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CITY OF OAKLAND

## AGENDA REPORT

TO: DEANNA J. SANTANA  
CITY ADMINISTRATOR

FROM: Sara Bedford

SUBJECT: CSUEB Nursing Clinical Program Agreement DATE: June 19, 2013

City Administrator  
Approval

A handwritten signature in black ink, appearing to be 'Sara Bedford', written over a horizontal line.

Date

6/27/13

COUNCIL DISTRICT: City-Wide

### RECOMMENDATION

Staff recommends that the City Council adopt a resolution authorizing the City Administrator to enter into a student placement agreement with the California State University East Bay (CSUEB) Nursing Clinical Program. The agreement provides for nursing students to complete their clinical field study experience with the City of Oakland, Department Of Human Services – Multipurpose Senior Services Program (MSSP) effective upon execution of agreement through December 31, 2018.

### OUTCOME

MSSP, which is funded through a Medicaid Waiver received by the California Department of Aging (CDA), is a comprehensive care management program designed to enable frail seniors to remain safe and independent in their own homes. The program promotes client self-determination and fosters independent living for frail elders within the least restrictive environment and within their own communities. MSSP provides a proven cost-effective alternative to nursing home placement. Using a medical, psychosocial model, the multidisciplinary team of MSSP nurses and social workers ensure seniors who are frail and disabled are connected to social and health services and other community supports. For 33 consecutive years the City of Oakland's MSSP has prevented or delayed premature nursing home placement.

Nursing students from CSUEB will complete a ten (10) week rotation working with MSSP frail seniors who are at risk of nursing home placement.

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### ***Learning Outcomes***

On completion of this community health nursing practicum, the student will be able to:

1. Apply concepts of community health nursing to a selected aggregate.
2. Utilize the nursing process to provide services to individuals, families, and communities.
3. Apply principles of epidemiology in community health nursing practice to promote the health of individuals, families and communities.
4. Apply principles of health promotion to the design and implementation of health education outreach for individual clients and selected aggregates.
5. Identify health care needs of vulnerable population groups and develop, implement and evaluate community health nursing strategies with these aggregates.
6. Evaluate how the health delivery system impacts the health of the community and community health nursing.
7. Utilize current research/nursing theories and/evidence-based protocols to make decisions regarding community health nursing practice.
8. Utilize community resources to optimize outcomes of care.
9. Collaborate with intra-and interdisciplinary health team members to provide health services to individuals, families, groups, and the community.
10. Identify strategies that nurses can use to impact health policy development in community and public health.

### **BACKGROUND/LEGISLATIVE HISTORY**

The City of Oakland's Department of Human Services – Aging and Adult Service Division, empowers seniors and adults with disabilities through life-enriching and life-sustaining programs and services such as MSSP. Oakland frail elders (age 65 and over) have multiple chronic disabilities which put them at risk of early death or institutionalization. MSSP provides culturally appropriate case management services to keep frail elders out of nursing homes, safe and independent in their own homes, increasing their quality of life when they are most vulnerable.

### **ANALYSIS**

The average age of City of Oakland MSSP participants is 83. 87% are ethnic/racial minorities, 100% low income, and disproportionately utilize hospital emergency rooms or become nursing home patients due to lack of knowledge of the healthcare system and inability to coordinate their own care.

As of April 23, 2013, 315 unduplicated clients were served in FY 2012-2013.

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The gender, racial and zip code breakdown for the program participants is shown in the table below:

MSSP Unduplicated Client Counts as of April 23, 2013							
Zip Code	Total Count	Race				Sex	
		Asian	African American	Latino	White	M	F
94601	43	7	6	29	1	8	35
94602	14	3	7	1	3	1	13
94603	17	0	15	2	0	0	17
94605	29	0	27	1	1	3	26
94606	31	6	8	0	17	6	25
94607	43	20	20	0	3	9	34
94608	28	3	23	1	1	5	23
94609	13	1	10	1	1	1	12
94610	2	0	2	0	0	0	2
94611	13	6	4	1	2	1	12
94612	41	33	5	0	3	13	28
94618	1	0	0	0	1	0	1
94619	6	3	3	0	0	1	5
94621	19	1	13	2	3	5	14
94702	2	0	1	1	0	0	2
94704	3	2	0	0	1	1	2
94705	7	1	1	1	4	1	6
94706	1	1	0	0	0	0	1
94501	1	0	1	0	0	0	1
94579	1	0	0	1	0	1	0
<b>TOTALS</b>	<b>315</b>	<b>87</b>	<b>146</b>	<b>41</b>	<b>41</b>	<b>56</b>	<b>259</b>

**PUBLIC OUTREACH/INTEREST**

Our average wait list is 71 seniors who are interested in entering into our program and many seniors are monolingual. Referrals come from hospital discharge planners, public health nurses, County social workers, community outreach presentations and word-of-mouth. It is anticipated that additional referrals from the managed care organizations participating in Cal MediConnect will also be made.

**COORDINATION**

In preparation of this report and resolution, the City Attorney’s Office, Budget Office and City Administrator’s Office, have been consulted. The MSSP Site Director/Senior Services Supervisor works closely with internal and external parties including the California State University East Bay School of Nursing, Multipurpose Senior Services Program Association (MSA), CDA Program Analyst, Alameda County Senior Services Coalition, Duals

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Demonstration Steering Committee and community based organizations serving the elder population.

### COST SUMMARY/IMPLICATIONS

**FISCAL IMPACT:** This on-going agreement is funded by California State University. The only cost to the City is General Liability Insurance, comprehensive or commercial form with \$1,000,000 minimum limit for each Occurrence and minimum limit of \$2,000,000 General Aggregate.

### PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

- Performance measurements are tracked including the number of clients served, number of services arranged or delivered, and the percentage of clients reporting satisfaction
- Client satisfaction surveys are sent out on an annual basis. The survey will be mailed to clients on June 1, 2013 and the completed surveys are expected back by June 30, 2013. This survey is mandated by the State Department of Aging for all MSSP Sites. In FY 2011-12, a total of 325 current and former clients were sent surveys by MSSP (40 former clients that had moved out of the area or had passed away were excluded). Of these, 189 clients (or 42% of the total clients served) responded to the survey. The survey shows that 93% of clients believe the services provided by MSSP assist them in remaining independent. Of the clients who responded, 65% rated their experience with the staff and services provided by MSSP as excellent or good, while 7% rated their experience with the staff and services as satisfactory. When asked if their case manager understood the individual's problems enough to help, 93% responded "Yes". When asked if they would recommend the MSSP to other people they knew who need services to remain at home, 94% of respondents said "Yes".
- An internal peer review process is conducted bi-monthly and reported to the California State Department of Aging. An external Utilization Review is conducted biennially by the California State Department of Aging.
- The contracted service providers are assessed quarterly for satisfaction with services provided as mandated by the California State Department of Aging. Case Managers from MSSP report any challenges they have had with services or any complaints from clients. Staff work toward resolving any issues or challenges and the results are reported to the California State Department of Aging as part of a more comprehensive quarterly report.
- Informal feedback from clients in the form of phone calls, thank you cards or letters expressing satisfaction with the service is tracked.

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**SUSTAINABLE OPPORTUNITIES**

**Economic:** MSSP contractors, who are Oakland based business operators, employ Oakland residents who provide the necessary services to frail elder program participants. MSSP will continue to invest in the Oakland community by purchasing services and equipment for frail seniors from Oakland based businesses.

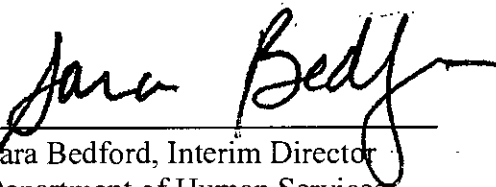
CSUEB students participating in MSSP may seek and obtain work in community health agencies in Oakland.

**Environmental:** In conjunction with the USDA and the County Area Agency on Aging, the program ensures that frail elders receive vouchers for fresh produce from Farmer's Markets in Oakland.

**Social Equity:** Services provided by MSSP make it easier for seniors who are frail and disabled to access services to which they are entitled. The social and health services provided by MSSP improve the quality of life for seniors who are frail and homebound, who are socially disadvantaged and at risk of placement into nursing homes. MSSP collaboration with Cal MediConnect will further shift services out of institutional settings and into the home and community helping to create a person-centered health care system that is also sustainable.

For questions regarding this report, please contact Karyl Eckels, Senior Services Supervisor-MSSP Site Director, at (510) 238-2225.

Respectfully submitted,

  
Sara Bedford, Interim Director  
Department of Human Services

*Reviewed by:* Tammy Siu, Manager  
DHS -Aging & Adult Service Division

*Prepared by:* Karyl Eckels, MSSP Supervisor

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City Attorney

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# OAKLAND CITY COUNCIL

RESOLUTION No. \_\_\_\_\_ C.M.S.

Introduced by Councilmember \_\_\_\_\_

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**RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO ENTER INTO A STUDENT PLACEMENT AGREEMENT WITH THE CALIFORNIA STATE UNIVERSITY, EAST BAY NURSING CLINICAL PROGRAM (CSUEB) TO PROVIDE FOR NURSING STUDENTS TO COMPLETE THEIR CLINICAL FIELD STUDY EXPERIENCE WITH THE CITY OF OAKLAND, DEPARTMENT OF HUMAN SERVICES – MULTIPURPOSE SENIOR SERVICES PROGRAM (MSSP) EFFECTIVE UPON EXECUTION OF AGREEMENT THROUGH DECEMBER 31, 2018**

**WHEREAS**, it is to the mutual benefit of the Department of Human Services, Multipurpose Senior Services Program (MSSP) and the California State University, School of Nursing that the students of the Nursing program use the clinical/community placement of the MSSP for their Clinical Group and/or Preceptor Nursing experience; and

**WHEREAS**, the TRUSTEES have approved a Nursing Program for the University and such program requires Clinical and Preceptor Nursing experience and the use of clinical/community facilities; and

**WHEREAS**, the State of California – Board of Registered Nursing (BRN) accredited the University as a School of Nursing under the Nursing Practice Act; and

**WHEREAS**, the purpose of said agreement is to continue the City's MSSP program that will help the frail elderly remain in their homes rather than be institutionalized; and

**WHEREAS**, MSSP is a long standing program in the City, the City Council has approved the application for the original MSSP Standard Agreement in Resolution No. 57740 C.M.S., dated December 12, 1978; now, therefore be it

**RESOLVED:** That the City Administrator or her designee is hereby authorized and directed to enter into a Student Placement Agreement with the California State University East Bay for the purpose of providing students of the Nursing program with Clinical Group and/or Preceptor Nursing experience; and be it

**FURTHER RESOLVED:** That the agreement will provide additional case management support for frail elderly Oakland residents served by the Department of Human Services, Multipurpose Senior Services Program; and be it

**FURTHER RESOLVED,** That the City Council hereby appoints the City Administrator or his designated representative as agent of the City to conduct all negotiations, execute and submit all documents, including but not limited to agreements, amendments, modifications, and related actions which may be necessary for the completion of the aforementioned Student Placement Agreement in accordance with its basic purpose without returning to Council.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, GALLO, GIBSON-MCELHANEY, KALB, KAPLAN, REID, SCHAAF and  
PRESIDENT KERNIGHAN

NOES -

ABSENT -

ABSTENTION -

ATTEST: \_\_\_\_\_  
LaTonda Simmons  
City Clerk and Clerk of the Council  
of the City of Oakland, California