

21. Under advisement from December 12, 2023 (Item No. 9): Receive report from Santa Clara Valley Healthcare relating to options for consideration regarding support of establishing a permanent Obstetrics and Gynecology Urgent Care Clinic in the Santa Clara Valley Healthcare system. (ID# 24-2662)



24-2662

DATE: February 6, 2024 (Item No. {{item.number}})

TO: Board of Supervisors

FROM: Paul Lorenz, Chief Executive Officer, Santa Clara Valley Healthcare

SUBJECT: Options for consideration relating to support establishing a permanent OB/GYN Urgent Care Clinic

RECOMMENDED ACTION

Under advisement from December 12, 2023 (Item No. 9): Receive report from Santa Clara Valley Healthcare relating to options for consideration regarding support of establishing a permanent Obstetrics and Gynecology Urgent Care Clinic in the Santa Clara Valley Healthcare system.

FISCAL IMPLICATIONS

Establishing a permanent OB/GYN Urgent Care Clinic would require 7 full-time equivalent (FTE) positions, at a cost of approximately \$1.5 million, with an estimated \$750,000 of additional revenue in the short term. That would result in an estimated net cost of \$750,000, although it is anticipated that revenues may be able to increase in the future years.

REASONS FOR RECOMMENDATION AND BACKGROUND

During the December 12, 2023, Board of Supervisor (Board) meeting (Item No. 9), at the request of Supervisors Simitian and Chavez, the Board directed Santa Clara Valley Healthcare (SCVH) to provide a report to the Board, no later than February 6, 2024, relating to options for consideration relating to the creation of a permanent Obstetrics and Gynecology (OB/GYN) Urgent Care Clinic in the SCVH system, including funding options and staffing needs to offer walk-in services. This should include recommendations regarding a medical social worker to work with clients early in their care, as well as services including, but not limited to, pregnancy testing, same-day ultrasound if indicated, reproductive options counseling, and short-term scheduling for urgent OB/GYN complaints.

In March 2020, during the early days of the COVID-19 pandemic, a pilot for the OB/GYN Urgent Care program was launched within SCVH. It was founded to provide women with same-day or within-a-few-days appointments with OB/GYN specialists. The goal was to provide women with timely access to care while minimizing risk of COVID-19 exposure. Following the pandemic, the Valley Health Center (VHC) San Jose OB/GYN Urgent Care (SJOUC), previously known as Bascom Women's Urgent Care Clinic (BOUC), has been

operational on a part-time basis. The following report outlines a proposal to establish a permanent full-time clinic, to identify the location, and to determine staffing requirements for successful continuity.

San Jose OB/GYN Urgent Care Services

SJOUC provides expedited, specialized care for women, led by board-certified OB/GYN specialists. It serves as an alternative to emergency departments or other urgent care settings, focusing on timely and accurate evaluation and management of acute and urgent gynecologic and obstetric issues. The scope of services offered includes evaluation and management of early pregnancy complications, abnormal uterine bleeding, pelvic masses, sexually transmitted infection (STI) screening, and other gynecologic problems, with on-site diagnostic pelvic ultrasound and office-based procedures.

Top Reasons for SJOUC Visits:

- Pregnancy-related complaints (vaginal bleeding, pelvic pain, nausea/vomiting, suspected threatened or missed abortion, concern for ectopic pregnancy)
- Abnormal uterine bleeding or acute vaginal bleeding
- Acute pelvic pain (pelvic masses including fibroids and ovarian cysts)
- Infections (STI screening and treatment, vaginitis)
- Urgent vulvar or labial complaints (vulvar & Bartholin abscess)
- Urinary tract-related conditions (acute urinary retention requiring catheterization or pessary treatment, urinary tract infection)

When appropriate, patients seen at SJOUC are referred for additional specialty care and/or scheduled for follow-up with the patient's medical home.

Staffing

SCVH proposes to redirect existing vacancies to staff the clinic with seven full-time positions, as detailed in **Figure 1** below.

Figure 1: SJOUC Staffing

Job Class	Job Code	FTE
Physician	P41	1.0
Nurse Practitioner	S59	1.0
Clinical Nurse III	S75	1.0
Licensed Vocational Nurse	S85	3.0
Health Services Representative	D2E	1.0
Total		7.0

Once the full-time clinic is fully operational, SCVH will assess the necessity for a Medical Social Worker (MSW). If patients require further follow-up for OB/GYN needs, they can also

access the required support through standard services offered within the primary care clinical network. Any subsequent follow-up care would typically be routed through the patient's regular Obstetrics and Gynecology specialist or Primary Care Physician (PCP). These departments possess a wide array of resources available for comprehensive patient support. The transition to full-time clinic operations will enhance support and services for emergent OB/GYN concerns.

Location and Operational Hours

The SJOUC will remain at 750 South Bascom Avenue in San Jose, CA. Once staffed, the operational hours would be from Monday to Friday, 8:30 am to 5:00 pm. There is a Registered Nurse (RN) advice line for OB/GYN patient concerns and assessment for Urgent Care appointments. Both walk-in and scheduled appointments are provided.

CHILD IMPACT

The recommended action will have no/neutral impact on children and youth.

SENIOR IMPACT

The recommended action will have no/neutral impact on seniors.

SUSTAINABILITY IMPLICATIONS

The recommended action will have no/neutral sustainability implications.

STEPS FOLLOWING APPROVAL

Upon approval, the Clerk of the Board is requested to notify George Hurrell, Director of Business Development and Managed Care, at George.Hurrell@hhs.sccgov.org.

Received: 02/06/2024