



ADVANCING INTEGRATED HEALTHCARE

Welcome to Breakfast of Champions

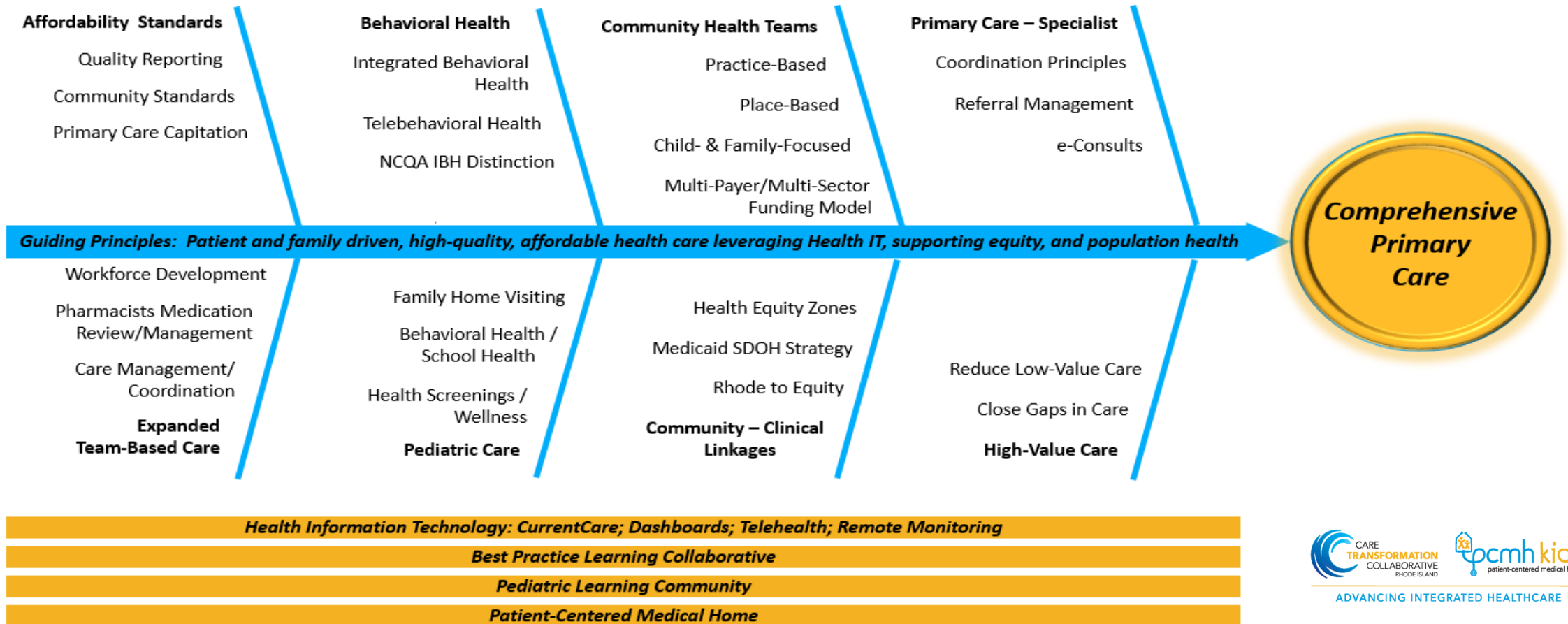
Care Transformation Collaborative of R.I.

DECEMBER 11, 2020

Agenda

Topic <i>Presenter(s)</i>	Duration
Welcome & Review of COVID Relief Fund projects <i>Pano Yeracaris, CTC-RI Chief Clinical Strategist</i>	15 minutes
Review of Pediatric Immunization and Medicaid Access to Care Efforts <i>Patricia Flanagan, MD, FAAP, PCMH Kids Co-chair</i> <i>Susanne Campbell, CTC-RI Senior Project Director</i>	20 minutes
Update on Comprehensive Primary Care Capitation and Best Practices in Pediatric Care Delivery Design <i>Beth Lange, MD, FAAP, PCMH Kids Co-chair</i> <i>Mary Jo Condon, Freedman Healthcare</i>	35 minutes
Practice Check in COVID Pandemic Challenges <i>Patricia Flanagan, MD, FAAP, PCMH Kids Co-chair</i> <i>Beth Lange, MD, FAAP, PCMH Kids Co-chair</i>	20 minutes

Care Delivery Design for Comprehensive Primary Care



State of RI Cares Act Funding Support

Providing to Families Impacted by the COVID-19 Pandemic

Purpose of Funds

- To be provided to individuals and families, impacted by COVID-19 pandemic, that need direct assistance with accessing and maintaining well child / adult medical care and meeting health related social needs including food, transportation, personal protective equipment, and telehealth services .

Front line community support staff providing families with needed assistance during this critical time:

- 6 Community Health Teams (CHTs)
- Family Services of Rhode Island,
- South County Health,
- Meeting Street,
- Children's Friend
- Blackstone Valley Community Action Program



State of RI Cares Act Funding Support

RIAAP – Tips to keep your Family Healthy during COVID

www.familyhealthduringcovidri.org

5 Focus Areas

1. Mental Health
2. Wellness
3. Learning During COVID
4. Parenting During COVID
5. Being a Teen During COVID



Facebook Instagram Ads

Media interviews with pediatricians / content experts

Telehealth Initiative

Funded by UnitedHealthcare and State of RI Cares Act Funding

Goals

- Provide primary care team with best practice sharing opportunities to support effective, safe and efficient telehealth services looking at practice/staff/patient experiences, clinical outcomes, access to care and utilization;
- Help inform RI health care policy on primary care practice/patient telehealth needs

Managed by CTC-RI/PCMH Kids

- Core Planning Committee/Subcommittees
- CTC-RI Clinical Strategy Committee
- Northeast Telehealth Resource Center



Telehealth Initiative

PHASE 1 PRACTICE & PATIENT NEEDS ASSESSMENT - Completed

PHASE 2 WEBINAR SERIES JANUARY 2021 – FEBRUARY 2021

CTC-RI Advancing Team Based
Telehealth in RI Webinar Series:

- Rhode Island Telehealth
Sustainability Strategies - Coding &
Billing (Nov 2020)
- Technology (Jan 2020)
- Workflow (Feb 2020)



PHASE 3 LEARNING COLLABORATIVE DECEMBER 2020 – DECEMBER 2021

21 practices will participate in the
Learning Collaborative

- 12 adult practices
- 9 pediatric practices
- Each practice site will receive
payment of \$20,000-\$22,000.

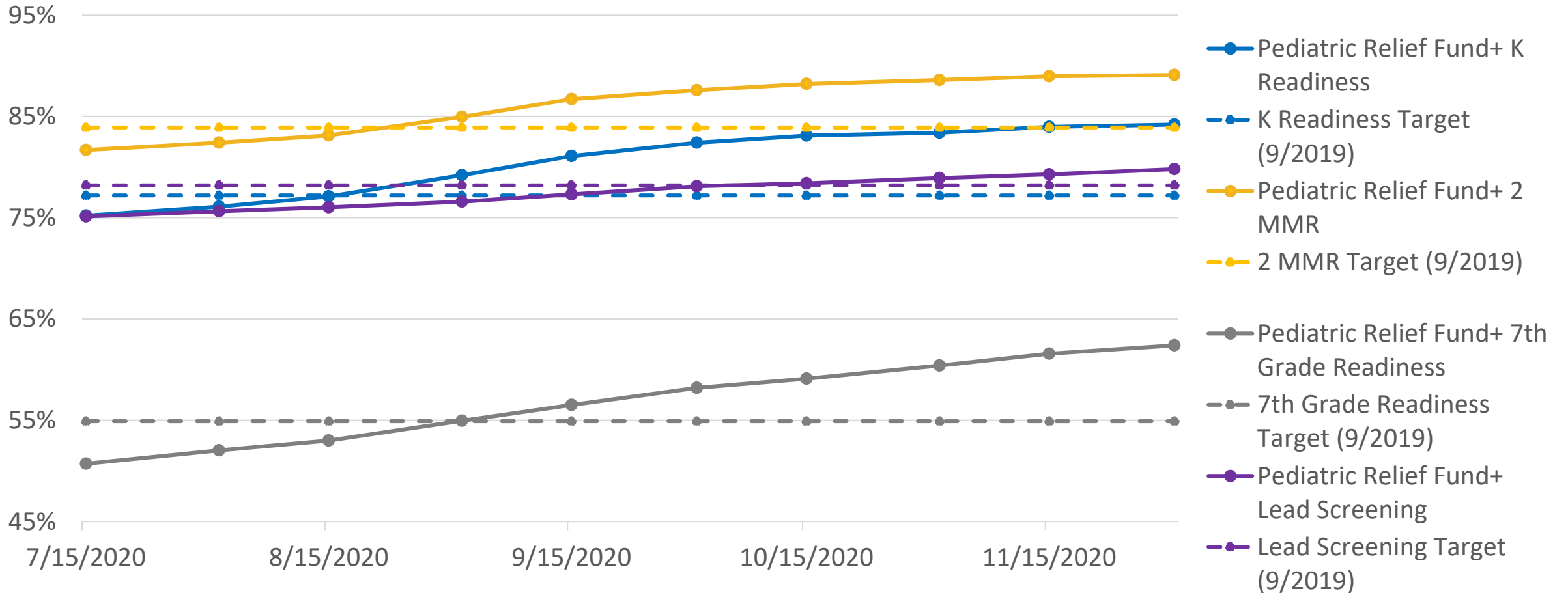
Rhode Island Support for Pediatric Practices

Led by the Governor, OHIC, Office of Medicaid, RI Department of Health

PEDIATRIC RELIEF FUND (\$4M)	MEDICAID RATE SUPPLEMENT (\$3M)
<p>47 Practices applied and received Pediatric Relief Fund Payments</p> <p><i>“pediatric providers will take targeted actions to ensure patients are caught up on immunizations.”</i></p>	<p>42 Practices applied to Medicaid Pediatric Primary Care Rate Supplement Program</p> <ul style="list-style-type: none">• provides monthly payments to pediatric primary care providers based on the number of RI Medicaid-covered children served by the practice, and awarded upon demonstration of performance improvement on a standardized measure of primary care access.

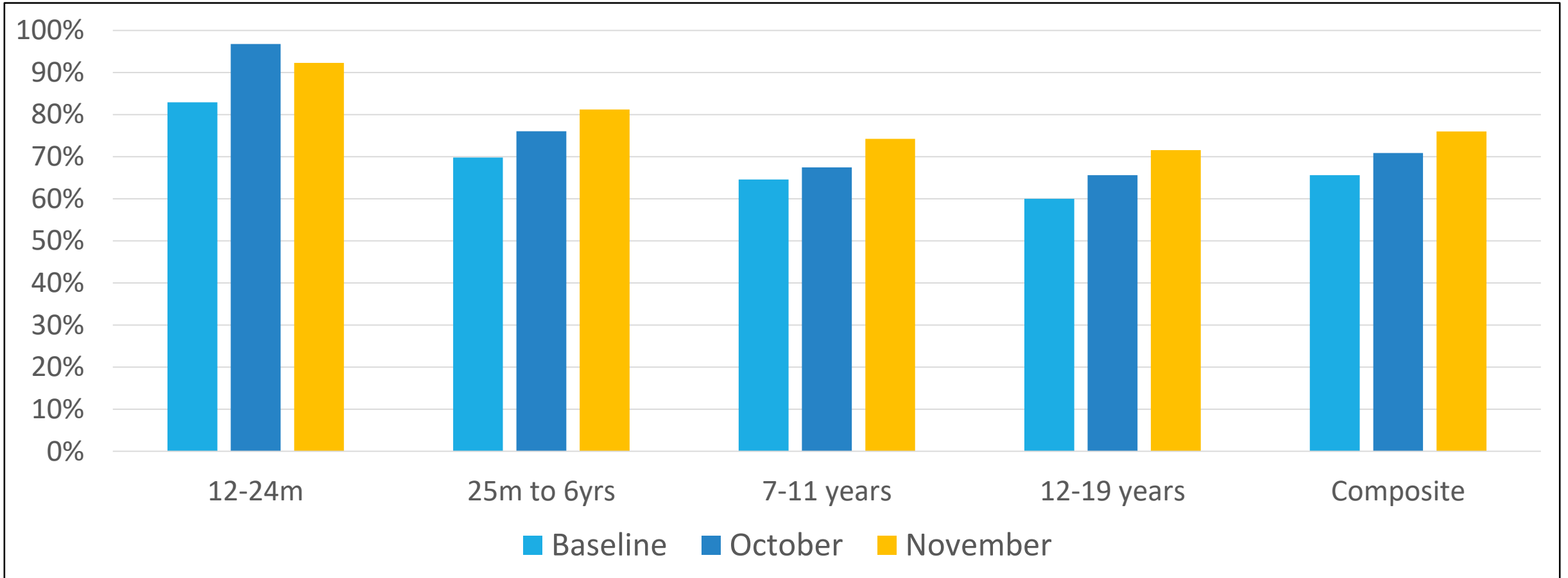


Pediatric Relief Fund+ participants vs 9/1/2019 target Immunization & Lead Screening Performance



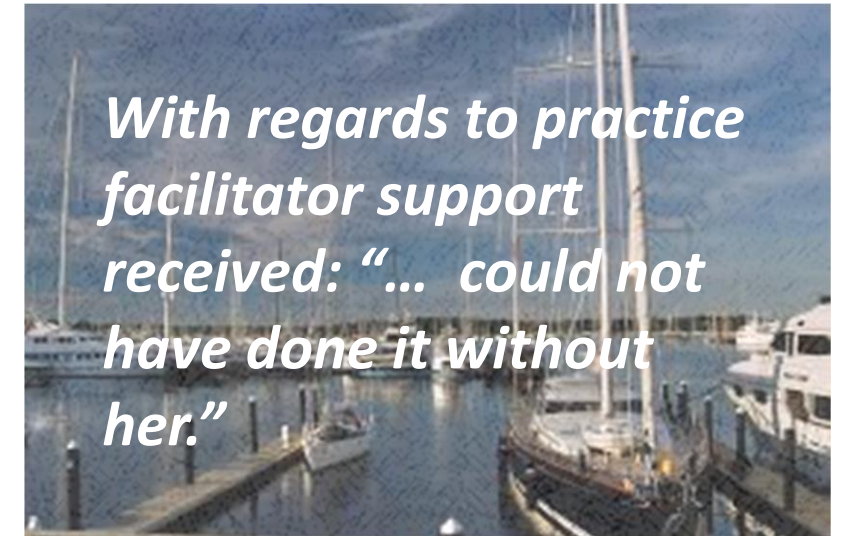


Medicaid Access to Care Performance



Not Possible without

- Strong Leadership
- Adequate Funding
- Data to Inform the Process
- Team-based Care
- Practice Facilitation Support
- Collaborative Efforts





ADVANCING INTEGRATED HEALTHCARE

Pediatric Comprehensive Primary Care

Care Transformation Collaborative of R.I.

DECEMBER 11, 2020

Capitated Primary Care - Background

- ❑ **OHIC & Medicaid Priority:** In its most recent Affordability Standards, OHIC requires commercial health insurers to develop models of comprehensive primary care capitation and have 60% of RI covered lives attributed to those models by 2023.
- ❑ **Pandemic Heightened Need:** In suspending other Affordability Standards, OHIC noted the importance of continuing to move away from such heavy reliance on FFS payments, particularly for primary care.
- ❑ **Collaborative Process:** Medicaid and OHIC are convening carriers and provider groups to better understand how it can support them in developing and implementing these models.
- ❑ **Care Delivery Best Practices:** On a parallel track, OHIC has asked CTC to work with providers to develop an overview of best practices in care delivery design under Comprehensive Primary Care Capitation and Total Cost of Care risk contracting.

Pediatrics Component of Care Delivery Model for CPCC/TCOC

MUST HAVE

Expanded care teams

- Integrated behavioral health
- Care management (*Rx, nursing, infection control*)
- Health/wellness support
- Community health teams
(*schools, community-clinical linkages, HEZ*)

Specialist referral network

Telehealth

(*video visits as well as phone, text, email*)

National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS)

NICE TO HAVE

Open access scheduling

E-consult

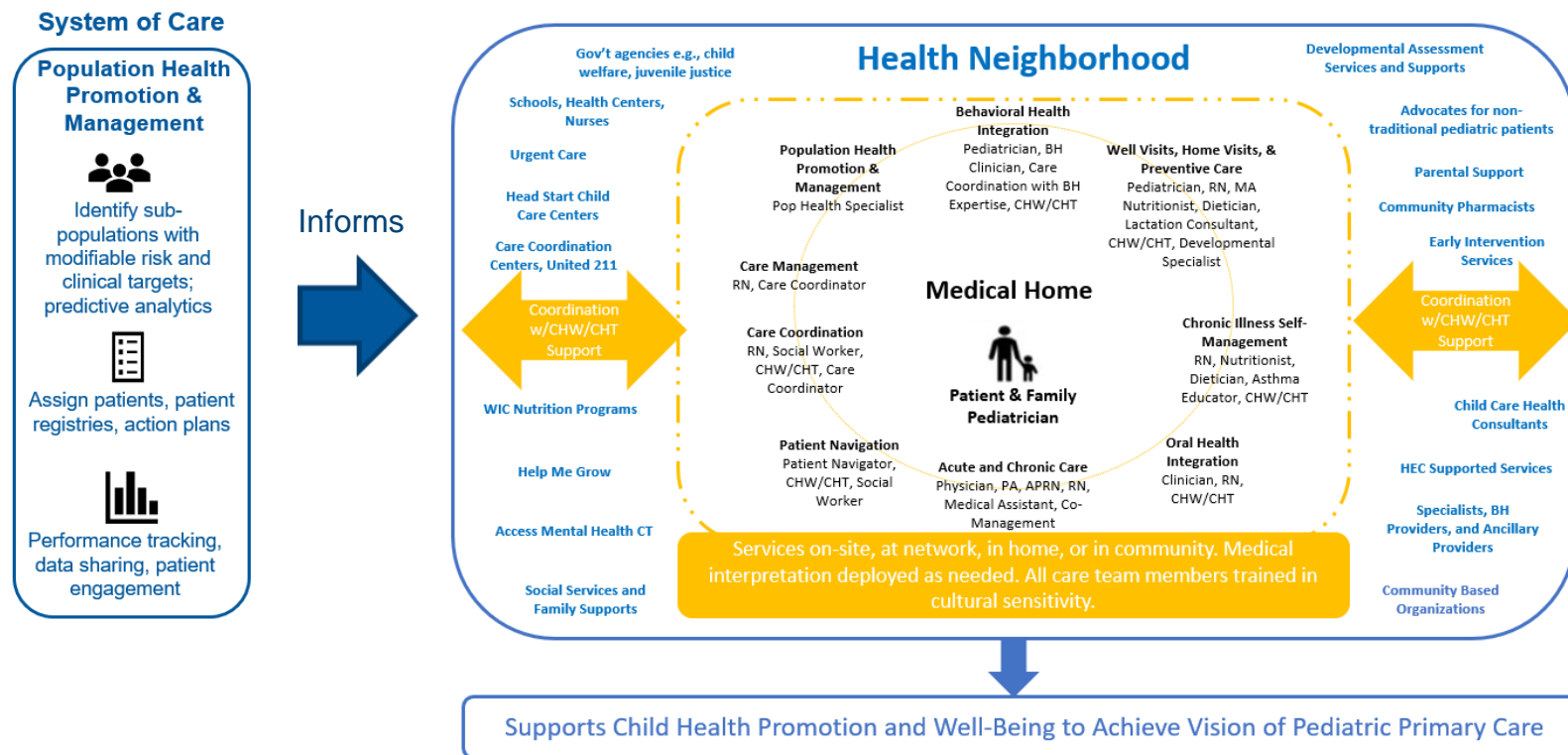
Oral health

Group medical appointments

Infant home visits

PEDIATRIC EXPANDED CARE TEAMS

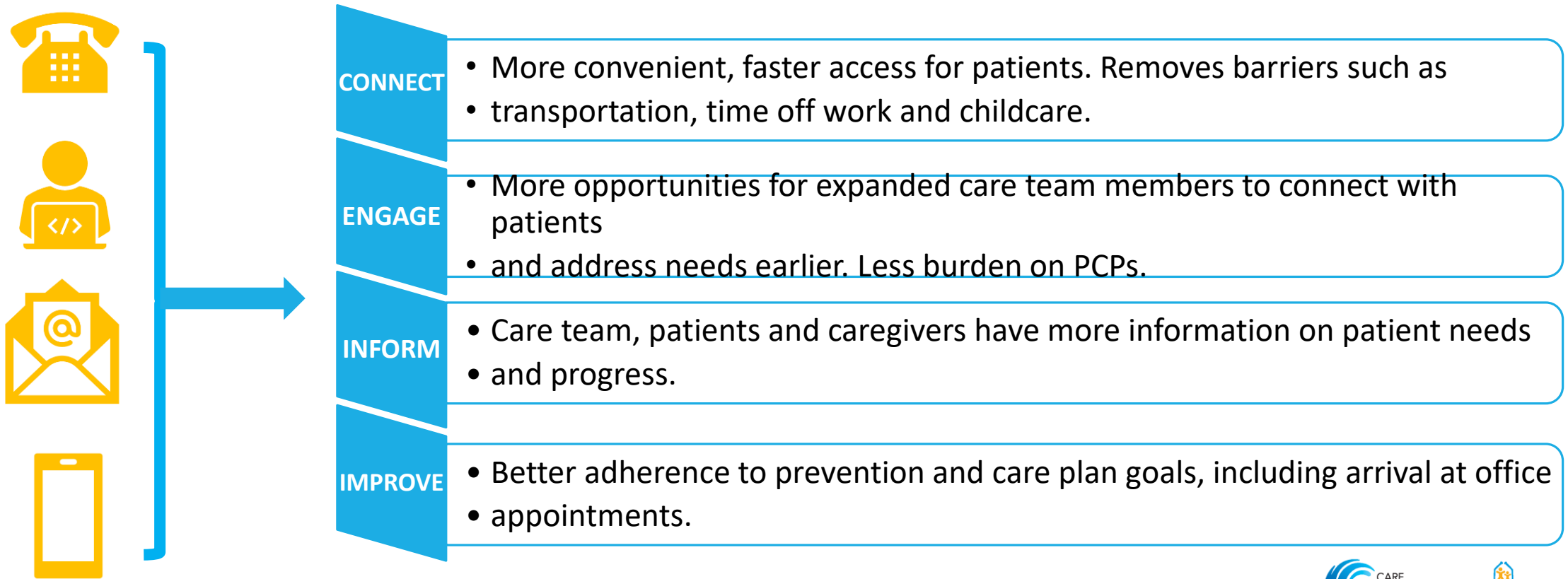
Who is on the team?



- Options, not requirements
- This graphic is based on work in other states and adjusted slightly to reflect work in RI
- Different practices may require different care team compositions
- Statewide HIT infrastructure supports improved quality and efficiency

REMOTE CLINICAL CARE

Goals



CTC-RI Pediatric Care Delivery Components 12.01.20

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COVID Pandemic Challenges for Practices?





COVID Pandemic Challenges for Practices?



- Over half of RI providers that responded to the survey, reported that they were experiencing high to severe strain on their practice **(69% compared to 56% Nationally)**
- Stressors: In the past 4 weeks, RI providers responded to the survey that
 - Mental health of patients has worsened during the pandemic **(93%)**
 - We have staff out due to illness/self-quarantine **(60%)**
 - Practice members are experiencing health issues related to excess stress and fatigue **(52%)**
- Telehealth is being used for visits with patients who have stable chronic conditions **(71%)** and for mental or behavioral health counseling **(69%)**
- Providers are noticing among their patients
 - Higher levels of mental health concerns **(90%)**
 - More involvement in providing mental health support **(76%)**
 - Higher levels of unemployment among patients **(67%)**
- RI Provider Comment: “Patients are refusing the flu vaccine because of increased mistrust.”



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Stay Healthy and Safe