

MEETING INFORMATION

- Date: May 10, 2019
- Location: NCALL Research, Inc., 363 Saulsbury Rd, Dover, DE 19904
- Next Meeting: June 17, 2019; 10:00 AM, NCALL, 363 Saulsbury Road, Dover, DE

Attendees: Julane Armbrister (phone), Joanne Hasse (phone), Alana King, Rita Landgraf, Tim Rodden

SUMMARY OF DISCUSSION

DCHI Updates

- Rita provided an update on the recent board discussion:
 - Continued discussion regarding board committee structure, including interest in keeping employer development efforts separate from workforce & education, and interest in more intentionally addressing policy, but no decision made yet.
 - In terms of the PAC Advisory, the Board feels that they need to understand the patient needs and be cautious not to cross mix the information with Provider needs.
 - Committee reports- The Payment Work Group is advancing a tool to capture meaningful data to reflect the status and types of existing value-based payment arrangements in DE. The Behavioral Health Integration Work Group is helping share information about DHSS' Substance Abuse Treatment & Recovery Transformation (START) Program. The START program is to improve acute response & treatment; increase access to treatment and intervention across the spectrum of care; to facilitate warm-hand offs to help patients navigate the spectrum of treatment between ED, PC, BH or substance abuse treatment providers / facilities / offices. DHSS is working to provides grants of \$20,000 annually for 2 years to PCPs to build capacity along two tracks to improve access to care for substance abuse users.
 - DCHIS is looking at

resources they have and where they see gaps. Communications is a gap. Some DCHI services are contracted. Julane and Dolores are on a P/T status and there is a need to support operational efforts of DCHI. Julane semi-retired at the end of December and is now Director of Operations (stepped down from ED). DCHI moved to having a volunteer Executive Vice Chair, which allows for strategic leadership but puts resources where they are needed. A job description was created for this position that the Board adopted, and Rita will serve this role as a volunteer. Julane and Dolores are working w/consultants to ensure support for committees and boards. At Board level, need to recruit someone who would be under Julane and fill in gaps more from communications side. Drew already fills time in Leg Hall and could fill policy role but may need some level of staffing support. Need person to be there for succession planning.

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Brainstorm on Survey questions and adopt for execution

- The committee has been working to draft and develop a survey to better assess healthcare transformation awareness among patients and consumers. Several committee members offered suggested questions that the committee reviewed, edited and synthesized. These questions spanned multiple dimensions, including demographics (i.e. age, gender, race/ethnicity, insurance status, disability status, veteran status, county/zip), knowledge, awareness and/or involvement in healthcare transformation efforts, health care concerns, access, care received and levels of satisfaction, and interest in engagement.
- Tim Rodden has a colleague who has expertise in survey design and he will ask for her input and assistance in helping the committee prepare the survey for administration.
- The committee discussed plans to finalize the survey over the summer and pilot it with a sampling of cohorts. For example, health systems already have a formalized system to engage consumers, so the initial phase could include these groups as respondents (i.e Hospital and FQHC advisory councils including CCHS, Bayhealth, Nemours, Nanticoke, La Red, Westside, Henrietta Johnson). Once survey questions are confirmed, the committee will draft a narrative about why they are collecting this information and how the data will be used. Each organization will be asked to send out the email to their respective networks in order to have a successful response rate.

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