

*In this issue, learn about Allison Massari's upcoming presentation at the March Learning Collaborative, the Permanent Supportive Housing Update, the SAR 4.0 and more!*



**A Monthly Insight into the Greater Columbia ACH**



## *Allison Massari to Present at March Learning Collaborative*

*Written by Diane Halo, Project Manager*

Prepare to be taken on a journey. With her perceptive view inside the "patient experience", Allison Massari's riveting and insightful keynote illuminates the immense value that healthcare providers have upon a patient who is suffering. This dynamic and poignant program offers real solutions to the struggle of how to keep the patient first despite limited time and other practical constraints.

By weaving her remarkable journey with potent life-lessons, Allison highlights the integral nature of patient-centered care and fortifies audience members, reigniting their passion for why they went into healthcare in the first place. She explains, "The power of what you do goes far beyond the technical part of your job. You are healing the places medicine cannot touch. In fact YOU are the medicine."

Hailed as "life-changing", Allison's keynote offers a sincere and direct approach to navigating adversity, transcending life's difficulties, and always finding a way to be the healer in the room. This content rich and deeply moving speech also offers applicable tools for managing change, adversity, and the everyday challenges of being human.



Allison Massari knows that providers have the power to transform lives. As an advocate for both patient and provider, Massari has an intimate understanding for the demands and challenges of the medical profession, and compelling authority to address the delicate nature of patient-centered care. Please plan on joining us at our March 27, 2020 Learning Collaborative where you will have the opportunity to hear this dynamic speaker with a national reputation. The event will take place at Pacific Northwest University of Health Sciences; 200 University Parkway, Yakima, WA 98901 from 2:00 pm - 3:30 pm. Please contact Diane Halo ([dhalo@gcach.org](mailto:dhalo@gcach.org)) if you have questions regarding the event.

# Behavioral Health Internship and Training Fund Deadline Quickly Approaching!

*Written by Carol Moser, Executive Director*

The Greater Columbia region is seeking behavioral health professionals and clinical providers who are able to mentor, supervise, provide internships or train professionals seeking degrees, certifications, and/or training in behavioral health. The Behavioral Health Internship Fund aims to address workforce shortages, especially in rural areas, as rural organizations frequently have limited capacity and resources to provide clinical supervision, precepting, or training instruction.

The program fund of \$490,000 for 2020 can be used to:

- Support expansion of a care team to include behavioral health specialists, community health workers, and peer counselors
- Stipend travel and lodging/per diem expenses for interns
- Reimburse Preceptors for their services and time to supervise and teach interns

Applicants (an organization that delivers primary care, behavioral health, or substance use treatment) may apply for a one-year award (4 quarters/3 semesters) with the possibility of renewal for an additional year. Funding awards are available in amounts of \$5,000 - \$40,000 per award, and the applicant may apply to precept up to two interns at the same time as long as it meets the requirements of the educational institution to which the intern is attending. **Applications are due Friday, February 28, 2020.** Please send all completed applications to Lauren Noble ([lnoble@gcach.org](mailto:lnoble@gcach.org)).

## GCACH Submits Semi-Annual Report 4.0

*Written by Wes Luckey, Deputy Director*

On January 31, 2020, GCACH submitted to the Independent Assessor (IA) the fourth Semi-Annual Report (SAR), which is a requirement outlined in the Medicaid Transformation's Special Terms and Conditions. The purpose of the SAR is to collect necessary information to evaluate Accountable Community of Health's project progress against milestones based on approved project plans and corresponding implementation plans. The IA and Washington State Health Care Authority review all SAR submissions.

SAR requirements continue to include ongoing updates, including the GCACH's Quality Improvement Plan, project implementation plans, participating provider roster, Pay-for-Reporting Metrics and financial plans. New for this SAR, GCACH informed the IA about support and resources we are providing our Practice Transformation partners relating to providing culturally competent care, bi-directional communication, coordinating care management and transitional care plans. There was also specific reporting tied to work being done around our individual project areas, such as addressing the opioid use crisis. This SAR also included a section regarding value-based payment relevant work and initiatives underway.

We expect to hear back from the IA by the beginning of March if there is any additional information required for the SAR 4. Otherwise we look forward to the IA's findings by April. To view the SAR 4.0, click the following link: [https://gcach.org/apps/website\\_resources/record/33eb4cc286a5e7cf870662261cf1e173/gcachsar4.zip](https://gcach.org/apps/website_resources/record/33eb4cc286a5e7cf870662261cf1e173/gcachsar4.zip).

# Becoming Patient-Centered

*Written by Jenna Shelton and Martin Sanchez, Practice Transformation Navigators*

## Lourdes Health

GCACH would like to highlight the work of Lourdes Family Practice and Lourdes Internal Medicine. In December 2019, Lourdes completed their first year of Practice Transformation. Throughout the year, Lourdes has been steadfast in accomplishing its Practice Transformation goals while also merging with LifePoint. Many of the goals for Practice Transformation require a Nurse Navigator, which was a new position for Lourdes, and in October 2019, Lourdes hired Myrna Ridenour to fill that position. During Myrna's time at Lourdes, she has provided care management for patients, partnered with their Medical Director Dr. Taylor to engage providers, and worked with staff to refine workflows and collect necessary data. As the year ended and Quarter 4 reporting became due, Lourdes was able to produce data that validated the hard work that has been done all year. GCACH would like to commend Lourdes for their progress and consistency through the Practice Transformation process.



## Garden Village

Garden Village is part of the third cohort of provider organizations that will be going through Practice Transformation through GCACH. While they are currently in the first quarter, staff at Garden Village have been open to Practice Transformation and are excited to see the great outcomes that will come from this work, such as purchasing and implementing an electronic health record (EHR). GCACH has conducted their kick-off meeting and completed the PCMH-A and MeHAF assessments. During the convenings, GCACH was also able to identify areas of opportunity for quality improvement. GCACH is eager to begin tracking progress at Garden Village.

# Building Community Resilience

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

The Community Resilience Campaign Pilot launched January 13, 2020 in Yakima. The campaign's purpose is to build resilience at the community level, targeting the societal systems that bear the responsibility of providing protective factors to raise resilient individuals. The campaign's focus is to raise awareness of trauma-informed practices as well as the N.E.A.R (neuroscience (brain function), epigenetics (gene evolution), ACEs (Adverse Childhood Experiences), resilience (the ability to bounce back from adversity)) science.

Within the first two weeks of launching the campaign pilot, GCACH has already achieved over 1,000 views on its [buildingresiliencewa.org](http://buildingresiliencewa.org) site. The site is also offered in Spanish, with over 930 users using this feature.

Advertisements for the campaign can be found on billboards, television, radio, digital and print media in Yakima. In addition to the media messaging component, GCACH is conducting in-person trainings to support the messaging, targeting childcare providers, educators, juvenile justice, the faith community, foster parents, and others.

# 2019 Budget vs. Actual Roll-Up

Written by Becky Kolln, Director of Finance & Contracts

The spreadsheet below shows that GCACH has paid its partnering providers almost \$15,000,000 out of the Delivery System Reform Incentive Payments (DSRIP) funds that are held in the Washington Financial Executive Portal (WAFE) for Fiscal Year 2019. The payments are broken out into seven project incentive categories.

The Integration Incentives category has a balance of \$3,697,576.75. Most of these funds will be paid out to our Behavioral Health providers through their Practice Transformation contracts, while the remaining balance will be allocated to Learning Collaboratives and the Behavioral Health Internship Scholarships. The remaining balance is for Project Engagement, Health Systems and Community Capacity Building and Provider Performance and Quality Incentives and will be paid to providers in the coming weeks as we review their work submitted for quarter four of their Practice Transformation contracts. The Community Health Fund category has \$600,000 that has been allocated to the Community Resilience Campaign and the remaining funds are being held in the contingency/reserve fund.

Our 2020 budget has been approved by the Board of Directors and we are excited to continue on with Practice Transformation efforts.

Budget vs. Actual (DSRIP): FY 2019 (as of 12/31/19)				
DSRIP Project Incentive Funds	Actual	Budget	Difference	Percent of Budget Spent
Project Engagement, Participation and Implementation	\$ 5,593,384.00	\$ 6,542,679.00	\$ (949,295.00)	85%
Health Systems and Community Capacity Building	\$ 2,590,667.17	\$ 4,879,467.00	\$ (2,288,799.83)	53%
Integration Incentives	\$ 2,411,423.25	\$ 6,109,000.00	\$ (3,697,576.75)	39%
Community Health Fund	\$ 1,395,201.87	\$ 3,073,107.00	\$ (1,677,905.13)	45%
Provider Performance and Quality Incentives	\$ 1,390,539.00	\$ 2,189,733.00	\$ (799,194.00)	64%
Project Engagement	\$ 603,500.00	\$ 603,500.00	\$ -	100%
Administration	\$ 877,500.00	\$ 877,500.00	\$ -	100%
<b>Total DSRIP Project Expenses</b>	<b>\$ 14,862,215.29</b>	<b>\$24,274,986.00</b>	<b>\$ (9,412,770.71)</b>	<b>61%</b>
<b>Total Expenditures</b>	<b>\$</b>			<b>14,862,215.29</b>
<b>Total Remaining DSRIP Project Incentive Budget</b>	<b>\$</b>			<b>9,412,770.71</b>

# Permanent Supportive Housing Update

Written by Carol Moser, Executive Director

Thank you Catholic Charities for your valiant efforts to bring a fifty-two unit permanent supportive housing (PSH) complex to Pasco. The passions for and against the project ran high during community meetings, and unfortunately did not work out in favor of the chronically homeless, this time. The PSH committee met on January 28, 2020 and determined that much was learned in 2019 that could be applied in 2020. These efforts will continue, and the next round will include more community partners and additional planning for success.



# 2020 Learning Collaborative Schedule

Written by Diane Halo, Project Manager

The Learning Collaborative sessions listed below are open to any organization contracted with GCACH for the purpose of Practice Transformation, including Cohort 1, Cohort 2 and Cohort 3 partnering providers. The purpose of the Learning Collaboratives are to provide assistance and additional information to complete each milestone as outlined in the Practice Transformation Reporting Workbook.

Date	Time	Suggested Attendees	Learning Collaborative Information
February 27, 2020	1:00 pm - 4:00 pm	Behavioral Health Providers and staff	<u>Presenters:</u> Lourdes Counseling Center, Comprehensive Healthcare, Palouse River Counseling, Quality Behavioral Health, Blue Mountain Counseling and Greater Columbia Behavioral Health <u>Topic:</u> Crisis Services
March 27, 2020	2:00 pm - 3:30 pm	Cohort 1, Cohort 2 & Cohort 3	<u>Presenter:</u> Allison Massari <u>Topic:</u> Transform Patient Lives - The art of Person-Centered Care
June 5, 2020	1:00 pm - 5:00 pm	Cohort 1, Cohort 2 & Cohort 3	<u>Presenter:</u> Elizabeth Pitman <u>Topic:</u> HIPAA Policy Changes
July 30, 2020	9:00 am - 12:00 pm	Cohort 1, Cohort 2 & Cohort 3	<u>Presenter:</u> TBD <u>Topic:</u> Shared Care Plans & Electronic Health Record Breakout Session
September 9, 2020	9:00 am - 12:00 pm	Cohort 1, Cohort 2 & Cohort 3	<u>Presenter:</u> TBD <u>Topic:</u> How to Maximize Medicaid Reimbursements
December 9, 2020	1:00 pm - 4:00 pm	Cohort 1, Cohort 2 & Cohort 3	<u>Presenter:</u> TBD <u>Topic:</u> Cultural Sensitivity/Cultural Competency

The schedule above is subject to change. If you have any questions regarding the convenings, please contact Diane Halo at ([dhalo@gcach.org](mailto:dhalo@gcach.org)) or Sam Werdel ([swerdel@gcach.org](mailto:swerdel@gcach.org)).