Colorado Health Innovation Community (CHIC) Monthly Webinar

July 7, 2020

CCI
CENTER FOR CARE INNOVATIONS

Welcome!

- All participants will NOT be muted upon entry.
- To mute/unmute yourself to ask a question or comment:
  - Via computer: Click the microphone icon in your Zoom menu
  - On the phone: Press *6
- You may also chat in questions via the chat box in Zoom.
- Please Note: This webinar will be recorded.

While You're Waiting:

Please share your *name* and *organization*, and any *team members* who are with you, in the **chat box**.

By the end of this webinar, you will have…

- **Examined** and **identified** commonalities within collection of CHIC technology pilots
- **Outlined** areas of alignment and how you'd like to maintain connection around progress
- **Reviewed plan** for supporting you through your pilots

Round Robin *Pilot Share* Instructions

- Each team will have **5 MINUTES** to present.
- We'll have **1-2 MINUTES** for follow up questions between presentations.
- We will also have time at the end for discussion.

Sharing Order:

- **Jefferson Center for Mental Health**
- **Solvista Health**
- **Every Child Pediatrics**
- **Mental Health Center of Denver**
- **Melissa Memorial Hospital**
- **STRIDE Community Health Center**
- **Clinica Family Health**

Round Robin

CHIC Pilot Share

Jefferson Center

With you in mind

Our Pilot: Remote Monitoring and Engagement

The problem we are trying to solve is...

- Disengagement from “traditional” care
- Suicide risk

The solution we are piloting is…

- *Increased connection with clients between sessions or in place of some sessions.*
- *Regular assessment of risk factors and wellbeing.*
- *Rapid intervention for high risk situations.*

Pilot Details & Impact

Pilot Details

- Clients will be identified and invited to participate.
- Monitoring, regular text interactions, and online resource distribution begins.
- On-demand sessions and other interventions conducted as needed.

Impact

- We expect to see less time in high risk status, and more involvement in health supporting behavior.
- We expect that staff will be able to give their attention to the highest priority individuals “upstream” of other adverse events.
- We expect new ways of serving the community to come out of this pilot.

Our Biggest Challenge or Risk

- *Long-term payment models*
- *Hard to engage our “medication only” group*
- *Enrollment numbers during pilot*

One early win…

- *The pilot also addresses a long-term wish to be able to deliver "caring contacts" to our high suicide risk clients electronically.*

CHIC Pilot Share

Solvista Health

Our Pilot: Digital Front Door and Data Warehouse

The problem we are trying to solve is...

- Enrolling in services is NOT easy
- We don't have a good way for clients to express interest in care, *on their terms*
- *Experience becomes about paperwork*

The solution we are piloting is…

- *Develop an online, client-focused microsite to better engage individuals seeking care*
- *Provide a patient-provider matching tool on the microsite by collecting initial client data and automating elements of our enrollment process*

Pilot Details & Impact

Pilot Details

- Improving our virtual access point for clients and evolving new client enrollment
- COVID-19 has created new urgency
- Considering the power of data to better meet client preferences; building a foundation for more!

Impact

- Clients will have another choice in how to access treatment
- Staff will have a more streamlined way to collect information
- The virtual marketplace for therapy is fairly new and not tapped by most safety net providers—this will be a simple solution to a complicated new world

Our Biggest Challenge or Risk

Could include…

- *Don't just want something new, but more efficient, effective and scalable*
- *Reworking entrenched, current workflows*
- *Will this cause a flood or a trickle?*
- *Are we making an assumption that clients want to access care this way?*
- *Could cause confusion about access*

One early win…

Erica – I am getting exposed to new aspects of working toward a technology solution, including my first exposure to negotiating a services agreement and SOW with an outside vendor; learning new things is always a win!

Brian – I've shared about the project in our Virtual Town Halls and staff seem pumped!

CHIC Pilot Share

Our Pilot:
Innovating Patient Communications

The problem we are trying to solve is...

- *How might we improve the patient experience accessing our locations and their health information, especially with the constraints of COVID?*

The solutions we are piloting are…

- *AthenaHealth's new Patient Portal technology*
- *An expert-system nurse triage platform: Clear Triage*

Pilot Details & Impact

Pilot Details

- Athena, our EHR, has new patient portal online check-in functionality that extends things like patient forms to the portal.
    - Innovation: patient-source their information, reducing physical time in the office
- Clear Triage is the pediatric triage protocol platform
    - Provides more detailed and accurate information generated in a vetted expert system.

Impact

- Patients will experience fewer communications bottlenecks and have more detailed triage information.
- Staff will spend less time on administrative tasks allowing more time for more valuable interactions.
- The effort will support MU/PI attestation
- Safety Net impact will be strategies for adjusting physical space requirements.

Our Biggest Challenge or Risk

- *Finding a qualified Innovation Project Manager.*
- *Adopting to changing COVID dynamics.*
- *Patients need relatively up-to-date access technology and adequate bandwidth.*

One early win…

- *What really makes a patient portal relevant and exciting boiled down to questions like: how do we add "ask a nurse" questions in the portal and how can we provide shot records via the portal?*
- *This "How Might We…" approach created renewed excitement and energy around the portal because of the possibilities for patients and staff alike.*
- *Clear Triage!*

CHIC Pilot Share

Moving The Starting Line Forward

Mental Health Center of Denver

Our Pilot: Developing Online Behavioral Health Resources for Young People – A Resource Package.

The problem we are trying to solve is...

- How might we provide well-being and mental health services to those who could benefit from it, when they decide they need it.

The solution we are piloting is…

- *A selection of curated resources for those who seek to better their well-being …*
  - ***on their own time…***
  - ***in their own way…***
  - ***with any platform…***

Pilot Details & Impact

Pilot Details

- Developing a platform agnostic, curated resource repository that will allow individuals to explore and address their well being and behavioral health needs.
- We can meet people where they are in their well-being journey and ***start their journey earlier!***
    - Increases the number of people we can serve.
    - Establish and/or continue a trust relationship with the community.

Impact

- Reach out to a larger community, who have hesitated to reach out for well-being support
- Staff uses this package as reference and direct people served to a new pool of resources
- Allow individuals to have round the clock access to resources.
- Create a template that can be replicated with different target populations (African American Women, Immigrant/Refugee communities)

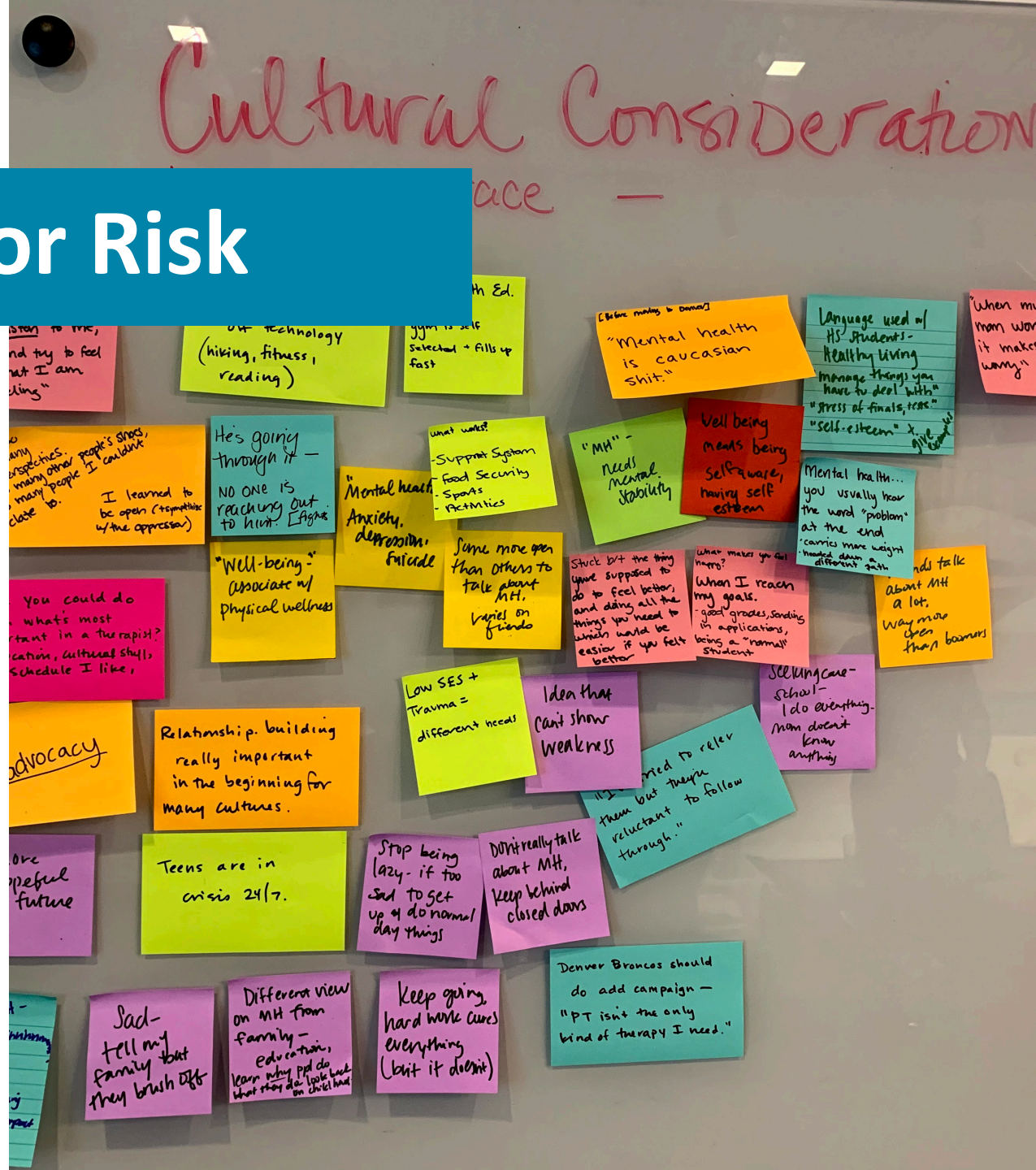
Our Biggest Challenge or Risk

The Digital Divide!

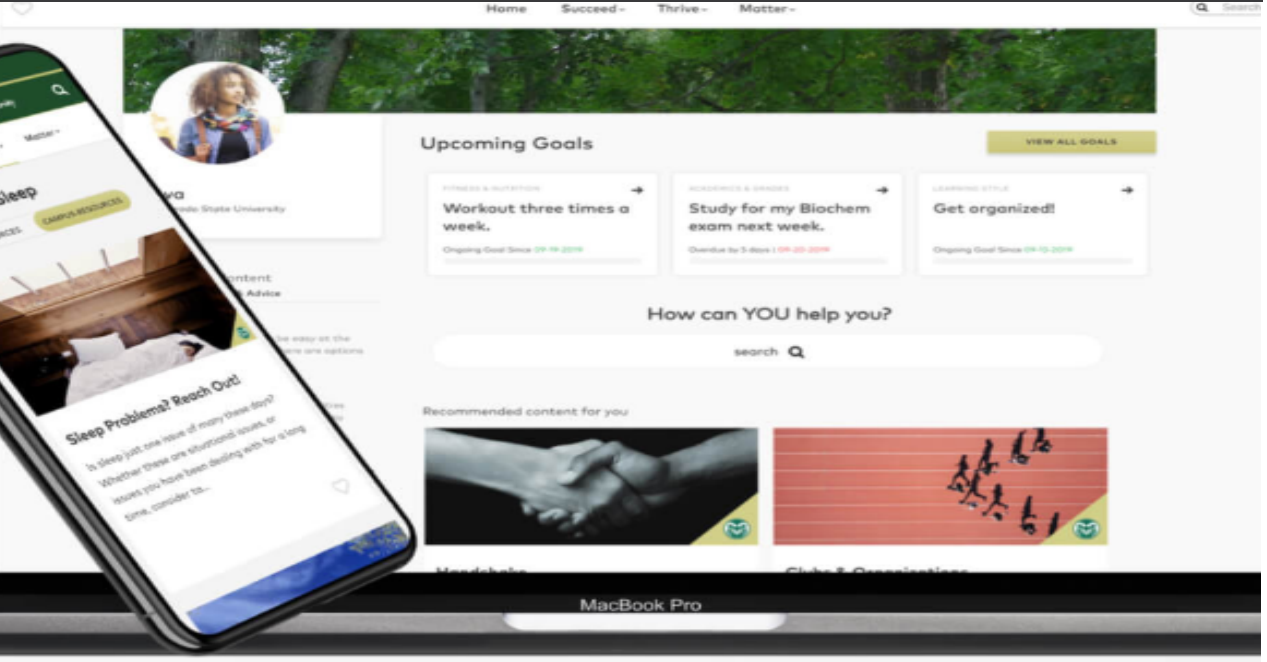
- *Even with different access points, there are many people who may not have a way to take advantage of our resource.*

Effective Resource Choices

- *Ensuring we have validated and evidenced-based resources that maintain the trust with our community.*



GRIT DIGITAL HEALTH



One early win…

- *We are fortunate to work with a technology company, **Grit Digital Health**, that can customize their platform to meet our vision.*
- *Collaborative working relationship*
- *Youth-Focused Interface*
- *Customizable Resource*

CHIC Pilot Share

Melissa Memorial Hospital

Our Pilot: OhMD

The problem we are trying to solve is...

- How might we improve provider and patient communication during the COVID-19 pandemic using innovative technology?

The solution we are piloting is…

- OhMD
- HIPAA compliant communication and telehealth platform

Pilot Details & Impact

Pilot Details

- OhMD is a HIPAA compliant communication and telehealth platform providing:
  - two-way messaging
  - video visits
  - live website chat
  - forms/surveys/file sharing
  - broadcasts & reminders
  - Automatic messaging
- Increases provider-to-patient and care coordination through improved team communication while integrating the information into the patient's electronic health record through EHR integration

Impact

- Increase patient satisfaction by easing communication challenges with the practice
- Increase provider & staff engagement with easy-to-use innovative technologies
- Increase quality & ACO goals by improving access through telehealth for chronic care patients and Medicare beneficiaries for annual wellness visits

Our Biggest Challenge or Risk

- *Lack of provider and patient engagement*
  - *Provider/staff group discussion*
    - *One benefit of COVID-19 is that patients and staff are more easily accepting telehealth and other technology solutions.*
  - *It will be important to be open to feedback from staff and patients during the pilot.*
    - *We will actively request feedback in the form of a before and after survey.*

One early win…

- *We re-filled our EHR support position. This was a hard-to-fill position that has been vacant since 9/2019.*
- *Tabitha will be the project manager and trainer for the OhMD implementation.*

CHIC Pilot Share

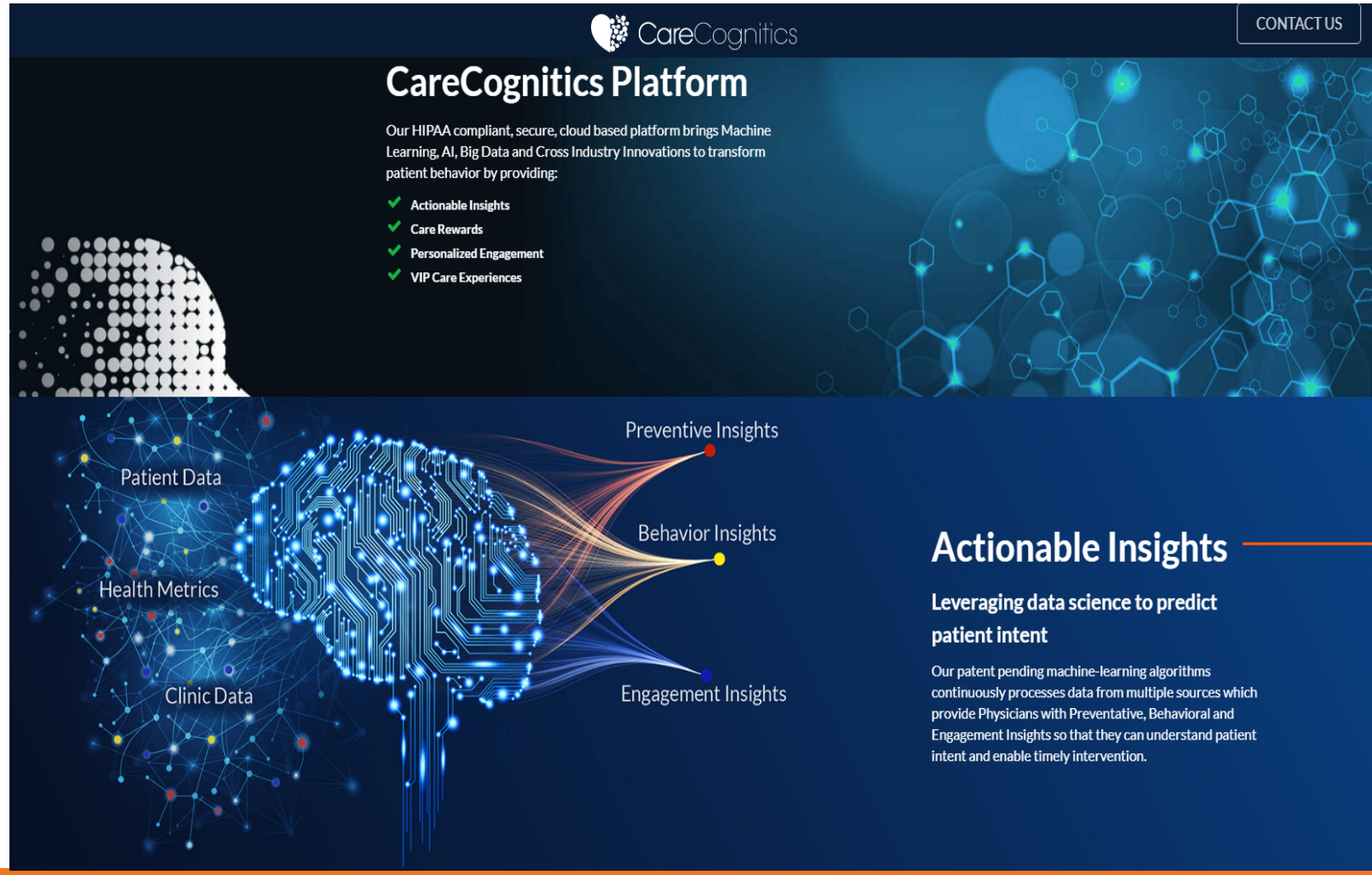
STRIDE
COMMUNITY HEALTH CENTER

Our Pilot: STRIDE- RAE Outreach and Engagement

The problem we are trying to solve is...

- Engaging the 25,000 geographically attributed members who have never had care at STRIDE
- Achieve meaningful progress on the State established Key Performance Indicators (KPIs) for all members.

The solution we are piloting is…



Pilot Details & Impact

Storyboard geo attribution scope & KPI opportunities

Launch geo attribution tool

Train internal team on KPI methodology & STRIDE team behaviors

Review pilot outcomes and iterate in micro-improvements

Review pilot achievements

Expand, contract or maintain project based on geo attribution improvement, KPI results & feedback

THRIVING LIVES

OBJECTIVES

Support care teams to partner with patients in creating and completing treatment plans

Focus on reducing disparity gaps in our patients' health outcomes.

Invest organizational resources to increase community wellness.

BEST WORK

OBJECTIVES

Develop an employee journey with intentional training and support that allows all employees to grow, learn and advance their career goals.

Implement solution focused management, business intelligence and performance improvement systems to facilitate shared accountability that includes the opportunity for all staff to benefit from results.

Target highest national quality goals and recognition.

ACCESSIBLE SERVICES

OBJECTIVES

Deliver reliable and timely information necessary for all employees to assess performance and deliver on their job functions

Develop a method to understand demand for the services the community needs and how they want them delivered.

Continually **improve** access to high quality care through team based practices and emerging technologies.

COMMUNITY VOICE

OBJECTIVES

Create a shared understanding of diversity and disparities to assure that our staff reflects and connects with the communities we serve

Build relationships with external partners to increase equitable health outcomes

Include the people affected by decisions in the decision making process.recognition.

Our Biggest Challenge or Risk

- The main challenge is the volume of members and patients; 25,000 geo attributed RAE members.
- Primary focus will be on narrowing the pilot target to a meaningful number who can be successfully engaged and served by STRIDE.

stride.mycareplan.health

STRIDE
COMMUNITY HEALTH CENTER

Daily Fitness Assessment

Every member of the STRIDE workforce is expected to monitor their health and not report to onsite work if they are sick or showing signs of symptoms. Please launch the questionnaire to complete your daily assessment.

LAUNCH DAILY FITNESS

Powered by CareCognitics

Manage your communication preference

Daily Fitness Assessment

One early win…

COVID-19

Care Cognitics and STRIDE establish a solid relationship in creating the Daily Fitness for Duty Assessment

CHIC Pilot Share

Clinica Family Health

CLINICA
family health

Our Pilot: One, *or None*, Call Resolution

The problem we are trying to solve is...

- Long call wait times to make an appointment
- Long follow up response times from care team members

The solution we are piloting is…

- *Online self-scheduling that protects Care Team continuity*
- *Hunt Groups and Call Back features*
- *Patients completion of electronic forms*

Pilot Details & Impact

Pilot Details

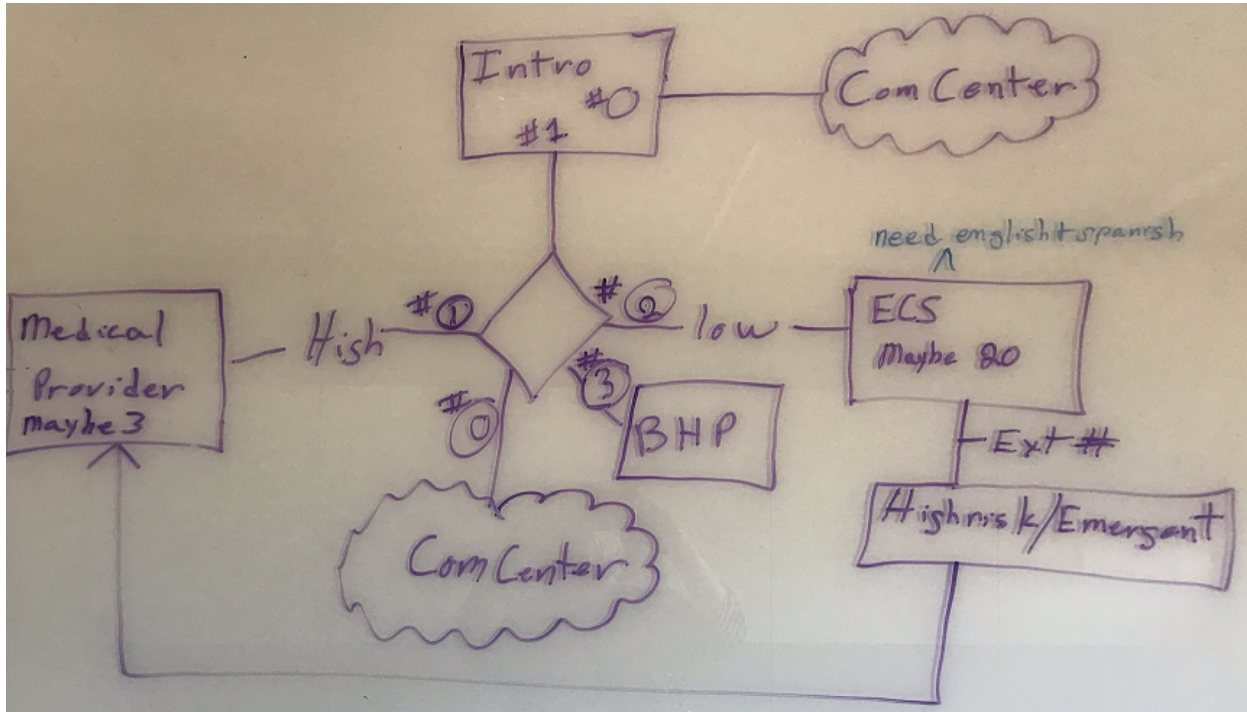
- Chronicall Call Back feature, AVAYA Hunt Groups, and NextGen API in-house programming to allow patients to complete screenings and schedule appointments online
- Promotes patient choice while protecting continuity

Impact

- Decrease or eliminate wait times
- Improved staff satisfaction with fewer tasks and higher continuity
- Supports care team and patient relationships

Our Biggest Challenge or Risk

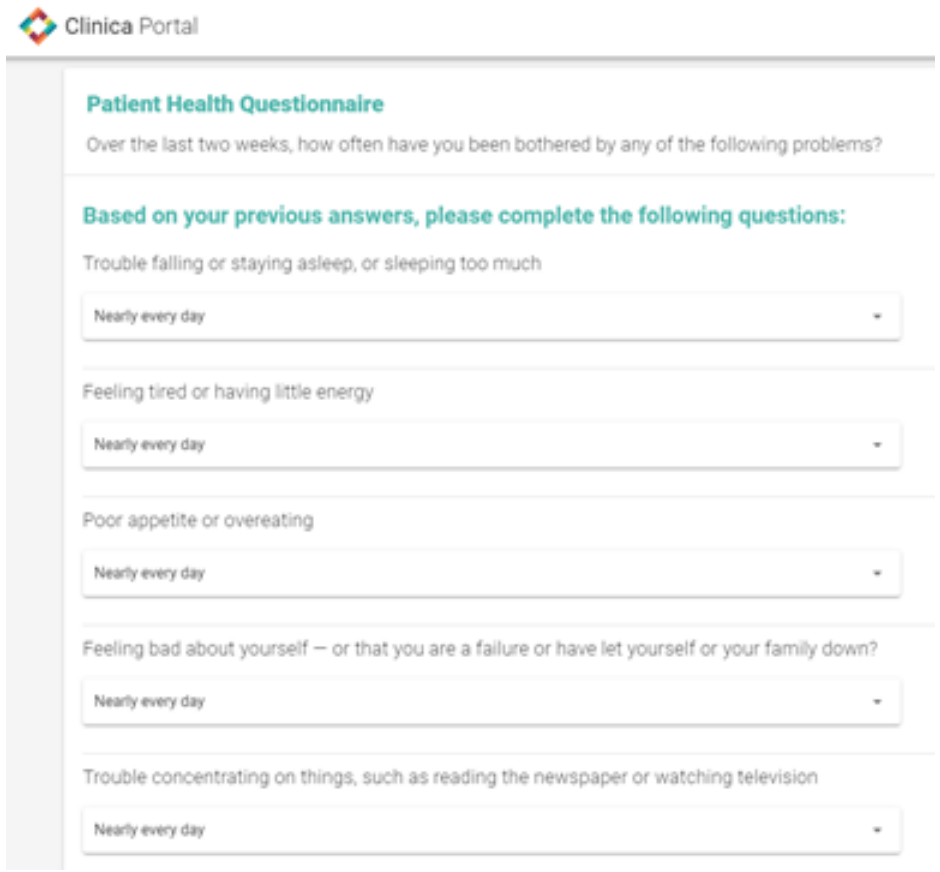
- *Creating awareness and getting patients to utilize online scheduling and forms*
- *Building staff confidence in patients' ability to self-schedule and self-report on screening forms*
- *Lack of redundancy in the Knowledge Base*

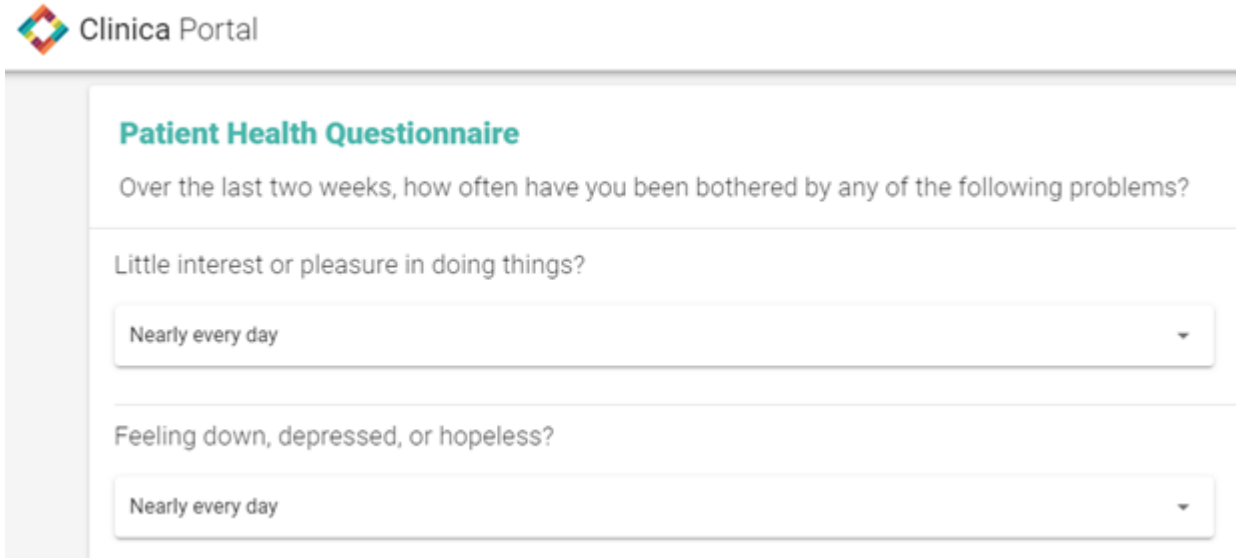


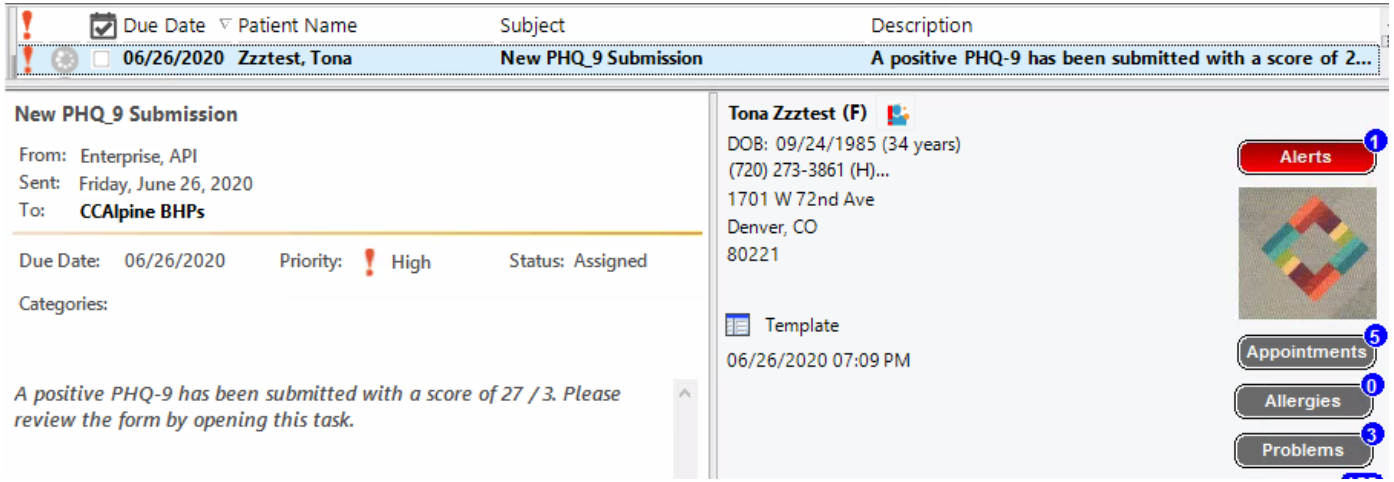
9:30 AM

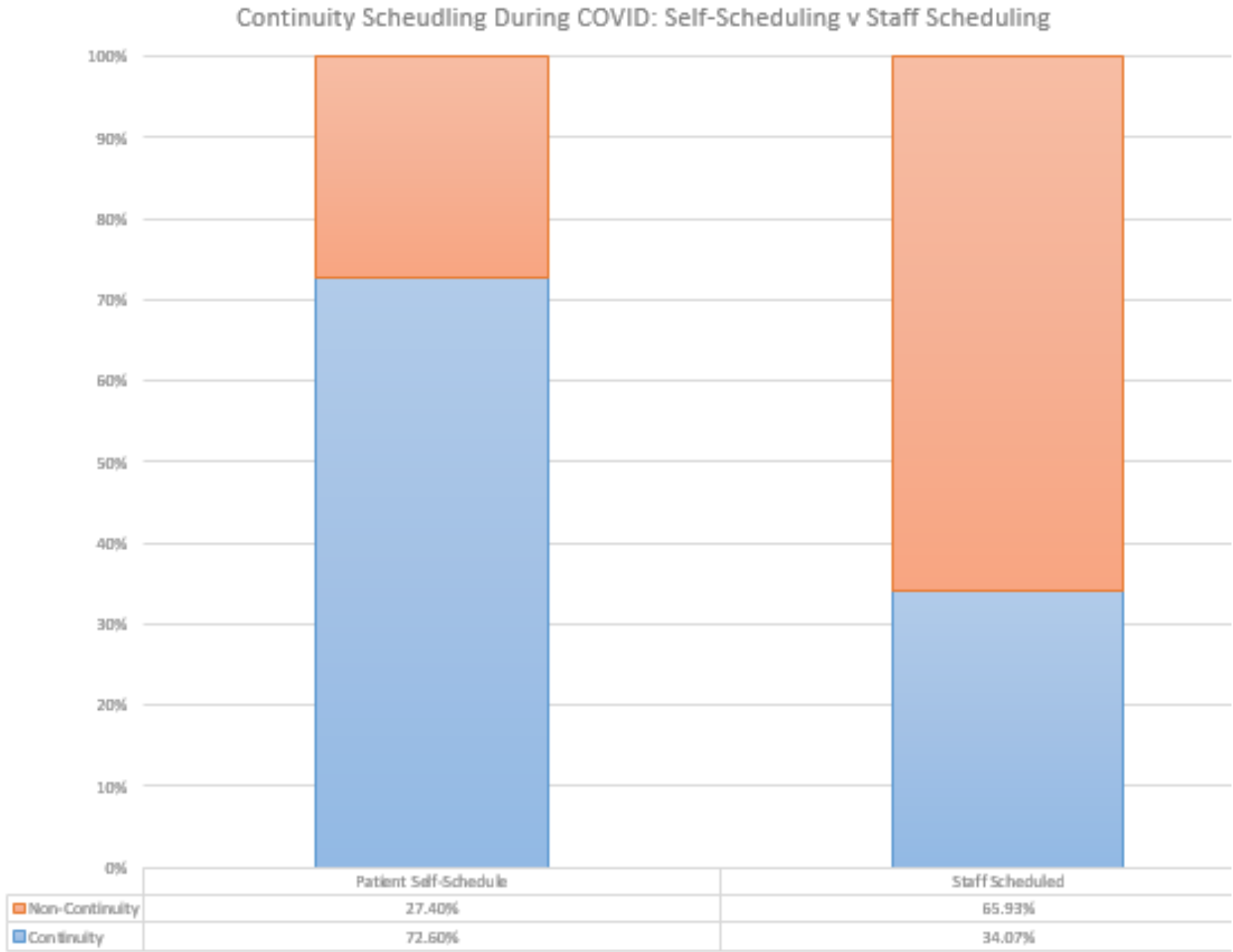
In preparation for you appointment tomorrow at 8:20a with Dr. Karen Funk, please complete the following forms: https://portal.clinica.org/en/forms

Now • SMS








Continuity Scheudling During COVID: Self-Scheduling v Staff Scheduling
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Patient Self-Schedule
Staff Scheduled
Non-Continuity
27.40%
65.93%
Continuity
72.60%
34.07%

Discussion & Questions

- What other questions do you have?
- Where are you seeing alignments that you'd like to pursue?
- How would you like to keep in touch with how the pilots are going?

Monthly Coaching Support: Assignments

- **Kathleen:**
  - *Clinica*
- **Ray / Juliane:**
  - ***Solvista, Jefferson Center, Melissa Memorial,*** and ***Stride***
- **Veenu:**
  - ***Every Child Peds*** and ***MHCD*** (if needed)

Upcoming Dates to Remember

July

Monthly CHIC Webinar (7/7) ***We are here!**

July 10 @ 12:30-1:30 (CCI Summer Series Chat & Chow)

Register if you haven't already

-All pilots in full swing!

-Capturing photos and quotes

- Set up monthly coaching calls

August

Monthly CHIC Webinar (8/4) – REPURPOSED FOR:

Aug 4 @ 12:30-1:30 (CCI Summer Series #2!)

-All pilots in full swing!

-Capturing photos and quotes

-Monthly Coaching

September

Monthly CHIC Webinar (9/8)

-Monthly Coaching

Thank You!

Please email weslei@careinnovations.org or juliane@careinnovations.org with any questions