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

<table>
<thead>
<tr>
<th>Feedback from participants</th>
<th>Strongly Agree/Agree</th>
<th>Neutral</th>
<th>Disagree/ Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;The Cross-Committee meeting...&quot;</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>...was a valuable use of time&quot;</td>
<td>89</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>... was a valuable opportunity to learn more about the work of the DCHI and its Committees&quot;</td>
<td>96</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>.... was a valuable opportunity to contribute feedback about the work being done by the DCHI and its Committees&quot;</td>
<td>75</td>
<td></td>
<td>18</td>
</tr>
</tbody>
</table>

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)

| Interest in creating stronger links between traditional healthcare delivery system and others in the community |
| Comments provided during Gallery Walk |
| “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)

Communication about innovative healthcare models to providers and patients

Importance of addressing dual-eligible population

Comments provided during Gallery Walk

“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?”

“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 Neighborhoods**
  - 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.