following the reduction.</p> <p>Referral Model</p> <ul style="list-style-type: none"> •Mild to Moderate: AHS Integrated Behavioral Health and Alameda Alliance •Moderate to Severe: Alameda County BH for medication management, specialty mental health and case management 	<p>Behavioral Health Support</p> <ul style="list-style-type: none"> - Patients can access behavioral health support by calling ACCESS at 1-800-491-9099. More info here: ACCESS ACBHD Providers Website. Patients with Alameda Alliance or Kaiser managed care can call their plans at: - Alameda Alliance/Beacon: 855-856-0577 - Kaiser: 510-752-1075