



# Care Coordination Work Group Meeting

## Meeting Summary, 12/12/2017

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**Support and Backbone Staff:** Michael O'Neill - CHOICE, Shannon Linkous - CHOICE, Megan Moore – CHOICE, Kyle Roesler – CHOICE

**In Attendance:** Alicia Bissonnette – *Molina*, Katie Strozyk – *Lewis County Public Health*, Tina Lomeyer - *Mason General Hospital*, Phyllis Cavens – *Child and Adolescent Clinic*, Carlos Martinez – *Sea Mar*, Adam Marquis – *Willapa Behavioral Health*, Melissa Taylor – *Lower Columbia CAP*

### I. Welcome and Introductions

Michael facilitated introductions and reviewed the objectives for today's meeting which were to review and discuss feedback from the Project Plan write-backs and discuss environmental scan/assessment planning.

### II. Review & Discuss the Project Plan Write- Backs

Michael received feedback from the Health Care Authority December 8<sup>th</sup> and has until December 16<sup>th</sup> to respond and provide the requested response. Overall, we received a *meets or exceeds criteria* score for most sections. There are a few areas that need additional clarification provided, but we will be able to do this internally since there are no substantive changes required.

Michael also reviewed the 2018 milestones that are required by the Health Care Authority: Implement an environmental scan/assessment, identify Domain 1 strategies, select target populations, HUB formation, identify project partners, and develop a project implementation plan. Michael also mentioned that we will need formal letters of commitment from our proposed partners as we progress in the project development.

### III. Scan/Assessment Goals

Michael discussed the goals of the assessment which are to analyze the fit between possible target populations and project start up goals, understand existing capacity for Care Coordination and gaps that must be filled to implement the Pathways model, and utilize input from people within the target population to inform CPAA how care coordination services are designed.

Michael shared different types of environmental scan/assessment activities. The first was Sub-Population Analysis.

#### Sub-Populations Data Analysis:

- Suggested target populations: pregnant mothers, people with a prism score of 1 to 1.5, people with frequent ER visits, and those at risk for homelessness
- Some concern that Prism scores could be too limiting
  - Dr. Cavens informed the group that pediatricians refer patients to care coordination due to family factors such as ACEs, poverty, etc. but do not use the prism score as part of their criteria

Michael then asked group if there was any information that they would like to know to decide target populations



- What data source are we going to use instead of a prism score?
- Could be by those who need a referral
- Different target populations change between counties

Michael also shared that there will be a pilot phase of the Pathways HUB with a number of clinics using the Pathways model. The goal is to serve 200-400 people to make sure the model is used effectively. More details will be provided once the planning process is finished.

One group member asked what the differences are between Care Coordination and Health Homes. Michael explained Care Coordination is different than Health Homes in terms of how its structured. Care Coordination is more concentrated around a patient centered perspective, vs Health Homes as a more hands off approach.

Another activity Michael discussed was Interviewing Care Coordination Providers and Potential CCAs.

**Interview Care Coordination Providers and Potential CCAs:**

- What does the current system look like in our region- need to interview those who are already doing Care Coordination
  - Training, referral process, etc.
- How will this model work in our region?
- Will have phone assistance option as needed
- Looking to do this activity in January or February

The final activity that Michael discussed was a survey or focus group that focuses on capturing consumer input.

**Survey/Focus Group:**

- February-April time frame
- Want feedback from people in target population to gather preferences, critical transportation barriers, program delivery side information

Michael also shared he went to the CPAA Consumer Advisory Group and got some feedback on their ideas for Care Coordination. They called out barriers for youth and elderly populations and being able to coordinate and access care. The group also expressed general concern that people need services that aren't available in their area especially in rural communities.

#### **IV. Next Steps & Closing**

- ❖ Review report and recommendations from population analysis
- ❖ Discuss emerging strategy considerations based on care coordination capacity conversations
- ❖ Decide on approach for consumer outreach and engagement & begin discussion of HUB structure
- ❖ Next Meeting : January 30<sup>th</sup>, 2018 from 3:15pm – 4:45pm
  - **Location:** Valley View Health Center, Administration Board Conference Room
  - 2614 Northeast Kresky Avenue, Chehalis, WA 98532