

Participant Agenda

Alternative Payment Model/Advanced Care Model (APCM) Learning Session: Partner with Populations and Individuals; Expand Team Roles

Day 1: Monday, March 7th, 2016 12:00pm-5:00pm

Day 2: Tuesday, March 8th, 2016 8:30am-12:15pm

World Forestry Center

Miller Hall (signs will be posted)

4033 SW Canyon Rd.

Portland, OR 97221

Why: We'll be building on our last three FTF APCM gatherings: interviewing around SDOH, learning about client perspectives on health and wellbeing, and developing empathy and stronger partnerships in a non-triggering environment. During this split-day event, we will be looking at team-based care roles, ways to expand them to optimize delivery and care coordination within a team, and how to provide a more human-centric health experience within and outside your health center.

To help health centers meet their goals in team optimization and design, we want to:

- 1) learn how insights from customers are used for design
- 2) share team roles/functions and plans
- 3) stretch our thinking to include additional effective approaches.

Session Objectives

1. Understand the effectiveness and use(s) of CHWs and other expanded team members and roles.
2. Attend to team functioning, communication, data, and tools to support this work.
3. Further develop goals, and understanding of team-based care expansion and optimization at your health center.
4. Share high utilizer learning as it relates to work with subpopulations, and how it applies to population "segments" in general.
5. Lay paving stones for July's focus on sub-population definition, intervention design, and associated community partnerships. (Next step: disaggregate data and focus on those not doing well by July.)

Session Facilitator: **Katie Coleman**, MSPH

Research Associate at the MacColl Institute for Healthcare Innovation at the Group Health Research Institute

<http://maccollcenter.org/>

Clemens S. Hong, M.D., M.P.H., is currently the Medical Director of Community Health Improvement of Los Angeles County Department of Health Services. He practices primary care and his research focuses broadly on improving primary care delivery to vulnerable populations, with a specific focus on the integration of community health workers into primary care teams, the care of formerly incarcerated individuals, the identification of complex, high-risk patients in primary care, and primary care-integrated complex care management of high-cost Medicaid patients. Dr. Hong is a graduate of the University of Washington and Tufts University School of Medicine, completing internal medicine training in the San Francisco General Hospital Primary Care Program at the University of California, San Francisco, and a general medicine fellowship at Harvard Medical School.

Agenda for Day 1

<u>Day 1</u>	<u>Section Objective</u>	<u>Title of Session</u>	<u>Lead</u>
12:00 – 12:45		Registration + Lunch Teams are encouraged to sit together	
12:45 – 1:05		Welcome Introductions and agenda review Logistics	Craig Hostetler Executive Director OPCA Amy Vasereno APCM Project Coordinator Stephanie Castaño O&E Coordinator
1:05 – 1:20		Team-based Care Energizer	Claire Tranchese Training and Development Manager, OPCA
1:20 – 2:10		Expanded Teams in APCM Opening Reflections on successful teams, scalability, opportunities for QI, and <i>task work vs. team work</i> Team Assessment Activity + Share out	Katie Coleman Laurie Francis Senior Director of Innovations
2:10 – 2:25	Sign up for a mini-clinic!	BREAK	Stephanie
2:25 – 2:40		Connecting the Dots: APCM and the evolution of Expanded Team Roles + New Ways to Connect	Laurie
2:40- 3:40	Learn more about work in LA County the Primary Care- imbedded CHW-Integrated Model Learn about approaches to patient risk stratification/selection and predictive modeling for population management interventions ‘Truths’ and concepts drawn from hot-spotting and applicability to non-high utilizer populations	Learn about the primary care CHW- integrated model and approaches to risk stratification, predictive modeling for population management	Clemens Hong, MD, MPH Medical Director Community Health Improvement of LA County DHS

3:40-3:50		Team time to discuss + Q&A	Katie
3:50 – 4:45	<p>Discuss the universal role of a clinic team</p> <p>Discuss clinical team and roles within and outside CHC walls</p> <p>Discuss the bridging between health center and community partners</p>	<p>Reactor Panel on “Expanded Teams”</p> <p><u>Panelists include:</u></p> <ul style="list-style-type: none"> - Clemens Hong, LA County - Celia Higuera, Oregon Community Health Workers Association (ORCHWA) - David Labby, Health Share of Oregon - Maggie Bennington Davis, Health Share of Oregon 	<p>Facilitator:</p> <p>Katie</p>
4:45 – 5:00		<p>Highlight key learnings of day</p> <p>Close out</p> <p>+ /Delta</p>	<p>Charles Ashou APCM Project Manager</p> <p>Amy</p>
5:00 – 6:00		<p>Happy Hour!</p> <p>Please stay and enjoy appetizers and beverages...and avoid rush-hour traffic.</p>	Stephanie

Agenda for Day 2

<u>Day 2</u>	<u>Section Objective</u>	<u>Title of Session</u>	<u>Lead</u>
8:00 – 8:30		<p>Registration and Breakfast</p> <p>Teams are encouraged to sit together</p>	
8:30 – 8:50		<p>Quick recap of day 1; Setting the tone of day 2</p>	Katie
8:50 – 10:05		<p>Mini-clinics</p> <p>3 rounds of 20 minutes each. Look for stations around the room.</p>	Katie
10:05 – 10:20		BREAK	Stephanie

10:20 – 11:30		Imagine + Model your future care team	Ariel Singer Innovations Director OPCA Scott Heisler Innovation Specialist Kaiser Permanente
(10:40 – 11:15)		(Phase 4 breakout session) – Assessment Tool Discussion	Amy Laura Sisulak Strategic Advisor and Special Projects Director
(10:40 – 11:15)		(Discussion session with partners)	Laurie Alicia Atalla-Mei SDoH Manager
11:30 – 11:50		Patients as Care Team Members, and Ways To Engage Them Differently	Jonathan Bullock Program Manager Patient and Family Centered Care Programs Sherri Austin Senior Performance Improvement Manager Kaiser Permanente NW
11:50 – 12:15		Closing Recap and Final Thoughts Next steps and Plus/Delta	Laurie + Katie Charles Amy
12:15		Boxed Lunches available to go	Stephanie

Thanks very much for joining us!