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In this issue, learn about the media vendor selected for the Community Resilience Campaign, the Clinical Data Repository, receive an update on the Provider Recognition Awards and more!

2019  
November



A Monthly Insight into the Greater Columbia ACH

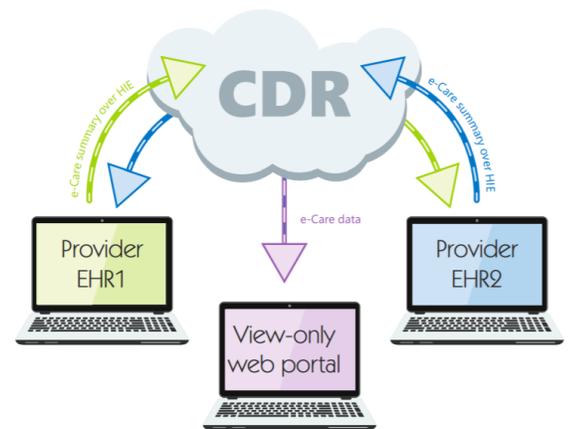
# GCACH report



## Clinical Data Repository

Written by Wes Luckey, Deputy Director

The Clinical Data Repository (CDR) is a service of OneHealthPort (OHP), the State's designated Health Information Exchange (HIE). The CDR is meant to improve care quality, patient and provider experience, as well as reduce care costs. The CDR is a secure, Health Insurance Portability and Accountability Act (HIPAA) compliant cloud database where providers upload information from their Electronic Health Record (EHR) system.



For new subscribers, and until further notice, OHP is waiving the HIE participant annual subscription fee for one year to view patient data through the CDR web portal. For Cohort 1, Milestones for year two will include an attestation that their organization is utilizing OHP for patient information. Use of other HIE services during this period voids the offer. Please contact OneHealthPort for complete details.

If you are using the CDR web portal and want to share feedback, please contact HIT at [healthit@hca.wa.gov](mailto:healthit@hca.wa.gov).

For an overview of the CDR, please click the following link:

<https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkjoxMTMsInVyaSI6ImJwMjpbGljaylslmJ1bGxldGluX2lkjoiMjAxOTUwMzAuMTlyNDAwNjEiLCJ1cmwiOiJodHRwczovL3lvdXR1LmJlL3ZIT3Y5NkRTOGVvIn0.VA uKZykgxf5GFcr0GuN8t7utzrJDK5n0mBDDesNmdqYE/br/70732572296-l>

# A Successful October Leadership Council Meeting

*Written by Rubén Peralta, Community & Tribal Engagement Specialist*

Attendees at GCACH's October Leadership Council Meeting listened to presentations from the six Local Health Improvement Networks (LHINs) to learn about the work they are doing throughout the GCACH region. Presentations included highlights of the Health Commons Project in Kittitas County, Yakima's Patient Activation Measure (PAM) pilot, and the Health Resources & Services Administration (HRSA) development planning grant received for Asotin, Columbia, and Garfield counties, among others. The LHINs also shared their processes for selecting the Social Determinants of Health (SDOH) priorities in their regions.



Attendees also heard from the four Third-Party Administrators (TPAs) managing the process of selecting 30 organizations who will mitigate the effects of adverse Social Determinants of Health (SDOH). Presentations made from the grant recipients included updates on the use of funds; Whitman County shared information about the Strengthening Families Program that has certified 11 trainers; Dayton Hospital purchased two transport vans equipped with gurneys and other amenities; and Rod's House in Yakima helped young people suffering from homelessness or housing instability.

Finally, GCACH would like to congratulate the Benton-Franklin Community Health Alliance (BFCHA) and Three Rivers Community Foundation for completing the grantee selection process on October 30, 2019. This completes GCACH's grantee selection and disbursement of the \$1.4 million Community Health Fund (CHF).

# Media Vendor Selected for the Community Resilience Campaign

*Written by Rubén Peralta, Community & Tribal Engagement Specialist*

Ten local media vendors were sent Request for Proposals (RFPs) for the Community Resilience Campaign, of which five responded. GCACH's Communications Committee scored the RFPs and the top three were welcomed to GCACH's office in Kennewick for interviews. The interviews were conducted by GCACH staff, Communications Committee members, and Community Resilience Campaigns Task Force members. At the conclusion of the interviews, evaluations were received from all attendees, and voting concluded that Field Group will develop GCACH's Community Resilience Campaign Yakima Pilot, launching in January 2020. The interviewers were impressed by their experience in the industry (almost 30 years), their expertise working with non-profits (specifically in healthcare), and their experience compiling multiple bilingual campaigns. Thank you to the Communication Committee members and Task Force members for your help!



# Thank You to the 2019 Practice Transformation Exemplar Organizations

Written by Jenna Shelton and Martin Sanchez, Practice Transformation Navigators

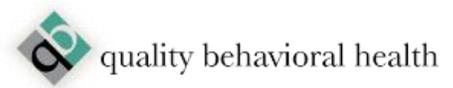
GCACH would like to highlight and thank Yakima Valley Farm Workers Clinic (YVFWC), Yakima Neighborhood Health Services (YNHS) and Community Health of Central Washington (CHCW) for being exemplar organizations in 2019! YVFWC was chosen as an exemplar clinic for the first cohort of sites going through Practice Transformation. Throughout 2019, YVFWC provided guidance on how to best capture Uniform Data System (UDS) information and shared job descriptions with other organizations. YNHS was also chosen as an exemplar organization in 2020. Throughout the first year of Practice Transformation, YNHS welcomed other Practice Transformation organizations to visit their site and shared information regarding managing rosters and best practices for care coordination. CHCW has provided guidance in the first year as an exemplar clinic to others. CHCW have been open to talking with other organizations about Patient Centered Medical Home (PCMH) certification without hesitation to glean best practices from other sites. Thank you to YVFWC, YNHS and CHCW for all of your hard work and dedication in 2019!



# 2020 Practice Transformation Exemplar Organizations

Written by Jenna Shelton and Martin Sanchez, Practice Transformation Navigators

At the Provider Recognition Awards on October 30, 2019, GCACH announced the new exemplar organizations for 2020! The first 2020 exemplar organization is Catholic Charities who has done an outstanding job owning Practice Transformation. They are a model of collaboration within the community and have used the Practice Transformation Milestones as a catalyst for new workflows. Providence St. Mary is another new exemplar. They have done amazing work through their newly developed Population Health department. They have already impacted outcomes for patients, increased revenue through Transitional Care Management, and developed nurse-led care teams with a chronic disease focus. Quality Behavioral Health (QBH) was also selected as an exemplar organization for 2020. QBH has integrated a Primary Care Provider, Medical Assistant and Behavioral Health Services into their Practice Transformation clinic. QBH has also met all of the Practice Transformation Milestones and is hoping to incorporate tele-psychiatry, dental and add a Physician's Assistant into their practice. Congratulations to the 2020 exemplar organizations!



# Washington Financial Executor Portal Payments

Written by Becky Kolln, Director of Finance & Contracts & Rachael Guess, Finance & Contracts Coordinator

GCACH is excited to announce that on November 15, 2019, we released \$2,315,047.25 to Cohort 1 and Cohort 2 providers going through Practice Transformation for their successful completion of Milestones.

The Cohort 1 providers have been working hard to complete their Quarter 3 Milestones and the Cohort 2 providers have completed their Quarter 1 Milestones. Keep up the great work!

2019 PAYMENT BY USE CATEGORY	TOTALS
Community Health Fund (Third Party Administrator Contracts)	\$ 1,395,201.87
Health Systems and Community Capacity Building (Cohort 1)	\$ 2,510,921.17
Integration Incentives (Cohort 2)	\$ 2,217,832.25
Provider Engagement (Cohort 1)	\$ 5,498,552.00
Provider Performance and Quality Incentives (Cohort 1)	\$ 1,356,473.00
2019 Total Payments	\$ 12,978,980.29
2018 Year End	\$ 4,495,434.89
Total Portal Payments to Date	\$ 17,474,415.18

## GCACH's Provider Recognition Awards

Written by Lauren Noble, Marketing Manager

GCACH's Provider Recognition Awards on October 30, 2019 was a success! Attendees included partners from Practice Transformation Cohort 1, Cohort 2, and Cohort 3; the Opioid Resource Network (ORN) Managers; Local Health Improvement Network (LHIN) leaders; GCACH Board Members and more! GCACH is aware Practice Transformation is difficult work, which can't be accomplished without our partnering providers. GCACH hosted this event to recognize all the work that's being done to achieve Practice Transformation and the Patient-Centered Medical Home (PCMH) model of care, including but not limited to:

- Participating in Learning Collaboratives
- Achieving Milestones
- Submitting Reporting
- Serving as Exemplar Organizations

Attendees were welcomed by a red carpet and enjoyed listening to a presentation from keynote speaker, John Gilbert, who is a Motivational Interview Trainer, Coder and Coach from The Institute for Individual and Organizational Change (IFIOC). Following the keynote presentation, providers received "Oscar Awards" recognizing their dedication in working towards the Patient-Centered Medical Home (PCMH) model of care over the course of the past year. Thank you to all who joined us in celebrating our providers!



# Community Dashboard Near Completion

Written by Carol Moser, Executive Director and Sam Werdel, Practice Transformation Director

It's hard to believe that Cohort 1 providers are nearly through their first year of implementing practice transformation under the Patient Centered Medical Home model of care. Significant progress has been made in achieving practice transformation Milestones in reporting, stratifying, managing patients' care, access and continuity, medication management and follow-up.



The most extraordinary milestone success is the accomplishment of Behavioral Health Integration by all of our Cohort 1 organizations. Compared to other ACH's, we were informed that our Cohort 1 has been the only Cohort to achieve 100% of this milestone in just 3 short quarters. The Dashboard should be available for Practice Transformation organizations by the end of the year under the Healthier Communities website. Below are some of the measures with a brief description:

1. **Top Ten Clinical Quality Metrics:** The frequency distribution of the top ten Clinical Quality metrics selected by Practice Transformation organizations.
2. **Empanelment Rate:** The overall percentage of active patients with Practice Transformation organizations that have been empaneled or identified within the clinic Electronic Health Record (EHR) as being associated with a practitioner within the practice.
3. **Risk Stratification Methodologies:** The frequency distribution of only the top-five risk stratification methodologies or data types.
4. **Care Management for High-Risk Patients:** The overall percentage of high-risk patients receiving care management activities.
5. **Behavioral Health Integration Models:** The distribution of the bi-directional health integration model options.
6. **Behavioral Health Integration Assessment Tools:** The frequency distribution of the tools Practice Transformation organizations are using to assess their level of behavioral health integration.
7. **Identification of Patients Needing Integrated Behavioral Health Services:** The frequency distribution for the methods Practice Transformation organizations are using to identify patients needing integrated behavioral health services.
8. **Medication Management Services:** Frequency distribution of different opioid prescribing guidelines being used.
9. **Care Coordination Options:** The frequency distribution of the care coordination options for collaboration, monitoring and follow-up.
10. **Follow-up within 1 week of Emergency Department (ED) Discharge:** Percentage of patients discharged from targeted EDs who received a follow-up contact from the provider within one week after ED discharge.
11. **Follow-up within 72 hours of Hospital Discharge:** The percentage of patients discharged from targeting hospitals who received a follow-up contact from the provider within 72 hours after discharge.
12. **High-Referral Community Partners:** Count of the top-five specialties of high-referral community partners with which Practice Transformation organizations have formed compacts or care agreements.

# Upcoming Behavioral Health Providers Monthly Meetings

Written by Diane Halo, Project Manager

GCACH was asked by its partnering behavioral health providers to convene monthly meetings with the managed care organizations (MCOs) and the Health Care Authority (HCA). Starting on January 8, 2020, the meetings will be held on the second Wednesday of each month. The purpose of the convenings are to discuss issues related to the behavioral health providers including technical assistance, billing issues, prior authorization requirements and practices, and American Society of Addiction Medicine (ASAM) criteria. If you are interested in attending these convenings, please contact GCACH's Project Manager, Diane Halo ([dhalo@gcach.org](mailto:dhalo@gcach.org)).



## 2019/2020 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](mailto:dhalo@gcach.org)) or Sam Werdel ([swerdel@gcach.org](mailto:swerdel@gcach.org)).

Date	Time	Suggested Attendees	Meeting Topic
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

# GCACH's Open House

Written by Chelsea Chapman, Administrative Assistant

GCACH Staff hosted a Halloween-themed Open House on October 25, 2019 to welcome Providers, Board of Directors, Committee Members, and friends and family to our new office space located in Kennewick, Washington. It was a fun event where attendees received a passport that was stamped by exploring each office and cubicle, and participating in a game. This included mini golf, beanbag toss, giant Jenga, and even pin the mustache on our Deputy Director, Wes! Guests had a chance to feel like a celebrity by getting their picture taken in front of our stunning GCACH backdrop. Each staff member expertly decorated their offices to prepare for the party; some chose to go with a harvest theme, some chose to go with a scary Halloween vibe. The creepiest office came from GCACH's Director of Practice Transformation, Sam. Her fortune telling station was a hit! Thank you to all who attended.



## 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 ([dhalo@gcach.org](mailto:dhalo@gcach.org)).