



County of Santa Cruz

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BOARD OF SUPERVISORS

701 OCEAN STREET, SUITE 500, SANTA CRUZ, CA 95060-4069

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WALTER J. SYMONS
SECOND DISTRICT

MARDI WORMHOUDT
THIRD DISTRICT

TONY CAMPOS
FOURTH DISTRICT

JEFF ALMQUIST
FIFTH DISTRICT

AGENDA: 4/20/99

April 8, 1999

BOARD OF SUPERVISORS
County of Santa Cruz
701 Ocean Street
Santa Cruz, CA 95060

RE: SUPPORT OF THE LOCAL MENTAL HEALTH BOARD'S
RECOMMENDATION TO THE PHYSICIANS MEDICAL GROUP
OF SANTA CRUZ COUNTY

Dear Members of the Board:

I would like to ask for the support of the Board to forward a letter to the Physicians Medical Group of Santa Cruz County, bringing to their attention the concerns of our Local Mental Health Board, encouraging the Physicians Medical Group to be reminded of their mission in providing the best possible care to clients in spite of changing contractual agreements.

The issues of concern have been generated by a number of community members who have come before the Local Mental Health Board regarding the reduction or elimination of their mental health services. One of our Local Mental Health Board members, Ms. Myrna Sherman, who has demonstrated active, effective participation on the Local Mental Health Board, has been one of the clients who has been advised of the elimination of her treatment.

Accordingly, I recommend that the Board direct the Chairperson to send a letter to the Physicians Medical Group of Santa Cruz County supporting the Local Mental Health Board's issues regarding the continuing care of Santa Cruz County clients, as outlined in the attached letters.

Sincerely,

Walt Symons

WALTER J. SYMONS, Supervisor
Second District

WJS:lg
Attachments

cc: Local Mental Health Board
1400A2

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COUNTY OF SANTA CRUZ

LOCAL MENTAL HEALTH BOARD

P.O. BOX 962, CA 95061
(408) 454-4767

March 2, 1999

County of Santa Cruz
Board of Supervisors
701 Ocean Street, Fifth Floor
Santa Cruz, CA 95060

Re: Change in Behavioral Health Care Providers

Dear Members of the Board:

It has come to the attention of the Santa Cruz Local Mental Health Board that members of this community with private health maintenance organizations are being mandated to change providers depending upon contracts negotiated. Community members have expressed concern that they are not being allowed to maintain the clinical relationship with existing behavioral health care providers until the completion of treatment.

Physicians Medical Group (PMG) manages behavioral health care services for this county. Clients in this plan are currently being mandated to change providers and transfer to Pacific Coast Psychiatric Consultants. Many of these community members have contacted PMG and have made requests to stay with their current providers until their treatment is completed. Some of these requests have been denied though each have included supporting documentation from the current psychiatrist indicating that these transfers to another provider would be detrimental to their psychiatric stability. Another concern is the lack of female psychiatrists within the Pacific Coast Psychiatric Consultants.

The Santa Cruz Local Mental Health Board recommends that the Santa Cruz County Board of Supervisors note that community members are encountering barriers to maintaining their relationship with their current providers threatening their emotional stability and putting them at risk for higher level of care. We recommend that Physicians Medical Group and like organizations are reminded of their mission in providing the best possible care to clients in spite of changing contractual agreements.

We believe in patients getting continuity care in the face of managed care re-organizations. We will provide needed advocacy to support local citizens in this area.

Sincerely,

A handwritten signature in black ink that reads "Michael Eipp". The signature is fluid and cursive, with the first name "Michael" and last name "Eipp" clearly distinguishable.

Michael Eipp, Co-Chair
Local Mental Health Board

ME:ep

cc: Local Mental Health Board Members
Physicians Medical Group
Blue Shield



COUNTY OF SANTA CRUZ

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LOCAL MENTAL HEALTH BOARD

P.O. BOX 962, CA 95061
(408) 454-4767

March 2, 1999

Mr. Les Cordes
C/O Physicians Medical Group
2880 Soquel Avenue
Santa Cruz, CA 95062

Re: Denial of Psychiatric Services for Myrna Sherman & Susan Barr

Dear Mr. Cordes:

It has come to the attention of the Santa Cruz Local Mental Health Board that members of this community with Physicians Medical Group are being mandated to change providers depending upon contracts negotiated with existing providers. Community members have expressed concern that they are not being allowed to maintain the clinical relationship with existing behavioral health care provider until the completion of treatment.

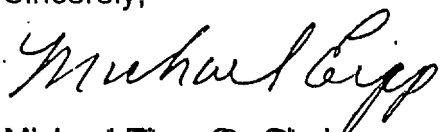
These clients are currently being mandated to change providers and transfer to Pacific Coast Psychiatric Consultants. Many of these community members have contacted PMG and have made requests to stay with their current providers until their treatment is completed. Some of these requests have been denied though each have included supporting documentation from the current psychiatrist indicating that these transfers to another provider would be detrimental to their psychiatric stability. Another concern is the lack of female psychiatrists within the Pacific Coast Psychiatric Consultants.

The Santa Cruz Local Mental Health Board recommends that PMG re-evaluate their decisions to transfer care mid-treatment and allow these clients to maintain their relationship with their current providers until the completion of their care. After reviewing the concerns of these community members the Local Mental Health board feels that this change in providers, the process for changing providers, and the lack of female psychiatrists needs to be re-evaluated by PMG.

We ask that Physicians Medical Group be reminded of their mission in providing the best possible behavioral health care to clients in spite of changing contractual agreements.

The LMHB is charged with overseeing the mental health needs of all citizens, public and private, and will provide needed advocacy to support access to needed care and continuity of care.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Eipp". The signature is fluid and cursive, with the first name "Michael" written in a larger, more prominent script than the last name "Eipp".

Michael Eipp, Co-Chair
Local Mental Health Board

ME:ep

cc: Local Mental Health Board Members



COMMUNITY MENTAL HEALTH
ADMINISTRATION

COUNTY OF SANTA CRUZ

HEALTH SERVICES AGENCY

POST OFFICE BOX 962
SANTA CRUZ, CA 95061
(408) 454-4767 FAX (408) 454-4663

March 10, 1999

Les Cordes, MD, Medical Director
PMG
2880 Soquel Ave., St 1
Santa Cruz, CA. 95062

Subject: Support for Ms. Sherman's Request for Continued Treatment with Dr. Borchert

Dear Dr. Cordes,

I have worked with Ms. Sherman as a member of the Local Mental Health Board and as a special representative on our managed care and legislative committee. She has improved and shown significant progress in managing her mental health issues, because of her therapy and medication services from Dr. Borchert. I understand she has been asked to leave Dr. Borchert and go with the new group affiliated with Dominican under the leadership of Dr. Weiss.

While I feel the new group has many talented physicians, I support Ms. Sherman's request to continue treatment with Dr. Borchert. There is no female staff on the new group and many issues important to Ms. Sherman's treatment would be difficult for her to share and explore in a relationship with a male physician. In addition, the stress of this process has hurt Ms. Sherman's mental health and wellness in a real way. It will put this individual a further risk to disrupt this relationship at this time.

As the manager of the Medicaid managed care program, I know that transitions between treatment staff can be difficult for the plan and the individual. It has been our experience here that letting individual complete treatment or reach a maintenance level before transfer is the best practice for good client care. While I know this involves some extra work on the part of the plan, it is client's needs which come first. I know professional and competent staff runs PMG and this is the first consideration.

I would ask you to consider the needs of Ms. Sherman to continue treatment with Dr. Borchert at this time, and work closely with the client to do the transition when she is stable.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Khalsa', with a long horizontal flourish extending to the right.

Rama K. Khalsa, Ph.D.
Mental Health Director. .

cc: Local Mental Health Board

FyI