



# PATH – Collaborative Planning & Implementation (CPI)

Northwest Collaborative Planning Meeting

March 27, 2023

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**POPULATION HEALTH**  
**INNOVATION LAB**

A Program of the PUBLIC HEALTH INSTITUTE



# Land Acknowledgment

The Population Health Innovation Lab team respectfully acknowledges that we live and operate on the unceded land of Indigenous peoples throughout the U.S.

We acknowledge the land and country we are on today as the traditional and treaty territory of the Native American, Alaska Native, and Tribal nations who have lived here and cared for the Land since time immemorial. We further acknowledge the role Native American, Alaska Native, and Tribal nations have today in taking care of these lands, as well as the sacrifices they have endured to survive to this day.



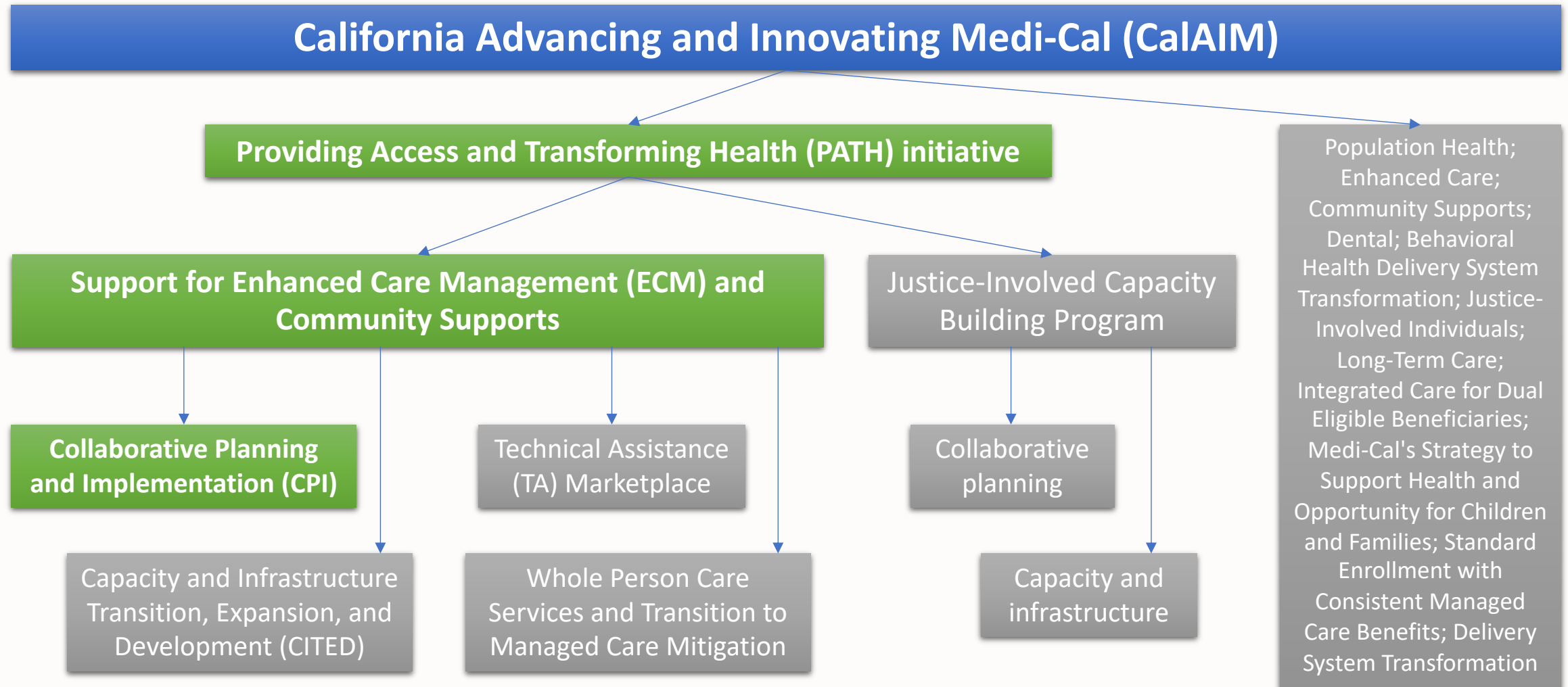
# Staff Intros & Meeting Navigation



# Context and Framing



# CalAIM → PATH → CPI





# CPI Regions

## Northwest Region

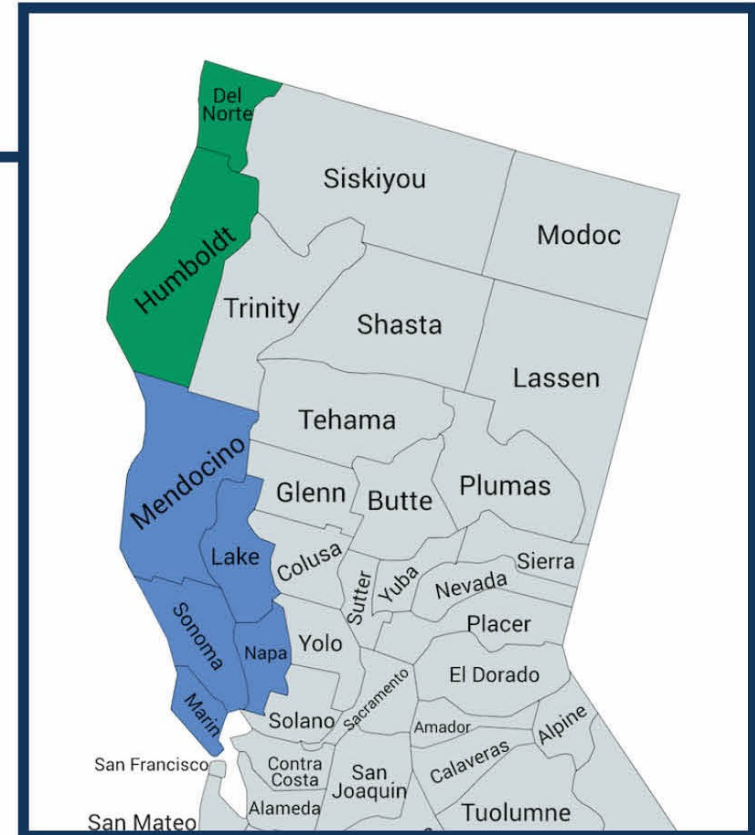
- Del Norte County
- Humboldt County

## Southwest Region

- Mendocino County
- Sonoma County
- Marin County
- Lake County
- Napa County

## Region Counties Supported by PHIL

-  Northwest
-  Southwest





# Collaborative Planning & Implementation (CPI) Initiative

**Regional collaborative planning groups will work together to:**

- Identify needs and gaps in the current ECM / Community Supports
- Identify and resolve topical implementation issues
- Supporting Gap Filling plan efforts while avoiding duplication

**CPI facilitator responsibility for this meeting:**

- Identify potential resolution strategies and tactics to overcome challenges and conflicts, including identification and dissemination of successful practices to a diverse set of stakeholders.



# Roadmap







# Agenda & Objectives

## Agenda:

1. Welcome and Framing
2. Partnership HealthPlan of CA: Update on Process Improvements
3. Check-in
4. Process and Updates
5. Break-out by County: Discuss Change Idea Prioritization
6. Consensus on Prioritization of Change Ideas as a CPI Region
7. Closing and Next Steps

## Objectives:

- Build relationships and increase awareness of partners in our region
- Review the process of reaching Change Ideas
- Agree on the prioritization of Change Ideas for the CPI Region
- Help shape the CPI Collaborative



# Partnership Healthplan of California- Update on Process Improvements



# Check – in

On this Squirrel Scale, how do you feel today?

Please put your number in the chat.



# Process & Updates



# CPI Process & Strategy

Aim  
Statement

↳ Drivers and  
Support Strategies

↳ Change ideas

↳ Measurement



# Goal / Aim Statement

*The CPI Collaborative of the Southwest Region will increase the number of local and regional organizations participating in the CalAIM Care Delivery System through the provision of ECM and Community Supports by December 31st, 2023.*



# Mutual Challenges



## Contracting Concerns

- Administration barriers
- Unable to complete ECM or CS referral
- Concerns with methods of signing up enrollees

## Capacity Concerns

- Rates are unsustainable
- Outsourcing for ECM & CS providers
- Data sharing capabilities and barriers

## Infrastructure Concerns

- Price of software for CBO
- Billing difficulties
- Ease of completing referrals

Technical Issues



## Historic Experiences with Public Support

- Communication disjointed with MCP & DHCS
- DHCS creating new programming as opposed to sustaining programming

## MCP Relationship Concerns

- For-profit providers in local ECM/CS area of service
- Feels disconnected from "on-the-ground" providers

Relationship Issues



## Financial Concerns

- Rates cannot fund a CalAIM role
- Rates are unsustainable

## Reimbursement Challenges

- TARs and reimbursements are not timely
- TARs feel competitive without transparency

Billing Issues



## CalAIM Responsibility

- Who owns the efforts in the county? How about in a clinic or CBO?

## Change Management

- Some sectors are just not willing to expand to ECM or CS
- CBOs unfamiliar with ECM and CS funding

## Siloed Processes

- No current hub of ECM + CS expansion in counties
- No streamlined process for contracting or implementation

Systems Opportunities



# Readiness Roadmap

WHERE AM I ON THE READINESS ROADMAP?







# Support Strategies to Achieve Our Aim

We propose a multi-pronged approach:

## Capacity Building

Technical Assistance offered to CPI organizations

Training opportunities to address challenges

## Collaborative Systems Improvement

Foster cross-county systems solutions across all regional stakeholders, including the Managed Care Plan

## Relationship and Network Building

Networking opportunities (including monthly CPI meetings) will address siloes and support the establishment of regional collaboration.



# Achieving our Aim – Overview

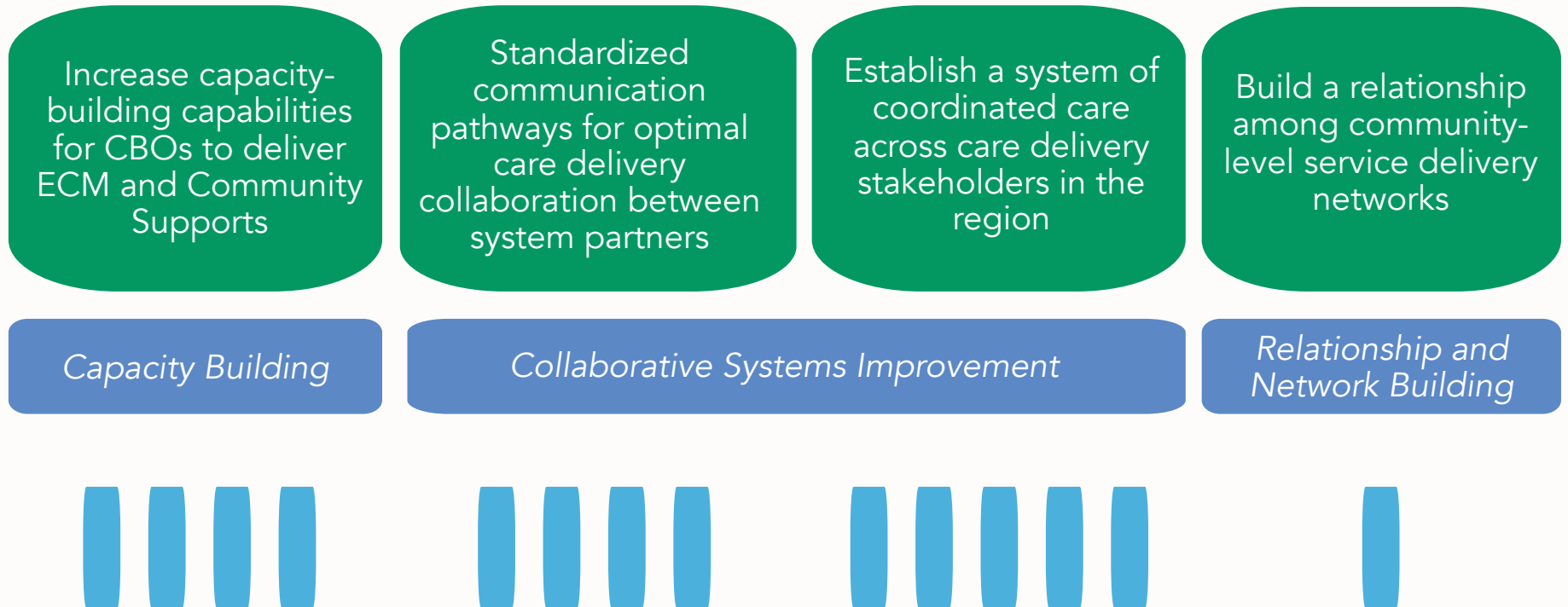
*The CPI Collaborative of the Northwest Region will increase the number of local and regional organizations participating in the CalAIM Care Delivery System through the provision of ECM and Community Supports by December 31st, 2023.*

**Aim Statement:**

**Key Drivers:**

**Support Strategies:**

**Change Ideas:**





Key  
Driver



Increase capacity-building capabilities for CBOs to deliver ECM and CS services under CalAIM

Support  
Strategy



Capacity Building

Change  
Ideas



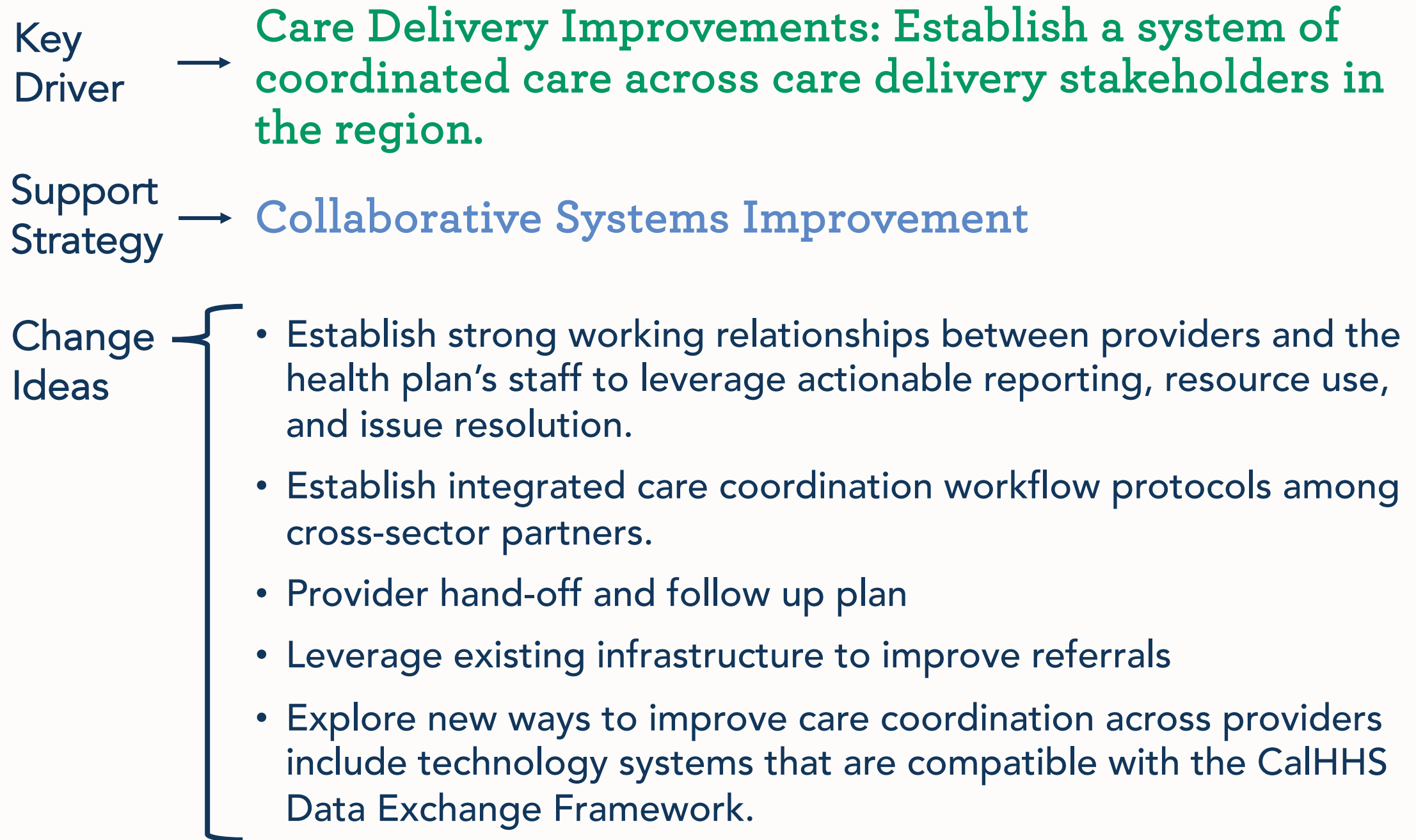
- Assess and educate CBOs on the ECM and Community Supports Delivery and Payment System process.
- Promote health equity through additional financial and technical assistance to CBOs representing historically underserved populations to measurably reduce health inequities.
- Support organizations around challenges on becoming an ECM/Community Support Provider.
- Strengthen organizational capabilities to financially and operationally prepare to implement ECM/Community Supports, when needed.



Key Driver → **Standardized communication pathways for optimal care delivery collaboration between Partnership Health and PATH Implementers.**

Support Strategy → **Collaborative Systems Improvement**

- Change Ideas
- Initiate quarterly joint operating committee meetings between hub leaders and Partnership division leads.
  - Work with Partnership Health Plan to streamline internal communications and processes for ECM and CS providers.
  - Establish transparent expectations of process needs among all stakeholders in the ECM and CS care delivery process for optimal outcomes.
  - Advance interorganizational partnerships through MOU





- Key Driver → Build a relationship among community-level service delivery networks to increase ECM and Community Supports system
- Support Strategy → Relationship and Network Building
- Change Idea → • Hosting regular CPI convenings and trainings



Questions?



# Change Idea Prioritization: Break-out Room by County

JOURNEY  
MAP

ES

Training

Idi

CUSTOMER

DOCS





# Breakout Room Guiding Question:

*"How should we effectively  
prioritize each Key Driver's  
Change Idea(s) to reach our  
AIM?"*

A close-up photograph of several people's hands clasped together in a circle, symbolizing unity and collaboration. The hands are of various skin tones and are wearing colorful, textured knit sleeves in shades of green, red, orange, and blue. The background is softly blurred, focusing attention on the hands. A semi-transparent dark blue banner is overlaid at the bottom of the image, containing white text.

# Report Back

Group sharing and discussion: Consensus on prioritization of Change Ideas



# Next Steps

- (FYI) DHCS CITED Webinar “Improve Your Grant Application Pt. 2”
  - March 28 from 10:00 am – 11:00 am
- Complete CPI Collaborative Planning Survey by 5:00 PM PT on Friday, March 31
- TA Marketplace Training on April 4 from 1:00 pm – 2:00 pm
- Next CPI regional meeting is in-person, please RSVP
  - Northwest Region: April 18 - 11:00 am to 2:00 pm
  - Southwest Region: April 19 - 11:00 am to 2:00 pm
- Check out the PATH Collaborative Planning and Implementation page on the PHIL website:  
<https://pophealthinnovationlab.org/projects/path/>



# Thank You!

Feel free to contact our CPI team:

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**Thank you!**

