Welcome to Glide Health Services

- Glide Health Services (GHS) is a Nurse Managed Health Center established in 1997
- A Federally Qualified Health Center (FQHC)
- Located in Tenderloin neighborhood of San Francisco where residents face many health disparities
- GHS serves 3,000 clients annually for a total of 15,000 visits per year
- Approximately half of GHS clients are homeless
- Services are delivered by multidisciplinary staff
Glide Health Services

**Behavioral Health**
- Psych assessment & evaluation, medication, therapy, crisis intervention

**Screening**
- All patients receive quarterly PHQ-9, CAGE-AID and tobacco screens

**Primary Care**
- Screen for behavioral health problems, motivational strategies, risk management

**Recovery Program**
- 90-day outpatient program housed in clinic

**Sustainability**
- EHR, case conferences, consultation, supervision, CQI, training, mentoring, co-located services

**Support**
- Case management, complementary care, HIV counseling & testing

**Relationships**
- “Warm hand-off,” intra-service referrals, O.K. to interrupt for consultation
Primary Care Services

- Preventative Health Care: immunizations, health screenings (PPDs, mammograms, prostate exams)
- Management of chronic conditions: we have a robust diabetes management program
- Chronic Pain Management Protocol
- Urgent Care
- Women’s Health Services
- Services for Transitional Aged Youth
Behavioral Health Services

1. Psychiatric assessment and medication management services
2. Individual therapy services
3. Case management services
4. Integrated substance abuse services
5. 90 Day Outpatient Substance Abuse Program
   • Professional and peer co-facilitated recovery support groups
   • Individual substance use counseling
   • Psychoeducation classes
   • Supportive medications available
HIV Counseling and Testing Services

- Rapid, OraQuick HIV Antibody Testing
- Counseling, Testing, and Linkage to Services
- HIV Prevention Single-Session Groups
- Outreach and Harm Reduction
Nursing Case Management

- Bridge to Specialty Clinics
- Source for Patient Education
- Coordination of medical resources
- Patient Advocacy
Wellness Activities

- Pharmacist consultation appointments
- Nutritionist consultation appointments
- Diabetes Day and Diabetic Retinopathy exams
- Chronic Pain Support Group
- Smoking Cessation Group
- Flu Clinics
- Health Education Classes for Transitional Aged Youth
- Acupuncture groups
- Planning to open a wellness center in 2011 to provide more disease management groups and movement classes
Electronic Health Record (EHR)

1) Facilitates continuity of care across disciplines and providers

2) Electronic Health Record improves health data monitoring and integration of data into overall plan of care

3) Increases capacity to evaluate quality and patient care trends

4) In future will allow access to shared data bank and Practice Based Research opportunities
Clinical Teaching and Workforce Building

GHS is a clinical training/placement site for the following types of students:

- RN students from UCSF Masters Entry Program in Nursing (MEPN)
- NP students from UCSF
- CNS students from UCSF and other local universities
- Health Sciences Students from local universities
- MSW interns
- Psychology trainees

GHS also provides opportunities for newly licensed RNs participating in the University of San Francisco’s (USF) Nurse Externship program.
“We are so grateful to our collaborative partners, dedicated clinicians and staff, and all our volunteers who are so generous with their time.”

-Pat Dennehy, Practice Director