



**Delaware Center  
for Health Innovation**

# Board Meeting

September 13<sup>th</sup>, 2017

# Agenda

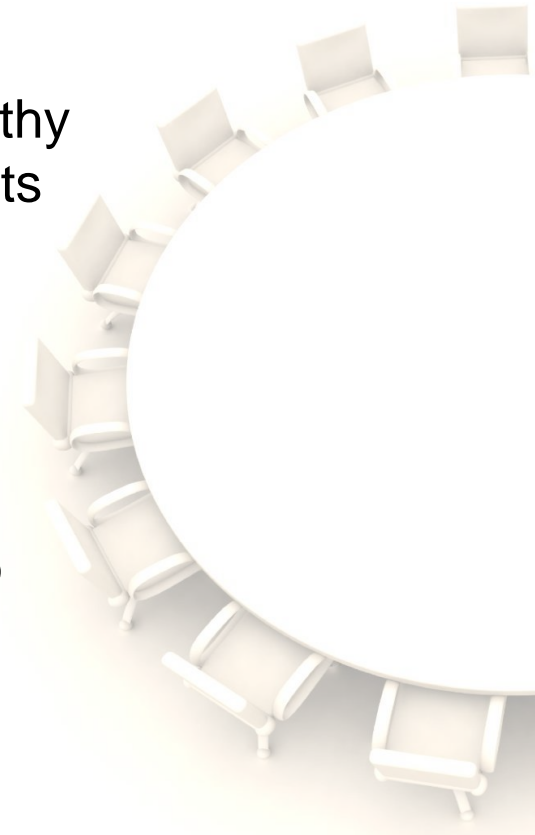
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- **Call to Order**
  - Status Updates & Deep Dive Discussion
  - Board Business
  - Public Comment
  - Executive Session

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# Summary of August DCHI Board meeting

- Reviewed Q3 updates to strategic plan implementation
- Approved July meeting minutes
- Board members updated on progress for the Healthy Neighborhoods Committee complete with highlights from the Local Councils
- Revisited potential HCCD implementation options mapped to use cases
- Cross-walked key elements of DHSS' roadmap to health care reform with existing DCHI initiatives to determine alignment and readiness to support acceleration
- Moved into Executive Session



# DCHI 2017 Goals & Metrics

## Critical path metrics

- 1 Common Scorecard accessible to PCPs statewide
- 2 50% of providers participating in practice transformation
- 3 40% of Delawareans attributed to PCPs in value-based payment models
- 4 3 Healthy Neighborhoods launched

## Supporting innovations metrics

- 1 Behavioral health integration testing program implemented
- 2 Health care workforce and education initiatives executed
- 3 Enhanced provider engagement
- 4 Transformation efforts aligned with regulatory changes/investments made by providers and payers

## Operational sustainability metrics

- 1 Long-range sustainability options established
- 2 Continued development of 2017 initiatives
- 3 Broaden stakeholder engagement base

# DCHI 2017 Goals & Metrics: Critical path

Metrics	Initiative Description	Status
1 Common Scorecard accessible to PCPs statewide	Exploring immediate uses for population health and VBP	<ul style="list-style-type: none"> <li>Exploring aggregate display of Scorecard data.</li> </ul>
2 50% of providers participating in practice transformation	Preparing providers to participate in new models of care and reimbursement	<ul style="list-style-type: none"> <li>Support for primary care providers continued through contracted PT vendors.</li> <li>DCHI to collaborate with TCPI moving forward to discuss lessons learned and best practices.</li> <li>Assessing access to PCPs; could inform PT initiative moving forward.</li> </ul>
3 40% of Delawareans attributed to PCPs in value-based payment models by end of 2017	Improving access to affordable, enhanced care delivery	<ul style="list-style-type: none"> <li>House Joint Resolution 7 signed by Gov. Carney on 9/7; authorizes DHSS to establish health care benchmark.</li> <li>DCHI hosted first Health Care Spending Benchmark Summit on 9/7 focused on establishing the benchmark; topic for next Summit is provider/hospital leadership.</li> </ul>
4 3 Healthy Neighborhoods launched	Integrating clinical and community-based services/practices to identify and address priority needs of high risk populations, especially social determinants of health	<ul style="list-style-type: none"> <li>Western Sussex:               <ul style="list-style-type: none"> <li>Integrating CHNA South strategies with three local council committees.</li> <li>Engaging with hospitals to enhance awareness of need for developmental screenings and accompanying resources.</li> </ul> </li> <li>Dover/Smyrna:               <ul style="list-style-type: none"> <li>Launched with 16 engaged community members; developing council infrastructure.</li> <li>Task forces for behavioral health and healthy living to launch in September. Behavioral Health Task Force held inaugural meeting on 9/11.</li> </ul> </li> <li>Wilmington/Claymont:               <ul style="list-style-type: none"> <li>Pursuing opportunity to implement first community-level intervention to collectively address social determinants of health.</li> <li>Working with Care Link to align community/clinical resources for better management of high risk diabetic patients.</li> </ul> </li> </ul>

# DCHI 2017 Goals & Metrics: Supporting innovations

★ For further discussion

Metrics	Initiative Description	Status
1 Behavioral health integration testing program implemented	Enhancing integration and improving care for high cost and high need patients	<ul style="list-style-type: none"> <li>HCC released RFP on June 12<sup>th</sup>.</li> <li>Pending notification of vendor on 9/29.</li> </ul>
2 Health care workforce initiatives executed	Building workforce capacity, ensuring an adequate workforce to meet the needs of the State	<p>★ Curriculum: Modules 1 and 2 completed; Module 3, Interprofessional Practice, launches on 9/26.</p> <ul style="list-style-type: none"> <li>Focuses on fundamental ingredients of working in a team. Attendees will be trained on effective personal leadership and communication strategies with an emphasis on professional skill building.</li> </ul>
3 Enhanced provider engagement	Ensuring capacity of providers to practice and thrive in changing environment	<ul style="list-style-type: none"> <li>Clinical Committee aligning efforts with DHIN to ensure support for enabling IT to further health care delivery system transformation.</li> <li>Clinical Committee's work with Delaware Quality of Life Coalition might include further engagement of providers and potential development of standardized resources.</li> </ul>
4 Transformation efforts aligned with regulatory changes & investments made by payers and providers	Alignment with public/private partners to leverage all resources to drive reform	<ul style="list-style-type: none"> <li>Workforce and Education Committee's exploration of potential enhancements to provider licensing and credentialing processes dependent on functionality/technology included in Division of Professional Regulation's new licensing system.</li> <li>Clinical Committee pursuing coordination with Delaware Quality of Life Coalition to advance education and focus on palliative and end of life care as critical component in the continuum of care for patients and consumers. Met on 9/12 to explore opportunities to enhance Coalition's outreach and provider engagement strategies.</li> </ul>

# DCHI 2017 Goals & Metrics: Operational sustainability

★ For further discussion

## Metrics

## Status

1

Establish near-term operational support

- Outreach to stakeholders for operational support initiated.
- Board to continue discussions on 9/13.

2

Implement 2017 strategic imperatives

- **Portfolio focus:** DCHI key initiatives reviewed and prioritized for long term sustainability. DCHI re-assessing prioritization of strategic initiatives.
- **Policy Focus:** House Joint Resolution signed on 9/7; DCHI aligning support with DHSS and HCC.
- ★ **Stakeholder Engagement:** Summit held on 9/7 to discuss establishing a health care spending benchmark.
- **Sustainability:** Exploration of models continues; Board reviewed preliminary survey results and will discuss further on 9/13.

3

Broaden stakeholder engagement

- DCHI will work with ab+c pending HCC approval of direction for updated provider engagement strategy.



# Health Care Spending Benchmark Summit

In coordination with the Delaware Department of Health and Social Services, DCHI hosted the first in a series of summits pertaining to the Health Care Spending Benchmark. The first summit, "Establishing the Benchmark" took place on September 7th, 2017, with 137 attendees.

## Speakers

**Zeke Emanuel**, University of Pennsylvania  
Department of Medical Ethics and Health  
Policy - **The Impact of Rising Health Care  
Costs and Options for Delaware**

**Farzad Mostashari**, Aledade, Inc. - **Creating  
Value and Lowering Costs: Perspective  
from a Delaware ACO**

**Audrey Shelto**, Blue Cross Blue Shield of  
Massachusetts Foundation - **Convening  
Stakeholders and Employers for Payment:  
Massachusetts Experience**

**Christine Eibner**, RAND Corporation –  
**Considering Economic Evaluation and Data  
Driven Analyses: A View From Vermont and  
Other States**



# Benchmark Summit Outreach Tactics

**Online Website Registrations: 173**

## **E-Mail Marketing:**

- 76.9% Open Rate

## **Facebook Live:**

- 83 unique views

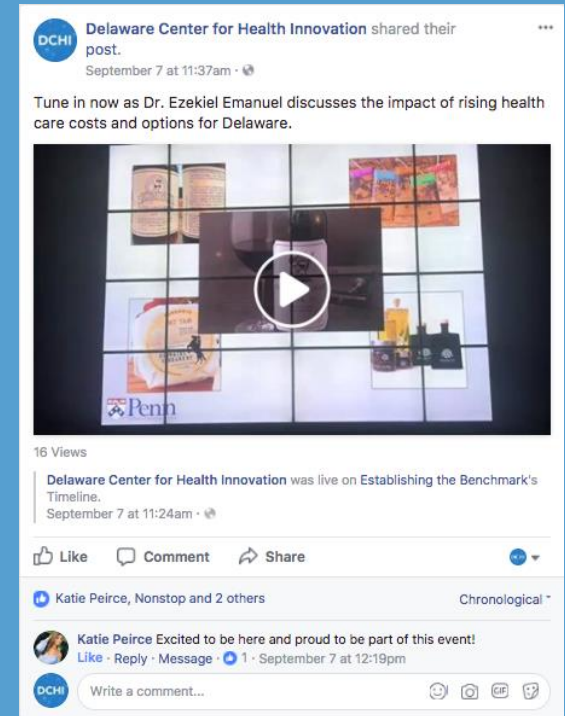
## **Facebook Event Page:**

- 11 responses
- 298 *opened event page*
- 782 total reach

## **Twitter Hashtag: #MyHealthDE:**

- 80,406 unique views
- 238,595 reach

## **Brochure**



Reach includes unique viewers and their followers we reached

# Future Summits

Date: September 22<sup>nd</sup>

Topic: **Provider/Hospital Leadership**

Date: September 25<sup>th</sup>

Topic: **Legal/Regulatory Issues**

Date: October 18<sup>th</sup>

Topic: **Data Analytics (Total Cost of Care)**

Date: November 2<sup>nd</sup> (DCHI hosting)

Topic: **Governance/Authority**

Recommendations (agenda, format, speakers, etc.) for November 2<sup>nd</sup> summit?



# Healthcare Transformation Through Innovative Training Tools: *Enhancing Team-Delivered, Coordinated Care for Delawareans* UPDATE

Healthcare Workforce Learning and Re-Learning  
Curriculum for the Delaware State Innovation Model



# Curriculum Overview and Model Design Recap

- The vision for the curriculum was developed based on goals and needs identified by DCHI & HCC in the RFP.
- Feedback and input from our faculty, initial partners, providers and stakeholders statewide was incorporated into the curriculum.
- The key capabilities and competencies from the RFP were mapped into 6 modules.
- Each of the 6 modules include 3 elements:
  - Virtual Pre-work Session
  - In-person Session
  - Webinar Series of 4 Community Learning Calls
- In addition to the 6 modules, curriculum includes 8 additional patient population-specific in-person workshops.

# Update on Progress

- Module 1: Performance Management (Completed)
- Module 2: Population Health Management & Health IT Enablement (Completed)
- Module 3: Interprofessional Practice (Launching 9/26)
- Module 4: Team-based Care Coordination (Initial development)
- Module 5: Patient Engagement
- Module 6: Business Process Improvement

# The Quadruple Aim

By The Institute for Healthcare Improvement



# Payment Models



**CATEGORY 1**  
FEE FOR SERVICE –  
NO LINK TO  
QUALITY & VALUE



**CATEGORY 2**  
FEE FOR SERVICE –  
LINK TO QUALITY  
& VALUE



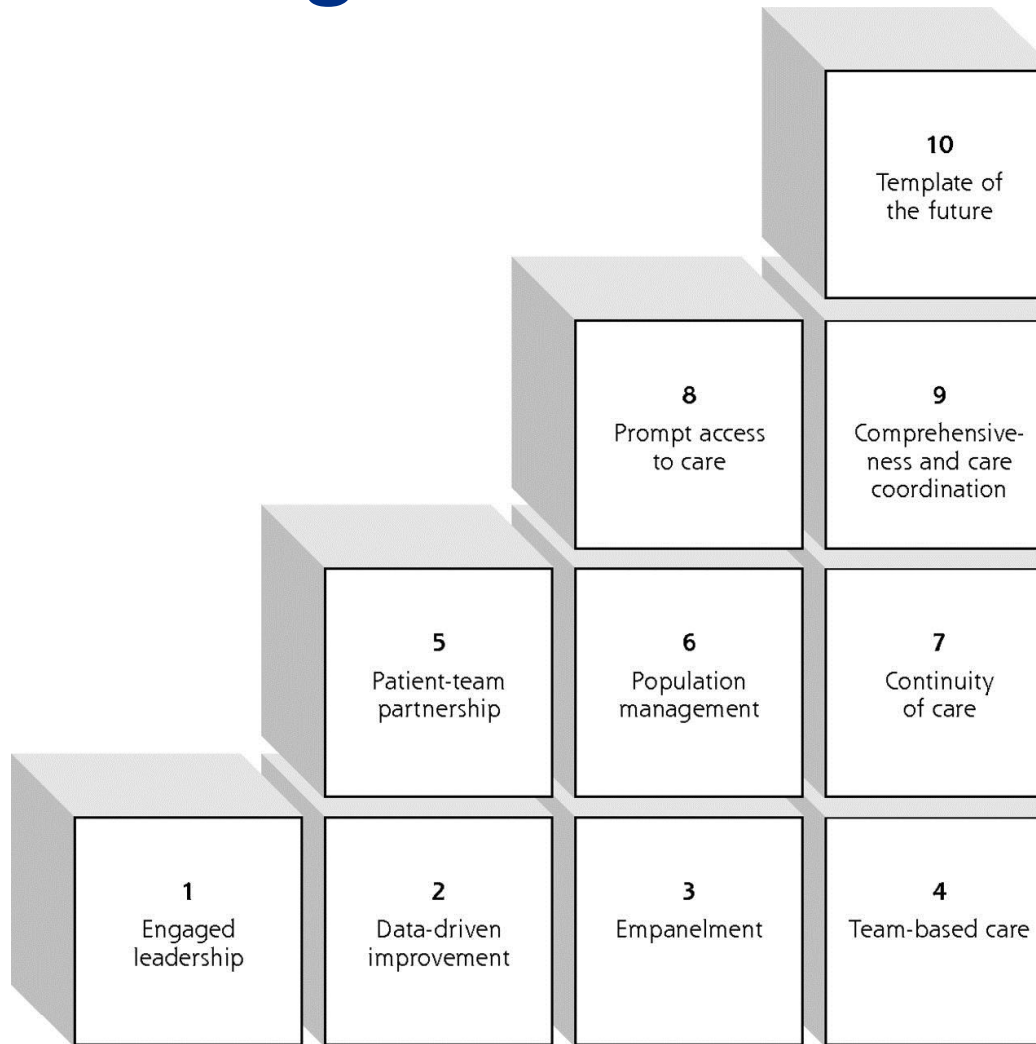
**CATEGORY 3**  
APMS BUILT ON  
FEE-FOR-SERVICE  
ARCHITECTURE



**CATEGORY 4**  
POPULATION –  
BASED PAYMENT



# 10 Building Blocks of Primary Care



# Learning and Re-Learning Curriculum- Module 1

- Quality Improvement Tools
- Understanding Data (2)
- Utilizing Data for Performance
- Improvement/Quality (2)
- Empanelment (3)
- Risk Stratification



# Learning and Re-Learning Curriculum- Module 2

- Population Health Management (6)
- Data Driven Improvement (2)
- DHIN (2 & 7)
- Quality Use and Resource Use Reports (2 & 7)
- Quality Data for Pediatric Practices (2)
- Maximizing Health IT (2)



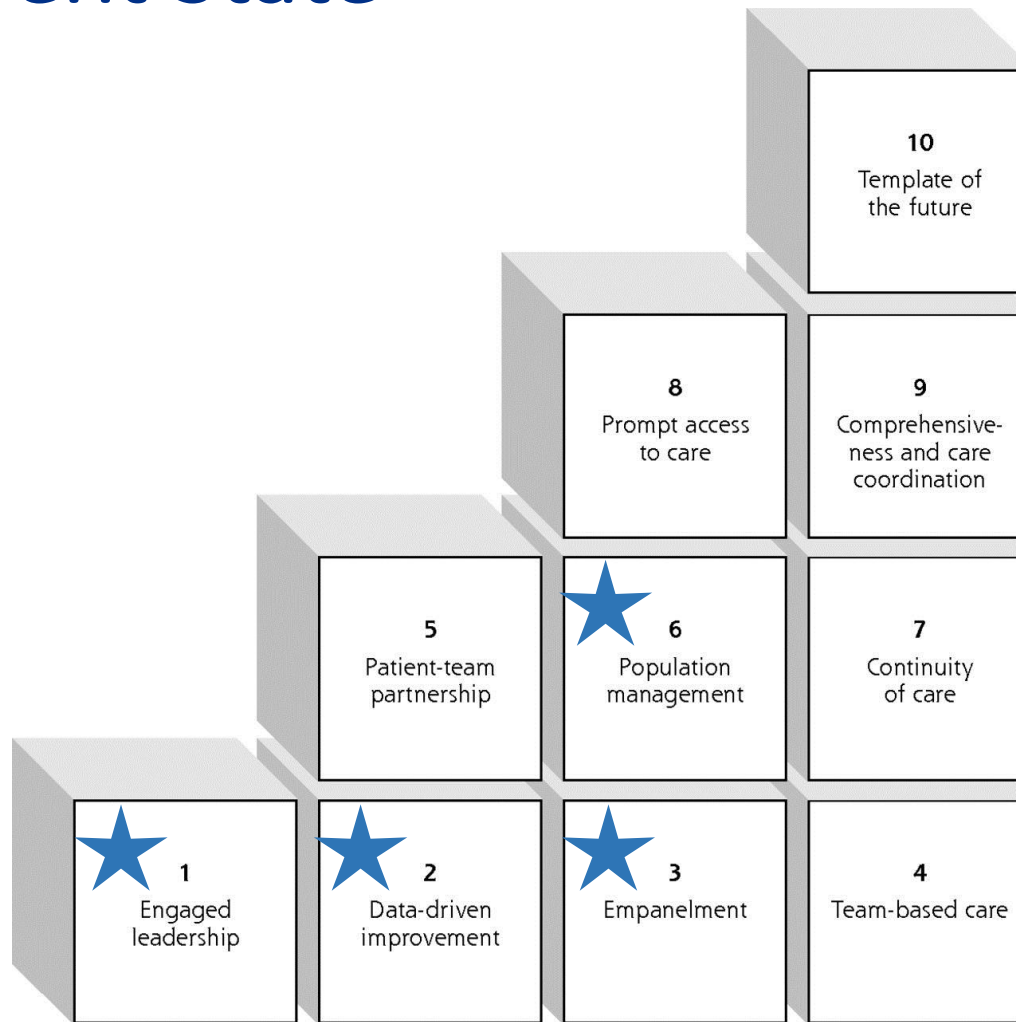
# Learning and Re-Learning Curriculum- Module 3

- Engaged Leadership (1)
- Leading Change; Change Style Indicator (1)
- Conflict Styles (4)
- Communicating with Empathy (4)
- Assertiveness
- Managing Complex Change
- Civility in Teams (4)
- Psychological Safety



# Learning and Re-Learning Curriculum

## Current State



# Learning and Re-Learning Curriculum- Module 4

- Top of Licensures – training (4)
- Discharge notification processes (7, 8 & 9)
- Navigation and access to resources (7 & 9)
- Medical Neighborhood – Using Care Compacts & Collaborative Agreements (7 & 9)
- Including patients as part of the team (5)



# Learning and Re-Learning Curriculum- Module 5

- Patient Activation/Engagement & Partnership (5)
- Health behavior change (5)
- Teach back method (5)
- Motivational Interviewing (5)
- Self-Management Support (5)
- Patient-Centered Observation Form (5)
- PFAC (5)



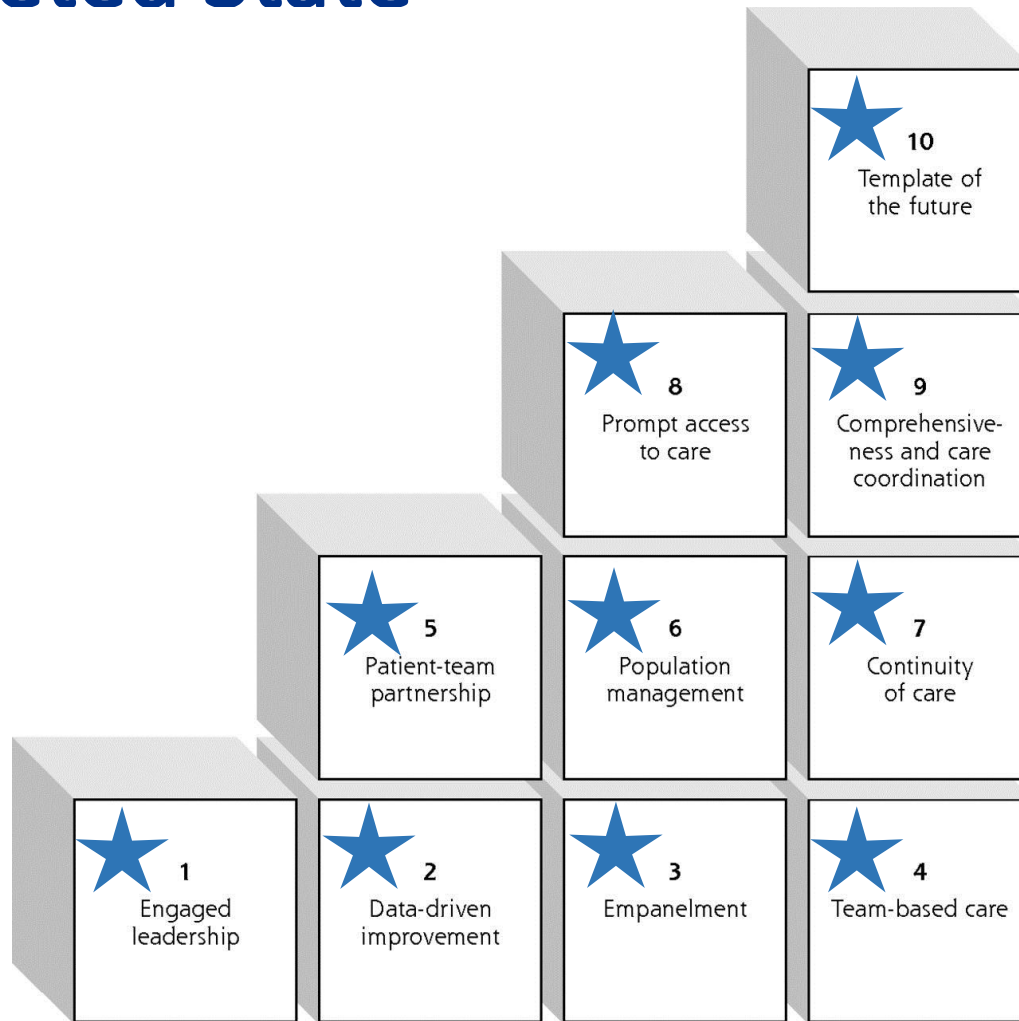
# Learning and Re-Learning Curriculum- Module 6

- Physician & staff compensation (5)
- Physician & staff incentives (5)
- Business Strategies for Taking on Value Based Contracts/Payment (2 & 10)





# Learning and Re-Learning Curriculum Completed State



# References

- ***Alternative Payment Model (APM) Framework Final White Paper*** (Tech.). (2016, January 12). Retrieved from <https://hcp-lan.org/workproducts/apm-whitepaper.pdf>
- **10 Building Blocks of Primary Care** Bodenheimer, T., Ghorob, A., Willard-Grace, R., & Grumbach, K. (n.d.). The 10 Building Blocks of High-Performing Primary Care. Retrieved from <http://www.annfammed.org/content/12/2/166.full.pdfhtml>

# QUESTIONS?



College of  
Health Sciences



HealthTeamWorks

Building Systems. Empowering Excellence.

# HIT Update

## Summary of Issues Discussed

- Reviewed options previously considered for ensuring DCHI input and support for DHIN-led HIT initiatives.
  - DHIN engagement in DCHI Committees
  - Continuing or repurposing TAG
  - Continuing in-depth input at DCHI Board level
  - Establishing DCHI/DHIN strategic subcommittee
- Reviewed role and status of Delaware HIT program.

## Recommendations to Board

- Create an ad hoc DCHI/DHIN HIT workgroup to facilitate alignment and coordination of HIT initiatives to support health care reform.
- Workgroup will be near-term solution to drive support for HIT initiatives necessary to achieve health care delivery and payment system transformations.
- DHIN will continue to provide broad status updates to the Board. Recommendations on strategic direction to come from workgroup.
- DHIN will continue to participate in Clinical Committee meetings as needed. Representatives can be sent to other Committees as needed.

## Confirm Workgroup Charge

- Develop strategies and explore resources to support HIT needs beyond SIM grant that are essential to furthering health care reform.
- Support DHIN/DHSS to drive alignment across all stakeholder sectors to address and coordinate statewide HIT planning and execution of plan.

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# Board Business

- 1 Patient and Consumer Advisory Committee Nomination**

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- 2 August Meeting Minutes**

# Board Business

1 Patient and Consumer Advisory Committee Nomination

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2 **August Meeting Minutes**

# Upcoming DCHI Meetings



## Workforce and Education

- September 14, 1:00 pm
- Del Tech Park-DCHI: 1 Innovation Way Conference Room DTP, Newark



## Clinical

- September 19, 5:00 pm
- Del Tech Park-DCHI: 15 Innovation Way, Newark



## Healthy Neighborhoods

- September 20, 1:00 pm
- Del Tech Park-DCHI: 15 Innovation Way, Newark



## Board

- October 11, 2:00 pm
- Del Tech Park-DBI- 15 Innovation Way Conference Room 102, Newark



## Payment Model Monitoring

- November 8, 4:30 pm
- Del Tech Park-DBI- 15 Innovation Way Conference Room 102, Newark

**Please check**  
[www.DEhealthinnovation.org](http://www.DEhealthinnovation.org)  
**for the latest information**  
**about all DCHI Board and**  
**Committee meetings**



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