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In this issue, learn about the GCACH Directors Mid-Point Site Visits, upcoming Learning Collaboratives, Permamnet Supportive Housing, GCACH's Open House and more!

2019
September



A Monthly Insight into the Greater Columbia ACH



Permanent Supportive Housing (PSH) Update

Written by Carol Moser, Executive Director

The Supportive Housing Steering Committee meeting on August 7, 2019 was exciting. Attendees received an update from Catholic Charities Serving Eastern Washington about their current plans to build a 50-unit permanent supportive housing unit in Pasco and saw pictures of their "Havens" in Spokane. Representatives from Catholic Charities, cities of Pasco and Kennewick, the Kennewick Housing Authority, Benton-Franklin Community Health Alliance, Shalom Ecumenical, Kadlec Regional Medical Center, Lourdes Health Network, GCACH, and St. Patrick's Church discussed the potential project. Catholic Charities is focused on getting their application to the Housing Trust Fund, due mid-September, and is looking for partners willing to backstop a guarantee for rental income.

As a bridge to the permanent supportive housing project, GCACH submitted a grant application with the Department of Commerce (DOC) for a supportive housing pilot that would establish a partnership between Kadlec Regional Medical Center, Community Action Connections, Catholic Charities Serving Central Washington, Catholic Charities Serving Eastern Washington, and GCACH. This grant was only available to Accountable Communities of Health, and required a quick turn-around; it opened July 29, 2019 and the application was due August 21, 2019.

Ultimately the grant was awarded to Better Health Together, but it was a worthwhile exercise to put together the proposal, and to get feedback from the DOC staff. Generally speaking, DOC was looking for a more detailed and robust proposal related to implementation, but they they felt that GCACH did a good job on cataloging the need, addressing the shortfall, and thought our risk section was "by far the best!"

Thank you to our partners in supporting the application! Knowing what we learned through this process has given us a greater appreciation for the work already being done in our community to support chronically homeless individuals, and hope that future endeavors will benefit from the groundwork we laid together.



GCACH Directors Continue Mid-Point Site Visits

Written by Carol Moser, Executive Director

The Directors of GCACH (Carol Moser, Wes Luckey, Becky Kolln and Sam Werdel) started a quality improvement initiative in May 2019 to visit GCACH partners. The intent of these site visits was to determine if any mid-year corrections to the Practice Transformation process are needed. Reporting requirements, Milestones, Learning Collaboratives, and implementation of population health management tools are going smoothly, and site visits with the following Partnering Providers have been accomplished:

- Astria Toppenish Hospital, Astria Sunnyside, Astria Yakima
- Catholic Charities Serving Central Washington
- CHAS
- Columbia Basin Health Associates (CBHA)
- Columbia County Health System
- Community Health of Central Washington (CHCW)
- Comprehensive Healthcare
- Garfield County Hospital
- Kadlec Regional Medical Center
- Kittitas Valley Healthcare (KVH)
- Lourdes Health Network
- Memorial Physicians/Virginia Mason Memorial Hospital
- Prosser Memorial Health (PMH) Medical Center
- Providence St. Mary's Hospital
- Pullman Regional Hospital
- Quality Behavioral Health (QBH)
- Tri Cities Community Health (TCCH)
- Yakima Neighborhood Health Services

These meetings have been extremely productive, and Leadership from these organizations are reporting favorable feedback regarding the Practice Transformation Navigator's technical assistance in finding resources and re-thinking workflows. Partnering providers seem pleased with the "descriptive but not prescriptive" nature of the Patient Centered Medical Home (PCMH) program as it allows flexibility to use revenues to meet local needs, and allows providers the ability to report on quality metrics that are already in use in other quality programs.

GCACH is using this feedback to make improvements to our Practice Transformation program, add Learning Collaborative sessions on specific topics, and to better understand where partnering providers are at with value-based contracting.

Thank you, GCACH Partners, for making time for these visits!



Washington Financial Executor (WAFE) Portal Update

Written by Becky Kolln, Director of Finance and Contracts

WAFE Payments and Contracts

2019 PAYMENT BY USE CATEGORY (CONTRACT)	TOTALS
Community Health Fund (Third Party Administrator Contracts)	\$ 1,395,201.87
Health Systems and Community Capacity Building	\$ 1,655,171.92
Integration Incentives	\$ 910,000.00
Provider Engagement (Practice Transformation Contracts)	\$ 4,797,336.00
Provider Performance and Quality Incentives	\$ 850,353.00
Reserve / Contingency Fund	\$ -
2019 Total Payments	\$ 9,608,062.79
2018 Year End	\$ 4,495,434.89
Total Portal Payments to Date	\$14,103,497.68

Total payments made to providers.

The Practice Transformation providers are receiving their Quarter 2 payments for accomplishing their Contract milestones. The total payments to the providers for Cohort 1 is \$7,710,154.92. The providers are now working hard on their Quarter 3 milestones.

Fifteen of the seventeen Cohort 2 providers have received Integration Incentive payments for Quarter 1. The remaining providers are working hard to get their contracts signed so they can receive payments.

current topics >>>

Opioid Resource Network Manager Have Been Selected!

Written by Diane Halo, Project Manager

The purpose of the Opioid Resource Network (ORN) is to coordinate a systemic response to the complex issues of opioid addiction among the Medicaid and low-income populations, focusing specifically on Medication Assisted Treatment (MAT) for individuals with Opioid Use Disorder (OUD). GCACH understands that people with OUD seek services in a variety of places; some request treatment from primary care providers, while others request through traditional Substance Use Disorder (SUD) treatment agencies. Other persons with OUD present in jails, syringe exchange programs, emergency departments and homeless shelters.

Network Management for the ORN is very similar to the [Vermont Model of Hub and Spoke](#) that is currently used in a variety of settings and states. This model connects a network of community providers around a central hub that offers a MAT component to all patients seeking services for OUDs. The Network Manager has the responsibility of project oversight, and ensuring all network organizations are working in coordination with the terms of the project, contract, and project deliverables.

GCACH is currently contracted with Consistent Care Services and Blue Mountain Heart to Heart to manage the ORN in Benton, Franklin and Walla Walla Counties (awarded in May 2019). GCACH has contracted with the following organizations throughout the region to manage the additional ORNs:

- Palouse River Counseling (Whitman County ORN)
- Kittitas Valley Healthcare (Kittitas County ORN)
- Blue Mountain Heart to Heart and Tri-State Memorial Hospital (Asotin/Garfield/Columbia ORN)

2019 Learning Collaborative Schedule

Written by Diane Halo, Opioid Resource Network 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 at swerdel@gcach.org.

Date	Time	Suggested Attendees	Meeting Topic
October 30, 2019	5:30 pm – 8:30 pm	Quality Improvement staff, Administrators, Managers, Care Managers, Clinicians, Clinical staff, Behavioral Health Providers	Kick-off and Awards Dinner <u>Presenters:</u> John Gilbert and MCO Panel <u>Topic:</u> Motivational Interviewing and lessons learned (exemplar organizations)
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

Local Health Improvement Networks Present at October 2019 Leadership Council Meeting

Written by Rubén Peralta, Community & Tribal Engagement Specialist

In 2018, GCACH established a \$1.4 million Community Health Fund to mitigate the effects social determinants were having on the health of our region's population. The funds were allocated cross-regional with equity in mind. The allocation was based on the number of Medicaid consumers within each Local Health Improvement Network (LHIN) and the number of below average health risk indicators counties fared, using the state average on the Robert Wood Johnson Foundation's County Health Rankings.

Each LHIN went through a process, which included the consumer's voice, to prioritize the social determinants of health (SDOH) priorities in their regions. In addition, LHINs selected a third-party administrator (TPA) to administer the funds and identify organizations that would address the SDOH priorities through grant funding.

At the [October Leadership Council meeting](#), GCACH will ask LHIN leaders to share past, present, and future activities. In addition, GCACH is inviting the TPAs to share more information on their organizations and discuss their role in addressing the SDOH identified by the LHINs. Just as important, we are also inviting the grant recipient organizations to update attendees on specific projects.

The October Leadership Council meeting is set for Thursday, October 17, 2019 from 9:00 am - 11:30 am at [United Way of Benton & Franklin Counties](#); 401 N Young Street, Kennewick, Washington 99336. The meeting should be very engaging, we hope to see you there! For more information, please contact [Lauren Johnson](#).

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.

Providence St. Mary Medical Center and Kadlec Practice Transformation Success Story

Written by Jenna Shelton, Practice Transformation Navigator

One of the main goals of Greater Columbia Accountable Community of Health is to facilitate collaboration in the Greater Columbia region. GCACH is happy to say that this has happened several times in the last year, most recently between Providence St. Mary Medical Center and Kadlec Regional Medical Center. Becky Betts, population health manager at Providence St. Mary, was able to meet with members of Kadlec Regional Medical Center's Quality Improvement team. During this meeting, Becky was able to communicate the progress and success that has been made within the clinics, urgent care, and hospital. Becky's discussion was inspiring; particularly for the new Population Health Coordinator, Deborah Ramirez-Orozco at Kadlec Regional Medical Center. At the conclusion of the meeting, attendees left with more knowledge on how to increase engagement and move Practice Transformation forward.



Astria Health Success Story



Written by Martin Sanchez, Practice Transformation Navigator

On August 28, 2019, Martin Sanchez, practice transformation navigator at GCACH, visited Astria Sunnyside to conduct a monthly check-in. During the meeting, attendees from Astria Regional Health Center, Astria Toppenish Hospital, Astria Sunnyside Hospital and Astria Health Center in Sunnyside were present. Wendy Brzezny from North Central Accountable Community of Health (NCACH) accompanied Martin to observe during the convening, as she is training to be a Practice Transformation Navigator for her ACH. The group discussed risk stratification and processes that Astria has implemented as a result of Practice Transformation and are working well for all four sites. There was a great discussion focused on improving practices. Everyone that is involved in Practice Transformation for Astria Health has done a wonderful job at making sure that this work is being done within their designated sites. Thank you, Astria Health, for being great partners and keep up the good work!

ACH Mid-Point Assessment

Written by Wes Luckey, Deputy Director

The Medicaid Transformation's Special Terms and Conditions (STC), among other things, lays out the role for the Independent Assessor (IA), which is charged with reviewing the ACHs' project proposals and project performance. They also assist in the Mid-Point Assessment (MPA), which is now underway for all the ACHs. The IA will be reviewing project performance to determine whether each ACH's project plan merits continued funding and provide recommendations to the state.

The GCACH and some of its partnering providers have already received notice from Myers and Stauffer (the IA) for requests for materials and interviews. While we have anticipated this assessment and welcome the IA, we also realize that the extent of their requests and allotted time to respond to their request might be challenging. We greatly appreciate the cooperation and responsiveness that our participating provider organizations have shown in meeting these requests and the stated deadline.

Community Resilience Campaign Yakima Pilot

Written by Rubén Peralta, Community & Tribal Engagement Specialist

Greater Columbia Accountable Community of Health held a summit in Yakima, Washington on August 8, 2019 to ask the local community what the message should be for the GCACH's Community Resilience campaign. After the group level set to ensure everyone had some basic knowledge of the Adverse Childhood Experiences (ACEs) study and N.E.A.R. science, Minerva Pardo led the group through the Community Café exercise to harvest suggestions. Later, three Yakima task force members including Mary Virginia Maxwell, Minerva Pardo, and Kate Adkison, in addition to Becky Kolln and Rubén Peralta, met to distill the harvested information and came up with the following general message: "Resilient communities raise resilient children. Build resilience, play, laugh, love, protect."

The next step is to select an advertising agency to build a bilingual multimedia campaign around this message and the raw information harvested. The final product may look different based on the marketing expertise of the advertising agency selected.

Teaching Gardens Network Grants Available

Written by Lauren Johnson, Marketing Manager

The American Heart Association is getting children excited about eating healthy foods through Teaching Gardens® — real-life learning labs where students can learn what it means to be healthy. And you and your school can participate!

The American Heart Association wants every child to develop healthy eating habits, have access to nutritious foods and understand where fruits and vegetables come from. That's where the Teaching Gardens® Network comes in. You'll get a hands-on learning experience through school garden support and standards-based curriculum. Just apply to the garden grant program, which is now accepting applications for the 2019-2020 school year. Participating schools get access to free gardening resources, a national garden network, name recognition on the Teaching Gardens® Network website and a certificate of participation. Teaching Gardens® Network grants are made possible by Kelly Meyer, founder of OneSun Fund, and Gail Becker, CEO of Caulipower. Just review the rules, join the Teaching Gardens® Network and apply for garden grant at this link no later than Oct. 11, 2019 at 5 p.m. EST.

Please contact teachinggardens@heart.org with any questions or concerns.

Welcome to Chelsea Chapman, Administrative Assistant

Written by Lauren Johnson, Marketing Manager

Chelsea Chapman has a BA in Business Administration from Washington State University and is a former Innovation Consultant. She worked with large organizations including the American Society for Quality, Pepsi Co., Delta Faucet Company, Schick, and many more on their long-term strategies for growth. She is trained in trends analysis, disruptive market research, and enjoys event coordinating. Her passion and dedication is what sets her apart from everyone else.



Chelsea will be working under Lauren Johnson, Marketing Manager. She will be taking over all administrative duties including organizing meetings, taking minutes, and supporting GCACH's Directors as needed. Welcome Chelsea!

GCACH Workforce Committee Update

Written by Carol Moser, Executive Director

After months of analyzing data, reviewing surveys, and hearing from subject matter experts, the Workforce Committee met on September 11th to discuss a draft policy on Scholarships. The policy lays out the scholarship process for providers to access funds for precepting, interning and expanding care teams in their practices. Workforce development, expansion, and retention is part of Domain 1, Health Systems Capacity Building, of the Medicaid Transformation Project. Health Systems Capacity Building encompasses projects designed to build providers' capabilities to succeed and effectively operate in a transformed system. It includes projects designed to develop current workforce capacity, support the expansion and redefinition of workforce, and support work flow redesign to optimally meet the needs of Medicaid beneficiaries.

While still in its DRAFT stages, the scholarship policy acknowledges the funding that is already being used to support our providers through peer learning, training and mentoring, and reimbursements to attend Leadership Council and participation in Learning Collaboratives. The fund may be used to precept or intern students pursuing an education in behavioral health (psychology, social work, counseling, marriage and family therapy, substance use disorder treatment). These funds can also be used to support expansion of a care team to include behavioral health specialists, community health workers, and peer counselors.

The Workforce Committee hopes to finalize the scholarship policy by the November Board meeting so that the \$490,000 can be utilized by providers in January 2020.

The Big Move

Written by Becky Kolln, Director of Finance and Contracts

GCACH will be moving to a new location in October! The relocation positions GCACH to be more independent, more visible to our current and future stakeholders and the open floor plan will lend 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 Gage Blvd. Suite 202A from 3:00-5:00pm for our open house!



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