

#### Care Delivery Workshop

Better Screening for Improved Health

Thursday, May 2, 2019 Oakland, CA



# Welcome, Why We're Here & Introductions

Care Delivery Workshop
Better Screening for Improved Health

Giovanna Giuliani, Executive Director Safety Net Institute

Hunter Gatewood, Signal Key Consulting

Why focus on screening?



% of PRIME & QIP measures related to screening and follow up

7-4

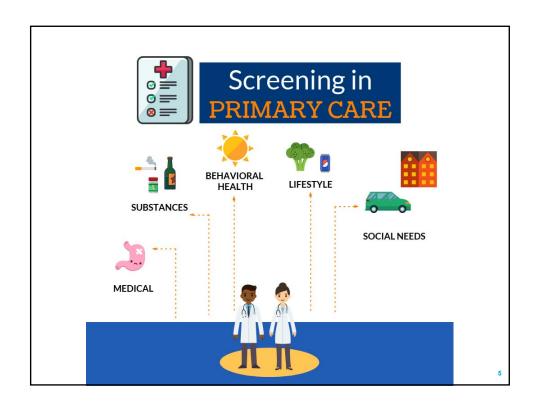
Hours in a primary care provider's work day needed to fully satisfy national recommendations for the provision of preventive services \*

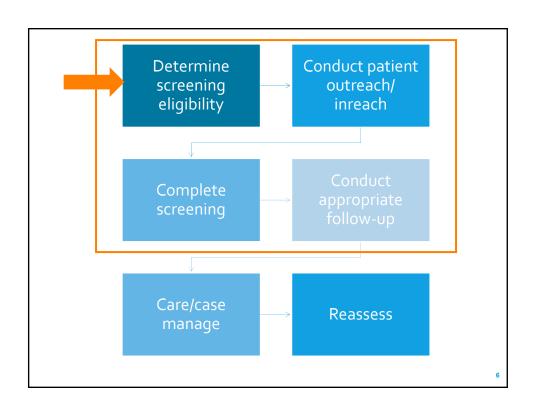
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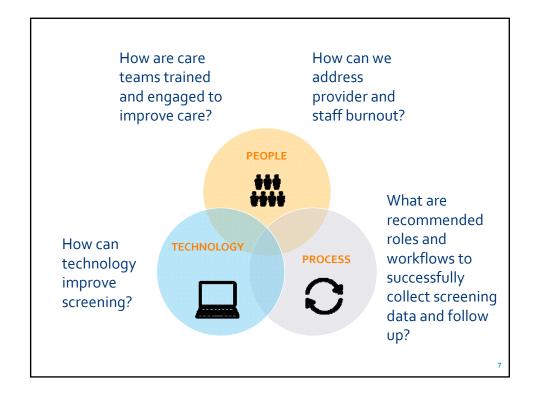
Possible social needs screening domains \*\*

\*Am J Public Health. 2003 Apr;93(4):635-41. Primary care: is there enough time for prevention?

\*\* Domains on SIREN UCSF screening tool comparison

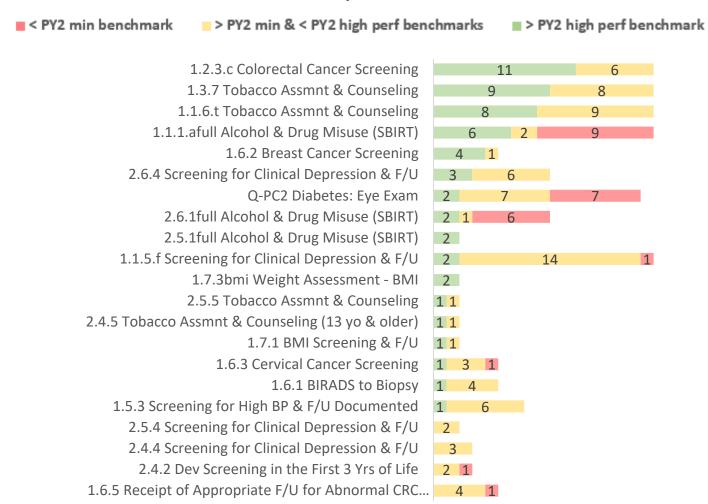






## How is our progress in screening?

PRIME DY14 Mid Year/ QIP Program Year 1
Performance Compared to Benchmarks: # of DPH



### Progress in PRIME: DY11 → DY14 MY

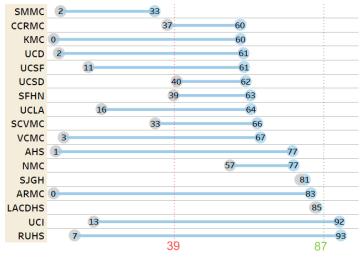


DY14 MY rate

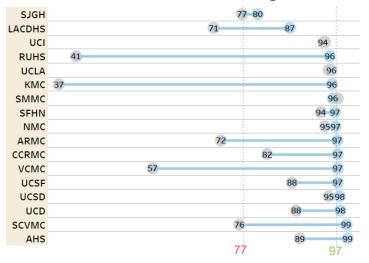
DY14 min. benchmark

DY14 high perf. benchmark

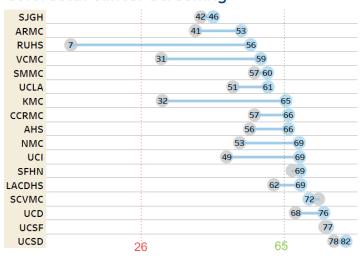
#### Screening for Depression & Follow-Up



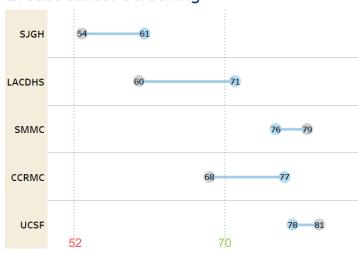
#### **Tobacco Assessment & Counseling**



#### Colorectal Cancer Screening



**Breast Cancer Screening** 



DPH with denominator <30 are excluded. DY14MY data not yet approved by DHCS.

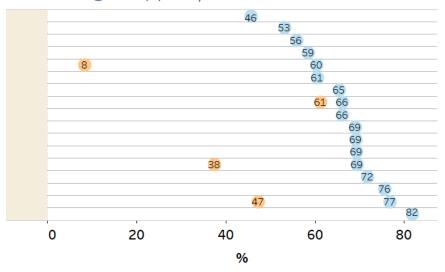
## How is our progress in follow up care?

DY14MY Follow-Up Action Rate

DY14 MY Screening Rate

#### Colorectal Cancer:

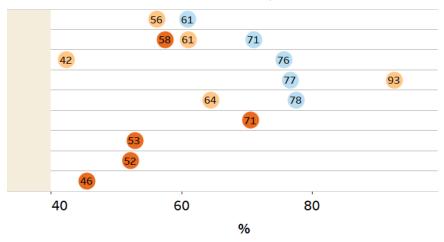
Screening v. Appr. F/U for Abnormal Screen



- Colorectal Cancer Screening
- Receipt of Appropriate F/U for abnormal CRC screening

#### **Breast Cancer:**

Screening v. BIRADS to Biopsy/ Abnormal BIRADS Followup



- Breast Cancer Screening
- BIRADS to Biopsy
- Abnormal BIRADS Follow-up

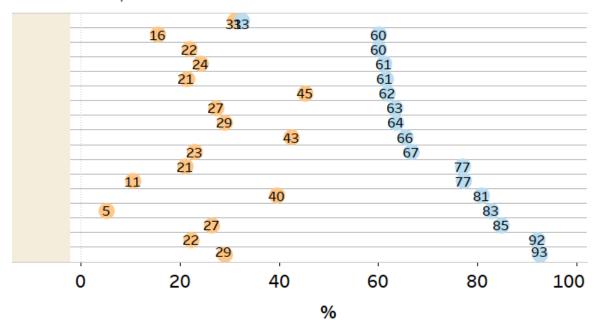
## How is our progress in follow up care?

DY14MY Follow-Up Action Rate

DY14 MY Screening Rate

#### Depression:

Screening and Follow-Up Plan Documented v. Follow-Up PHQ9



- Screening for Depression & Follow-Up (1.1.5.f)
- Follow-Up PHQ-9 (1.1.7 Follow Up sub-rate)

#### **Screening measures**

#### Future state

- Alignment with CMS Core Measure sets (& California health plan P4P reporting)
- 2. Continued focus on screening measures when  $PRIME \rightarrow QIP$
- 3. National trends in SDOH standardization, integration and eventual risk stratification

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#### Today's agenda

8:30-9:00am	Breakfast, networking & registration
9:00-9:35am	Welcome, why we're here & introductions
9:35-10:30am	Effective modalities to screen and interview for multiple needs
10:30-10:45am	Break
10:45-11:15am	Progress and next steps: screening for multiple needs and conditions
11:15-12:00pm	After the screening: managing physical and mental health needs
12:00-1:00pm	Lunch & networking
1:00-2:15pm	Starting and scaling screenings for social needs
2:15-2:50pm	Next steps on social needs
2:50 – 3:00pm	Wrap-up
3:00 – 4:00pm	Informal collaboration

#### **Logistics**

- Materials / packets
  - Materials on SNI Link/Care Delivery
  - Evaluations!





- Restrooms
- Wifi
- See Abby at front desk for
  - Parking sticker
  - Reimbursement form

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#### **Parking lot**

- Outside primary care (WPC, specialty, care mgmt)
- For later today
- Ideas for future meetings
- For 1:1 with other members

# Effective modalities to screen & interview for multiple needs

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Steve Kilgore, Director of Nursing, Alameda Health System

Pagan Morris, Project Manager, UC San Francisco Facilitator: Hunter Gatewood, Signal Key Consulting

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#### Framing & Goal

No one perfect way, but we assume it will require multiple modalities and a team approach.

Focus on staff capacity, roles, making discussions safe and useful for patients.

#### <u>Variables</u>

- Condition or need: blood pressure, depression, food insecurity, etc.
- Which staff: front desk, MA, provider, BH clinician, etc.
- Modality: patient self-admin on paper, self-admin tablet, staff → EHR, etc.
- Time/space: pre-visit, clinic waiting room, exam room, etc.
- Data management: in EHR, in separate database, in Excel lists, etc.

#### Resources



How are CAPH peers using different care team members in their behavioral health workflows?



PHS Behavioral Health Workflow grid from July 2018 BHI Roundtable Meeting **⇒** in packet; on **SNI Link** 

#### Q&A

Steve Kilgore

**Director of Nursing** 

Alameda Health System

skilgore@alamedahealthsystem.org

Pagan Morris

Project Manager

UC San Francisco

Pagan.Morris@ucsf.edu



# How many screenings can you find? H D A S T I D U A N Y J A R D Z P H H X I D I G I X E B S K J B Y R W K U E J A S V V M P P K H B A W C J F I V W V J H F R F U O H V C R B L O Q O C K R W Z N G N B I H N B T X J U V A X L G T W K G First one to complete & return to reg desk wins prize!

# Progress and next steps: screening for multiple needs and conditions

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- Electronic self-administration in clinic
- Outreach to increase completion rates
- Staff training and process for SUD

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#### Succeeding with multiple screenings

#### Breakout discussions

**First**: What is working? What are the best ideas from other systems?

**Second**: What is a next step for your organization?

**Third** (in your own notes): Who do you need to talk to, and what is your question or request of that person?

- Electronic self-administration in clinic Kristina
- Outreach to increase completion rates David
- Staff training and process for SUD Amanda

#### After the screening: Managing physical and mental health needs

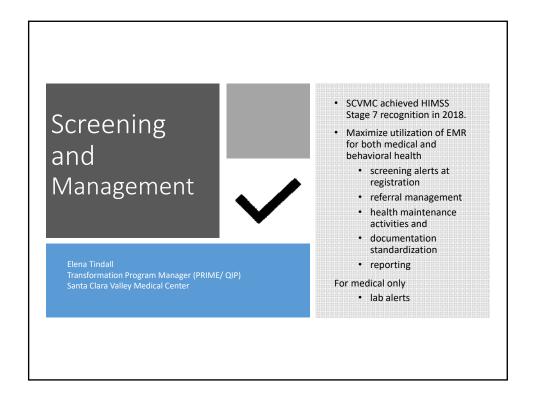
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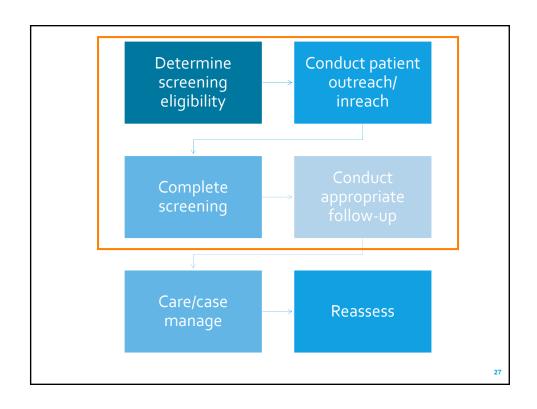
Elena Tindall, Transformation Program Manager (PRIME/QIP), Santa Clara Valley Medical Center

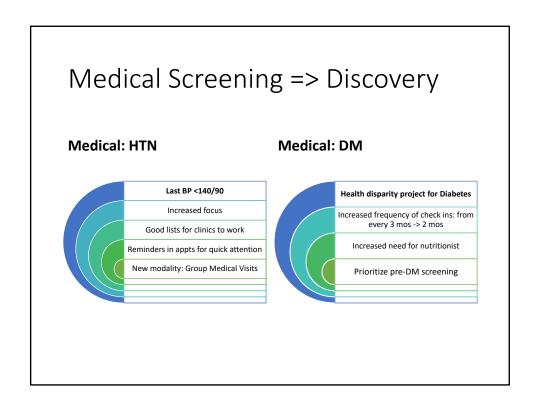
Facilitator: Kristina Mody, Sr. Program Associate, SNI

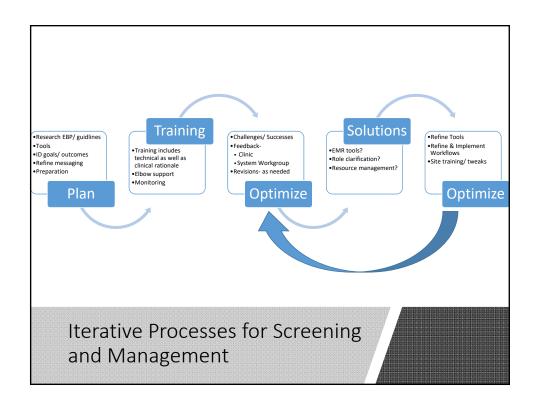
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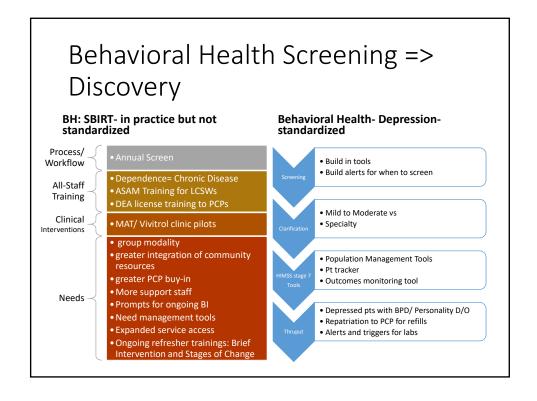
#### **Integrating Behavioral & Medical SNI Support** CAPH peer approaches and best practices on complex/integrated care model March 2018 -Behavioral Health Leveraging IT and staff training for Roundtable #1 integrated care July 2018 – Behavioral Medical, Behavioral, Social Needs Health Roundtable #2 screening & follow up May 2019 - Better Screening for Improved Health

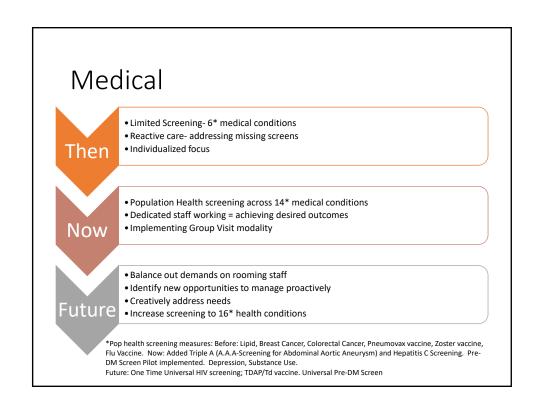












#### Behavioral Health

Then

- Limited Screening started in 2012
- Reactive care- only pts who came in served
- Individualized focus

Now

- Population Health screening across two areas: Depression and SU
- Growing PC BH team to include Psychologists
- Refining working relationship with SU Tx Service specialty system
- Building EMR tools for Pop Management of Depressed Pts

- Train staff on new workflows and approaches
- Improve Depressed Pts outcomes
- Improve Consultative Psychiatry model and PCP comfort with Rx refills
- Identify additional support tools and builds in EMR for depression and SU populations

#### Q&A

Elena Tindall

Transformation Program Manager (PRIME/QIP)

Santa Clara Valley Medical Center

Elena.Tindall@hhs.sccgov.org



## Starting and scaling screenings for social needs

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Hunter Gatewood, Signal Key Consulting

Jagruti Shukla, MD, Director of Primary Care, LAC+USC

#### Intro: Social needs screenings, services

- Screenings: Do right by your patients.
  - Start small: Either with a few patients or a few conditions, or both
  - Use patient-centered and therapeutic communication.
- · Helping patients with needs: Both are big lifts. Surprise?!
  - · Build?
  - Partner?
- Check out the social needs (SDH) resource list.
- Consider how LAC+USC has handled these issues and decision points.
- Terms: social needs, social determinants of health

1. How can we build a business case for this work?

2. What info should we capture, and how?

3. How can we organize and track referrals? 4. How do we establish and maintain partnerships?

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#### Resources

What are CAPH systems doing in primary care to address SDOH (screening, partnerships)?

Please return updated SDOH Tracking Sheet by PHS to front desk



How have other systems created tools and launched interventions?



Contra Costa: Developing a Social Needs Screening Tool White Paper → ⓐ front desk; on SNI Link



Where can I learn more about starting or improving SDOH work?



SDOH Resource guide (May 2019) ⇒ in packet; on SNI Link

Gravity Project – national collaborative to advance SDOH documentation Kickoff today (sorry!) <a href="https://sirenetwork.ucsf.edu/TheGravityProject">https://sirenetwork.ucsf.edu/TheGravityProject</a>

# Screening for Social Needs

Jagruti Shukla, MD, MPH LAC+USC Medical Center, Los Angeles County Department of Health Services May 2, 2019



#### **LAC+USC Medical Center**

- Academic teaching hospital run by L.A. County Department of Health Services – "Safety Net"
- Largest teaching hospital 'West of the Mississippi'
- Training site for physician post-graduates in nearly every specialty/sub-specialty
- 965 Interns & Residents completing medical education
- 1,500 Faculty Physicians
- 9,000 hospital employees

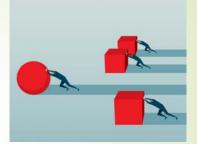


#### LAC+USC Primary Care

- 10 Primary Care Clinics:
  - Adult West
  - Adult East
  - MedPeds
  - Geriatrics
  - Women's
  - Pediatrics
  - Preem
  - Teen
  - MCA
  - Rand Schrader
- 54,350 empaneled patients



- ■Space Redesign
- ■Population Health and Outreach
- Home Visits
- ■Phone Visits
- **■**Smart Phone Apps
- Navigators
- Groups & Classes
- **■Staff Wellness Program**
- Patient Portal
- Social/Behavioral Determinants



Innovative
Approaches in
Primary Care

Our
Integrated
Behavioral
and Social
Health
Model

Universal screening for SBDOH needs

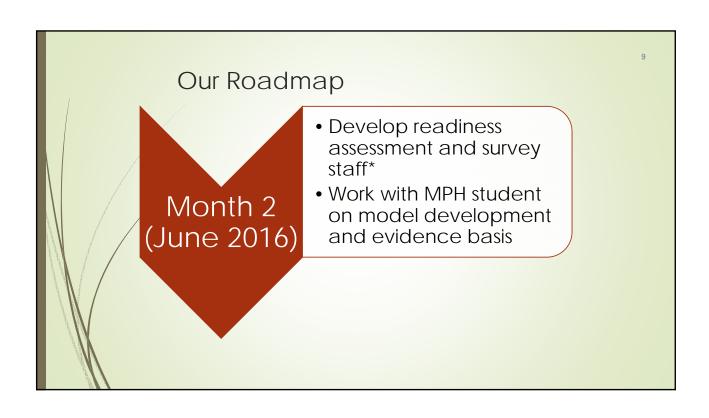
Integration of behavioral health care service providers

Use of evidenced-based screeners and interventions

Systematically track and followup on referrals and outcomes

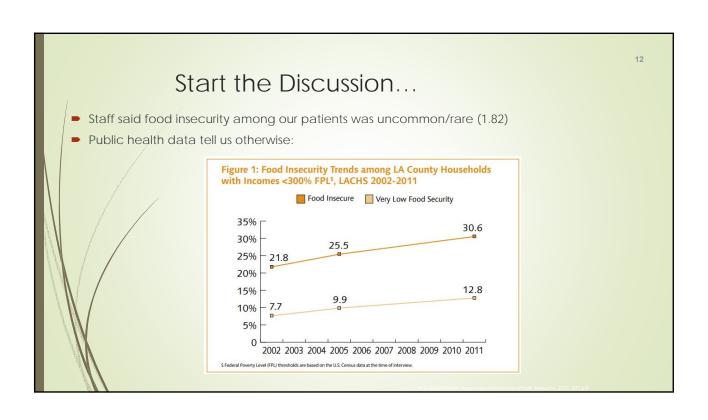
■ Educate, engage, and elevate all primary care staff on their respective roles in addressing social and behavioral needs ■ Improve primary care patients' access to behavioral health services Increase patient and primary care clinician's satisfaction with the behavioral Our Goals Prior to health interventions within the clinic setting Implementation Improve health outcomes (both physical and mental health) Decrease rates of homelessness, food insecurity, and other social stressors in our patient population Demonstrate cost savings







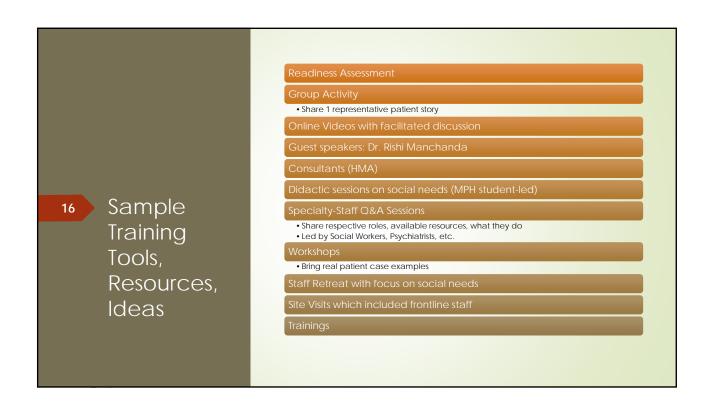


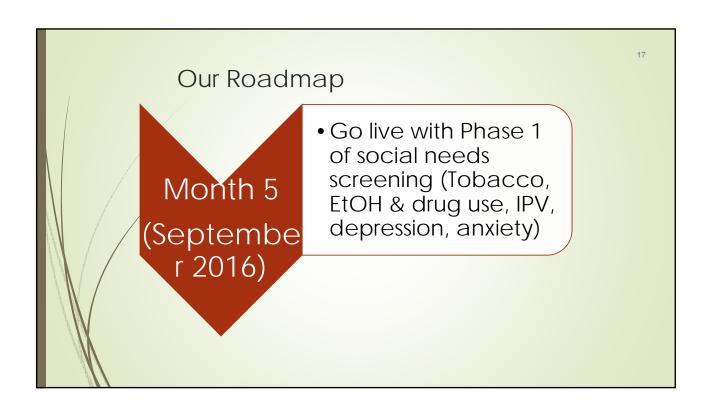


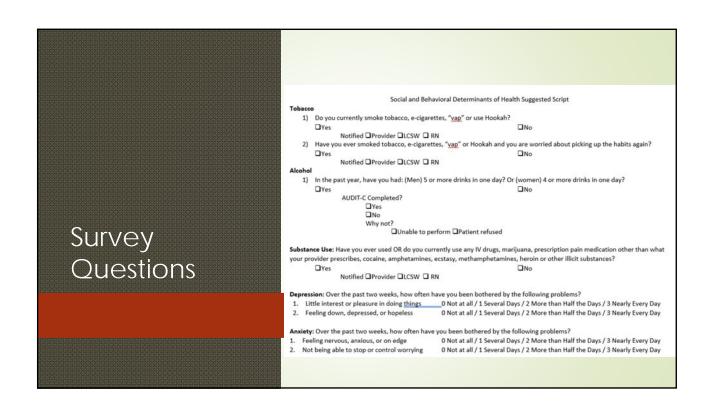


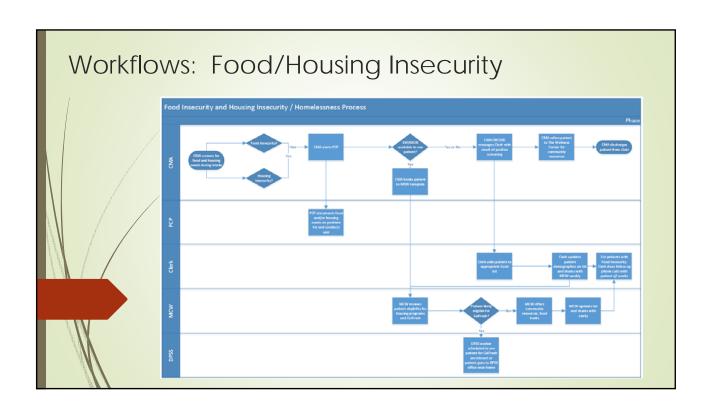








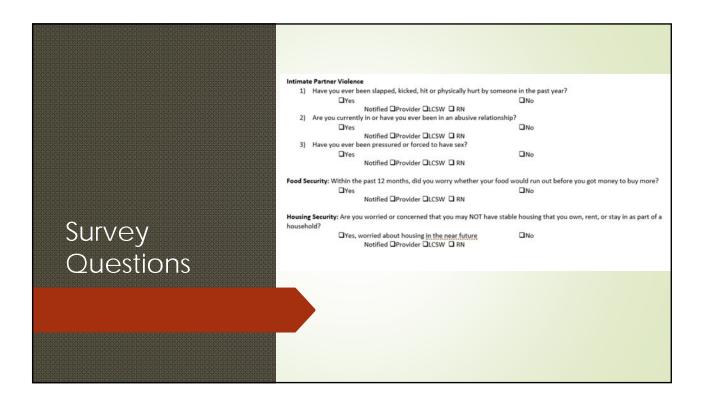




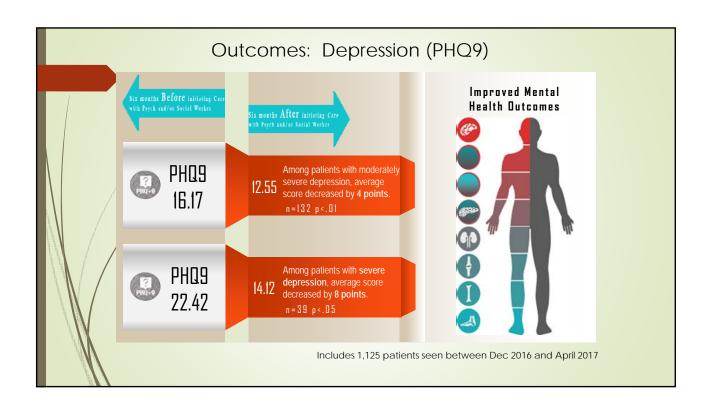


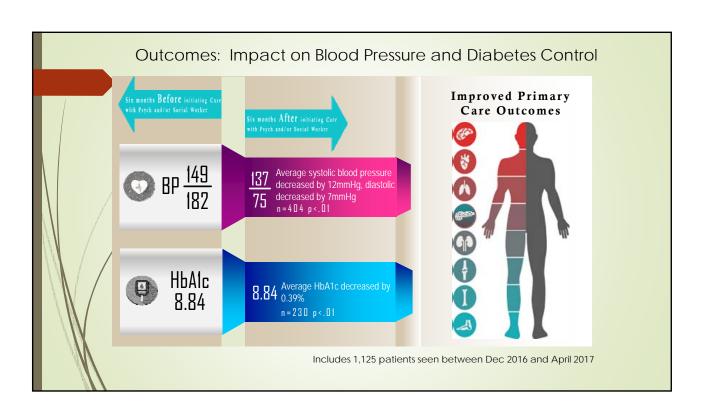


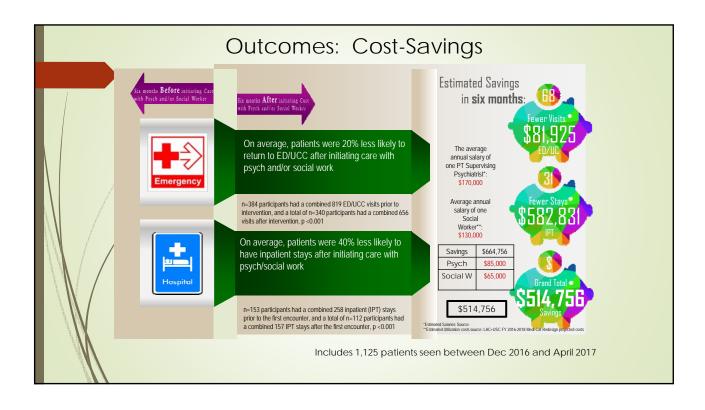










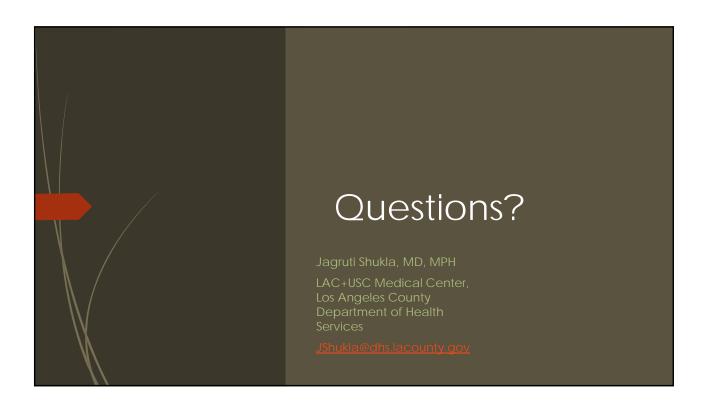




#### LAC DHS Concurrent Efforts Underway...

- Designation of a Health Agency Social and Behavioral Health (SBDOH)
   Work Group which includes LAC DHS, DMH, and DPH to develop an evidence-based, validated list of SBDOH primary and secondary screeners
- Budget request for creating behavioral health teams which will be integrated into primary care and includes Social Worker Supervisor, Social Worker, Medical Case Worker, Substance Use Counselor, and Community health Worker
- Certification for a first phase of primary care clinics with California's Drug Medi-Cal Organized Deliver System (DMC-ODS) waiver
- Work with health plans to secure contracts to allow us to provide and receive reimbursement for mental health services provided within the local PCMH setting
- Creation of a LAC DHS Behavioral Health Integration in PC Work Group
- Further collaboration with DMH and DPH
- HMA Consultation

#### LAC DHS Roadmap for BHI Assessment of the current state, including prevalence data • Develop BHI model, staff roles, and timeline for implementation Month 1 • Configuration of EHR to include screeners, registry, reports, etc. (Dec 2018) · Identify clinic teams and leads for Phase One • Hold half-day Pre-Launch and full-day Kick-Off • Weekly BHI Workgroup meetings, Bi-weekly Phase One team calls Month 2-6 • Site Visits, Trainings, Webinars, Data/Report review · Continue monthly check-in calls • Process Improvement through ongoing monitoring and reporting • Continue to support staff, re-train, revisit workflows and staff roles Month 6 & • Planning to launch Phase Two Onwards



#### Next steps on social needs

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- · Training staff to talk about social needs
- · Screenings: Data management
- Community partnerships
- Build capacity in-house

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#### Next steps on social needs

#### Breakout discussions

**First**: What is working? What are the best ideas from other systems?

**Second**: What is a next step for your organization?

**Third** (in your own notes): Who do you need to talk to, and what is your question or request of that person?

- Training staff to talk about social needs Kristina
- Screenings: Data management David
- Community partnerships Amanda
- Build capacity in-house Hunter

#### Wrap Up

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#### **Quality Leaders Awards**

#### AWARD CATAGORIES:

TOP HONOR

CARE REDESIGN

DATA DRIVEN ORGANIZATION

PERFORMANCE EXCELLENCE

#### **ABOUT THE AWARDS:**

For more than 20 years, CAPH/SNI has delivered the QLAs to recognize outstanding initiatives across California's public health care systems. The awards highlight forward-thinking and innovative approaches to improve care and advance population health.

Awards are presented at the CAPH/SNI Annual Conference on December 4-6 at the Paradise Point Resort in San Diego.

#### APPLY NOW! safetynetinstitute.org/qla

DEADLINE TO APPLY IS AUGUST 31, 2019

http://safetynetinstitute.org/qla

#### **Evaluation & Wrap Up**



#### Feedback on today:

What worked? Where to improved?

More importantly:

How to continue progress & momentum?

Find one person you didn't know this morning, and tell them something you learned today, from them or someone else



SNC CALIFORNIA HEALTH CARE

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# Informal Collaboration

3:00-4:00

#### **Appendix**

Managing physical and mental health needs

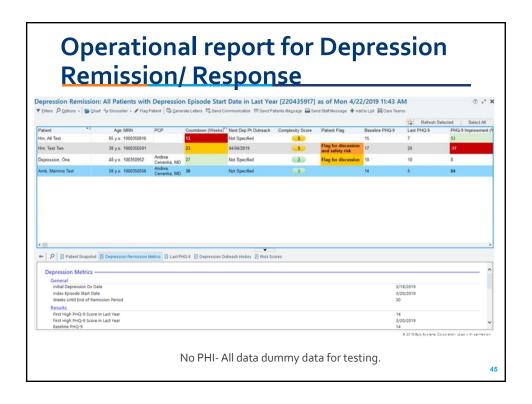
Applying Medical EMR Support Tools to BH

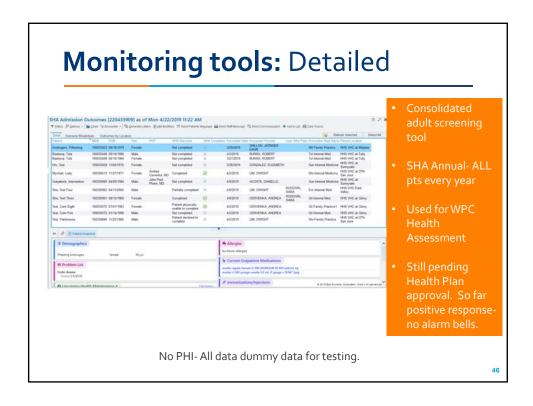
**Elena Tindall** 

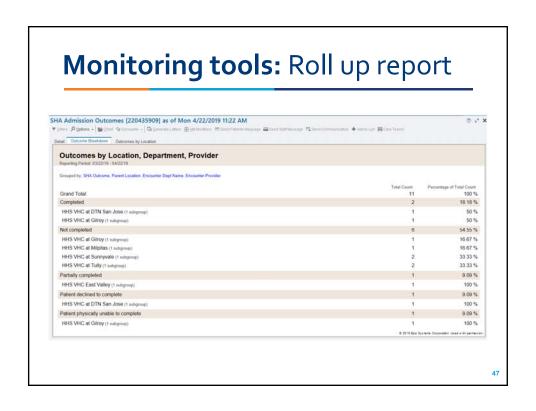
Transformation Program Manager (PRIME/QIP)

Santa Clara Valley Medical Center

Elena.Tindall@hhs.sccgov.org







#### 

 Next steps: include lab alerts needed for a first grouping of antipsychotic meds most commonly used as adjunct to antidepressant meds