

WV Health Innovation Collaborative
Lower Cost Work Group
July 16, 2014
Meeting Notes

People Present: Jeremiah Samples, Jeff Wiseman, Louise Reese, Chris Clark, Brent Tomblin, Bob Whitler, John Earles, John Moore, Rick Simon, Sarah Chouinard, Dan Mace, Nancy Sullivan, Dave Campbell, Ashley Hicks, Christy Walker, Ted Cheatham, Phil Weikle, Jerry Rouche, John Law, Pam King, Haley Pauley, John Wiesendanger, Debbie Waller

Participating by Conference Call: Arnie Hassen, Bill MacLean, Stacey Shamblin, Perry Bryant

Jeremiah Samples opened the meeting and introductions were made. He asked Jeff Wiseman to report on the Coverage to Care Initiative. Mr. Wiseman reported the PSA was released and was sent out to the listserv. Coverage to Care Pamphlets are ready for distribution through the WV Insurance Commission. There will be a press conference in Beckley next week with the Secretary. Mr. Wiseman reported that this part of the Coverage to Care Initiative is closed out. He asked that if anyone had recommendations for tasks that could fit into the Coverage to Care Initiative or ideas for new projects, to share with the group.

WVHIC Activities

- Inventory – 150 projects from around the state have been identified. He reminded the group to keep adding new projects that come up and to use the initiative inventory to get updates on projects that are going on around the state.
- WVHIC – Better Care Work Group conference call is scheduled for Monday, July 21, 4:00 p.m.
- Working on a new website design through WV Interactive for the Collaborative and it should be rolled out at our next quarterly meeting.

Presentations

Mr. Samples introduced Louise Reese, WV Primary Care Association. Ms. Reese gave an overview of community health centers in WV. A powerpoint presentation was sent out in advance of the meeting.

- 28 FQHCs, and 2 FQHC look-alikes.
- The centers serve approximately 383,485 patients (1 in 5 residents)
- Services include:
 - ☞ 260 clinical sites
 - ☞ 14 dental sites
 - ☞ 15 behavioral health programs
 - ☞ 101 school-based health centers - school-based health centers have doubled over the past few years
 - ☞ Access to 340b pharmacy pricing

- Reported on the community impact, the economic impact and the tax impact gained from Community Health Centers.
- WV Community Health Centers serve 1 in 5 West Virginians.
- Fifty percent (50%) of WV's community health centers are recognized by the NCQA as Patient Centered Medical Homes.
- The Centers exceed the national average in chronic disease management including diabetes, hypertension, and access to prenatal care.
- There are 33 Community Health Center organizations across the state.

Mr. Samples reported that Families USA states that they expected 6,200 jobs by 2016 from the Medicaid Expansion in WV. Mr. Simon, Community Care of WV, stated that they have seen an increase. It was discussed that the work group could invite Families USA and others such as Workforce/Labor to present on the economic factor for the state.

- Ms. Reese reviewed slides with the group on WV Community Health Center's patients vs. national Community Health Center's patients by age groups. WV has an older population than other states.
- She presented on the financial health of community health centers and implications of the Affordable Care Act.
- Major cost drivers include workforce – recruitment and retention; IT infrastructure – EHR maintenance and cost of linkages; and practice transformation – PCMH and care teams.
- Some of the key initiatives:
 - ☞ Motivational interviewing – patients being engaged in chronic conditions
 - ☞ Care management for complex patients – series of workshops on how to have a better peer-to-peer network
 - ☞ Formation of WV Family Health – Cost-effective approach to Medicaid managed care. Highmark partnered with WV Family Health Plan to develop a PSN working with shareholders and the Primary Care Association. This is a 3-year project which should begin full operation in the next few months.
- Quality Improvement Initiatives:
 - ☞ WV CHCs and the US CHS's vs Healthy People 2020 Goal – WV does well with hypertension control.
 - ☞ Triple Arrow Initiative – Collaboration between 3 health centers (New River, Cabin Creek, Lincoln Primary Care) to improve frail elders and dual eligible.
- Data from 2013 showed that approximately 23% of all patients have hypertension (up 2% from 2012 data). Approximately 10% of all patients have diabetes (no change from 2012 data). Health centers are incorporating techniques to improve care.

Question and answer period followed.

Mr. Samples thanked Ms. Reese for her presentation. Jeremiah introduced Rick Simon and Sarah Chouinard, Community Care of WV.

- The center was called Tri-County Health Center. Now, Community Care of WV has 50 providers, 12 core sites, 28 school sites, 3 pharmacies/3 contract pharmacies, 1 dental office, pain management program and a senior program.

- In the next six month, an additional 11 school health sites, 1 core site and 1 pharmacy will be added. Within the next three months, 6 new physicians and 4 mid-levels will be on board.
- There were some issues with the Affordable Care Act but they worked with them. They received a grant from OIC to do outreach and enrollment events.
- Last 5-10 years, have been transforming to a quality-based practice. Lost a number of providers because of tracking and EHR.
- Anytime requirements change, there is increased cost.
- Switched to open access scheduling. This seems to help with no shows.
- Patients have access to care 7 days a week.
- EHR is easiest part now, the IT infrastructure is tough.
- Patient engagement needs to be stronger.
- Community Care of WV Response to Rising Costs:
 - ☞ Efficiency through growth
 - ☞ Patient education
 - ☞ Making the providers more efficient by providing 7 days a week patient access; pain management program; and staff training
 - ☞ Provider feedback
 - ☞ Provider quality evaluation
 - ☞ Constant quality Improvement activities for all staff

Mr. Samples thanked Mr. Simon and Ms. Chouinard for their presentation. With time running out, the next agenda item – Open Discussion on New Project, Mr. Samples will send an email to folks regarding projects. One in particular he was thinking of working on is Emergency Room Visits. Please email any ideas you may have on new projects.

Next Meeting: August 20, 2014, 1:00 - 3:00 p.m.

Let us know if you have a suggestion for a speaker or a topic.