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**Where healthcare meets community.**

# *System of Care*
# *Design Group*

Where healthcare meets community.

*Your Name & Affiliation…*

# Agenda 08-24-2021

| |
|---|
| Welcome, Introductions |
| Agenda |
| Review<br>    &bull;  Meeting Steps-Schedule Timeline<br>    &bull;  Service Integration Expectations<br>    &bull;  Rules of the Road |
| Discussion<br>    &bull;  Terms and Conditions - Guiding Principles<br>    &bull;  Technology Platform - UniteUs<br>    &bull;  Provider Questions |
| Next Steps         Sep 13 @ 2-3:30PM v zoom<br>               Sep 27 @ 1:30-3PM v zoom **?** |

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# System of Care Design Group - Meeting Plan

**Apr 28, 2021**

**Meeting 1:**
Background InCK
InCK Driver Diagram
Overview DG
Meeting practices
Action Steps:

**May 17, 2021**

**Meeting 2:**
PCMH/+ (NCQA)
WRAP Around Model
Best Practices
Critical Success Factors
Action Steps

**Jul 1, 2021**

Meeting 3:
Review
Best Practices
Provider
Terms & Conditions
Action Steps

**Aug 2, 2021**

Meeting 4:
InCK Providers
Service Integration SOP
Action Steps:

**Aug 24, 2021**

Meeting 5:
Review and final
input of T&C's
Guiding Principles
Technology Platform
Provider
Engagement
Questions
Next Steps

**Sep 13, 2021**

Meeting 6:
Family and
Community
Engagement
Training & TA
QI Monitoring
Performance Based
Payment (tied to
APM)
Action Steps:

**Sep 27, 2021**

+ Meeting 7:
Feedback Loop
Recommendations
Summary Report

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# Service Integration Expectations

- In the Notice of Funding Opportunity (NOFO), CMMI outlines various expectations of InCK providers to deliver and optimize the integration of services for InCK beneficiaries

- Expectation areas include but are not limited to:
  - Stratification approach
  - Information sharing
  - Care planning and coordination, including care plans, appointments, communication across providers

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# Deeper Dive: Terms & Conditions

## "Rules of the Road"

### *What are we expecting?*

… in "terms" of
- Service Delivery
- Care Expectations
- Performance
- Compliance



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**Terms and Conditions Guiding Principles**

Team-Based Care and Practice Organization*

Knowing and Managing Your Patients*

Access, Care Mgmt, and Referrals*

Information Technology

Edits & what's missing?

Performance Measurement and Quality Improvement*

Other?

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# Team-Based Care and Practice Organization: Guiding Principles

- Leverage existing initiatives T&Cs (PCMH, Wrap-Around)
- Utilize predictive data to avert crisis
- Balance quality of care over quantity of beneficiaries
- Embed care coordination into medical practice, reduce burden on family and team
- Team provide clear, well-thought out options to families regarding SDoH needs/care
- Prevention is key
- Cross-collaboration with other systems

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# Knowing and Managing Patients Guiding Principles

- Family is listened to in terms of needs, priorities and goals

- Balance quality of care over quantity of beneficiaries

- Family involved in decisions with clear options

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# Access, Care Management & Referrals Guiding Principles

- Face-to-face home visits

- Outreach, access to care without worry about transportation or child care

- Family voice drives care

- Accessible person-centered platform

- Address barriers to care

- Care individualized based on families need

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# Information Technology: Unite Us Context

## *Functionality*

- Client record
- Closed-loop referral
- Needs conversation
- Shared care plans
- E-consent

## *Method*

- Paper
- Electronic
- Text
- Email
- Website

# Information Technology Guiding Principles

- Person-centered platform

- Accessible and user friendly for child/family/providers

- Includes SDoH and Bx Health

- Mobile device/tablets for families with built-in internet access

- Ease of use for providers

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# Performance Measurement and Quality Improvement Guiding Principles

- Alignment with metrics in other initiatives (e.g. PCMH/PCMH+)

- Incentives for completing needs conversations - pay for performance

- Address SDoH

# General Provider Questions

Given the principles you all have discussed:

- How do you all envision the work being done in your organization (who coordinates, who supervises?)
- How do we engage providers?
- What TA and training do you need, around which domains?
- How do we optimize collaboration across providers?
- How do we create a learning community/enable rapid cycle improvements?

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# Next steps for System of Care Design Group

✔ Terms and conditions for InCK provider participation recap

✔ Outcome results from referral process

✔ InCK provider outreach and engagement

✔ Task Force

✔ Family and Caregiver outreach and engagement
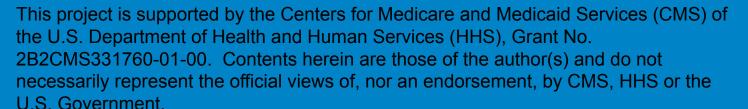
✔ Information and Promotional Materials

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# Next Meeting:  Sept. 13 @ 2:00PM

## GET CONNECTED

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