

pathways to HEALTH HOME

Service Delivery Committee Meeting Summary

Date & Time: June 21, 2018, 1:00-2:00pm

Location: Sacramento City Hall, 915 I St. Room #1119

Connecting: Web: <https://cc.readytalk.com/r/jri288pzwni1&eom>

Call In Number: 303.248.0285

Passcode: 5070197

Welcome and Introductions

- Eric Schwimmer, Anthem Blue Cross
- Karen Brockopp, TLCS
- Elizabeth Hudon, Salvation Army
- John Foley, Sacramento Self Help Housing
- Laura Niznik Willams, UC Davis Health
- Jodi Nerell, Sacramento Covered
- Effie Ruggles, River City Medical Group
- Ashley Brand, Dignity Health
- Martin Diaz, Kaiser Permanente
- Jonathan Porteus, WellSpace Health
- John Foley, Sacramento Self Help Housing
- Kristine Gual, Sacramento Native American Health Center
- Reina Hudson, United Health Care
- MaryLiz Paulson, SHRA
- Mark Talavera, Anthem Blue Cross
- Brenda Santos, Elica Health Centers
- Ranny Lan, Elica Health Centers

On The Phone

- Danielle Cannarozzi, LIBERTY Dental
- Nick Lee, Sacramento Steps Forward
- Tory Starr, Sutter Health
- Paula Ackerman, Health Net
- Blanca Martinez, Molina Healthcare
- Kimberly Anderson, Kaiser Permanente

- Christy Ward, One Community Health
- Jane Tunay, Health Net
- Scott Crawford, Health Net

Support Staff in Attendance

- Karen Linkins, Service Delivery Team
- Debby Maddis, Service Delivery Team
- Jennifer Brya, Service Delivery Team
- John Freeman, Service Delivery Team
- Gretchen Schroeder, Pathways Support Staff
- Alexis Sabor, Pathways Support Staff

Full Launch Implementation Updates

- Welcome
- Dashboard: Data through June 15th, showing 345 current enrollees (476 enrollees throughout the program). Our referrals from Hubs, Dignity and Molina are reflected here.
- Karen: we are also in the process of rolling out referrals with UC Davis Hospital.
 - Are the numbers for health plan assignment based on when people pull data?
 - Yes
 - Only hospital is Mercy?
 - Correct, we are doing the first 50 enrollees with them and we are close to that.
 - Are you still attempting to launch a Skype pilot?
 - IT folks were connecting on that but we can follow up. Great idea to streamline the process for CHWs. Referrals could be done through technology as an innovative way to streamline.
 - Brand: good for the face to face interaction as well, much better than a phone call. But we need to assess.
 - Are referrals from the ED?
 - Higher rates with social workers than ED.
 - What about navigators?
 - Brand: social workers are typically more prepared for homeless populations, as navigators are usually primary care only.
 - What about transgender folks? Our demographics and symbols on the dashboard should be more inclusive.
 - We have one transgender enrollee so far.
- Housing Dashboard – 21% housed, 17% in permanent housing. Almost 90 people housed in total. Starting to house reSTART folks directly from the triage shelter. We have 5 more people in the housing pipeline as of today.

- No uptick in families or pregnant moms.
 - What is the at risk asterisk?
 - We are only focusing on literally homeless, but at-risk is going to be incorporated in time. Included now for that future addition.
 - Heard offline that there was a higher percentage of housing, when we say permanent housing is it actually permanent or is it rehousing?
 - 17% are housed permanently and 4% are in somewhat transitional housing.
 - How long do we look at permanent housed folks? Also would like to look at overall collective impact in general.
 - We look back up to 6 months. That's our metric for the state.
 - If an enrollee goes to ED how do we know?
 - If an enrollee is with a health plan, we get notified by the plan right away. Dignity also calls to confirm for any ED visit from a homeless individual.
 - There's a simultaneous meeting upstairs on the IT side right now talking about building out the notification process.
- Shared Care Plan – something you have all contributed to and now it's in active use.
 - This was a state requirement but we had some leeway in what we wanted to develop. At this point, we are happy to report that it seems to be working and people are using it. Its will eventually be electronic but is on paper for now. We are at the point where this is a real tool and it's very exciting. Meant to be a communication tool across sectors as a living document.
 - Training coming to hubs soon. Stay Tuned.
- New Requirement - Service tracking documentation from Hubs, Housing and Outreach.
 - This is a new tool to support reporting and payment: Tracks services, helps with reporting and will be valuable to see service patterns from an evaluation stand point.
- Learning session last month – for all contracted entities and their staff.
 - Worked on specific Pathways oriented topics. Groups were able to get to know each other and work together for the first time. We spent a lot of time learning how to work as a team across organizations and discussed techniques related to huddles, trainings and case conferencing.
 - Worked out how teams want to communicate and best practices for each individual group.
 - We will be developing trainings based on priorities discussed that this learning session in the coming months.
 - Similar meeting is happening right after we finish here today, focused on housing.
- Electronic Shared Care Plan (SCP): conceptual and now lives as a paper document.

- Will hopefully be available digitally in August. Each partner is responsible for a different section of the SCP. The same information from the paper document will be online but it will be sorted by 7 tabs – Admin, Assessments, Housing, Enrollment, Goals – Summary, Referrals/Services – Summary.
 - Ex. Clinical tab is for the hubs.
- Early testers said it was intuitive and user friendly. Helped that they were already familiar with the paper version, makes it easier to adjust.
- The green bar at the top is an “at a glance” enrollment timeline that provides a summary of services the enrollee has received since starting the program. Acuity assessment gives us a small glance of the clinical situation. Biocard provides basic demographic information (CHW, Clinic assignment, etc).
 - Also records whenever they are flagged in the ED or hospital.
- Up to this point all this info only lived at Sac Covered but soon we will all have access to it (in accordance with HIPPA). Weekly rosters will be automatic too.
- In the process of discussing best practices for collecting data. Two options we are looking into right now: Query (pull) and Notification (Push).
 - Data sharing among Hubs & Hospitals to occur via Carequality (National data-sharing network that all Pathways Hub EHR vendors and hospitals participate in - except Dignity). This is our pull mechanism.
 - Enables providers to find, request, and retrieve clinical information from outside sources
 - We will also be pushing notifications out from partners.
 - Ex. Automated notifications to Hub EHRs upon admit, transfer, discharge
- Piloting with UC Davis and at least one Hub July - October 2018, then broader roll-out late 2018 / early 2019. Learning Session will go into the details for how this will work.
 - Thoughts on how managed care can come in? United is evaluating how to deal with hubs as main point of contact when members are everywhere.
 - Not everyone has signed a data agreement. We can't start having these conversations until then. Will grow into relationships with Hubs as well. Want to do this with each of the plans.
 - Anthem – need lots of notification in order to commit to this lift.

Next Steps for Service Delivery Work Committee

Report	Due Date	Data Sources	Partner Submission
Enrollment & Utilization (Q2 2018)	July 31st	<ul style="list-style-type: none"> • Hubs (FQHCs) • Outreach & referral entities 	July 2nd (services entered in tracker by EOD 6/30)

		<ul style="list-style-type: none"> • Housing services entities 	
Baseline Variant & Universal Metrics	Aug. 15th	<ul style="list-style-type: none"> • Health plans • Hospitals • Sac Covered • Housing services entities 	July 16th
Mid-Year Variant & Universal Metrics	Aug. 31st	<ul style="list-style-type: none"> • Health plans • Hospitals 	August 1st
Annual Variant & Universal Metrics (2017 Revision)	July-Aug TBD	<ul style="list-style-type: none"> • Sutter Health • UC Davis Medical Center 	As soon as BAAs signed