

# GREATER COLUMBIA ACCOUNTABLE COMMUNITY OF HEALTH

## Leadership Council Meeting Minutes

*2020 Reflection / 2021 Kick-off*

Thursday, January 21, 2021 | 9:00 AM to 11:30 AM

*Teleconference*

Italicized: GCACH Board Member  
 Bold: Speaker

WELCOME & INTRODUCTIONS	
Welcome & Introductions (Dr. Patrick Jones)	Dr. Patrick Jones of Eastern Washington University facilitated the meeting.  Carol announced to the group that Lauren Noble, Marketing Manager, is leaving GCACH to work for her family business. She will be missed!
DISCUSSION ITEMS	
2020 Reflection	<p>GCACH staff spoke to the articles within the 2020 Annual Report.</p> <ul style="list-style-type: none"> <li>Cover page with pictures of activities such as the personal protective equipment distribution and skill nursing facility project.</li> <li>GCACH 2020 key initiatives including the telehealth fund, assisted living facility, COVID-19 test site marketing efforts, and more.</li> <li>Transforming the healthcare system through the Greater Columbia Cares Model (GCCM). It's a model built from the following elements:               <div data-bbox="500 1262 1295 1602" data-label="Diagram"> <p>The diagram features a central blue circle labeled "GREATER COLUMBIA CARES MODEL". Six blue rounded rectangles, each with an orange icon, are connected to the center by lines. The elements are:               <ul style="list-style-type: none"> <li><b>COMPREHENSIVE PRIMARY CARE INITIATIVE</b> (CMS icon)</li> <li><b>WORKFORCE FOR THE 21ST CENTURY</b> (Lightbulb icon)</li> <li><b>ROBERT WOOD JOHNSON FOUNDATION</b> (Wings icon)</li> <li><b>AHRQ, IHI &amp; SAFETY NET MEDICAL HOME CURRICULUM</b> (Checkmark icon)</li> <li><b>PATIENT-CENTERED MEDICAL HOME</b> (Recycling icon)</li> <li><b>SIX BUILDING BLOCKS</b> (Cross icon)</li> </ul> </p> </div></li> <li>A look at our practice transformation cohorts, the payments made, provider types, and the Washing Rural Health Collaborative.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Practice transformations success stories on Tri-State Memorial and Chaplaincy, as well as supporting primary care behavioral health integration and opioid resource networks (ORNs).</li> <li>• Support for social determinants of health through our local health improvement networks (LHINs) and community resilience campaign.</li> <li>• 2020 pay-for-performance data for the 2017-2019 time period</li> <li>• Overview of the GCACH Board of Directors</li> </ul>
Exemplar Clinics	<p>GCACH asked a few of its exemplar clinics within its Practice Transformation program to share their experience of the past year.</p> <p>Questions asked prior to the convening included:</p> <ol style="list-style-type: none"> <li>1. What is the biggest accomplishment achieved throughout the practice transformation program? What about during the pandemic?</li> <li>2. What have been the barriers throughout the practice transformation program? During the pandemic? Please list 2-3 examples if possible.</li> <li>3. How did GCCM help your organization throughout 2020? Please list 2-3 examples if possible.</li> <li>4. What is the top progress/success stories your organization has made in practice transformation? Quantitative data encouraged!</li> </ol>  <p>Haley Bernath from Garden Village shared their accomplishments. This included implementing automation of information (e.g. EHR, TELS, RELIAS). Specific to the pandemic, they accomplished electronic communications with Resident Family members and staff members, and telehealth.</p> <p>Barriers throughout 2020 practice transformation included staffing resources, limited entrance to facility, and admissions. Overall, the staff resources to navigate day-to-day operations was the largest barrier.</p> <p>GCCM helped Garden Village (via funding) in areas of staff training and activities supplies and electronic devices. The supplies helped increase morale of the residents and helped staff with their processes.</p>

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She also spoke to supporting their most vulnerable population via the beach vacation package provided by GCACH and bringing on an Education & compliance officer.

Other success stories included accuracy in capturing services provided to residents and training for NACs to obtain Medication Administration Endorsement (MACs). She shared that their case mix has increased which allows them to help improve their quality of life.

They are very appreciative of the better service and reimbursement which [insert remaining comment]. Improved over the last half of 2020. Continued improvement expected as annual training continues.

Follow-up comments and questions included:

- Suzanne Swadener of Health Care Authority (HCA) noted how helpful it is to see the types of impacts GCACH is making and how we are doing this work/adapted the tools and processes to fit their needs. System Transformation- Looking into system innovations. how to use these tools for alternative settings to help understand the impacts.
- MeHaf, have we talked about how those MeHaf—only tool we have, currently reflects the variety of settings we are using. Find a nice area of dialogue on how they can support us in those scores where it illustrates the good work we are doing. How we might use these tools that are used in an alternative setting.



quality behavioral health

Danika Gwinn of Quality Behavioral Health shared their experiences. They were very excited to be apart of Practice Transformation.

Some of their biggest accomplishments include:

- Looking at clinical aspect at the work they do with clients. It can be sidelined requirements and meeting goals, and this really brought back the clinical aspect of what they are here for.
- Hire on Whitney Bohn who heads up the PT projects as coordinator and specialist. She is really the key to making this work happen. Because of this, they were able to take a snapshot of clients, screen, and risk stratify the individuals of highest risk.

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	<ul style="list-style-type: none"> <li>• Creation of a clinical care team for those involved with client care (including doctor and nurse). Meet weekly to focus on efforts on how to help clients who are in the highest risk of their agency. Enabled increased clinical decision making and training in evidence-based care.</li> <li>• Allowing to clients to be in control of their own health and have a consistent person in their life to reach healthcare goals (empowerment). They are seeing improvements as a result of this work (decrease seen in screenings—depression, anxiety, medication).</li> </ul> <p>Barriers include engagement and working with individuals. She also spoke to the various projects that enhance their care.</p> <p>They started a mock cohort, following same tracking system for clients in Garfield county office and trying to expand on Practice Transformation for as many patients they can.</p> <hr/>  <p>Dr. Martin from Kittitas Valley Healthcare shared their experience.</p> <p>Since April, she’s had 52 patients, and that number continues to grow. The team in Cle Elum that the Ellensburg has taken notice and has expressed interest in being the next sites.</p> <p>Impact from COVID-19. Didn’t have an impact. Moved virtual visits early. Moving forward, recognizing that significant patient doesn’t have ability or access, virtual visits will continue to be a supportive tool for aging in place and chronic illness as long as it remains viable. Direct Aims project ends march and now focus I son sustainability.</p> <p>Widespread use of medical reconciliation tool and decision-making tool. What medications are taken but why do they take it.</p>
GCACH Business Planning	<p>Chelsea Chapman of GCACH introduced Liz Arjun of Health Management Associates (HMA) to the audience. GCACH kicked off its business planning efforts earlier this month and has hired HMA to assist with those efforts. In this process, HMA will be reaching out to various stakeholders and partners for their thoughts and feedback on GCACH’s core competencies and future.</p> <p>We are excited to see what’s to come.</p>

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<p>GCACH Goals 2021 (Workplan)</p>	<p>Staff reviewed the various project workstreams across the annual workplan created by Wes. This document provides an overview of the key deliverables and milestones for each project including:</p> <ul style="list-style-type: none"> <li>• PCMH/Learning Collaboratives</li> <li>• Practice transformation</li> <li>• Washington Rural Health Collaborative</li> <li>• Community Paramedicine</li> <li>• Opioid Resource Network (ORN)</li> <li>• Cope, Calm, Care Campaign</li> <li>• CHW Internship Program</li> <li>• COVID-19 Response activities</li> <li>• LHIN Reporting</li> <li>• BH Internship Program</li> <li>• Business Plan</li> </ul>
<p>2021 Topics</p>	<p>Chelsea Chapman of GCACH asked the audience for their thoughts as staff begins lining up the topics for the upcoming Leadership Councils in 2021. To gain feedback from the audience, a mentimeter program was used that allowed attendees to submit responses virtually.</p> <p>Dr. Jones reviewed the results with the audience for context and clarity.</p> <p>The results of the mentimeter were as follows:</p> <ul style="list-style-type: none"> <li>- Change leadership training</li> <li>- Clarifications for change leadership training, I mean helping organizations motivate staff towards the changes needed</li> <li>- Continue to highlight area providers</li> <li>- Support for infrastructure re: social determinants of health e.g. built environment, farm-to-table, housing security</li> <li>- Topics around COVID-19 (how can/will we recover, what are the local efforts taking place to recover)</li> <li>- Panel of CHWs, feedback about BH internships</li> <li>- Intersection of SDH with impacts from COVID on community services</li> <li>- More celebrating of all the work that is being done!</li> <li>- Recommend outcome measures set to be prepared for Value Based Payment contracting</li> <li>- Hearing how often other organizations are managing transformation project is useful, more of that please</li> </ul> <p>No further discussion.</p>
<b>ADJOURNMENT</b>	
<p>Adjournment</p>	<p>Meeting adjourned at 11:30am. Minutes taken by Chelsea Chapman and Damia Safford.</p> <p>Find the meeting recording here: <a href="https://youtu.be/49dqURwznnA">https://youtu.be/49dqURwznnA</a>.</p>

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