Delaware's State Innovation Model (SIM) Update

August 6, 2015

Topics for discussion

Board and Committee updates
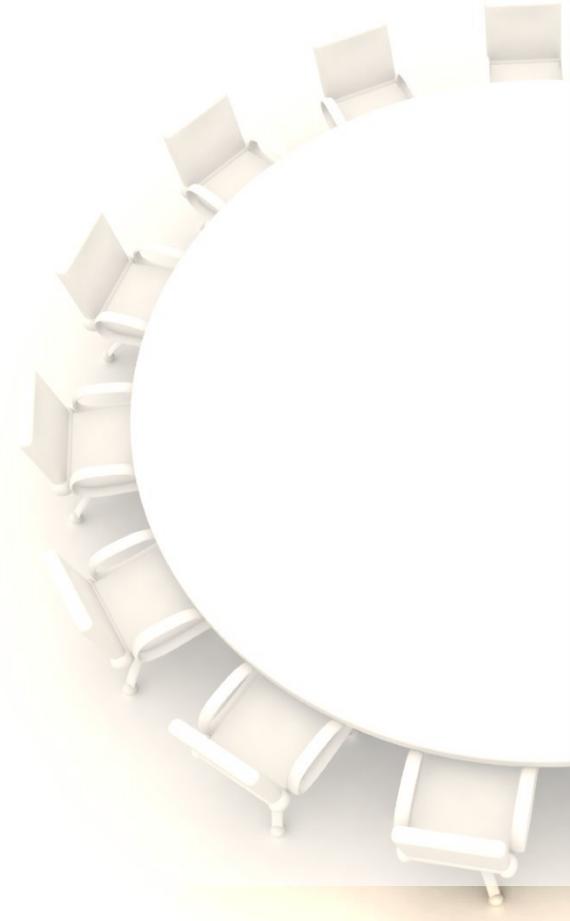
Cross-Committee meeting debrief

Upcoming meetings and next steps

Summary of July DCHI Board meeting

- Provided updates on **recent progress**, including:
  - Overview of work across DCHI from the past year
  - Committee activities
  - Common Scorecard testing
  - ED recruitment, infrastructure, and branding & website

- Previewed **July 15 Cross-Committee meeting**, including:
  - **Structure of meeting**: introductory overview of Delaware's strategy, "gallery walk" to review committee activities, and two deep dives on cross-cutting topics with time for Q&A
  - Plan for **presenters**

- Discussed **funding and budgeting** approach, including:
  - Investments and sources of funding
  - Different DCHI financial roles in SIM program
  - Process for allocation of CMMI grant funds
  - DCHI operating budget

Committee updates

Payment	▪ N/A (July meeting was cancelled) ▪ Upcoming topics include payment tie to Scorecard as well as pay for value model (utilization based) design elements
Healthy Neighborhoods	▪ Discussed operating model paper, including creating neighborhood boundaries ▪ Discussed pilot approach to rollout
Clinical	▪ Discussed emerging consensus Care Coordination design decision around definitions, Care Coordination vendors services, and approach to participation ▪ Discussed common challenges in Delaware of behavioral health and collaboration between primary and behavioral care providers
Workforce	▪ Discussed further workforce capacity requirements based on population projections ▪ Reviewed workforce implications from Healthy Neighborhoods strategy
Patient and Consumer	▪ Communications team collected feedback on DCHI website ▪ Reviewed animated tools / videos as a method to engage patients ▪ Viewed video on shortcomings of current patient experience
TAG	▪ Shared a live demo of the Common Scorecard ▪ Discussed approaches to delivering attribution lists

Upcoming focus

- Collect and integrate **provider feedback from Scorecard access**

- Develop **Version 2.0 of Common Scorecard** and approach to **tying the Common Scorecard to payment**

- Align on approach to **rollout of practice transformation**

- Launch **behavioral health integration working group**

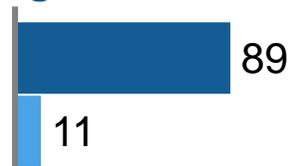- Finalize **Healthy Neighborhoods operating model**

Cross-Committee meeting overview

- **Agenda and format:** Three-hour meeting, including introduction on how DCHI's strategy addresses all Delawareans, "gallery walk" committee updates and deep-dives on cross-cutting topics (Advancing Primary Care and Healthy Neighborhoods)

- **More than 80 attendees** across Board, Committees, broader set of SIM contributors and public

- Representation from **membership of every Committee**

- More than **150 comments submitted** on post-it notes during the gallery walk section

- **Tentative date of next meeting:** October 22, 2015

Feedback from participants

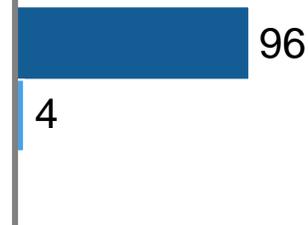## Survey results, % of respondents[1]

■ Strongly Agree/Agree   ■ Neutral   ■ Disagree/ Strongly Disagree
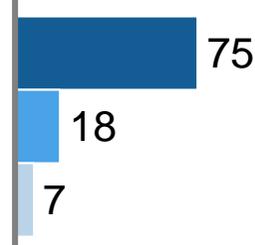
"The Cross-Committee meeting…

…was a valuable use of time"
- 89
- 11

… was a valuable opportunity to learn more about the work of the DCHI and its Committees"
- 96
- 4

…. was a valuable opportunity to contribute feedback about the work being done by the DCHI and its Committees"
- 75
- 18
- 7

Feedback received in survey:

- "Good balance between formal presentation and 'walk-around' with opportunity for questions and discussion"

- "This meeting was extremely helpful. The type of 'deep dive' that was done with healthy neighborhoods would be helpful for all of the committees, though I do realize that would mean the meeting would have to be longer"

- "Gallery walk was helpful but needed a bit more space in the room and more time at each station"

- "I am still unclear of how all of the committees 'fit together'. Maybe that could be a topic at the next meeting?"

1 Survey sent out to all attendees after the meeting; n = 28

Key themes raised in Cross-Committee (1/2)

Comments provided during Gallery Walk

Interest in creating stronger links between traditional healthcare delivery system and others in the community	"Include community health workers as cultural brokers, liaisons and connectors to the health system, and health educators" "We need to improve the opportunities for communication between behavioral health professionals and primary care providers"
Making the Common Scorecard "actionable"	"As a provider I need to be able to see who of my patients are causing my scores to decrease and I need to know how to change their scores" "We need mechanisms to track outcomes of patient engagement in linkage to the Common Scorecard"

Key themes raised in Cross-Committee (2/2)

	Comments provided during Gallery Walk
Communication about innovative healthcare models to providers and patients	"There are many different initiatives (ACO, PQRS, PCMH, this work). Providers have initiative overload"
	"Workforce learning and relearning curriculum should address: what is a medical home? Is it different for pediatrics, or from practice to practice?"
Importance of addressing dual-eligible population	"Providers need to understand and correctly assist those who are dual-eligible—they are currently falling through the cracks"
	"Our workforce learning curriculum should address dual-eligibles; they are small in numbers but one of the costliest groups. There is poor coordination and understanding of what services are covered"

Next DCHI Board meeting

Aug 12, 2pm: Room 113, University of Delaware's STAR Campus

Call to order

Status updates

Board business

Cross-committee debrief

Draft approach for Healthy Neighborhoods and Care Coordination

Public comment

Upcoming DCHI Committee Meetings

Patient and Consumer Advisory

- August 6, 1:00pm
- Edgehill Shopping Center

Payment Model Monitoring

- August 12, 4:30pm
- UD STAR Campus

Healthy Neighbor-hoods

- August 13, 3:15pm
- UD STAR Campus

Clinical

- August 18, 5:00pm
- UD STAR Campus

- **Please check the State's public calendar (egov.delaware.gov/pmc/) for the latest information about all DCHI Board and Committee meetings**