



Center for Care Innovations: Population Health Learning Network Cambridge Health Alliance Site Visit Packet October 11, 2018

Key Information

Host Organization: Cambridge Health Alliance

Date: Thursday, October 11, 2018, 8:30am-5:30pm (breakfast and lunch will be served; see agenda pg. 3)

Site Visit Address: Cambridge Health Alliance - Assembly Square Site, 5 Middlesex Avenue, Somerville, MA 02145

Parking Instructions: Parking available on site in front of the clinic and in the lot on the side of the clinic.

Meeting Location: Primary Care Center 1st Floor Conference Room

Misc.: We encourage you to dress in comfortable, business casual clothing. There will be some walking during the tour section of the agenda. You may take pictures, but please don't get patients in the photos.

Optional PHLN Dinner: Earls Kitchen + Bar, 698 Assembly Row, #102, Somerville, MA 02145. Reservation at 5:45pm. Please meet at the restaurant entrance.

Main Contacts

CCI Contact:

- Tammy Fisher: Cell phone: (415) 505-7304

Cambridge Health Alliance Contact:

- Eli Barbosa: Cell phone: (617) 591-6909

Places, Eats & Shops

Assembly Square, where the health center site is located, has many shops and eats, including Southern Kin Cookhouse, Fuji, Zo Greek. There's also a river walk here with a path along the water.



PHLN Site Visit Participants

Organization	First Name	Last Name	Title	Email	Phone Number
Center for Care Innovations	Tammy	Fisher	Senior Director	tammy@careinnovations.org	(415) 505- 7304
CommuniCare Health Centers	Chelsea	Bear	Health Services Supervisor	chelseab@communicarehc.org	
CommuniCare Health Centers	Lynnette	Brady	Health Systems Manager: Patient Navigation	lynnetteb@communicarehc.org	
LAC+USC Medical Center	Barbara	Rubino	Assistant Primary Care Director	brubino@dhs.lacounty.gov	
Los Angeles County Department of Health Services	Chris	Brown	Physician Specialist	chribrown@dhs.lacounty.gov	
Neighborhood Healthcare	Melissa	Barajas	Director of Quality & Population Health	melissa.barajas@nhcare.org	
Neighborhood Healthcare	Melissa	Bishop	Medical Director of Quality	melissa.bishop@nhcare.org	
San Francisco Health Network	Antenor	Arenas	Director, Dept. of Public Health Centralized Call Center	antenor.arenas@sfdph.org	
San Francisco Health Network	Ellen	Chen	Primary Care Director of Quality and Population Health	ellen.chen@sfdph.org	
San Francisco Health Network	Sarah	Cox	Primary Care Manager, Population Health	sarah.cox@sfdph.org	
San Ysidro Health	Myrna	Torresdey	Director of Patient Centered Care & Practice Transformation	myrna.torresdey@syhealth.org	
San Ysidro Health	Lynette	Harris	Quality Manager	lynette.harris@syhealth.org	
San Ysidro Health	Daisy	Acosta	PCMH Data Analyst	daisy.acosta@syhealth.org	



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