Care Coordination Meeting Summary

Meeting Summary, May 29th, 2018

Support and Backbone Staff: Michael O'Neil – *CHOICE*, Megan Moore – *CHOICE*, Shannon Linkous – *CHOICE,* Jennifer Brackeen- *CHOICE*
Attendance: Rene Hilderbrand – *CHOICE*, Jennifer Luna - *Seamar*, Shannon Saegar – *Area Agency on Aging*, Gretchen Thaller - *Thurston County Public Health and Social Services*, Craig Deblanco – Coastal CAP, Marc Bollinger – Great Rivers BHO

I.   Welcome and Introductions

Today was the first planning team meeting in place of the regular work group. Michael facilitated introductions and reviewed the agenda items for today's meeting.

- Get to know planning team members
- Clarify roles and expectations
- Prepare for upcoming two-day planning session

II.   Get to Know Planning Team Members

Michael asked each member what their main interest is in Care Coordination and what is their relation to it? Michael wants the group to be able to share with each other since it is up to the planning team to identify gaps within our region. Also, Michael asked the group if they had any lingering questions surrounding the idea of Care Coordination. Each member went around and shared their answers. Some of the questions that arose were:

- What is the service delivery model going to look like for our region?
    - How will it evolve, and how many resources will be put into it to be successful?
- How do we coordinate referrals between multiple organization and gather all the resources within our region to be a part of that network?

Michael then asked each group member to identify an important aspect from their organization.

- Cowlitz/Wahkiakum - Does not have options for primary care and housing. Rental rates are increasing, large amounts of people are homeless, and there is only one provider in our area that accepts Medicaid.
- Housing/Access – Some clients need longer appointments, or appointments more quickly
    - We need a consistent process
    - We need to make sure that everyone is sharing and collaborating
    - Access to primary care/services in rural communities, people tend to go to the more urban populations to receive care so you could potentially pull people from other counties
- Thurston County – Access to primary care such as family medicine, pediatrics, and providers for children. There are long wait times and some people are not eligible for needed resources.
    - List of resources has a lot of barriers such as funding for specific categories

o   As a community, we could work closer together to leverage different resources
- Our region has sub regions; does it make sense to follow these sub regions? They are very natural groupings
  - o   Potential grouping of funding as well
- How can we press the services/providers to anticipate a higher push of referrals? How can we offer support to our provider network so that through a pilot, we can demonstrate a successful pilot that we can grow?

III.   Clarify Roles & Expectations

Michael reviewed the timeline and work plan, found here.

After reviewing the timeline, the group discussed their vision of what the model would look like:

- RFP process opens 5/30, it will be open for 6 weeks, closing on 7/16
  - o   Will help CPAA select first 6 coordinating agencies
- Incorporating a telehealth urgent care clinic into a hospital setting
- Using Coastal CAP as a hub for access to primary care
- Building relationships with all Medicaid partners about co-location, etc.
- Staff selection of agencies – hiring staff that are engaged in the community
- Service Entry Event – Organizations participate with the community, people can walk around the room and talk to people that offer all types of services
  - o   Meeting people where they're at
- Notification of providers, visiting target population, having materials in multiple languages
  - o   Physical and tangible materials for people
  - o   Cards, brochures, etc.
  - o   Clear role of this service for the community, consistent language
- Reach out/broaden outreach to potential partners

IV. Prepare for Upcoming Two-day Planning Session

Michael shared the agenda for the two-day planning session, found here. The event will take place June 18-19th at the Fairfield Inn and Suites. He asked the group to read the following materials before the session so the team will be well prepared:

1. Read AHRQ QuickStart Guide
2. Review 20 core Pathways
3. Rockville Institute's prerequisites and standards for national certification
4. Complete assignments: 1-2 individuals will be asked to review information, talk with HUB leadership and provide an update to the core team during the meeting. (Community Engagement, Target Population, HUB Advisory Board, Referral Partners, Direct Service Providers, HUB Overview Presentation)
5. Recommended reading: AHRQ HUB Manual, journal articles

Michael also generated key questions to help create discussion for the two-day session, found here. He shared that the two-day session will be very intense but he is looking forward to the results. The group members shared that they too are looking forward to the event.

V. Summary and Next Steps
- Michael will send out a doodle poll to set up a re-occurring meeting
- Prepare for the Two-day Planning Session 6/18 & 6/19