



Bi-Directional Care Integration Work Group Meeting

Meeting Summary: 09/25/2018

Support and Backbone Staff: Kyle Roesler – CHOICE, Abby Schroff – CHOICE, Madi Tanbara – CHOICE

In Attendance: Sara Rainer – CHOICE, Pam Hedglin – *Morton General*, Vicky Brown – *Morton General*, Terri Gushee – *Mason General*, David Stipe- *Qualis Health*, Jennifer Mooney – *Summit Pacific*, Stephanie Shushan- *CHPW*, Alicia Ferris – *Community Youth Services*, Robyn Hansen – *Physicians of SW WA*, Julie Nye – *Child and Adolescent Clinic*, Dr. Phyllis Cavens – *Child and Adolescent Clinic*, Annie McGuire – *Providence*, Doris Jean Pierre – *Kaiser*, Laura Johnson – *United Health Care*, Karla Cain – *Answers Counseling*

I. Executive Summary & Next Steps

- The next meeting will be on October 30, 2018 from 9:00 – 10:30am at Fairfield Inn and Suites, 6223 197th Way Southwest, Rochester, WA 98579.
- Presentations will be held by Dr. Jennifer Polley from Northwest Pediatrics and Mario Paredes from Consejo Counseling
- Change Plans and contracts were released last week. There will be a Q&A session on October 8th. Please use the following information to join
 - <https://zoom.us/j/648613795>
 - US: +1 669 900 6833
 - Meeting ID: 648 613 795

II. Welcome, Introductions & Pre-Meeting Updates

- **AIMS Center Whole Person Care Training Program:** First cohort to start in fall 2018. Please contact Kyle if your practice is interested in going through this training program.
- **Caseload Tracker:** CPAA will cover the costs of the AIMS Center Caseload Tracker.
- **CPAA potentially contracting with a psychiatric consultant**
 - If you are planning to implement the Collaborative Care Model, let me know if you are interested in securing consultation hours for your organization. Hours are limited.
- **Important Dates for AIMS Center Whole Person Care Training Program**
 - 10/15 – 10/30 – First round of cohorts begins training program
 - 1/15/19 – 1/30 – Second round of cohorts begin training program

III. David Stipe – Qualis Health

- Qualis' goal is to help practices successfully move to whole person, patient centered care. They provide practice coaching and other services across the entire state.
- The Practice Transformation Support Hub's main three goals are to help their providers reach the Triple Aim: Integrate physical and behavioral health, move from volume based to value based care and improve population health through clinical and community linkages.
- The Hub offers practice coaching, connector services, tools, resources, and education. They help measure each organization's readiness for integrated managed care and value-based payment.



- The Hub now has a searchable feature that allows for increased community based linkages- all 9 communities can search throughout region to find resources within their county that might be overlooked or underutilized.
- The Hub encourages success by helping make connections, building skills and managing population health. Preparing for and understanding value based payment is one of the main skills the Hub is focusing on.
- In order to manage population health, the Hub is improving reporting capacity, utilizing registries to support empanelment, and maximizing EMR efficiencies.
- In order to best implement evidence-based protocols, it would be most efficient to build workflows directly into the EHR and follow them. Success begins with goal setting and incorporating a PDSA.
 - Some clinicians feel that best practices are buried too deep within EHRs. A solution to this problem could be to incentivize workflows and implement agenda setting. This can help improve patient wait times and outcomes.
- MEHAF will be the assessment of choice for 2019/2020.
- Qualis developed a Pre-Manage Implementation toolkit which is generally a guide for behavioral health but still useful for primary care. Pre-Manage focuses on four steps: Prepare- Plan- Execute- Sustain.
- An additional tool offered is around IMC readiness. This assessment measures readiness on a color scale (green ready, red needs work).
- Registration is open for a two-part (11/1, 11/14) VBP and IMC intensive training.
 - Learning event for behavioral health agencies
 - Preparation for integrated manage care
 - Overview of IMC readiness toolkit and action planning
 - How to prepare for engagement in value- based agreements
- For any other questions, you can contact David at DavidS@qualishealth.org
 - **Hub Help Desk:** (206) 288-2540 ext. 2540 or by email HubHelpDesk@qualishealth.org

IV. Dr. Davis Meyers – Cowlitz Family Health Center

- Periodontal disease is an open, bleeding, suppurating wound of approximately 4 square inches that serves as a portal of entry for bacteria to the blood stream. When left untreated, it can cause serious harm to pregnant women or disadvantaged populations.
- This disease can also affect other diseases and bodily systems such as Heart Disease, Diabetes and Stomach and Bowel Diseases. The longer someone waits to receive dental treatment, the more dangerous they can become to your health.
- The mouth is a potential source of a bacterial infection that can affect A1C levels and chronic diabetes management.
- Dentists have a unique opportunity to incorporate whole person care due to the array of patients they see.
- Dental providers can take the time to explain basic steps like teeth brushing to patients and ask more about what's going on with their home life that might be affecting their oral health.



- Can potentially be first line reporters for physical abuse. In this work position, dentists have the ability to see children often and can take into consideration whole person care from a behavioral health perspective. Thinking outside the box from a normal dentistry checklist has the ability to make life changing interventions for some patients.
- Pediatric dentist and pediatricians now cover fluoride doses for kids who are prone to cavities/decay
- All health care professionals should encourage wellness visits, not just going in when you are sick. At these visits, they can loop back to dental care and fluoride treatments and potentially BH referrals if needed.

V. Change Plan Discussion

- Any dates listed are internal dates for us. The change plans will not be reported out to the state.
- SMART goals are specific to your organization
- The Development form is an additional document created by CPAA that is intended to serve as feedback that organizations can consider while filling out their change plan. This is just considered guidance to help streamline some of the project interventions.
- There will be Biannual reporting for the change plan metrics
- Milestones reporting will be yes/no options