CARE COORDINATION WORK GROUP MEETING

SEPTEMBER 25TH, 2018

Welcome and Introductions

Introduce yourself: <u>Name</u>, <u>organization</u>, and <u>county</u>

WELCOME

Review Desired Meeting Outcomes

❑Get updates on project implementation

❑Review HUB Policies & Procedures

❑Discuss HUB Brand Development

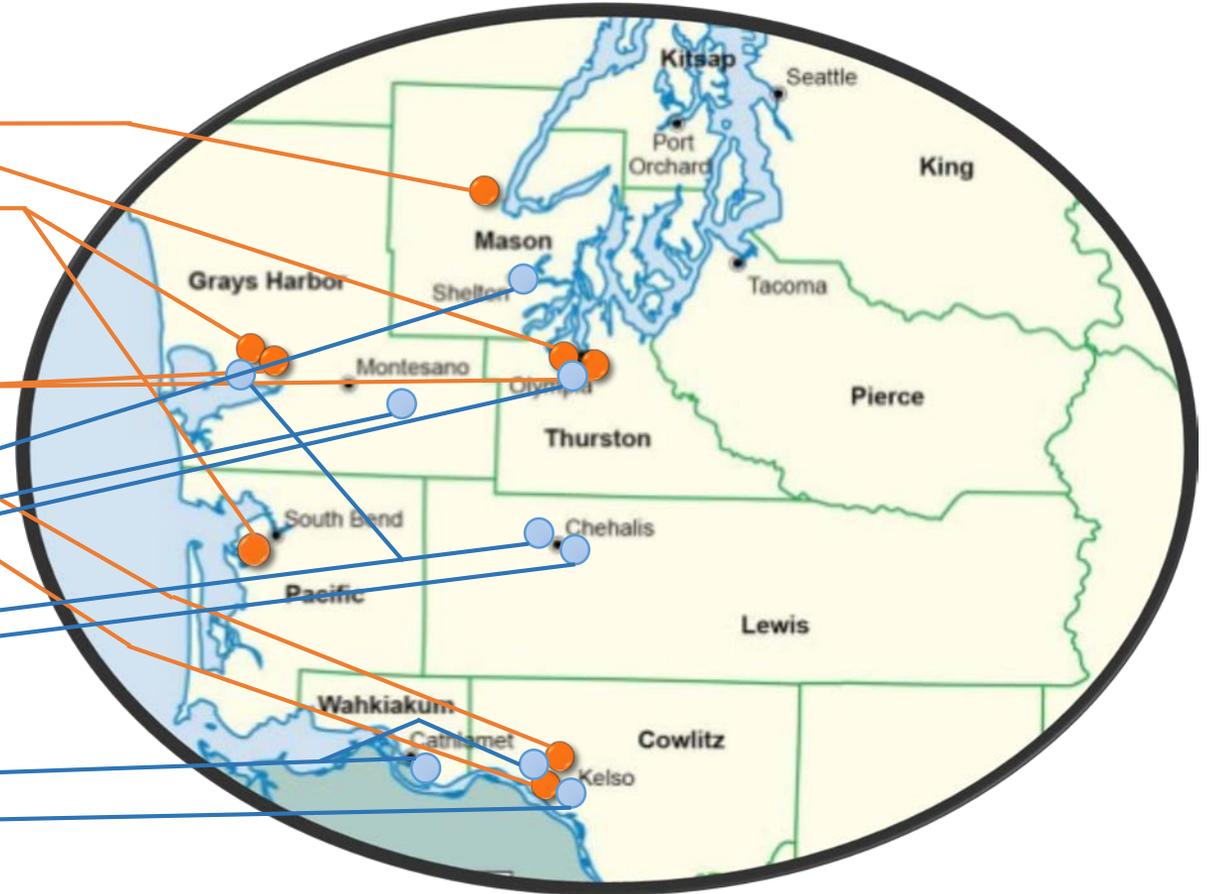❑Plan content for future shared learning

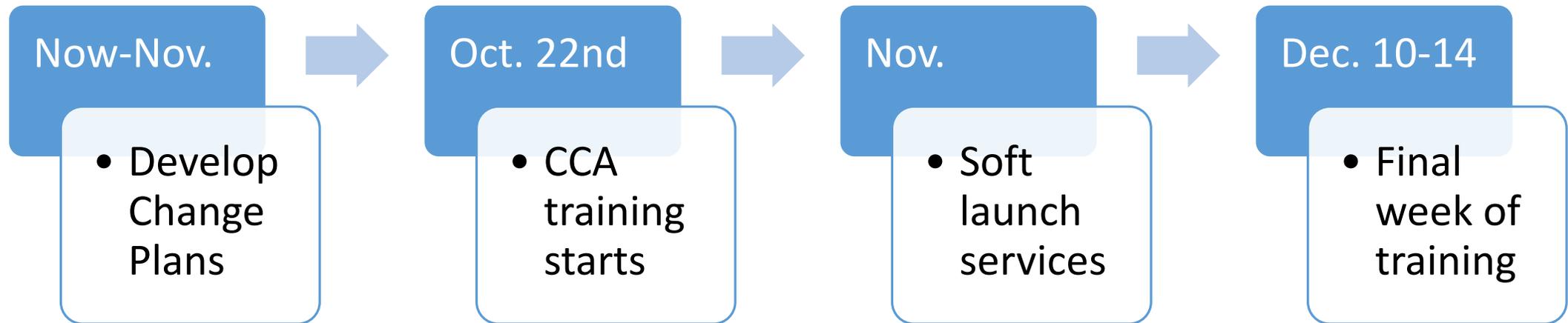# Care Coordinating Agency (CCA) Partners

Cohort I
- Peninsula Community Health Services
- Community Action Council
- Coastal CAP
- Sea Mar Community Health Centers
- Lower Columbia CAP
- Youth and Family LINK

Cohort II
- Mason General Hospital & Family of Clinics
- Summit Pacific Medical Center
- Physicians of Southwest WA
- Lifeline Connections
- Gather Church
- Area Agency on Aging & Disabilities of SW WA
- Love Overwhelming

Short-term Timeline

Now-Nov.
- Develop Change Plans

Oct. 22nd
- CCA training starts

Nov.
- Soft launch services

Dec. 10-14
- Final week of training

CCA Implementation Stages

2018-19

Launch

- Hiring
- Training
- Start services

2019

Alignment

- Referral Network
- Other agency programs
- Other MTP activities

2020-21

Expansion

- Set CCA goals
- Adjust/expand HUB target population(s)
- Hire & train new staff

HUB Development

Initial Functions
- Screen for duplication (limited to Pathways)
- Match clients w/best fit
- Provide & maintain software platform
- Support CCA development & growth

Expanded Functions
- Screen for duplication (multiple services)
- Coordinate additional services
- Negotiate & maintain contracts with payer
- Improved CCA workforce supports

**HUB
Advisory Committee**

- Performance data review
- Population health monitoring
- Shared learning
- Policy work

Sustainability

Outcome Marketplace

- Use evaluation to demonstrate value
- Unit value based on operational costs, expected outcomes, etc.
- Negotiate contracts with multiple payers

CCA Productivity

- More outcomes per care coordinator = more revenue
- Program growth and alignment w/other services are critical
- HUB manages ongoing quality improvement process

HUB Infrastructure

- Health Information Technology interoperability
- Workforce supports
- Alignment/integration with other MTP programs

HUB Policies & Procedures

❖ Adapted template from Pathways TA providers

❖ Input from 2-day deep dive meeting

❖ Each section discussed with the planning team

Access the current version online:

https://cpaa.gitbook.io/pathways-community-hub/

Policies & Procedures: Overview

Main Section Headings:

- HUB Overview

- Care Coordination

- Documentation

- Privacy Requirements

- Monitoring & Quality Improvement

- HUB Operations

Policies & Procedures: Discussion

- Does any section need a closer look?

- Is anything missing?

- Are we ready to recommend adoption of Policies & Procedures?

HUB Branding

- Simple & easily recognizable
  - Short name, few syllables
  - Avoid confusion with other projects, programs, or organizations (e.g. Hub & Spoke model, Health Homes, Pathways 2020, etc.)

- Resonates with each user group: Clients, CCAs, Referral Partners, Payers

- Examples of other Pathways HUBs
  - Pathfinder Community Hub (Better Health Together)
  - Passage2Motherhood (Pierce County ACH)
  - Community Health Access Project – CHAP (Original HUB in Ohio)
  - Northeast Oregon Network - NEON

Shared Learning Planning

- What do we hope to learn from launch?

- What do we need to know before launching Cohort II?

Summary and Next Steps

- Next Steps:
  - CCA Training, October 22nd-December 14th
  - Soft launch in November
  - Develop evaluation plan

- Next Meeting:

    TBD, early December