



ADVANCING INTEGRATED HEALTHCARE

Welcome: Upstream USA

Best Practices in Team-Based Care | June 20, 2023

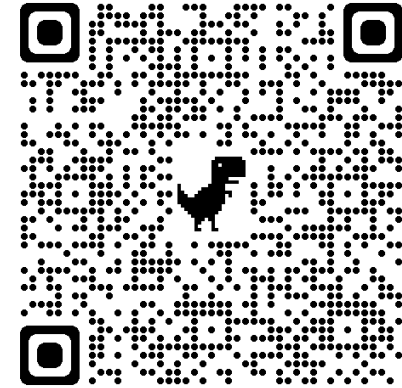
Agenda

Topic <i>Presenter</i>	Time
Welcome <i>Susanne Campbell, Senior Program Administrator, CTC-RI</i>	8:00-8:05
Upstream USA Presentation: <ul style="list-style-type: none"> • <i>Melanie Priestly, Practice Transformation Director, Upstream USA</i> • <i>Seville Meli, VP of Practice Transformation, Upstream USA</i> • <i>Jessica Joseph, Director of Clinical Operations, Wood River</i> • <i>Stephanie Avila, CNM FNP OB/GYN, Title X Program Manager, Providence Community Health Center</i> 	8:05-8:55
Closing <i>Susanne Campbell, Senior Program Administrator, CTC-RI</i>	8:55-9:00

Now Open! Nurse Care Manager/Care Coordinator Standardized Core Curriculum (GLearn) Program Application

Program Overview

- Program includes:
 - Web Based interactive modules: completed over a 12-15-week period
 - Weekly NCM/CC faculty facilitated collaboration one-hour zoom meetings
 - Demonstration of skills through a Case Study Capstone Presentation
- Learners are eligible to receive CEUs
- Open to Nurse Care Managers and Care Coordinators working in RI primary care settings
- Program is provided at no cost to participants



For more information and application, scan QR code or [click here](#)

Applications due July 24th



CTC-RI Best Practices Sharing Meeting

June 20th, 2023

Agenda

Introductions

Brief program overview

**Panel discussion from two
Upstream partners**

Questions

Upstream Team and Panelists



Melanie Priestly

Practice Transformation
Director,
Upstream USA



Seville Meli

VP of Practice
Transformation,
Upstream USA



Jessica Joseph

Director of Clinical
Operations,
Wood River



Stephanie Avila
CNM FNP OB/GYN

Title X Program Manager,
Providence Community
Health Center

By the end of this session, participants will be able to:

- Explain why expanding contraceptive access is a critical component of patient-centered, equitable primary care
- Learn what is currently happening in Rhode Island with the Upstream initiative
- Name the key elements to improved contraceptive access across a health center and how panelists are improving in those domains
- Learn from health center leaders about their experience partnering with Upstream

About Upstream

What do we do?

Upstream partners with health centers to increase **equitable access** to the full range of **contraceptive options** within the primary care setting, strengthening reproductive care and autonomy.

How do we do it?

Through **free, expertly-led training and technical assistance**, designed to help health centers deliver **best-in-class, patient-centered contraceptive services** as part of primary care.

Our training is CME-accredited.

Where do we work?

Upstream has worked across the United States with more than **100 healthcare partners**.

We have worked with **30+ partners across MA and RI**.

Contraceptive Access Is More Important Than Ever

~40%

Of pregnancies are
unplanned in Rhode
Island

Source: Guttmacher Institute

1,200

Women died in the U.S.
in 2021 from pregnancy
complications, the
worst among
post-industrial nations

Source: CDC

1 in 4

Women are not currently
using their preferred
contraceptive method

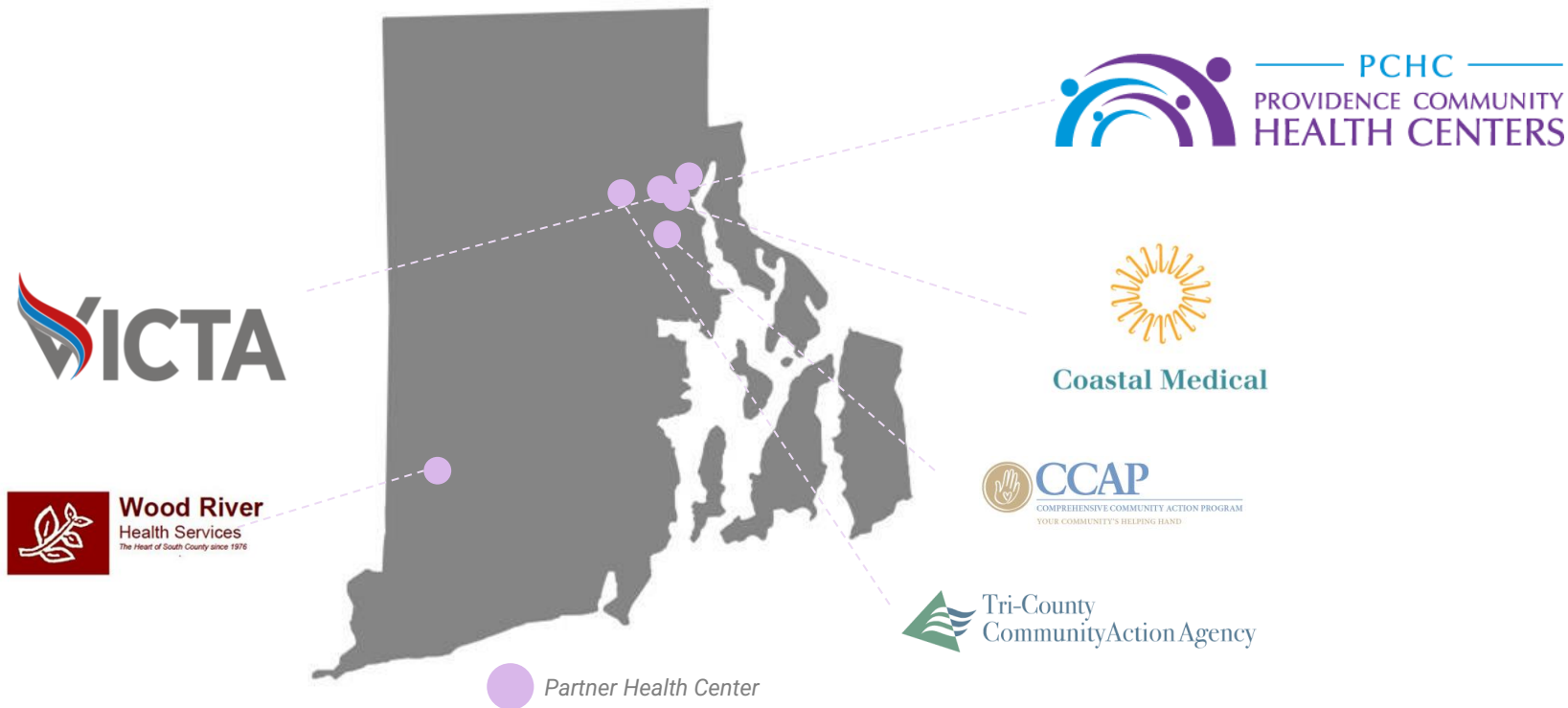
Source: Kaiser Family Foundation's 2020
Women's Health Service Survey

Contraception and Maternal-Infant Health



Equitable access to contraception is **one piece of the puzzle** to help families and individuals determine if and when they want to have a child.

Upstream's Partners in Rhode Island



Upstream works with your team to...



Train providers



Equip licensed and non-licensed staff



Use patient-centered educational materials



Develop referral protocols



Improve coding and billing



Use your EHR data to track progress



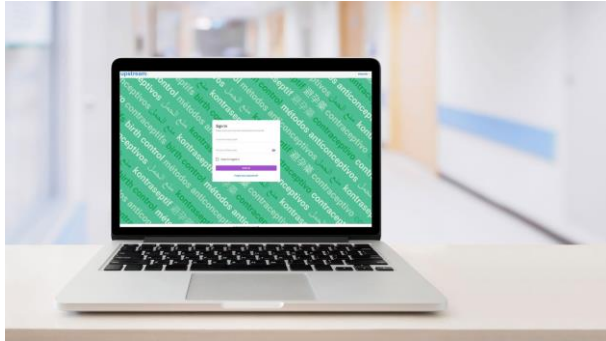
Source, store, & replenish contraceptive methods



Create sustainable policies & workflows

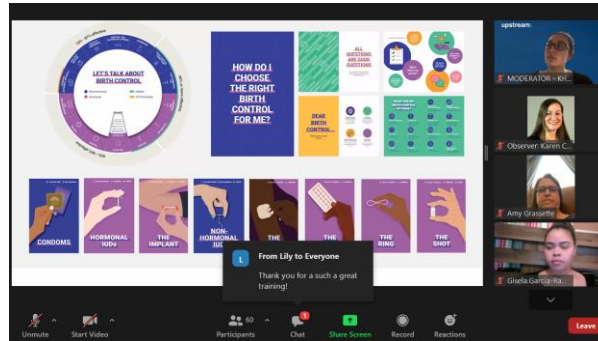
CME-Accredited Virtual Training Experience

Step 1
eLearning modules
Online Classroom



~ 2 hours

Step 2
Zoom
Live Group Session



~ 4 hours

Step 3
Zoom
Clinical Practice



~ 2 hours

Using Data for Improvement and Evaluation

Has contraceptive care improved at the agency/health center?



Are the contraceptive care services provided at the agency **high quality, patient-centered, and free of bias and coercion**?

Pre & Post Patient Survey



Are clinic staff implementing a **contraceptive care workflow**?

Are providers offering and providing the **full range of contraceptive methods to all patients**?

Electronic Health Record Data



Did Upstream equip providers and staff with the **knowledge, attitudes and competency** to provide high quality contraceptive care?

Pre & Post Training
Surveys/Knowledge Checks



upstream
USA



Questions?

Contact us:

Seville Meli, VP of Practice Transformation

Seville@upstream.org

Melanie Priestly, Practice Transformation Director

Mpriestly@upstream.org





WOOD RIVER HEALTH
Caring for Our Community Since 1976

Upstream & Wood River Health

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WOOD RIVER HEALTH
Caring for Our Community Since 1976



JESSICA JOSEPH

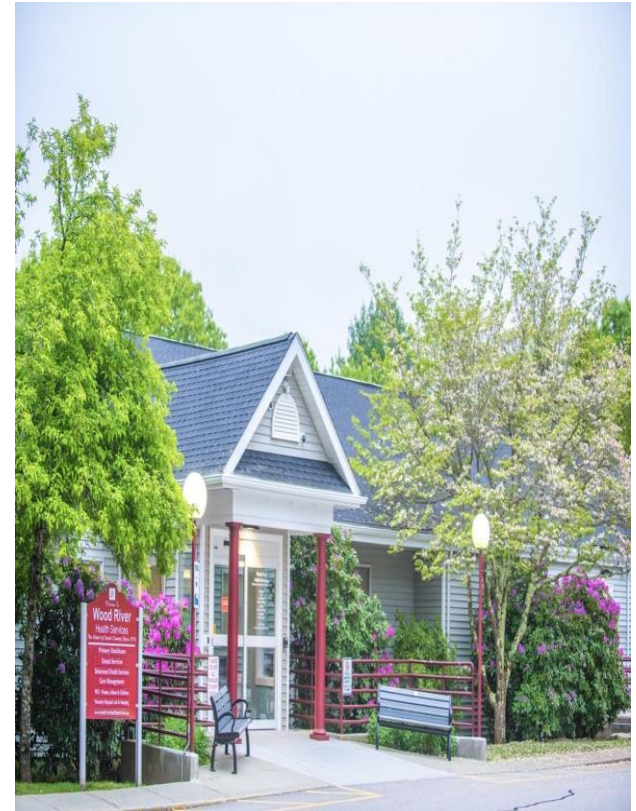
- Director of Clinical Operations, Wood River Health
 - 5.5 Years
 - Agency Champion facilitating collaboration with Upstream
- 25+ Years of Healthcare Experience
 - Primary Care
 - Orthopedics
 - Wound Care
 - Practice Management



WOOD RIVER HEALTH
Caring for Our Community Since 1976

WOOD RIVER HEALTH

- FQHC Providing Services in Washington County since 1976
- PCMH with locations in Hope Valley and Westerly
- Medical, Behavioral Health, and Dental Services
- 2022 Patient Demographics
 - 8,614 Unique Patients
 - 1,818 Patients Female at Birth ages 15-44
 - 23,588 Primary Care Visits
- Partnership with Upstream Began **February 2022**



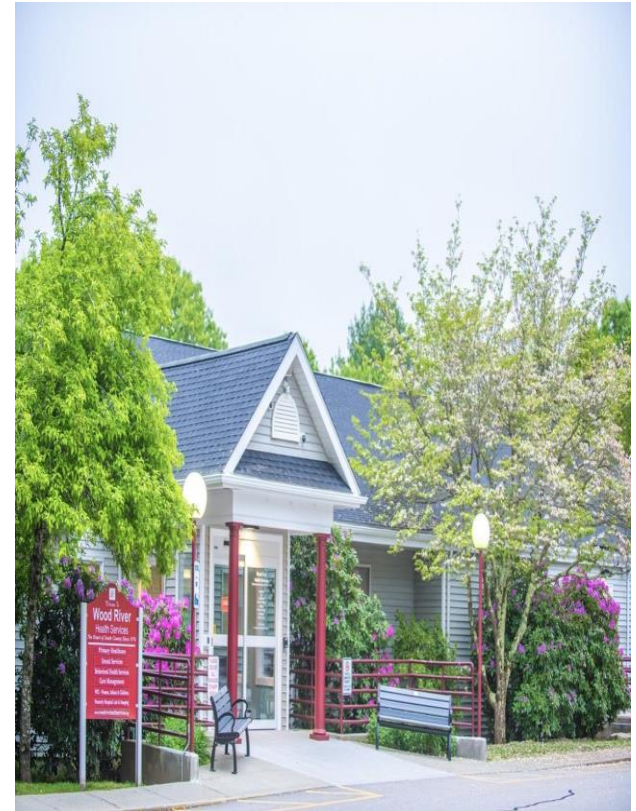
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WOOD RIVER HEALTH
Caring for Our Community Since 1976

WOOD RIVER HEALTH GOALS

- Create access to full range of contraceptive options
- Assist patients in navigation of best birth control method
- Adopt clinical and administrative best practices related to contraceptive care while eliminating biases and coercion



upstream USA

KEY ACCOMPLISHMENTS TO DATE

- Cross agency engagement
- Leadership support from the beginning
- 41 staff from across teams attended the Upstream training in the fall of 2022 (11 providers, 30 support staff/admin staff)
- Incorporated the Pregnancy Intention Screening Question (PISQ), Contraceptive Counseling, and End Method fields into Next Gen
- Pregnancy Intention Screening implemented into all primary care sites
- New clinical workflow implemented to support screening
- Upstream Patient Education Material in all exam rooms and integrated into rooming workflow



KEY ACCOMPLISHMENTS TO DATE

- Dr. Duvilaire attending external precepting -collab with PCHC to improve access to LARCs at Wood River
- LARC supply kits and room setup standardized across clinic
- Began stocking Paragard IUD on site
- Identified an RN Coach champion and trained Peer Coaches across sites
- Peer coaching has led to improved knowledge and comfort among MAs in providing basic contraceptive education
- Pelvic models provided by Upstream for continuous learning
- Contraceptive training incorporated into new hire onboarding



PISQ & CONTRACEPTIVE COUNSELING IN NEXTGEN

Confidential - Sexual Practices/STIs 61

Sexual Practices/STIs	Detailed Sexual History
Alcohol/Drug Psychiatric Abuse/Incarceration Sexual Practices/STIs Provider Comments	<p><input type="checkbox"/> Include all confidential information in the social history document with patient permission</p> <p>Sexual Practices:</p> <p>Gender identity: <input type="text" value="Male"/></p> <p>Sexually active: <input type="radio"/> No <input type="radio"/> Yes <input type="radio"/> Previously Sexual Orientation: <input type="text" value="Straight or heterosexu"/> # of cur</p> <p>Have you ever had sexual intercourse: <input type="radio"/> No <input type="radio"/> Yes</p> <p>Have you had sex in last 3 months: <input type="radio"/> No <input type="radio"/> Yes</p> <p>Have you had sex in last 12 months: <input type="radio"/> No <input type="radio"/> Yes</p> <p>Practices safe sex: <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> Sometimes Detail: <input type="text"/> # of lifet</p> <p>Birth control: <input type="text" value="condoms, male"/> <input type="text" value="abstinence"/></p> <p>Reason for no birth control: <input type="text"/></p> <p>Birth control methods (BCM) discussed: <input type="text" value="vasectomy"/> <input type="text"/> ⓘ</p> <p>Desired birth control method: <input type="checkbox"/> Same as current <input type="checkbox"/> Other</p> <p>How important is it for you to prevent pregnancy for the next year? <input type="text"/></p> <p>Would you like to be pregnant in the next year? <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> Ambivalent <input type="radio"/> Unsure 1</p> <p>Timeframe? <input type="text"/> <input type="radio"/> Contraceptive Counseling Given</p> <p>STI: <input type="text"/></p>



WOOD RIVER HEALTH
Caring for Our Community Since 1976

CORE SUPPORT STAFF TRAINING

LOW-MAINTENANCE NON-HORMONAL HIDDEN

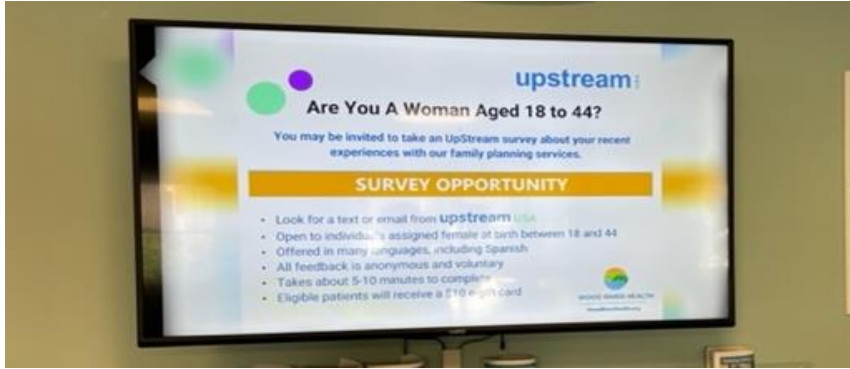
NON-HORMONAL IUD

From Priscilla to Everyone

Participant Name	Participant Name	Participant Name
Heidi Simmons	Observer: Melanie, Upst...	Lori Riendeau
Kimberly Sunderland	Yvette Wightman	Priscilla (He/She/They)
Enid Cruz (she/her)	Sara Fournier	Carrie Davis
Michelle	Daniel Waldeck (he/him)	Jess Joseph
Jusabelle	Wendy Crawford	Noelle Dumaine
Misty Hultay	Candice Thibodeaux	migeorges
nadia nabat	Betty Bernadeau	Stephanie Krupi...
penny palazzo	Stephania Louima	Megan Lajoie



PATIENT EXPERIENCE



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Upstream & Providence Community Health Centers

Stephanie Avila, Certified Nurse Midwife and
Family Nurse Practitioner

Providence Community Health Centers

62,000 patients -> 16,000 women of reproductive age

9 sites

Demographics

70% Hispanic

26% black/African American or mixed race

4% Caucasian



Reproductive Health Counselors

- 4 senior MAs
- Onboarding through Title X and the National Reproductive Health Training Center training resources
- Continuing education
- Contraceptive counseling

There are only **FOUR** of them!

Increasing access to family planning
services

=

More family planning in **primary care**

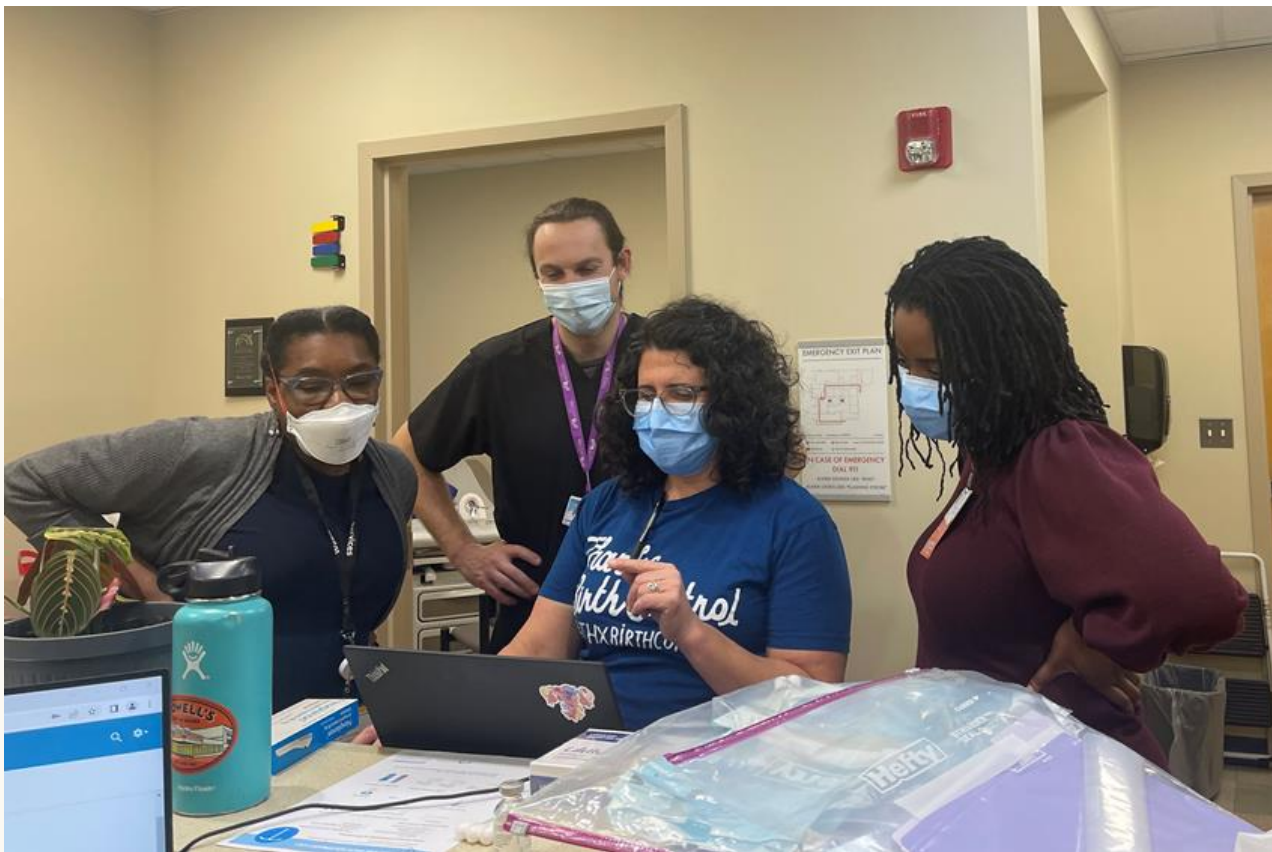


Key Accomplishments to date

- Dedicated team of Agency Champions - clinical and admin
- IT staff support for IMAT data validation process
- Over 350 staff across all sites received the Upstream training between October-March 2023
- 19 Peer Coaches identified across all sites and trained

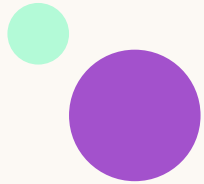
Key Accomplishments to date

- Sexual and Reproductive Health history template in EHR standardized
- Pregnancy and **Parenting** Intention Screening implemented into all primary care sites
- Established internal precepting clinics
- 9 clinicians trained in IUDs and 10 trained in Nexplanon



And MORE Key Accomplishments!

- Upstream/PCHC Sustainability approach
 - Ongoing support for peer coaches
 - Adoption of data monitoring of screening and service delivery
 - Contraception care embedded in ongoing QI
 - Contraceptive training incorporated into new hire onboarding



PCHC Coaches!



Evaluation & CME Credits

Please complete a session evaluation! Claim CME credit here:

<https://www.surveymonkey.com/r/Team-Based-Care-CME-evaluation>



Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

Topics to look forward to

July 18: *Substance Use Beyond the Basics: Alcohol and Opioids, Nelly Burdette, Psy.D.*

- **August 15:** *STI Screening Best Practices and Updated Guidelines, Erica Hardy, MD, MMSc and Philip Chan, MD, MS*

Mark your calendars: **3rd Tuesday of the month at 8AM**

