



CPAA Consumer Advisory Committee Meeting

Meeting Summary, 4/17/19

Backbone Staff: Jennifer Brackeen – *CHOICE*, Jean Clark – *CHOICE*, Madi Tanbara – *CHOICE*, Evan Clayton – *CHOICE*

In Attendance: Doug Levitt – *Pacific County & Great Rivers*, Erin Oly – *Thurston County*, Michelle Richburg – *Thurston County*, Kurt Hoines-Brumback – *Thurston County*, Robb Wilcox – *Lewis County*, Bonnie West – *Lewis County*, Kevin Haughton, M.D. – *Physicians of Southwest Washington*, Janelle Tieggs – *Northwest Pediatrics*

I. Welcome, Introductions, Review of Meeting Objectives

Jennifer Brackeen, Program Director at CHOICE/CPAA, welcomed the group, facilitated introductions, and provided an overview of the meeting objectives:

- CPAA Organization: Olympia Pediatrics
- Consumer Web Page Review
- Discussion Items

II. CPAA Organizational Updates

Jennifer reviewed CPAA updates with the group, which included the following points:

- CPAA hosted a quality improvement (QI) conference, “Building Community. Advancing Outcomes,” which included both community and clinical organizations.
- Managed care organization (MCO) contracting event was held on April 18th for behavioral health agencies entering agreements with MCOs.
- CPAA workgroups are transitioning to a learning collaborative structure starting May 30th, and will be held every other month. This month’s topic focuses on toxic stress in the workplace.
- Amber Shirk was hired as CPAA’s Community Outreach Coordinator, bringing extensive experience in community development and volunteering.
- CPAA’s Council meeting covered legislative updates in different healthcare sectors and shared learning. Based on community data, CPAA partners will focus on improving high school graduation rates. The CAC Co-chair stipend was approved.

III. Guest Speaker: Olympia Pediatrics

Janelle Tieggs from Olympia Pediatrics presented on the organization’s current work, including implementing Bi-Directional Care Integration.

- 30% of visits have a behavioral health (BH) component, which can be very time consuming for providers, in addition to insufficient community resources.
- The top BH concerns include spectrum disorders such as autism, anxiety, and depression.
- An integration team was formed, including BH therapist Tina W., who was hired in April 2019.
- Oly Peds developed a warm handoff process for providers to introduce Tina at the time of the appointment and schedule a future BH-specific visit.
- Patients see Tina for 4-8 short visits over 2-3 months, in collaboration with their primary care provider (PCP) under psychiatric oversight, until their graduation from the program.
- Oly Peds provides patients who see the BH therapist with a feedback survey to determine progress both pre and post visit, alongside a control group.

- Tina is booked for 6 prescheduled 30 minute visits per day, which allows for 30 minutes each hour to conduct warm handoffs.
- The office is using a collaborative care code for billing, which some insurances may not accept.
- Other challenges include limited office space, and no designated room for the BH specialist.
- New patient coordinator tracks patient base and which providers are accepting Medicaid.
- A value-based payment (VBP) system is in discussion, based on data gathered. Once sustainable payment measures are in place, reimbursement will increase.

Discussion Points

- **Q:** Are patients able to access a BH therapist without a waitlist?
- **A:** Tina has referral sources, and follows up with waitlisted patients. Oly Peds is looking to expand their resource list, and eventually hire an additional BH specialist.
- **Q:** Has Oly Peds focused on improving care for LGBTQ+ youth?
- **A:** Rainbow Health Center has come in to speak, and Oly Peds coordinates referrals with them.
- Consumers shared frustrations with being able to find a pediatrician for their own children. Some offices were not accepting new patients, others had long wait lists with no follow-up.
- Consumers are encouraged to know that staff are aware of the BH need, and hope to see trauma informed care integrated into clinic practices.
- Consumers would like to see increased availability during weekends/emergencies and empowerment tools, such as teleconferencing with a provider.
 - Oly Peds offers ½ day appointments on Saturday for acute visits, an RN nurse line, on-call provider, and extended hours in the fall for sports physicals.

IV. Consumer Web Page Review

Jennifer requested feedback from consumers on the current CPAA consumer web page, found [here](#).

- Improve the webpage layout to be more user-friendly, since finding resources quickly can be difficult and requires lots of scrolling.
- Create a mobile-friendly webpage, since access to a computer access can be a barrier.
- Allow users to click on specific counties on the map for local resources.
- Clarify what the colors on the map mean, use more contrasting colors.
- **ACTION:** Feedback will be shared with Carol Palay, Communications Specialist, and Ivan Rodriguez, IT and Data Analytics Manager, for future webpage revision.

V. Discussion Items

Jennifer facilitated discussion on points including the CAC co-chair agreement and future agenda topics.

- The co-chair will be a current member of the CAC who is elected to the position for one full year, and will work with the Community Outreach Coordinator, who will serve as the chair.
 - CAC co-chair to be elected by June 2019.
- CPAA Council members approved the stipend amount, while the rest of the document is a draft.
- The voting process will be covered at the May CAC meeting, once the charter is reviewed.
- Consumers liked the speaker series, and suggested having program managers attend to provide an update on their program.