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In this issue, learn about the October Medicaid Transformation Learning Symposium, the August 2019 Financial Executor Earned Interest Report, Practice Transformation success stories, and more!



2019
October

A Monthly Insight into the Greater Columbia ACH



Medicaid Transformation Learning Symposium

Written by Carol Moser, Executive Director and Lauren Noble, Marketing Manager

On October 9, 2019, GCACH staff traveled to SeaTac, Washington to attend the annual Medicaid Transformation Learning Symposium at the Cedarbrook Lodge. The Medicaid Transformation Learning Symposium is a time for all Accountable Communities of Health (ACHs), managed care organizations (MCOs), project partners and state agency staff to gather and talk about Medicaid Transformation progress. Together, the group shared strategies, opportunities, and barriers to our work, and discussed the current state of our transformation work, how we support the people engaged in the work, and what is happening in the larger landscape of health system transformation.

Carol Moser, Jenna Shelton and Martin Sanchez participated in a breakout session titled "Advancing statewide use of the Collective platform." Jenna and Martin shared stories about their experiences with providers and equipping them with tools like EDIE and PreManage to manage their patient populations and coordinate their care. Carol presented information about avoidable emergency department utilization data in the GCACH region, and reviewed the workflow document developed by the MCOs, GCACH, and Collective Medical to demonstrate the process to get GCACH providers connected. Since the Learning Symposium, GCACH has learned that Amerigroup has agreed to sponsor Kennewick EMS on the Collective Ambulatory platform. Thank you, Amerigroup!

To learn more about the 2019 Medicaid Transformation Learning Symposium, please click the following link: <https://www.hca.wa.gov/about-hca/healthier-washington/medicaid-transformation-learning-symposium>.



August 2019 Financial Executor Earned Interest Report

Written by Becky Kolln, Director of Finance & Contracts

The Public Consulting Group provided a report for the Accountable Communities of Health (ACHs) outlining the August 2019 Financial Executor earned interest. The report includes the following:

- Each ACH's average daily balance during the month of August 2019. The average daily balance is used to calculate the interest and does not reflect the month-end balance in the portal.
- Monthly account fees associated with each ACH account.
- Each ACH's Earned Interest for the month of August 2019. The enhanced rate is applied to the account balance after offsetting the account fees.

The monthly interest has been deposited to each ACH's account; however, it is not currently included in the Washington Financial Executor (WAF)E Portal Reports.

Financial Executor Monthly Interest Report August 2019

Account Summary			
Account Name	Average Daily Balance 8/1/2019 – 8/31/2019	Account Fees (offset by account balances)	August Interest Earned**
Better Health Together	\$24,193,255.20	\$3,859.36	\$16,497.61
Cascade Pacific Action Alliance	\$13,124,327.07	\$2,485.67	\$7,547.44
Greater Columbia Accountable Community of Health	\$32,907,002.30	\$5,001.29	\$23,316.45
HealthierHere	\$56,533,166.40	\$7,986.30	\$42,221.74
North Central Accountable Community of Health	\$16,678,403.57	\$2,928.19	\$10,415.78
North Sound Accountable Community of Health	\$20,114,429.59	\$3,312.71	\$13,351.23
Olympic Community of Health	\$6,557,344.04	\$1,584.18	\$2,561.87
Pierce County Accountable Community of Health	\$21,489,968.26	\$3,514.52	\$14,346.85
SWACH	\$22,829,230.19	\$3,712.78	\$15,309.55
Total	\$214,427,126.62	\$34,385.00	\$145,568.51

*Average Daily Balance used to calculate fees and interest

**Interest is Earned After the Fees are Offset

Service Detail		
Service Description	Service Detail	Service Description Meaning
Recoupment Monthly	\$27,473.37	Charges based on account balance (recoupment of regulatory costs).
Account Service Fees	\$4,386.10	Charges to maintain accounts.
Payment Transaction Fees	\$1,719.29	Charges associated with automated clearing house (ACH) and Electronic Data Interchange (EDI).
Information Services	\$806.24	Charges for reporting services (identifying failed payments)
Total Charges	\$34,385.00	

Practice Transformation Success Stories

Written by Martin Sanchez and Jenna Shelton, Practice Transformation Navigators

Quality Behavioral Health

Over the past three quarters of Practice Transformation, Quality Behavioral Health (QBH) has done an amazing job transforming their organization into a Patient Centered Medical Home (PCMH). When the organization first started on the Practice Transformation journey, there were some concerns as to how they were going to approach and implement this project in their organization. QBH is now in the third quarter of Practice Transformation and have been able to achieve empanelment and risk stratification of their patients, identified their high-risk patients and started case management of these patients. Leadership within QBH has done an amazing job at guiding change within their organization. GCACH is excited to continue working with QBH's new location that will provide primary care, dental care, behavioral health services and telepsychiatry to their patients. GCACH is proud of the work that QBH has accomplished and the many great things that they will accomplish in the coming months. Keep up the great work!



quality behavioral health

Providence St. Mary Medical Center

GCACH would like to take the opportunity to highlight the exceptional work of Providence St. Mary Medical Center. Providence is no stranger to the GCACH newsletter articles due to their tenacity towards Practice Transformation. This month's article is a direct reflection of that tenacity and commitment to quality improvement and patient care.



Providence has been able to see great success in their Transitional Care Management (TCM) program after updating their workflows and adding staff. Prior to updating the TCM program there were 1,388 opportunities for patients to participate in TCM, however only 44 patients completed TCM (3.2% completion rate). From April 2018 through July 2019, Providence had 883 out of 1,149 patients participate in TCM (76.8% completion rate). Due to TCM, there was a reduction in the 30-day hospital readmission rate by 0.41% which yielded \$152,731 in reimbursement. Keep up the great work, Providence!

	Timeframe	Total Opportunity	Completed TCM	Percent of Opportunity	Hospital 30 Day Readmission Rate	Payments
Pre	4/2017 – 3/2018	1,388	44	3.2%	9.14%	\$7,686
Post	4/2018 – 7/2019	1,149	833	16.8%	8.86% 2019 8.73%	\$152,731

Transportation in Rural Washington

Written by Madelyn Carlson, People for People

On December 1, 2004, People for People began the Health Express Shuttle in a partnership with Grant Transit Authority, Moses Lake Clinic with Confluence Health, Washington State Department of Transportation, and Columbia Basin Cancer Foundation. The Health Express Shuttle was established to meet the critical healthcare needs of residents who needed to seek cancer treatment in Wenatchee, Washington. Currently, all patients who are in need of any type of health care treatment are encouraged to use the shuttle for transportation between Moses Lake, Ephrata, Quincy, and Wenatchee.

Cancer patients in need of radiation therapy are the highest users. It is not possible for small towns like Moses Lake, Ephrata, and Quincy to provide their communities with high-cost healthcare services like radiation therapy. The closest provider of this service is Wenatchee Valley Medical Center with Confluence Health.

The Health Express Shuttle operates Monday through Friday (except for holidays). It begins at the Moses Lake Clinic at 8:00 a.m., proceeds to the Columbia Basin Hospital in Ephrata for pickup at 8:30 a.m., arrives at the Quincy Valley Hospital at 9:00 a.m., and then continues into Wenatchee. The shuttle provides return transportation in the afternoon.

The Health Express Shuttle has demonstrated a cost-effective, dependable, safe, and reliable transportation alternative for individuals to access their critical life support healthcare needs. By the continued commitment from Grant Transit Authority and Confluence Health, the users of this service are able to receive valuable cancer treatment and health care.

Below are the annual trips through June 30, 2018 this service has been able to support:

January 2009 – December 2010	January 2011 – December 2011	January 2012 – December 2012	January 2013 – December 2013	January 2014 – December 2014	January 2015 – December 2015	January 2016 – December 2016	January 2017 – December 2017	January 2018 – June 2018
2,439	2,856	3,212	3,672	3,353	3,360	3,036	3,364	1,722

As shown above: The Health Express Shuttle provides hundreds of individuals each year with access to critical healthcare procedures that improve their quality of life.

Annual Community Investment:

Grant Transit Authority	\$36,000
Confluence Health	\$36,000
WSDOT, People For People, Columbia Basic Cancer Foundation, American Cancer Foundation and Private Donations	\$18,000
TOTAL ANNUAL COST	\$90,000

Efficiencies -People for People vehicles are 80% WSDOT grant funded and operated by professional non-union drivers.

2019 Learning Collaborative Schedule

Written by Diane Halo, Project Manager

The Learning Collaborative sessions listed below are open to any provider organization contracted with GCACH for the purposes of Practice Transformation. We encourage all organizations to attend, even if the content seems oriented to behavioral health. If you have any questions, please reach out to Diane Halo at (dhalo@gcach.org) or Sam Werdel (swerdel@gcach.org).

Date	Time	Suggested Attendees	Meeting Topic
November 5, 2019	8:00 am - 4:30 pm	Behavioral Health Providers and Staff	<u>Presenter:</u> Ken Kraybill <u>Topic:</u> Trauma-Informed Care (TIC)
November 15, 2019	10:00 am - 12:00 pm	Quality Improvement staff, Administrators, Managers, Clinicians, Clinical staff	<u>Presenter:</u> Area Health Education Center Western Washington (AHECWW) <u>Topic:</u> Implementation of residents and other clinical care workers within the clinic and community
December 11, 2019	8:00 am - 4:30 pm	Administrator, CFO, CEO, Managers, QI Team, Behavioral Health Providers	<u>Presenter:</u> Adam Falcone <u>Topic:</u> Managed care contracting, evaluating contracts, negotiation, and key terms and legal protections
January 23, 2020	1:00 pm - 4:00 pm	Behavioral Health Providers & Staff	<u>Presenters:</u> Lourdes Counseling Center, Comprehensive Healthcare, Palouse River Counseling, Quality Behavioral Health, Blue Mountain Counseling and BH-ASO <u>Topic:</u> Crisis services
February 27, 2020	1:00 pm - 4:00 pm	Behavioral Health Providers & Staff	<u>Presenters:</u> Lourdes Counseling Center, Comprehensive Healthcare, Palouse River Counseling, Quality Behavioral Health, Blue Mountain Counseling, and BH-ASO <u>Topic:</u> Practice Guidelines for Crisis Services

current topics >>>

GCACH Has Moved!

Written by Becky Kolln, Director of Finance and Contracts

GCACH has moved! The relocation positions GCACH to be more independent, more visible to our current and future stakeholders and the open floor plan lends itself to better inner-office connectivity and collaboration. The office is located in Kennewick near Costco Warehouse and Columbia Center Mall. The space occupies 2,600 square feet on the second floor occupying the southeast side of the building. There are windows on the south and east sides of the building creating a lot of natural light.



Please join us at 8836 W Gage Blvd., Suite 202A, Kennewick, Washington 99336 from 3:00-5:00pm on Friday, October 25, 2019 for our open house!

Dr. Justin Coffey's Visit to Whitman College

Written by Rubén Peralta, Community & Tribal Engagement Specialist

On September 26 and 27, 2019, Whitman College hosted Dr. Justin Coffey's presentation on Zero Suicides: Lessons Learned from 20 Years of Pursuing Perfect Depression Care. Dr. Coffey is a Neuropsychiatrist and chair of the Department of Psychiatry and Behavioral Health at Geisinger Health System in Danville, Pennsylvania. He has made important contributions to the fields of suicide, neuropsychiatry, health technology, redesigning care, and brain stimulation. Attendees had the opportunity to earn continuing medical education (CME) credits on September 26, 2019 and September 27, 2019 at the free roundtable that was held for students and community members. GCACH is honored to have helped make this event possible with a \$4,000 contribution from our Sponsorship Fund.

Dr. Coffey shared lessons learned for having achieved zero suicides in his community for a period of time. He stated that we need to measure mental health, depression, suicide rates, and more. He also shared that it's important to restrict access to means such as opioids and firearms. Most of all, he stated "connections save lives." Asking people "are you okay" and listening without judgement. Dr. Coffey closed with this quote "the majority of suicides happen with people that do not engage in the healthcare system. So, if we target the people engaged in the healthcare system – we are targeting the minority."

This event is a good example of what GCACH created the Sponsorship Fund for. Please spread the word about this fund in your communities. We look forward to more applications. To view the Sponsorship Policy, please visit our website at <https://gcach.org/gcach-resources>.

Ken Kraybill to Present on Trauma-Informed Care in November

Written by Diane Halo, Project Manager

During Greater Columbia Accountable Community of Health's November Learning Collaborative, attendees will hear from Ken Kraybill, MSW. Mr. Kraybill has worked in healthcare, behavioral health, homelessness, and housing for more than 35 years and has 18 years of experience working as a behavioral health practitioner in homeless services. For the past two decades, he has been developing curricula and facilitating in-person and online trainings nationally on topics including motivational interviewing, trauma-informed care, outreach and engagement, case management, critical time intervention, and supervision. He also has experience facilitating strategic planning processes and providing staff retreats focused on finding resiliency and renewal for care providers.



After the November convening, attendees will leave having the ability to explain the difference between acute and complex trauma; give an example of each of the biological, psychological, social, spiritual impact of trauma; identify two elements of the mindset and head-set of being trauma-informed; describe three indicators of post-traumatic growth; and name three ways to foster personal resilience and renewal. The convening is set for Tuesday, November 5, 2019 from 8:30 am - 4:30 pm at [United Way of Benton & Franklin Counties](#); 401 N Young Street, Kennewick, Washington 99336. To register for the no-charge event, click [here](#)! For more information, please contact [Diane Halo](#).

Adam Falcone to Present on Managed Care Contracting in December

Written by Diane Halo, Project Manager

During Greater Columbia Accountable Community of Health's December Learning Collaborative, attendees will hear from Adam Falcone, from Feldesman + Tucker + Leifer + Fidell, LLP. Based in Pittsburgh, Pennsylvania, Mr. Falcone is a partner in FTLF's national health law practice group, where he counsels a diverse spectrum of community-based organizations that render primary and behavioral healthcare services. He counsels clients on a wide range of health law issues, with a focus on fraud and abuse, reimbursement and payment, and antitrust and competition matters.



During Falcone's presentation, he will be discussing managed care contracting, evaluating contracts, negotiation, and key terms and legal protections. The convening is set for Wednesday, December 11, 2019 from 8:00 am - 4:30 pm at United Way of Benton & Franklin Counties; 401 N Young Street, Kennewick, Washington 99336. To register for the no-charge event, [click here!](#) For more information, please contact Diane Halo.

