

Whole Person Care Collaborative Meeting Minutes

11/6/17 11:00 AM – 12:50 PM

Confluence Technology Center, Wenatchee

Attendance: Amy Webb, Chris Bellamy, Kris Davis, Tim Hoekstra, Malcom Butler, Dulcye Field, David Olson, Rick Hourigan, Tessa Timmons, Rob Justus, David Kolde, Winnie Adams, Jesus Hernandez, Ryan Stillman, Sheila Chilson, Clarice Nelson, Jim Novelli, Becky Demers, Kathleen Nelson, Gwen Cox, Linda Parlette, Barry Kling, Connie Davis, Victoria Evans, Rachel Petro, Tenzin Denison, Christine Quinata, Laurel Lee, Deb Miller, Kayla Down, Caitlin Safford, John Schapman, Caroline Tillier, Christal Eshelman, Peter Morgan **Phone:** Blake Edwards, Colleen Cawston, Doug Wilson, Ramona Hicks, Gail Goodwin, Lisa Cordova, John McReynolds, Scott Graham **Minutes:** Teresa Davis

- ❖ **Sheila Chilson moved to approve of the agenda and October minutes, Tim Hoekstra seconded the motion, no further discussion, motion passed.**

Updates:

- We have entered into a contract with CCMI and CSI for the design phase and Connie Davis will be giving a presentation today. We want to delay doing anymore with the funding document until we have had meetings with CCMI and site visits.
- We are in the process of getting our proposal into the state, it would be helpful for any organizations that have not signed membership agreements to get them in. These are non-binding. Sheila suggested that we include a membership list with packet.

CCMI Presentation: Connie Davis gave a presentation called Learning Collaborative: What's in a Name

Discussion: What are barriers to change? Cost, complexity, flexibility, competing demands, fear

Questions for Connie:

- What can you share with us about reconciling the evidence base practices vs thinking out of the box ideas? There is room for using our methods in idealized design.
- How do you design a collaborative when everyone is in different places so that everyone learns and grows? By learning session two, the organizations that are ahead, will work to teach the others, by teaching...these organizations will learn more.
- How do you address initiatives that go beyond what individual organizations can do within its boundaries ie: Telehealth, 24 hour Nurse Call Line, IT Systems? Collective impact is one way
- Site visits: We are looking at all sizes of organizations to get an idea of all needs.
- How do you overcome the issue of trust? Coopetition – agree to cooperate on quality – compete on loyalty.
- Have you seen effective uses of incentive and disincentives: In general...incentives help people start a behavior but does not help continue them.

Email Connie Davis with any questions connie.davis@centrecmi.ca

WPCC project outcomes and targets: Caroline Tillier gave metrics/data presentation:

- We will have updated data from HCA any day
- Depression Screening Metric is in the process of being dropped by HCA along with some other measures from the Opioid Project.

What we target should be informed by more than where we are in the ranks. It should be informed also by...

- Measures that can make a difference to people
 - What can be captured in primary care that can prevent people from visiting the ER.
 - Also need to look at the county health data – obesity & chronic conditions related to obesity.
 - Distinguish between process measures and health outcome measures. We want to get people healthier and that may not be shown through claims.
- Behavioral Health Providers: Want to understand what the target is. Initially it is pay for reporting. Accessing outcomes is down the line and we do not know how we are going to address that, but it needs to remain the goal. Bottom-line: think of the change plan and pay for reporting.
 - Keep in mind that looking at the data we may be doing well in certain metrics, but we may find that we are underdiagnosing. We need to be careful to really know what we are looking at. The data never gets better until there is something at stake.

Demonstration Project Update:

- Explained that even though this group is only addressing 2 projects you will still be expected to address all 6 projects in your implementation plans. All of the workgroups are going to interrelate with the WPCC.
- Proposed focus group on addressing the Social Determinants of Health. We are still trying to figure out how to address this and think a focus group will help answer the questions.
- How can we provide input in the preliminary proposal? The charters and the funding proposal have been the base for the writing. The last two years of this workgroup has influenced most of the information in the proposal.

Meeting adjourned at 12:45 by Peter Morgan