

pathways to
HEALTH  HOME

Sacramento Whole Person Care

IT meeting – September 7, 2017

Agenda

- Introductions
- IT Committee Purpose and Expectations
- IT Needs for Pathways Program
- Survey Findings Relating to IT
- Challenges / Opportunities Breakout Discussion
- Next Steps for IT Committee

IT Committee Role

- Role for IT Committee
 - Provide input on IT strategies to meet program goals and objectives
 - Support the alignment of short- and medium-term program approach with long-term community needs
 - Identify opportunities and challenges, such as existing IT capacity to leverage
 - Review program progress and development
 - Facilitate involvement of community partners
- Charter to be developed for review at next meeting

IT Committee Expectations

- One lead participant per organization, plus one alternate if desired
- Participate in monthly meetings; consider participation in ad hoc workgroups as needed
- Respond to requests for input in a timely manner
- Involve other stakeholders as appropriate
- Promote the interests of Pathways within your organization and in the community

Example Performance Measures

Measure	2017 P4R	2017 P4P	2018 P4R	2018 P4P	2019 P4R	2019 P4P	2020 P4R	2020 P4P	Frequency
Data and information sharing infrastructure	Establish P&Ps		Monitor, review, and revise P&Ps		Monitor, review, and revise P&Ps		Monitor, review, and revise P&Ps		Annual
Reduce ED Visits (adults)	Maintain Baseline		5% decrease		5% decrease		5% decrease		Semi-Annual
Reduce Inpatient Utilization	Maintain Baseline		5% decrease		5% decrease		5% decrease		Semi-Annual
7-day Follow-up After Hospitalization for Mental Illness	Maintain Baseline		5% increase		5% increase		5% increase		Annual
Initiation and Engagement in AOD Treatment	Maintain Baseline		5% increase		5% increase		5% increase		Annual
Overall Beneficiary Health (self-assessment)	Maintain Baseline		5% increase		5% increase		5% increase		Annual
30-Day All Cause Readmissions	Maintain Baseline		5% decrease		5% decrease		5% decrease		Semi-Annual

IT Needs for Pathways Program

- **Enrollment / eligibility**
 - Identification of target population clients and eligibility determination
 - Consent management
 - Coordinate hand-off to care teams and service providers
- **Clinical data sharing for care coordination (HIE)**
 - Longitudinal client record, master patient index
 - Event notifications (e.g. on hospital admit, discharge)
- **Care management tools for proactive care planning**
 - Shared comprehensive care plans
 - Electronic referrals including to non-clinical organizations such as housing services
- **Analytics for program management and reporting**
 - Baseline data
 - Data normalization and data quality monitoring
 - Performance and outcomes monitoring (inform PDSA cycles; reporting)
- **Data management entity**
 - Provides governance and oversight of IT infrastructure

Preliminary Survey Findings

Most Difficult Services to Secure for Homeless Clients

Health / Behavioral Health Organizations

1. Addiction Treatment
2. Connection to Shelter / Housing
3. Sobering Centers
4. Mental Health Services
5. Recuperative Care / Medical Respite Beds
6. Care Coordination / Navigation
7. Primary (Health) Care Linkage
8. Transportation

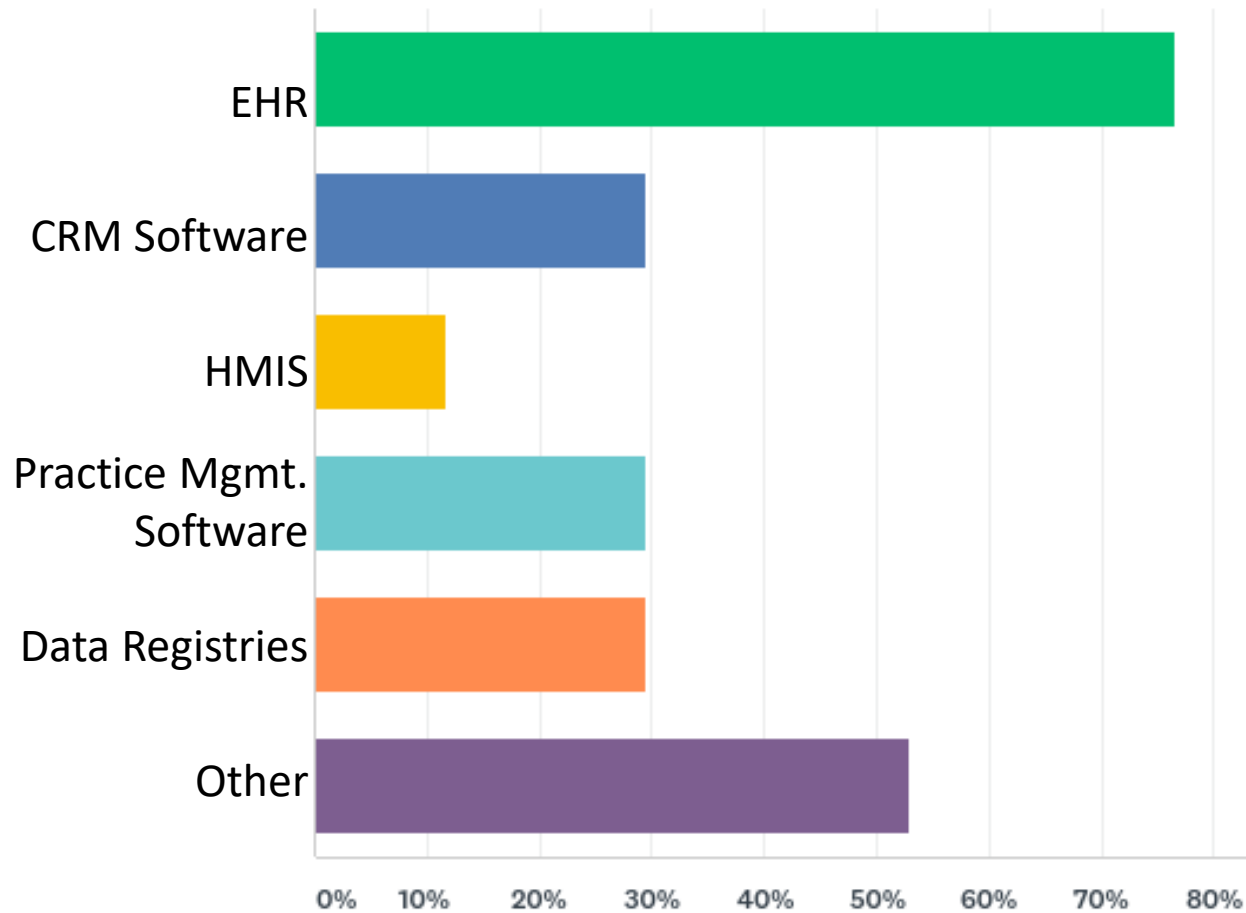
Housing Organizations

1. Permanent Housing
2. Addiction Treatment
3. Shelter, Interim, or Bridge Housing
4. Mental Health Services
5. Recuperative Care / Medical Respite Beds
6. Assisted Living Services
7. Care Coordination / Navigation
8. Sobering Centers
9. Primary (Health) Care
10. Transportation

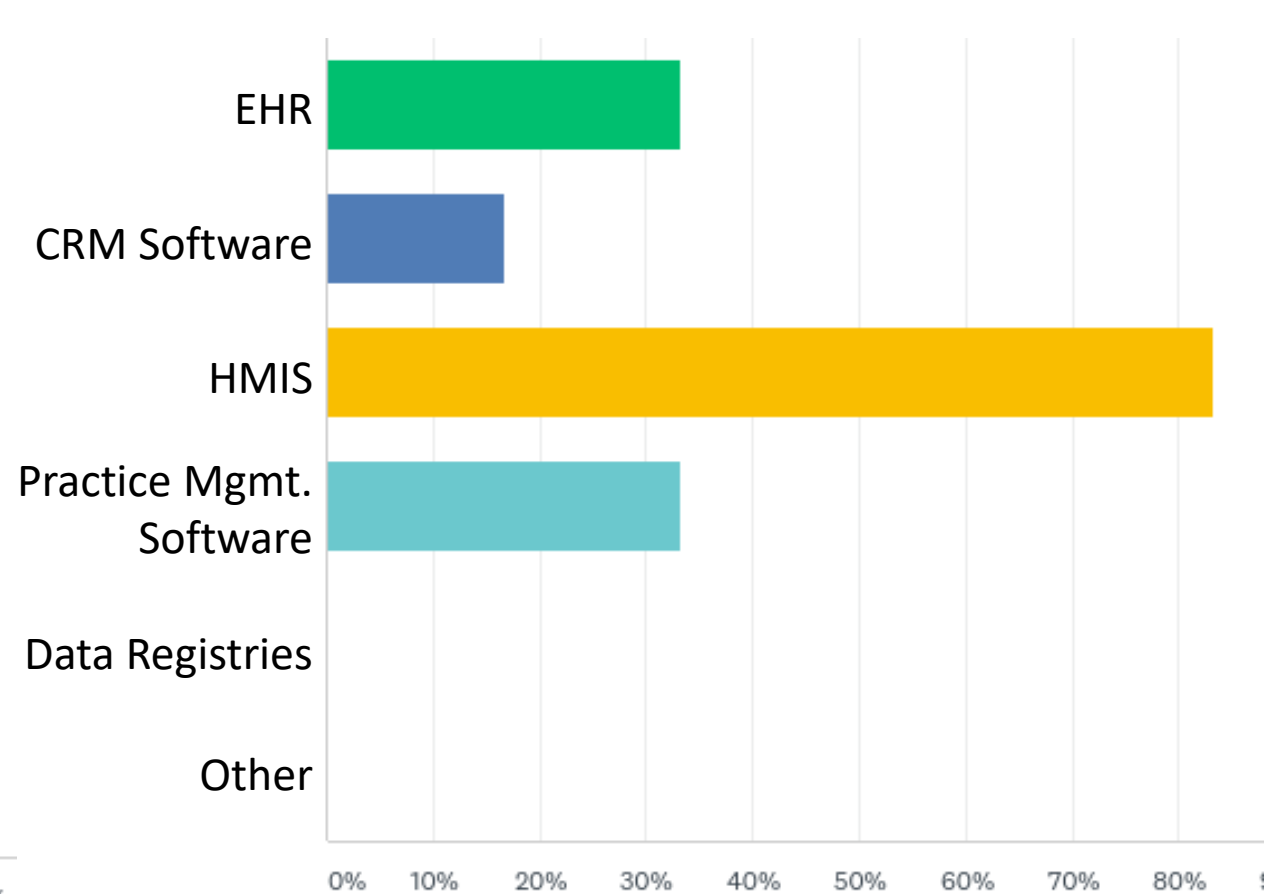
Preliminary Survey Findings

Technologies Used for Data Capture

Health / Behavioral Health Organizations



Housing Organizations



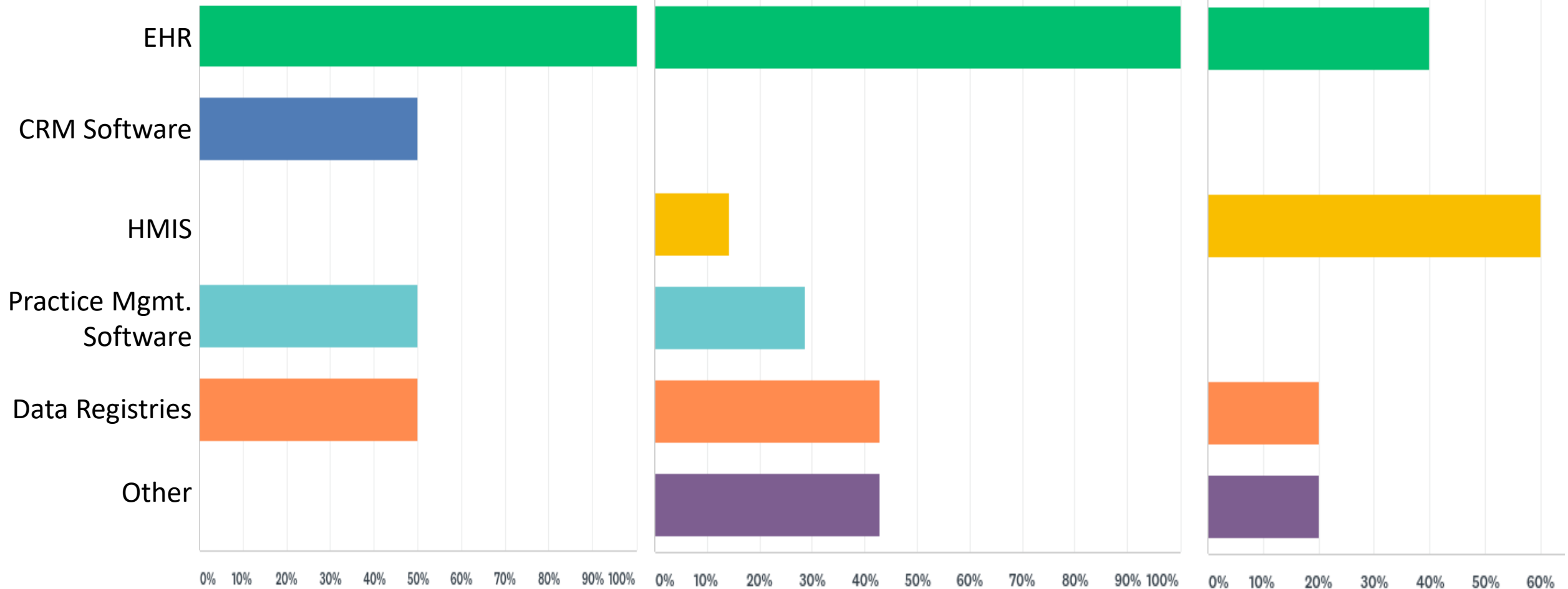
Preliminary Survey Findings

Technologies Used for Data Capture

Hospitals

FQHCs

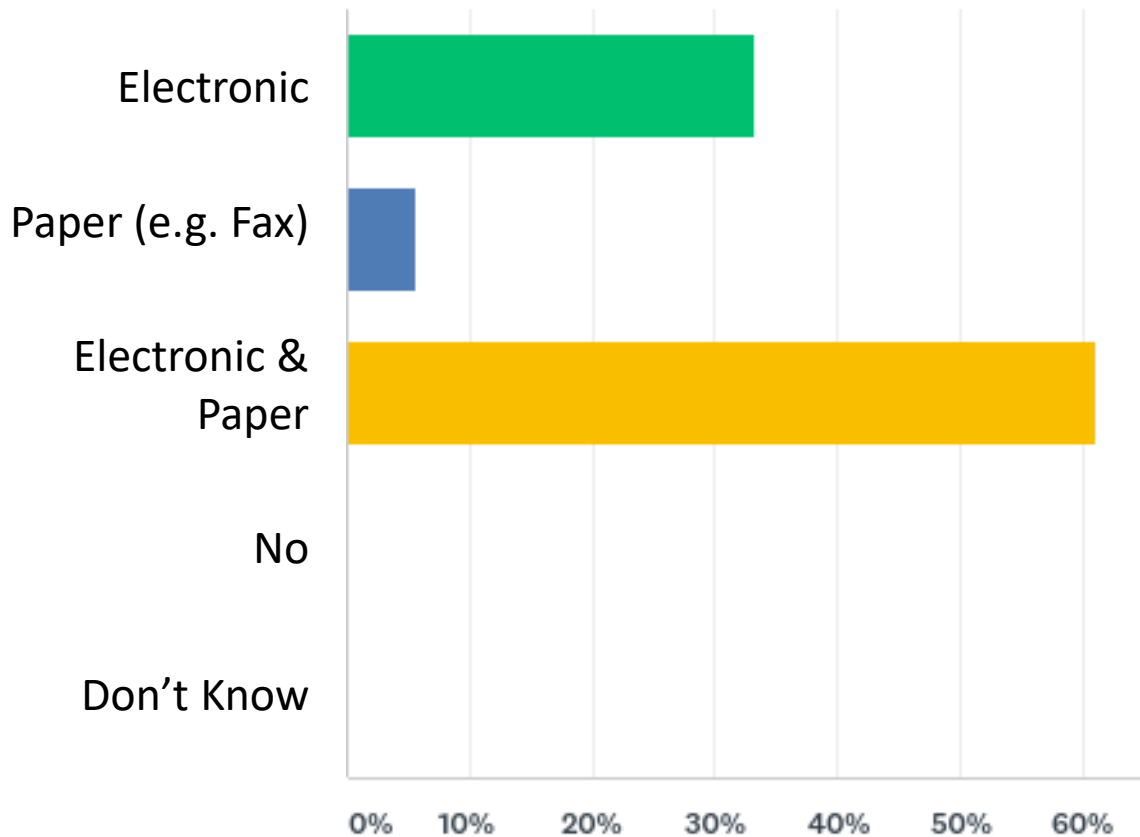
Health Plans



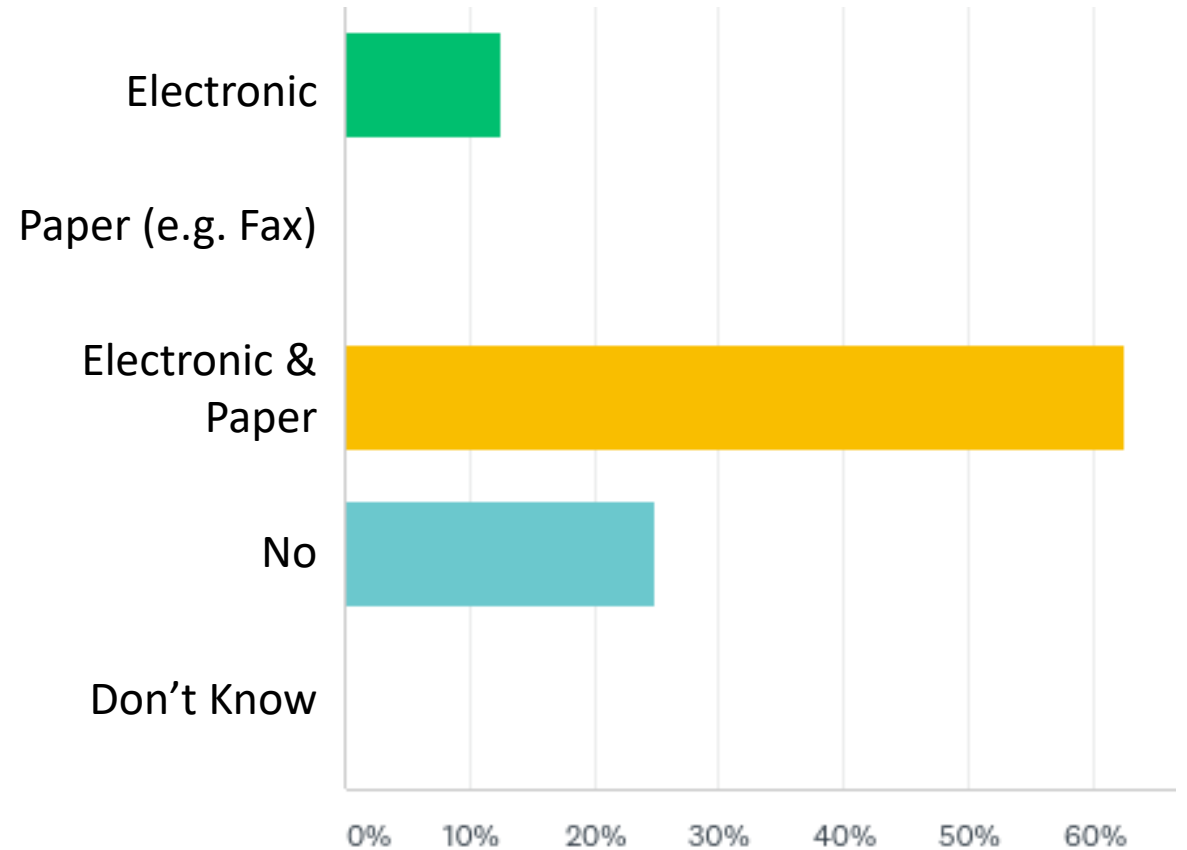
Preliminary Survey Findings

Referrals Methodology

Health / Behavioral Health Organizations

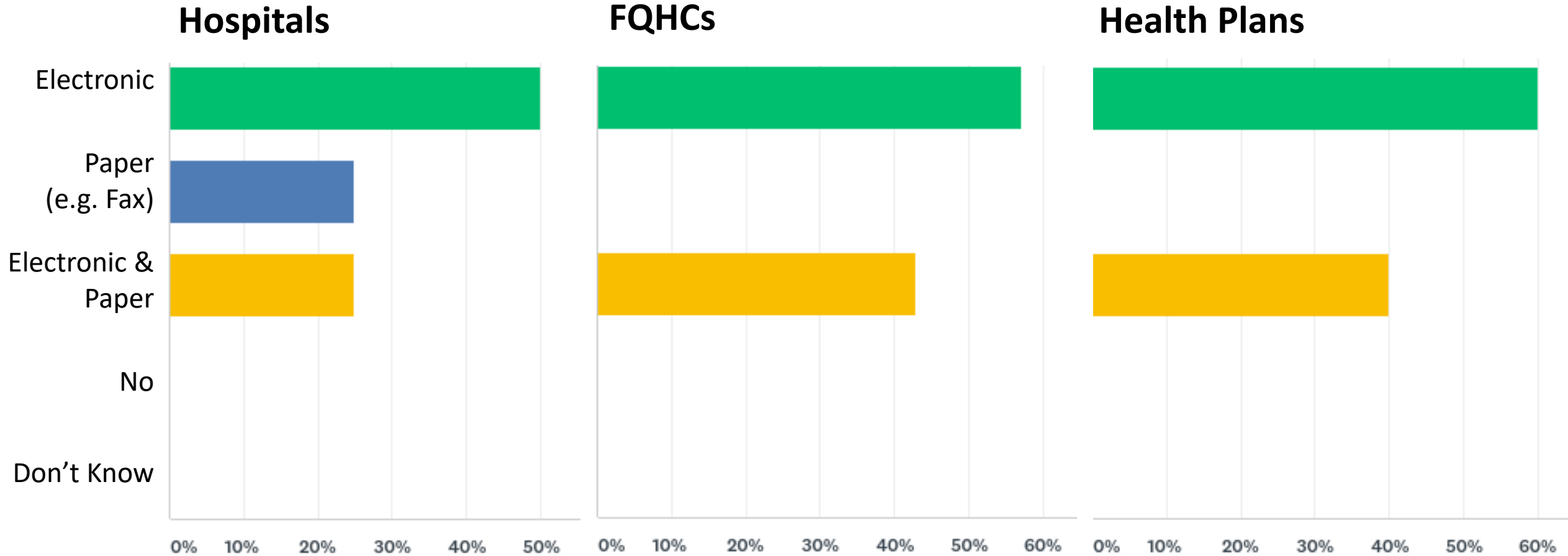


Housing Organizations



Preliminary Survey Findings

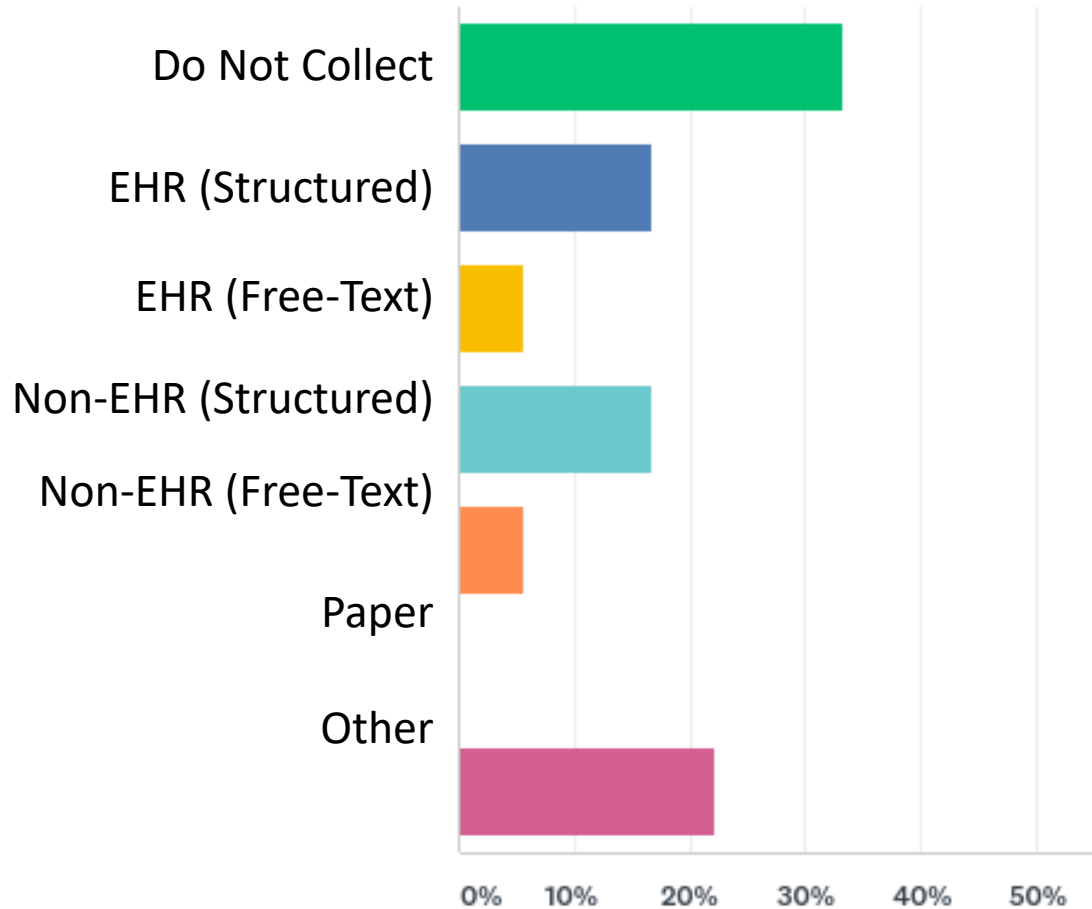
Referrals Methodology



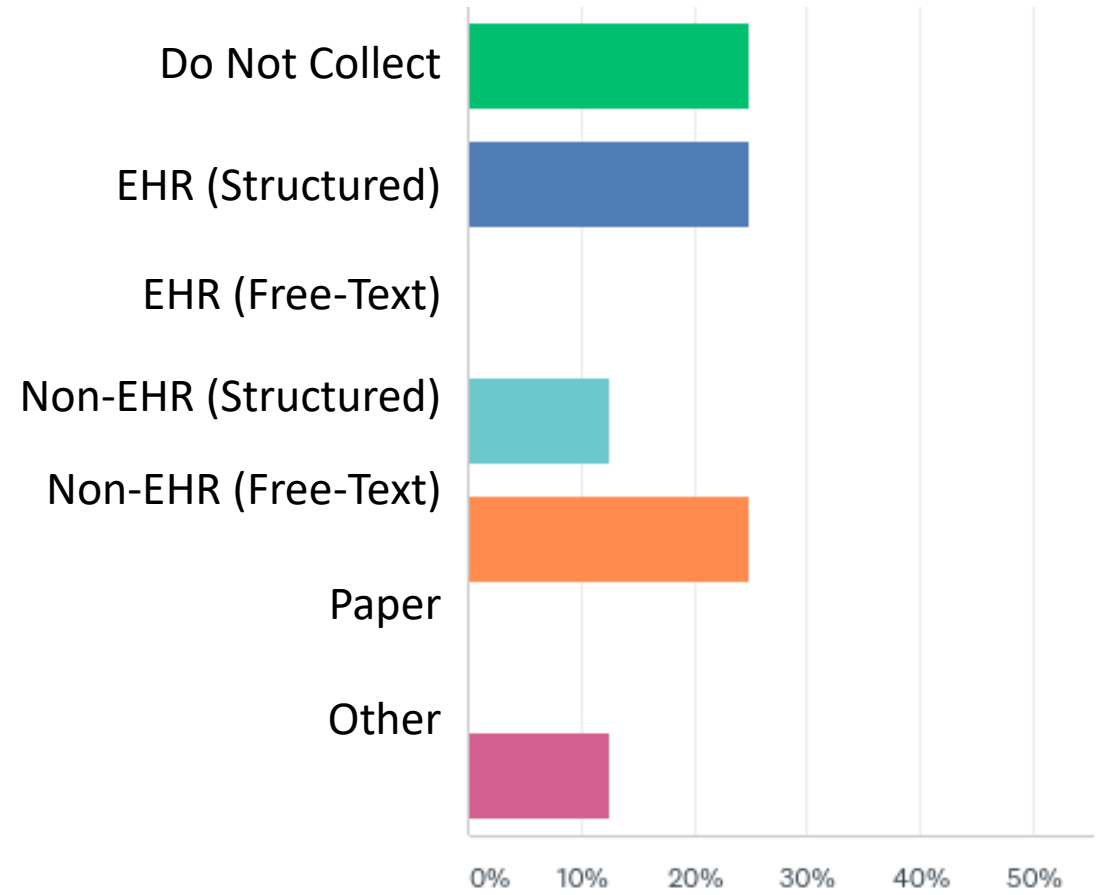
Preliminary Survey Findings

Social Determinants of Health

Health / Behavioral Health Organizations



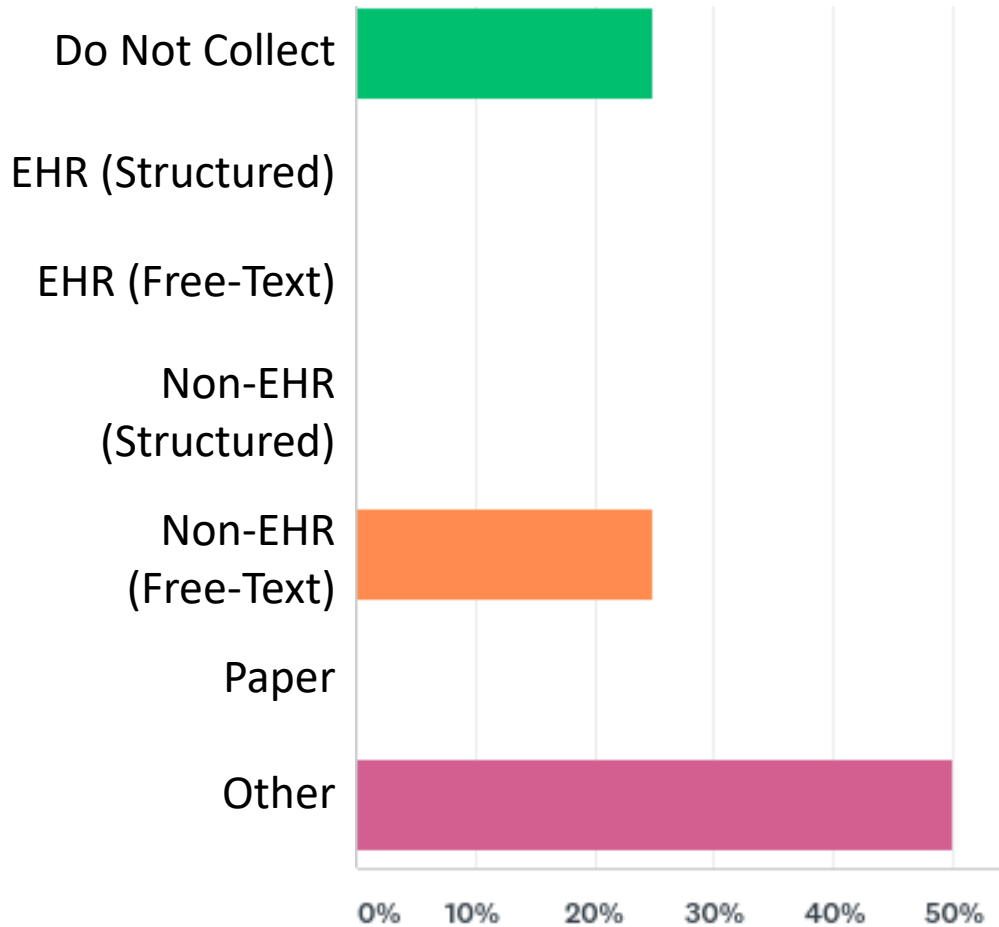
Housing Organizations



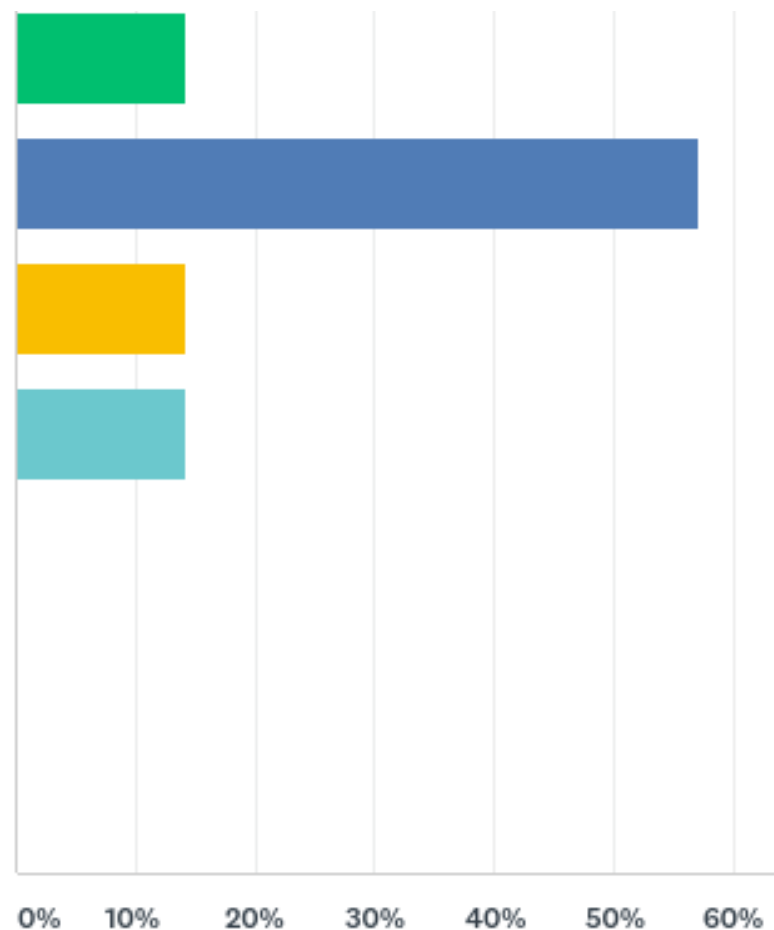
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Social Determinants of Health

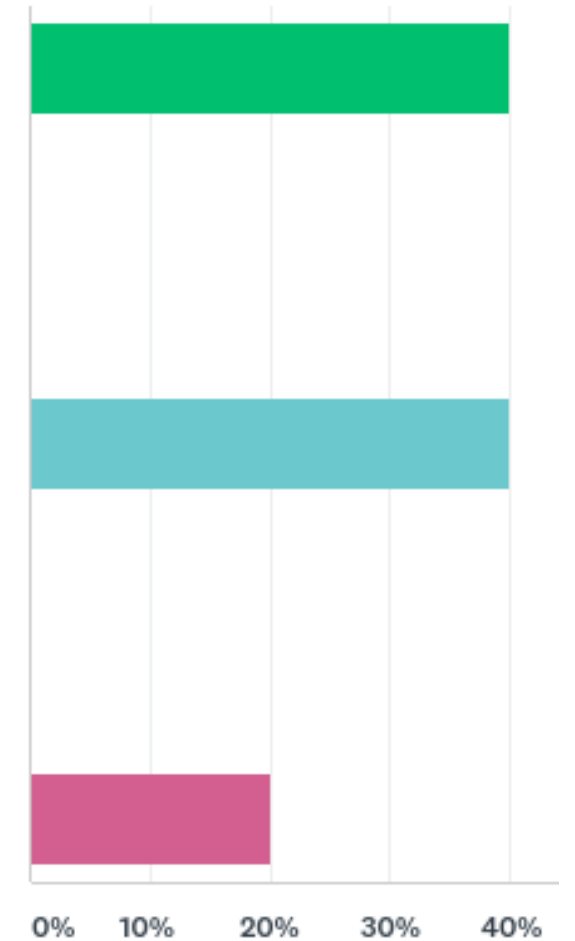
Hospitals



FQHCs



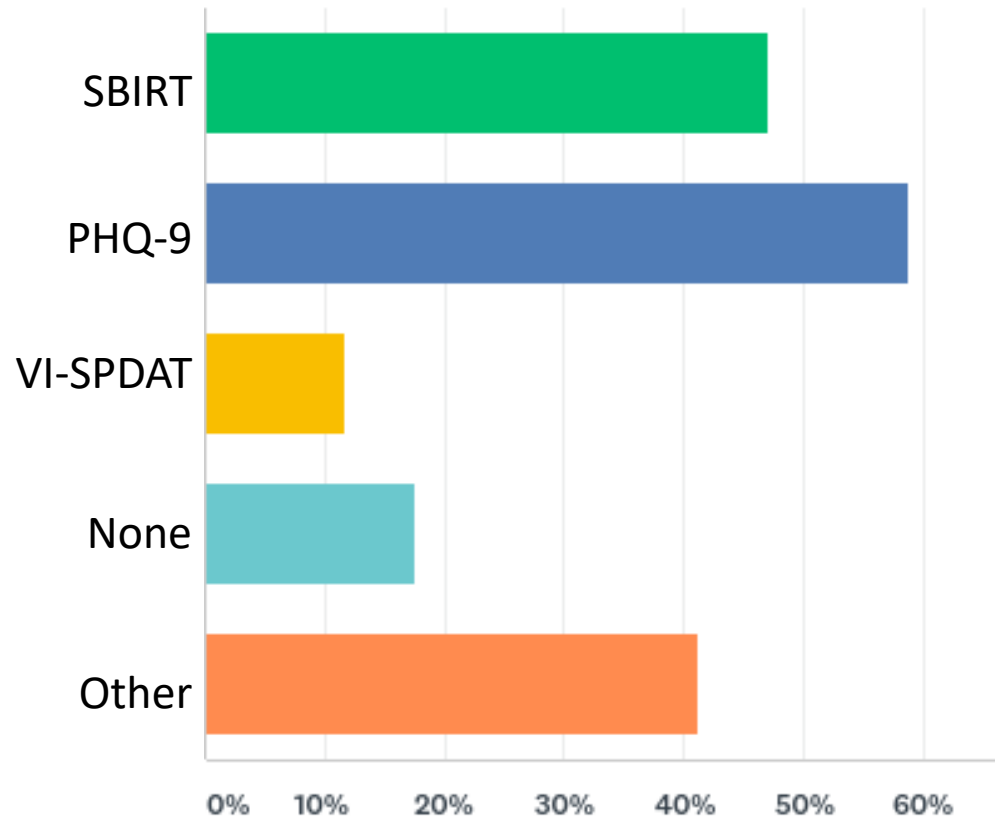
Health Plans



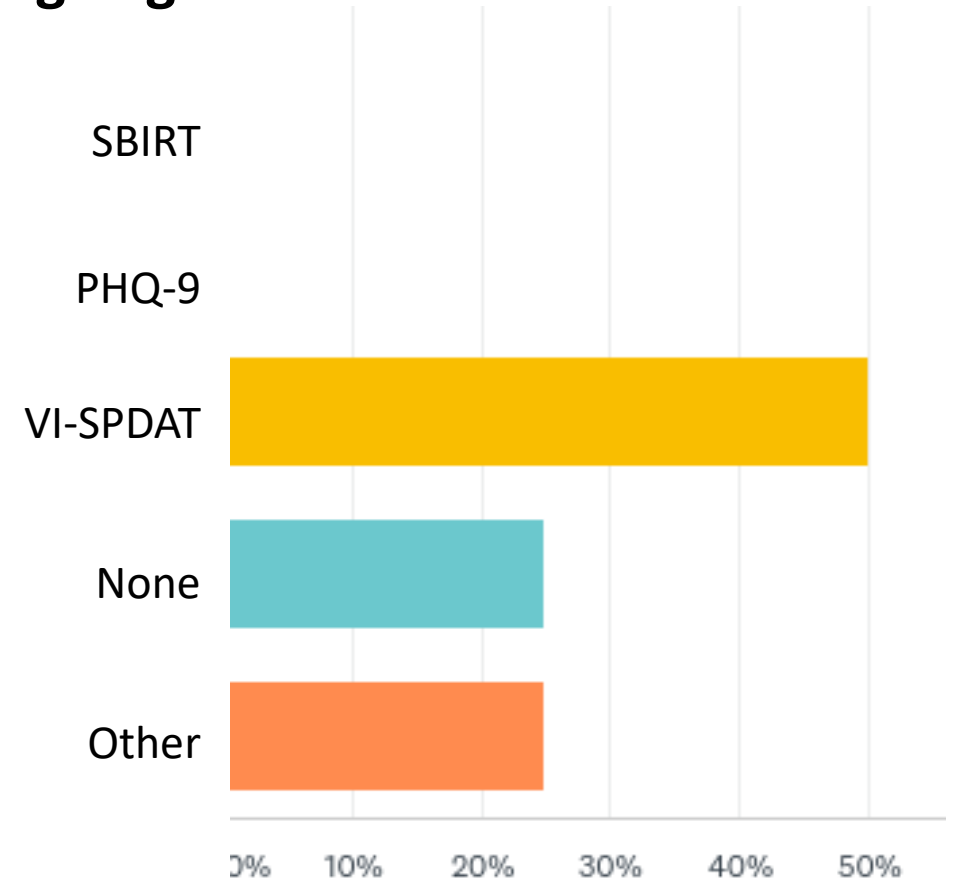
Preliminary Survey Findings

Health Risk Assessments

Health / Behavioral Health Organizations



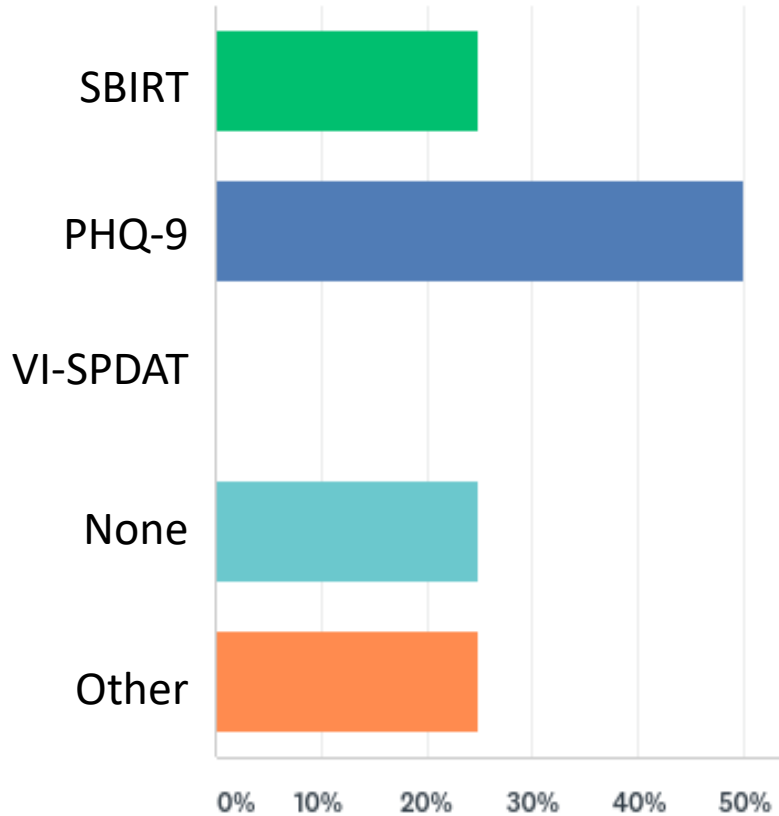
Housing Organizations



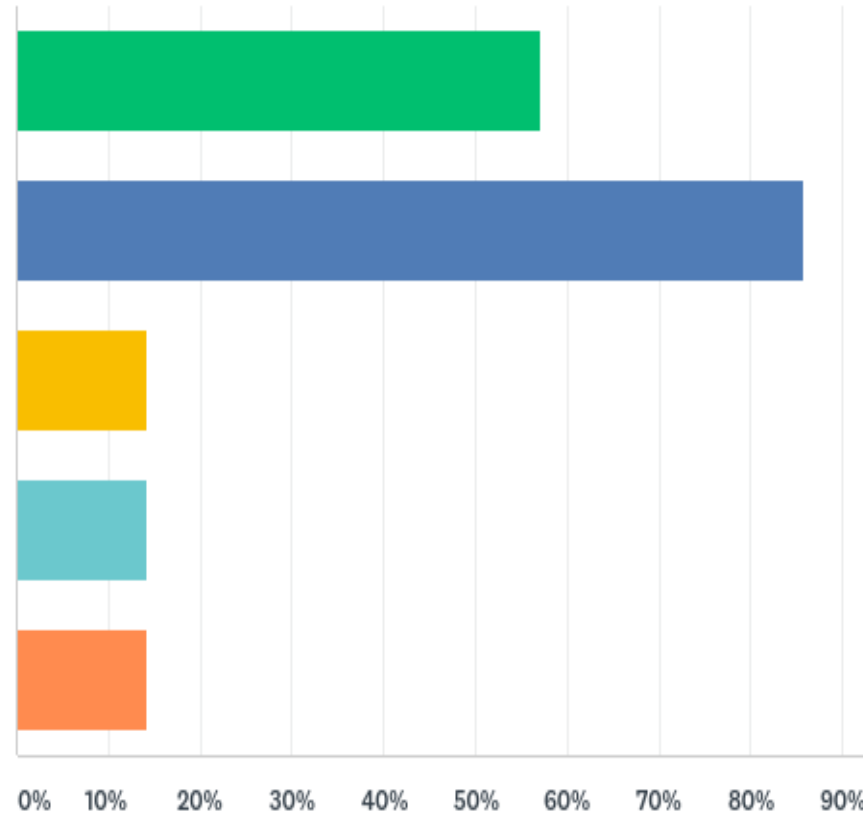
Preliminary Survey Findings

Health Risk Assessments

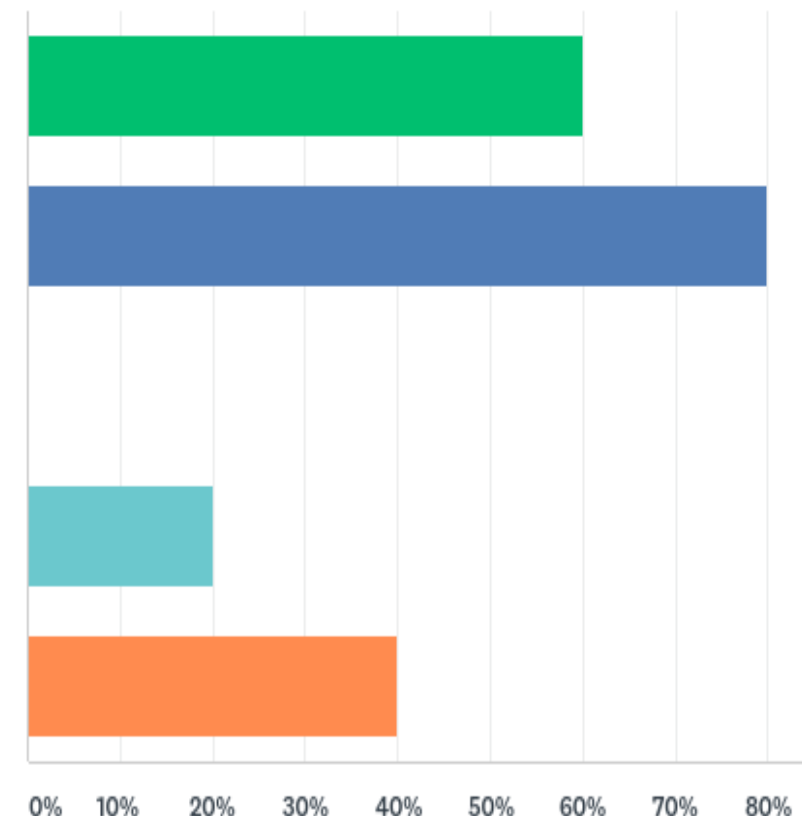
Hospitals



FQHCs



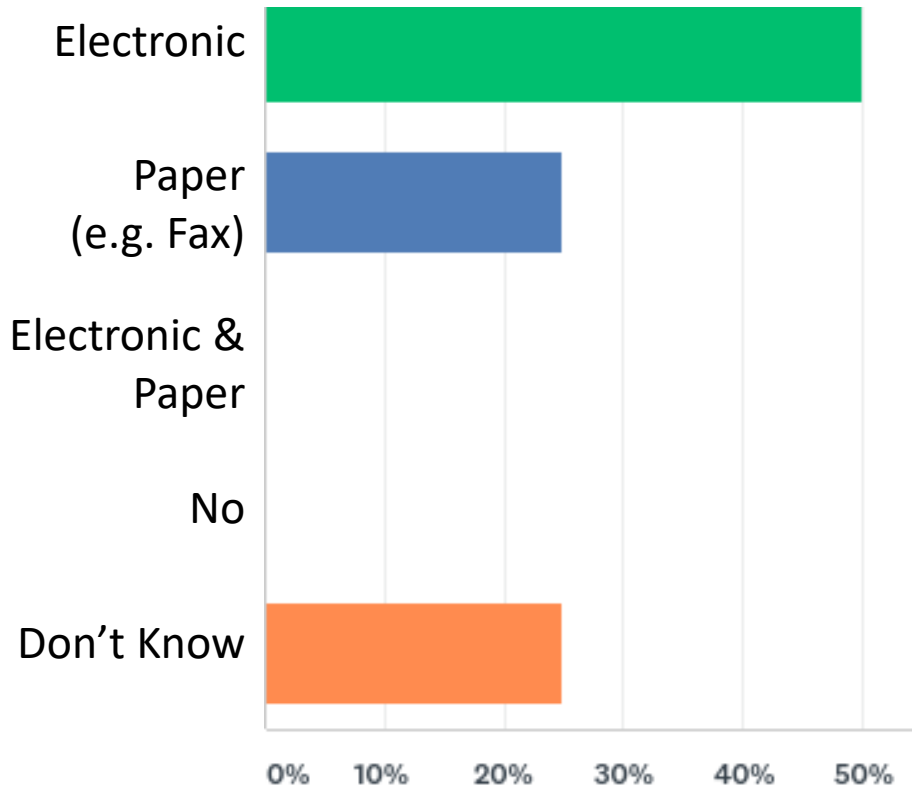
Health Plans



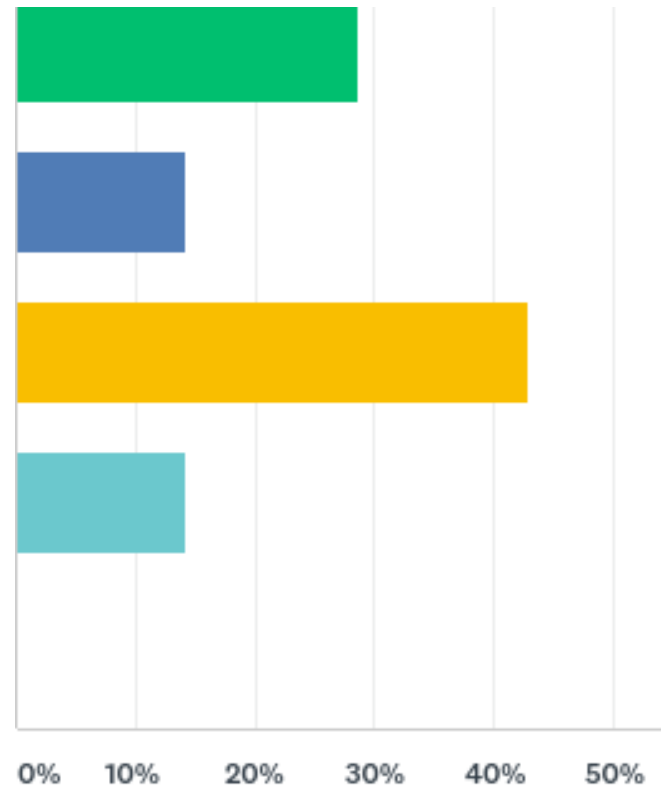
Preliminary Survey Findings

Clinical Alerts From Outside Organizations

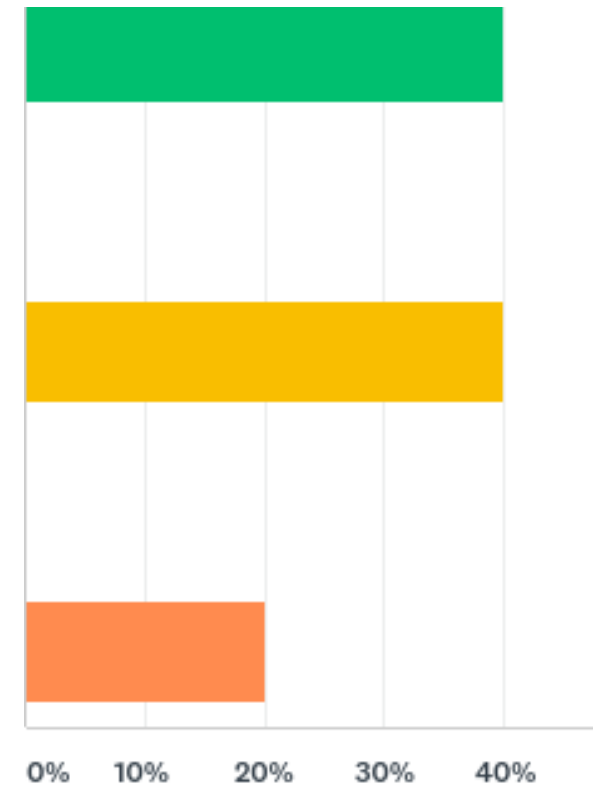
Hospitals



FQHCs



Health Plans



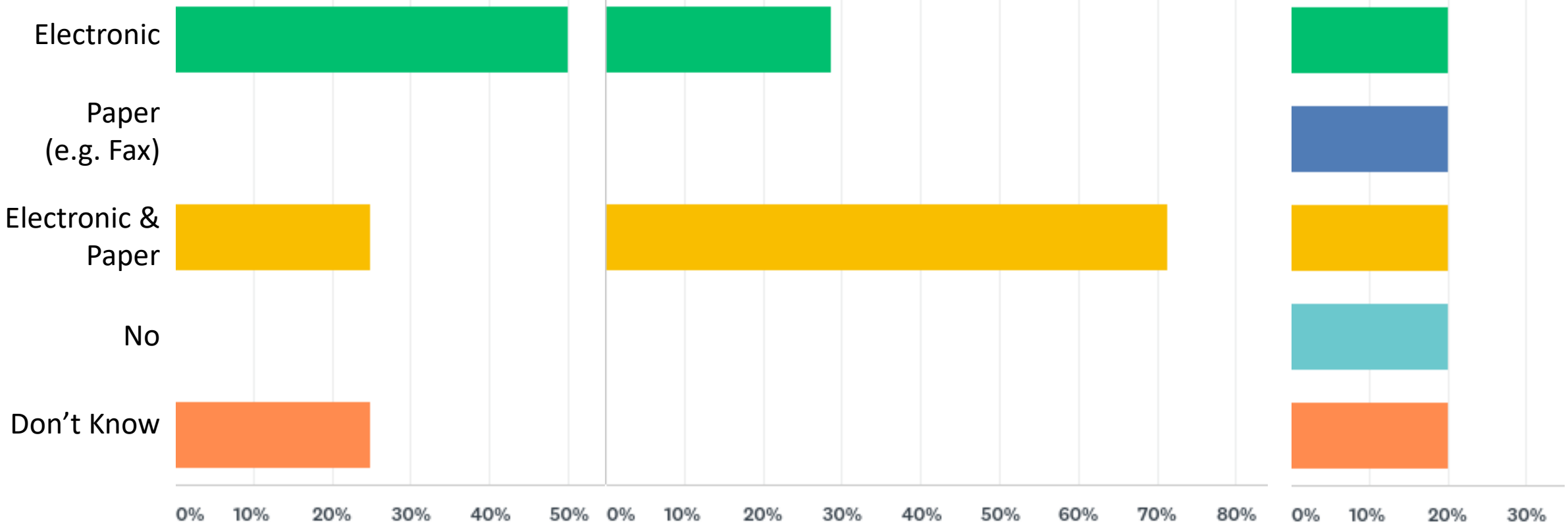
Preliminary Survey Findings

Hospital Discharge Summary Receipt

Hospitals

FQHCs

Health Plans



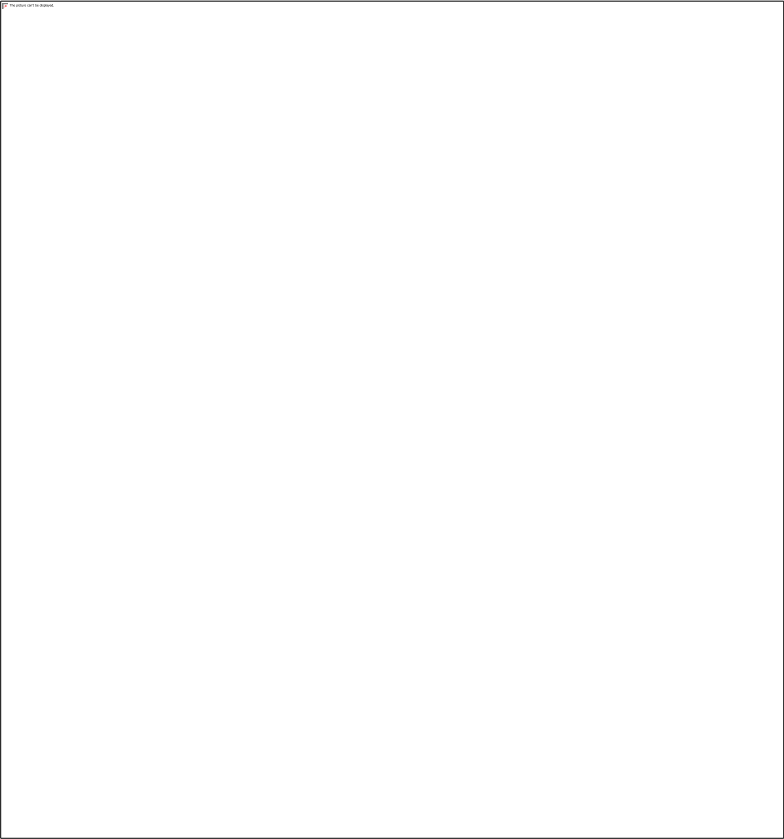
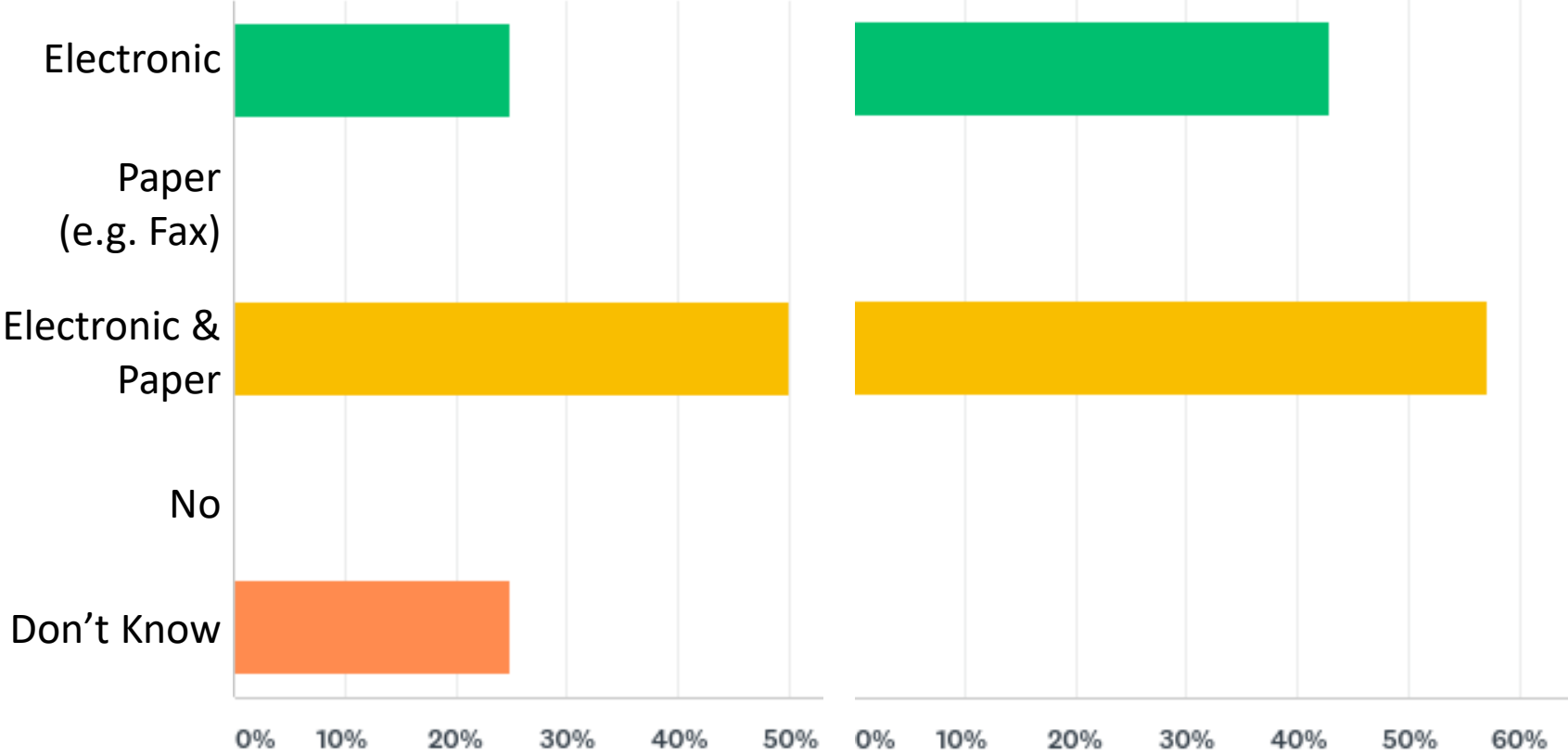
Preliminary Survey Findings

Labs, Imaging, and Test Results

Hospitals

FQHCs

Health Plans



Opportunities / Challenges

Breakout Discussion

What specific opportunities or challenges do you see for:

- Identifying and tracking the target population in a consistent manner?
- Facilitating health information exchange for care coordination?
- Proactive care management and planning by community-based interdisciplinary teams?
- The collection, normalization, and analysis of aggregate data for outcomes monitoring and reporting?
- A data management entity to provide governance and oversight of IT infrastructure?

Next Steps for IT Committee

- Identify IT Committee participant and alternate (optional) from each organization by end of September
- Calendar invite to participants for recurring meetings (third Thursday of month – October 19th is next meeting)
- Respond to requests from Pathways team for key informant interviews