NCM/Care Coordination Best Practice Sharing

Minutes

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| Date: Tuesday, 4 12 16 Start/End Time: 8:00 – 9:30 am | | | | |
| **Location: RIQI 50 Holden Street, Providence RI (Washington) Call in number: 508-856-8222 Code: 2525 (Host: 2116)** | | | | |
| Meeting Information: |  | **CTC Management and Speakers** | | |
| Meeting Purpose/Objective: Best practice sharing amongst CTC Care Managers :   * Power point presentation: Claire Hayes Thundermist and Risk Stratification Tool * Power point presentation: Integra Community Care Network * URI: Learning opportunities * Learning opportunities: AHRQ, NCQA, STEPPS, Medical Assistant training * Transitional Care article |  | Deb Hurwitz, CTC  Pano Yeracaris, CTC  Susanne Campbell, CTC  Candice Brown, CTC  Hannah Hakim, PCMH Kids  Claire Haynes, RN, Thundermist  Ruth Scott, Integra  Christine Ferrone, URI  Phil Clark, URI  Marie Laboissonniere, Lifespan  Jenny Richard, SouthCoast  Patti Nadeau, SouthCoast  Virginia Paine, Tri-Town  Cameron Grant, Brown  Sandra Mota, Nardone  Danielle Jacques, Ocean State  Evelyn Sanchez, CCAP  Katherine Roy, Affinity  Mehattie Dorsey, PCHC | Pauline Segman, CCAP  Eileen Hogan, PCHC  Aimee Schayer, Cov. Primary Care  Yvette Chartier, UIM  Chrystal Boza, BCBSRI  Michele Wolfsberg, Tufts Health Plan  Jennifer Thiesen, Lifespan  Dale Rogoff Greer, UHC  Sheri Sharp, Med Peds & Peds Prim Care  Lisa Ser, WellOne  Deborah Palls, PCHC\*\*\*  Janice Romagnolo, SPN  Kathleen Congdon, WMC  Suzanne Herzberg, BPCTI  Diane Hwesl\*\*\*  Shabnam Hashem, PCHC  Charlotte Crist, BCBSRI  Deborah Andrade, CCMA-Prospect  Debeca Tineo, PCHC |  |
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| # | Owner / Time | Comments | Action Items |
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| 1 | Susanne/Deb  5 minutes | **Welcome**   * Introductions * Review agenda |  |
| 2 | Susanne  5 minutes  Claire Hayes  Thundermist  20 minutes  15 minutes | **OHIC Update : PY 2 Practices Reminders:**   * NCM report on high risk patients (aggregated report : Category 1a, 1b, 2 and 3) due 4/15/16 for practices in Transition, PY 1, PY 2 and Advanced Collaborative * NCM Patient Engagement report due April 20 for practices in Transition, PY 1, PY 2 and Advanced Collaborative): send securely * Blue Cross and Blue Shield Policy: Report to be submitted monthly (including Start up) * United Commercial/Medicaid and Tufts reports will be sent to Practices Quarterly   Group Discussion   * For Practices whose Developmental Contract ends on June 30, 2016, what happens until OHIC’s infrastructure and stability payments begin – aka the “Donut Hole” – (*NCMs are not eligible for infrastructure payments as they have received same for years)*   + Commercial Plans have agreed to cover the donut hole for PY2 Practices until January 2017     - They have to meet OHIC standards for definition of a PCMH     - Health Plans or ACOs will pay ongoing stability payments to these Practices       * Individually negotiated between the Practice and the Health Plan/ACO – could be PMPM   + Medicaid is a separate conversation that has not been finalized yet   **Risk stratification and staff assignment**     * Thundermist has a QI Team (led by their Director, Cynthia Souther) that pulls reports for patient data from an automated system; and has eClinical Works as their EHR * Woonsocket location has 2 Nurse Practitioners and W. West Warwick location has 1 NP   **What are other practices considering?**   * Risk stratification * Assignment * Care plan |  |
| 3 | Ruth Scott Integra  20 minutes | **Coordination with ACO: Integra example** |  |
| 4 | Phil Clark  Christine Ferrone  URI  15 minutes | **Other learning opportunities : URI educational support and building curriculums for NCMs**   * AHRQ Shared Decision Making 5/19/16 * NCQA Strategies for Success 7/15/16 * Medical Assistant Training May 5, May 12, May 19 May 27 5:30 to 7:30 pm * STEPPS Training : 4/22/16   Feedback: How will Primary Care Practices consume education for Geriatrics – what is the appropriate delivery method(s) to transform Primary Care Delivery: Webinar series? Lunch & learn? Live training?   * Incorporate Geriatric Module into the Annual Learning Collaborative * Onsite Education Module from 6:30PM-7:30PM * Video recordings for onboarding * 40 hours of certification for Geriatrics   URI can complete an overall needs assessment to identify gaps in all areas identified by the group   * What modules are available, and what needs to be created   + URI and Small Group from NCM Committee will convene along with Integra to establish trickle down training for Geriatrics     - Available topics: Palliative Care; All Patients, specifically elders – Advanced Directives |  |
|  | Deb/Susanne | **Next Meeting: Care Coordination Meeting (all invited : Pediatric Focus)** May 10 |  |
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**ACTION ITEM LOG**

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| **Added** | **Ref. #** | **Assignee** | **Action /Status** | **Due** | **Closed** |
| 4/12 | 1 | Claire | Send Committee a sample of her Spreadsheet |  |  |
| 4/12 | 2 | Susanne | Jen will discuss her organization at a future meeting – obtain details for same |  |  |
| 4/12 | 3 | Susanne/Candice | **Schedule conference call between URI, NCM sub-group, and Integra** |  |  |
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