



## Cambridge Health Alliance Site Visit October 11, 2018 Agenda

### 8:30 AM Welcome breakfast and introductions/joint agenda setting

- Breakfast will be served
- Tour of the Cambridge Health Alliance (CHA) Assembly Square site – innovation by maximizing co-location
- Interviews with staff and providers at the site (brief)

### 9:15 AM General overview of CHA care team model, leadership structure, and population health management processes and systems

- *Dr. Kirsten Meisinger, MD, MHCDS, CHA Medical Staff President and Regional Medical Director*

### 10:00 AM Interview with the care team – deep dive into CHA’s team structures and functions

- *Nitzali Rivera, LPN*
- *Fard Bey, Medical Receptionist*
- *Joanne Rivera, Medical Assistant*
- *Janice John, PA and Chief PA for Primary Care at CHA*
- *Caitlin Martin, RN*
- *Paula Mosley, Practice Manager, Assembly and Union Square Centers*

### 11:30 AM Break

### 11:45 AM Interview with care team continued

### 12:30 PM Pharmacotherapy at CHA

CHA uses extensive extended team structures with Departments like Pharmacotherapy to enhance our chronic disease management and customization of patient needs (detailed medication management is important for some of our patients, but not all!). We have integrated pharmacists into our primary care sites for over a decade now with outstanding results on health outcomes.

- Overview and structure of the program
  - *Monica Akus, PharmD, Director of Ambulatory Pharmacy Services*
- Interview with site-based pharmacist
  - *Victoria Liu, PharmD*

### 1:30 PM Lunch with site staff and providers



### 3:00 PM Social determinants of health

- Overview of staff training for the Social Determinants of Health as a model for team care processes/Population Health at CHA
  - *Fiona McCaughlin, RN, Associate Nursing Director for Ambulatory Services*
  - *Lynn Coleman, RN, Regional Nurse Manager*
  - *Paula Mosely, Regional Practice Manager*
- Staff training is an essential part of getting the culture change essential to effective team-based care (“Providers will not step back until staff step up!”)
  - *Amberly Ticotsky, RN*

### 4:00 PM Breakouts – select an option from the two choices below

- **Option 1: SDOH and community partnerships**

#### **4-4:30 PM Overview of CHA’s SDOH processes and how it connects to Community Health**

CHA has an extensive amount of data about its effect on our target communities and the Institute for Community Health (ICH) has been researching our effectiveness for years. Social Determinants is one of the most impactful areas for health improvement and the ACO Massachusetts now has in place has allowed us to expand and develop our interventions.

- *Leah Zallman, MD, Director, Institute for Community Health and Primary Care Internal Medicine Physician*

#### **4:30-5:00 PM CHA’s Community Partnerships – deep dive**

See attachment for details of one of our featured programs: [Revere Mobile Food Market](#).

- *Renee Cammarata-Hamilton, Director of Community Relations*
- *Mary Cassesso, Chief Community Officer and President CHA Foundation*
- *Christopher Simons, MD, Primary Care Family Physician*

- **Option 2: IT at CHA**

CHA has used EPIC since 2005 and has been refining its operational content ever since! Our EHR consistently gets satisfaction ratings from providers and staff above almost any other Department. We are embarking on additional functionality to improve our integration across our care network and allow for many of the patient centered features like self-scheduling.

- *Brian Herrick, CMIO*

### 5:00 PM Q&A and evaluation

### 5:30 PM Wrap-up & optional dinner