



**Northwest Collaborative
Planning &
Implementation Group**



Date: Tuesday, June 27

Start/End Time: 11:00 – 12:30 pm PT

Location: <https://pophealthinnovationlab-org.zoom.us/j/82082805449>

Facilitator Organization: Population Health Innovation Lab (PHIL), Public Health Institute

Total Number of Attendees: 19

Meeting Objectives

1. Understand the issues that Partnership and DHCS are actively addressing
2. Explore our CPI system for gleaning and resolving ECM and Community Supports issues
3. Learn more about the services that PHIL offers to support CPI participants
4. Offer level of interest for future process mapping opportunities

High Level Agenda

No.	Topic	Key Questions
1.	Welcome!	
2.	Framing and Objectives	
3.	Updates from Partnership Healthplan	<ul style="list-style-type: none"> • Partnership Healthplan of California responds to issues that arose during May’s convening. • Overview and demo of the PHC Provider Directory.
4.	Feedback Loop: Responding to your Systemic and Technical Issues	<ul style="list-style-type: none"> • How is the Population Health Innovation Lab recording and responding to implementation challenges shared in the collaborative? • Provide an overview of PHIL services for CPI participants
5.	DHCS Updates	<ul style="list-style-type: none"> • Updates from DHCS that are relevant to your work in ECM. <ul style="list-style-type: none"> • Issue topics they are addressing • Upcoming funding opportunities • Pediatric population of focus
6.	Implementation Progress Check-in	<ul style="list-style-type: none"> • Where is your organization on the Readiness Roadmap? • (Quick poll to assess progress towards ECM / CS implementation)
7.	Process Mapping	<ul style="list-style-type: none"> • Brief intro to Process Mapping. • Opportunities to map ECM / CS processes
8.	Follow-up from Asset Mapping Demo	<ul style="list-style-type: none"> • Past Trainings: Asset Map Demo.
9.	Next Steps and Upcoming Events	<ul style="list-style-type: none"> • DHCS and Public Consulting Group (PCG) kindly request your completion of the CA PATH CPI Participant Experience Survey by June 30, 2023.

Notes/Meeting Summary

Key Takeaways & Discussion Themes by Agenda Topic

Topic	Discussion Themes/Key Takeaways	Actions Taken/Next Steps	Best Practices/Lessons Learned
Welcome!	-	-	-
Framing and Objectives	Review: <ul style="list-style-type: none"> • PATH CPI regional collaborative planning goals • CPI facilitator responsibilities 	-	-
Updates from Partnership Healthplan (PHC)	Review of notes from May's Convening by Chloe Ungaro of PHC: <ul style="list-style-type: none"> • Care plan development • TARS billing difficulty • Potential member list of risk stratification • Looking at ways to find the most up-to-date data and provide it to providers Review of updated website: <ul style="list-style-type: none"> • There are now separate websites for ECM and CS pages • Demonstration on how to navigate the new provider directory: <ul style="list-style-type: none"> ○ Select "Basic Search" under Specialist Site Search ○ Select ECM or Community Supports under "Type of Facility" ○ Filter your search by typing in the Zip Code or selecting the county • See section below titled "Shared Collaborative Resources" for links 	-	<ul style="list-style-type: none"> • PHC's provider directory allows for filtering for ECM and CS providers in different counties or zip codes. This tool will be helpful to connect with other providers offering services.
Feedback Loop: Responding to your Systemic and Technical Issues	PHIL will share the process for completing the feedback loop when you share implementation challenges: <ul style="list-style-type: none"> • One such feedback look includes PHC's participation in the meetings. Their involvement allows for listening and responding to challenges shared in the CPI setting. • Additionally, PHIL has devised a system in which issues are tracked by system levels, categories of challenges, and methods of distributing workarounds. Reminder: How can PHIL support you? <ul style="list-style-type: none"> • Support strategies to reach the CPI's aim include: 	<ul style="list-style-type: none"> • PHIL will continue developing its system for collecting, collating, collaborating, and sharing workarounds to issues identified in the collaborative. <ul style="list-style-type: none"> ○ Issues will continue to be collected in formats such as Discovery Calls, convening conversations, TA, email, etc. 	<ul style="list-style-type: none"> • PHC's support of the Southwest Collaborative is essential in closing the loop of gaps identified in this group.

	<ul style="list-style-type: none"> ○ Capacity Building ○ Collaborative Systems Improvement ○ Relationship and Network building ● Services that are free and available to registered CPI Participants will be available for review on our website. 	<ul style="list-style-type: none"> ○ Progress for issues will be transparent for participants ○ PHIL is following up with participants who expressed interest in additional services 	
DHCS Updates	<ul style="list-style-type: none"> ● DHCS aims to increase availability and uptake of ECM and Community Supports for Medi-Cal members who need them. ● Pediatric Population of Focus starts July 1, 2023 ● New funding opportunities through DHCS. <ul style="list-style-type: none"> ○ See section below titled “Shared Collaborative Resources” for links 	<ul style="list-style-type: none"> ● PHIL is committed to sharing appropriate DHCS updates and announcements as they become available. 	<ul style="list-style-type: none"> ● Keeping CPI Participants’ privacy to updates occurring in DHCS’s pipeline helps with planning and their program development.
Implementation Progress Check-In	<p>Readiness Roadmap Poll:</p> <ul style="list-style-type: none"> ● An implementation progress check-in was shared to learn where people are at on the Readiness Roadmap. 	<p>Readiness Roadmap Poll: See Appendix A for the poll results</p> <ul style="list-style-type: none"> ● PHIL will reach out directly to the organizations who are showing great progress and showing slow process to learn more about their implementation successes and challenges. 	<ul style="list-style-type: none"> ● Of the seven responding participants, three have progressed at least one step on the Readiness Roadmap. ● Two participants joined for the first time. ● Two participants who have been participating since January and have not progressed on the Readiness Roadmap.
Process Mapping	<p>Process Mapping:</p> <ul style="list-style-type: none"> ● Based on feedback, building process maps may be important to explore. ● Defining a process map ● Examples of process map such as making a PB&J to process mapping the ECM Provider decision <p>Poll: Gauging experience and interest in mapping ECM or Community Supports processes</p>	<p>Process Mapping Poll: See Appendix B for the poll result stratification.</p> <ul style="list-style-type: none"> ● A majority of participants are very interested in mapping care coordination processes. PHIL is considering incorporating this effort 	<ul style="list-style-type: none"> ● Many of the responding NW participants have not developed ECM Process maps for <i>enrolling clients, outreach tracking, and coordinating</i>

		<p>in July's in-person meeting.</p> <ul style="list-style-type: none"> Two organizations shared that they are willing to share their process maps with other CPI Participants. It is our responsibility to reach out to these organizations and distribute their process maps to others in the collaborative. 	<p><i>care for complex clients.</i></p> <ul style="list-style-type: none"> Many of the responding NW participants have not developed CS process maps for processing referrals or authorizing payments for services. Participants are most interested in mapping data sharing and exchange, and care planning workflows.
Follow-up from Asset Mapping Demo	<p>Follow up from Pop-Up Training: Community Asset Maps</p> <ul style="list-style-type: none"> View the recording of the training on our website. PHIL is creating a brief survey to collect data points for organizations who are not currently represented in the Community Asset Maps developed. <ul style="list-style-type: none"> Navigate community assets here. 	<ul style="list-style-type: none"> Distribute the updated survey to those who are not represented in the Community Asset Map and include as part of the "Welcome Letter." 	<ul style="list-style-type: none"> As the PHC provider directory develops and DHCS possibly engages in mapping activities, PHIL will aim to provide its Asset Maps as a complimentary resource
Next Steps and Upcoming Events	<p>Reminders:</p> <ul style="list-style-type: none"> July convening is in-person with hybrid capabilities. Details on the location will be shared in post-event communication. Complete the PATH CPI Participant Survey. 	<ul style="list-style-type: none"> Post-event communication will include an RSVP for the upcoming events. 	

Identified Gaps/Challenges in CalAIM/ECM/Community Supports

Topic	Gaps/Challenges Identified	Actions Taken/Next Steps	Best Practices/Lessons Learned
Process maps for ECM and/or Community Supports	<ul style="list-style-type: none"> Processes for common practices are not streamlined. 	<ul style="list-style-type: none"> PHIL will analyze and prioritize the topics of process maps that the group is most interested in developing in the mode of delivery most requested (i.e. Collaboration with 	<ul style="list-style-type: none"> Experience in developing process maps varies between participants.

		other CPI Participants, TA, etc.)	
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Identified Successes Experienced by Participants

Topic	Successes Identified	Actions Taken/Next Steps	Best Practices/Lessons Learned
Implementation Progress	Three organizations progressed at least one step on the Readiness Roadmap.	Follow up with organizations to learn about their process and how they were able to progress to the next stage.	Monthly polls are helpful in seeing progress over time among individual organizations.

Summary of Complaints & Grievances

Topic	Summary of Complaint/Grievance	Actions Taken	Next Steps
Financial sustainability of delivering ECM services, especially the associated overhead for smaller community-based organizations	<ul style="list-style-type: none"> Without additional funding, it is difficult to sustain overhead for CBOs and county-based ECM providers. One participant who serves in the rural areas of Humboldt County shared that layoffs are eventually expected if the reimbursement rates are not enhanced or additional funding for ECM efforts remains limited. 	<ul style="list-style-type: none"> A 1:1 follow-up conversation with the organization has been created. 	<ul style="list-style-type: none"> PHIL will learn more about their gaps and barriers, and will provide guidance and referrals to resources.

Specific comments, questions, or concerns regarding policy/implementation/change goals for TPA/DHCS

Topic	Comment/Concern/Question	Actions Taken	Next Steps
ECM / CS mapping	What mapping efforts are DHCS planning? This was briefly mentioned in our last Facilitator meeting with PCG and DHCS. It would be helpful to understand the future landscape of resources as PHC develops its Provider Directory and we provide our Asset Maps.	PHIL developed Asset Maps from early spring 2023 and continues to update with provider information; making these dynamic resources publicly available to participants.	Is it possible to get an update on this?
Vendor attendance and building trust with CPI participants	SW participants have expressed discomfort with out-of-state ECM providers as well as vendors (e.g., data platform sales personnel) attending CPI convenings. They either feel vulnerable to share their concerns to open themselves to sales pitches or feel like a national organization wants to encroach upon their service territory.	<p>PHIL has listened to participant concerns and taken them seriously.</p> <p>Implement improved processes for facilitating convenings:</p> <ul style="list-style-type: none"> Do our best to not share participant emails with vendors (meaning we may need to shift privacy 	Question for PCG: May we screen convening participants for affiliation and not invite sales-oriented reps or market-research vendors for example?

		<p>settings on outlook invites and/or find a different registration method)</p> <ul style="list-style-type: none"> Request convening participants to update their zoom name with location, organization and title for transparency in convenings 	

Shared Collaborative Resources

#	Resource	Category/Type	Link/Access Information
1.	Partnership Healthplan of California's response to May's convening.	Website	https://bit.ly/3Xrl2d4
2.	Partnership Healthplan of California's CalAIM website.	Website	http://www.partnershiphp.org/Community/Pages/CalAIM.aspx
3.	Partnership Healthplan of California's Enhanced Care Management website.	Website	http://www.partnershiphp.org/Community/Pages/Enhanced-Care-Management.aspx
4.	Partnership Healthplan of California's Community Supports website.	Website	http://www.partnershiphp.org/Community/Pages/Community-Supports.aspx
5.	Partnership Healthplan of California's Provider Directory website.	Website	https://providerdirectory.partnershiphp.org/Hospital/BasicSearch/
6.	PATH CPI Resources on the PHIL website.	Website	https://pophealthinnovationlab.org/projects/path/path-cpi-resources/
7.	CITED website	Website	https://www.ca-path.com/cited
8.	DHCS website with upcoming webinars and resources for ECM and Community Supports	Website	https://www.dhcs.ca.gov/enhancedcaremanagement/inlieuofservices
9.	Subscribe to DHCS' stakeholder email service to receive CalAIM updates	Website	https://apps.dhcs.ca.gov/lists/subscribe/default.aspx?list=DhcsStakeholders
10.	ECM Model of Care	PDF	https://www.dhcs.ca.gov/Documents/MCQMD/ECM-Model-of-Care-Template-Addendum-II.pdf
11.	Community Asset Map for the Northwest Region.	Website	https://kumu.io/MERLIN-PHIL/path-cpi-northwest-asset-map#path-cpi-northwest-asset-map

#	Resource	Category/Type	Link/Access Information
12.	Recording of the PATH CPI Asset Map Demo on our website:	Website	https://pophealthinnovatiolab.org/projects/path/
13.	Contact PHIL if your organization or someone in your network is not represented in the Community Asset Map	Email Address	PATH@pophealthinnovatiolab.org
14.	Complete the PATH CPI Participant Survey	Survey	https://pcgus.jotform.com/231447482540859
15.	Check out the PATH Collaborative Planning and Implementation page on the PHIL website:	Website	https://pophealthinnovatiolab.org/projects/path/
16.	PATH CPI Registration Form TA Marketplace	Website	https://pcgus.jotform.com/222306493964865
17.	TA Marketplace	Website	https://www.ca-path.com/ta-marketplace

Individuals in Attendance

	Name	Organization	Position / Title	MCP Y/N	Email
1.	Alexandra Micheals	Unknown	Unknown	X	Unknown
2.	April-ADHC of Mad River	ADHC of Mad River	Administrator	N	ajoyceadhc@gmail.com
3.	Bianca Veneracion (Bianca V (PHC))	Partnership Healthplan of California	Unknown	Y	Unknown
4.	Chloe Ungaro# PHC	Partnership Healthplan of California	Program Manager, ECM	Y	cungaro@partnershiphp.org
5.	Dawn Watkins	Redwoods Rural Health Center	Grant Writer	N	dwatkins@rrhc.org
6.	Elizabeth Hudson	LifeSTEPS	Deputy Director	N	Elizabeth@LifeSTEPSusa.org
7.	Hector Medina/Serene Health	Serene Health	Senior Vice President	N	hector@serenehealth.com
8.	Jessica Sanchez (she/her)	Population Health Innovation Lab	Project Coordinator	N	jsanchez2@phi.org
9.	Kathryn Stewart	Population Health Innovation Lab	Director of Learning and Action N	N	kathryn.stewart@phi.org
10	Kerri Escudero	NCHIIN	Unknown	N	kescudero@humboldtippa.com
11	Max Chavez	Population Health Innovation Lab	Research Assistant II	N	mchavez@phi.org
12	Meredith Wolfe# Humboldt CCS	Humboldt CCS	CCS Administrator	N	mwolfe@co.humboldt.ca.us

13	Michele Hernandez	Redwoods Rural Health Center	Community Supports Program Manager	N	mhernandez@rrhc.org
14	Rachel McCullough-Sanden	Population Health Innovation Lab	Program Manager	N	rmcculloughsanden@phi.org
15	Sandy Miliotti (she/her) Open Door	Open Door	Health Resources Manager	N	smiliotti@opendoorhealth.com
16	Seun Aluko (he/him)	Population Health Innovation Lab	Research Scientist II	N	saluko@phi.org
17	Shari Brenner (Shari)		Consultant	N	sbrenner@sonic.net
18	Stefani Hartsfield	Hartsfield Consulting	Consultant	N	stefani@hartsfieldhealth.com
19	Sue Grinnell (she/her)	Population Health Innovation Lab	Director	N	sue.grinnell@phi.org

MCP Engagement (List all MCPs who should be engaged regardless of attendance)

MCP	Current Status of Relationship	MCP Engagement in Collaborative	Engagement Concerns & Notes
Partnership Healthplan of California (PHC)	Very supportive and engaged	<ul style="list-style-type: none"> PHC participates in the monthly convenings. They have a 10 minute time for sharing updates and closing loops on gaps addressed in previous meetings. PHC actively responds to participant issues. PHC encourages collection of issues from the collaboratives and works to develop solution systems both internally and with CPI Facilitators. 	<ul style="list-style-type: none"> Members of PHC and Northern California CPI Facilitators met on 6/30/23 to discuss regional collaboration of prioritized issues.

New Action Items (Identified this Meeting)

No.	Action Item	Owner	Created	Deadline	Status
1.	Continue populating a system for collecting, collating, collaborating, and sharing workarounds to issues identified in the collaborative.	PHIL	06/14/2023	7/15/2023	Drafting
2.	Invite interested and invested stakeholders to collaboratively work on solutions for identified issues	PHIL and CPI Partners	6/29/2023	07/15/2023	Strategizing

No.	Action Item	Owner	Created	Deadline	Status
3.	Appropriately share DHCS updates as they become available during this season of major updates to ECM and CS policy and implementation.	PHIL	01/29/2023	Continuous	Strategizing
4.	Follow up with organizations who show great and minimal progress along the Readiness Roadmap for support and guidance.	PHIL	06/29/2023	Continuous	Strategizing
5.	Mapping care coordination processes.	PHIL	06/29/2023	08/05/2023	Planning
6.	Follow up with organizations who are willing to share their process maps.	PHIL	06/29/2023	07/07/2023	Planning process for distribution.

Action Items (Ongoing)

No.	Action Item	Owner	Created	Deadline	Status
1.	Develop <i>collaborative systems improvement strategies</i>	PHIL	04/21/23	Continuous	Strategizing
2.	Identify specific <i>capacity building</i> trainings.	PHIL	04/21/23	Continuous	Outlined and finalizing
3.	<i>Network and relationship building</i> with new members added to the asset maps.	PHIL	04/21/23	Continuous	Strategizing
4.	Recruitment of new CPI participants	PHIL and CPI Partners	Start of initiative	Continuous	Implementing
5.	Identify existing coalitions, collaboratives and roundtables for ECM, Community supports	PHIL and CPI Partners	3/30	Continuous	Data synthesized by mapping project will help to identify these initiatives.
6.	Re-vamp website with developing resource and information needs to continue serving current and prospective CPI participants	PHIL	05/30/2023	Continuous	Updates pending approval
7.	Re-connecting with participants with whom we've had discovery calls and other forms of communication to provide continuous support, assess progress and satisfaction	PHIL	05/30/2023	Continuous	Implementing
8.	MERLIN to review accuracy of maps (e.g., Redwood Quality Management were combined with Aliados) UPDATE: Integration of new data	MERLIN	04/21/23	Continuous	Updating with new CPI participants

Open Action Items

No.	Action Item	Owner	Created	Deadline	Status
1.	Updating stakeholder information with participants' positions on the readiness roadmap to track advancement towards our Aim.	PHIL	05/30/2023	07/15/2023	Updating
2.	Incorporating breakout discussions into our Solutions Approach strategy	PHIL	05/30/2023	06/12/2023	Strategizing
3.	Create a concrete plan for the future of PHIL's Asset Maps	PHIL + MERLIN	04/21/23	05/15/23	Strategizing

Closed Action Items

No.	Action Item	Owner	Created	Deadline	Status
1.	Incorporating charter feedback	PHIL	01/01/2023	03/31/23	Completed
2.	Strategize methods of collecting the stop all participants are at on the Readiness Roadmap (polled during meetings as well as follow-up conversations)	PHIL	04/21/23	05/05/23	Planned
3.	Propose monthly meeting with Camden, HC2, HealthBegins and Partnership to efficiently collate common issues among CPI collaboratives across Northern California counties	PHIL	05/30/2023	06/05/2023	Meeting regularly
4.	PATH CPI Asset Mapping Survey	PHIL	January	May 15	Completed
5.	A report of the initial Asset Mapping Survey findings is to be shared with the participants on the website. UPDATE: Integration of new data	MERLIN	04/21/23	06/05/23	Completed; now planning to add new data

Appendix A:

Readiness Roadmap Steps Legend:

1. What are ECM & CS?
2. We're exploring the contracting process.
3. We have started to work on the contract!
4. We have a contract!
5. We are testing the service delivery and billing system.
6. We are delivering services and have an internal process, but are having issues with referrals, reimbursements, or other workflow complications.
7. Coordinated delivery, billing, and referral system in place and running smoothly!

Readiness Roadmap Poll:

N=7 respondents

1. In which month did you first attend a collaborative meeting?
 - a. January (3/7)
 - b. February (1/7)
 - c. May (1/7)
 - d. This is my first time! (2/7)
2. Where on the Readiness Roadmap was your organization then?
 - a. Step 2 (1/7)
 - b. Step 3 (2/7)
 - c. Step 4 (1/7)
 - d. Step 6 (2/7)
 - e. Step 7 (1/7)
3. As of today, on which step of the Readiness Roadmap is your organization?
 - a. Step 2 (1/7)
 - b. Step 4 (1/7)
 - c. Step 5 (2/7)
 - d. Step 6 (2/7)
 - e. Step 7 (1/7)

Appendix B:

Process Mapping Poll:

1. If your organization provides Enhanced Care Management (ECM) services, has your organization created process maps for enrolling clients? (Single Choice) *
 - a. Yes (1/7)
 - b. No (1/7)
 - c. I don't know (1/7)
 - d. We're currently working on them (2/7)
 - e. N/A (2/7)
2. If your organization provides ECM services, has your organization created process maps for outreach tracking? (Single Choice) *
 - a. Yes (1/7)
 - b. No (3/7)
 - c. I don't know (1/7)
 - d. N/A (2/7)
3. If your organization provides ECM services, has your organization created process maps for care planning for complex clients? (Single Choice) *
 - a. No (3/7)
 - b. I don't know (2/7)
 - c. We're currently working on them (1/7)
 - d. N/A (1/7)
4. If your organization provides Community Supports services, has your organization created process maps for processing referrals? (Single Choice) *
 - a. Yes
 - b. No (2/7)
 - c. I don't know (2/7)
 - d. We are currently working on them (3/7)
5. If your organization provides Community Supports services, has your organization created process maps for authorizing payment for services? (Single Choice) *
 - a. Yes
 - b. No (3/7)
 - c. I don't know (3/7)
 - d. We are currently working on them (1/7)
6. Select your top 2-3 processes you'd be interested in mapping: (Multiple Choice) *
 - a. Data sharing and exchange- 7 votes
 - b. Care Planning workflows- 3 votes
 - c. Decision tree for expanding ECM services to other counties or populations of focus- 2 votes
 - d. Contracting for ECM (by provider type)- 2 votes
 - e. Community-based organization process for deciding to contract- 1 vote
 - f. Quality Incentive Programs (QIP) workflows- 1 votes
7. How interested are you in mapping care coordination processes between various organizations in your area? (Single Choice) *
 - a. Very Interested - count me in (4/7)
 - b. Somewhat interested (1/7)
 - c. Neutral (2/7)
 - d. Somewhat uninterested
 - e. No, I'm not interested
8. If your organization would like to create any process maps -- which of the following would be helpful to develop them (select all that apply): (Single Choice) *

- a. Collaboration with other CPI Participants (3/7)
 - b. 1:1 Technical Assistance with PHIL (2/7)
 - c. 1:1 Technical Assistance from the PATH TA Marketplace
 - d. Referencing example maps (2/7)
 - e. Not interested
 - f. N/A
9. If your organization has already created process maps, would you be willing to share with other CPI Participants? (Single Choice) *
- a. Yes (2/7)
 - b. No
 - c. Unsure (5/7)
10. How much experience do you have with process mapping? (Single Choice) *
- a. Extensive experience (1/7)
 - b. Some experience (4/7)
 - c. Little experience (1/7)
 - d. No experience (1/7)