

Riverside County Office on Aging
[California Area Agency on Aging PSA 21]

Integrated Care for Seniors and Repeat Users
of 911 and Hospital Emergency Rooms
(FT39 SLIDES)



Aging in Motion
RIVERSIDE COUNTY
OFFICE ON AGING
Aging & Ability Resource Center

Jewel Lee, Director
Mia Attruia, Regional Manager



RivCoONE
Coordinating Services. Connecting People.

Jennifer Claar, Director
County Executive Office



Jennifer Claar, Director

Our Why

"While there are many examples of dedicated Riverside County personnel succeeding despite the systemic obstacles in their way, there are too many other examples of falling short or even failing outright."



NEWS > POLITICS

'A shift in the culture' — consultant's \$35 million journey wraps up

As contract with KPMG ends, supervisors talk about how the county has changed.



[Riverside County assembles new care team after system pitfalls in Turpin children case | ABC7](#)

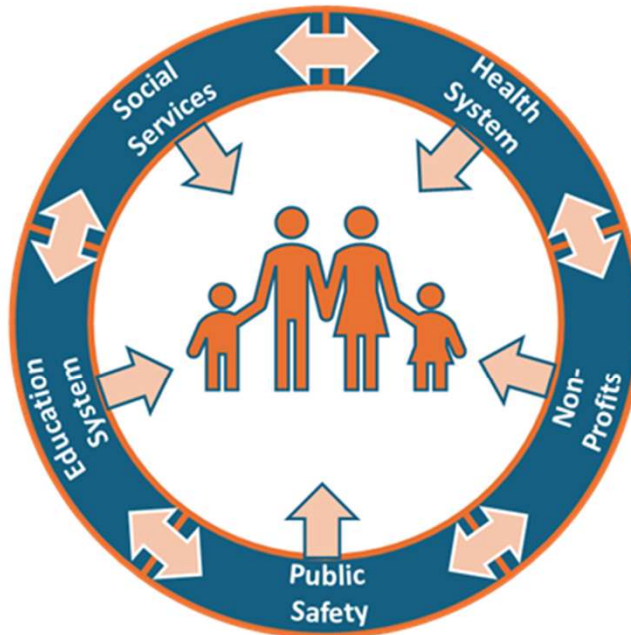
Our Solution An Integrated System of Care

1 A **single hub** where clients can access services, available through face to face, telephone, and online channels.

2 A **holistic assessment** of the social, educational, developmental, health and safety needs of the individual and family.

3 **Joint triage** based on need and intensive case management for high need clients.

4 Centralized performance management, **pooled staffing and navigators** and **real time data-sharing**.



Single Point of Access & One Stop Shop

Regional
Offices

Call
Center

Self-
Service

Universal Screening & Assessment

Community
Resources

Single
Program

Package
of
Programs

MDTs &
Integrated
Care Plan

Low Need

High Need

How “One County” Culture Change

Equal Partners *Staff, Executives, Community*

Cross Sector Governance *Health, Safety & Human Services*

Weekly Rapid Improvement Cycles

Sharing Information *Integrated Data Hub*

Daily Tiered Huddle *Managing Daily Improvements*

Mia Attruia, Regional Manager
Riverside County Office on Aging (AAA)

Emergency Response Care Coordination



Who “Edith” & ERCC

- **Four calls to 911 over 2 months** as, “a sick person, a traumatic injury, or a breathing problem”
- **80-year-old** female, multiple chronic conditions, living alone with limited support from family
- Covered by Medicare, Kaiser and Medi-Cal with **\$2,380 share of cost**
- **911 complaints**: anxiety, knee pain, or abdominal pain
- **2 paramedic transports** at different Kaiser hospitals



- MDT
- APS, Behavioral Health, AAA, Kaiser
- Family & Caregiver
- Case Management to Reduce 911

Evaluation

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Health Policy & Management
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