

Date: September 19, 2023

Start/End Time: 1:00PM – 2:30PM

Location: [Northwest CPI Zoom Link](#)

Facilitator Organization:

Total Number of Attendees: 13

Population Health Innovation Lab, Public Health Institute

Meeting Objectives

- Learn about Partnership HealthPlan’s newest resources and updates.
- Learn best practices, build relationships, and increase awareness of local partners in the Northwest CPI Collaborative Region through shared experiences.
- Increase knowledge of practical tools and solutions for improved implementation of Enhanced Care Management (ECM) and Community Supports.
- Discuss evolving needs and challenges within complex coordinated care in rural populations during natural disasters.

High Level Agenda

No.	Topic	Key Questions
1.	Welcome & Check-In	
2.	Enhancing Complex Care Delivery Amidst Rural Natural Disasters	<ul style="list-style-type: none"> • How does resource allocation and needs change for complex care service delivery amidst wildfires in the region? • What additional or different support do you need from the Department of Health Care Services as a rural region facing natural disasters such as wildfires?
3.	Update on Gathered Implementation Solutions and Resources	<ul style="list-style-type: none"> • What tools are being created and utilized to support ECM and Community Supports implementation processes? • Where is one place to access peer resources and PHC guidance for successful implementation?
4.	PHC Updates	<ul style="list-style-type: none"> • What updates from PHC will impact existing and prospective ECM and Community Supports workflow processes? • What questions or inquiries could PHC answer to help implement CS and ECM?
5.	Policy Landscape	<ul style="list-style-type: none"> • What updated policies and resources from DHCS are important to know about?
6.	Wrap Up and Next Steps	

Notes/Meeting Summary

Key Takeaways & Discussion Themes by Agenda Topic

Topic	Discussion Themes/Key Takeaways	Actions Taken/Next Steps	Best Practices/Lessons Learned
Welcome			
Enhancing Complex Care Delivery Amidst	Context: Del Norte County recently faced a state of	Actions Taken: The following topics have been added to our	Best Practices: <ul style="list-style-type: none"> ○ As a CPI Facilitator, it is important to respond to the

<p>Rural Natural Disasters</p>	<p>emergency due to the Smith River Complex fires.</p> <p>Discussion Themes: In response to this local issue, PHIL invited Partnership HealthPlan of California’s Regional Manager Vicky Klakken and local ECM and CS provider Daphne Cortese-Lambert to facilitate a conversation about “Enhancing Complex Care Delivery Amidst Rural Natural Disasters.” Topics included:</p> <ul style="list-style-type: none"> ○ The role of CBOs to fill in gaps when natural disasters occur. ○ Potential proactive strategies to improve care continuum for PHC members amidst natural disasters. ○ The importance of building networks (like CIE’s) and trust in rural communities 	<p>Solutions Approach Issue Tracker. From here, actions could be requested from PHC, DHCS, or can insight action from PHIL (and potentially other CPI Facilitators as collaborators):</p> <ul style="list-style-type: none"> ○ There is a need to address burnout for case management staff at FQHCs. ○ Concerns over short-term post hospitalization benefit and how to offer that service if not approved for respite services. ○ Rural areas can be extremely cut off from services and resources during emergencies/crises. ○ Participants are craving direction and support for CalAIM expansion through workflows. 	<p>environment in which our collaborative participants serve.</p> <ul style="list-style-type: none"> ○ Spotlighting local ECM or CS providers promotes empowerment, and inspiration for PATH initiative participation. <p>Lessons Learned:</p> <ul style="list-style-type: none"> ○ Local CIEs in rural areas anticipate working regionally to coordinate for the needs of patients. This would prove to be beneficial especially during natural disasters. ○ Providers should seek guidance for HIPAA compliance when coordinating care for victims of emergencies like fires. ○ Community Based Organizations who have established trusting relationships with their regions fill gaps in service provision for residents.
<p>Update on Gathered Implementation Solutions and Resources</p>	<p>Discussion Themes: The Pre-Contract and Post-Contract Process and Resources Guide created by PHIL has been adapted into a new website. This website includes:</p> <ul style="list-style-type: none"> ○ Process maps ○ Layered Pain Points and Solutions for implementation challenges ○ Peer created and utilized tools. <p>PHIL shared an update on the process and outputs of the Solutions Approach Issue Tracker. See slides 12-13 for a visual and an example of a participant identified issue.</p>	<p>Next Steps:</p> <ul style="list-style-type: none"> ○ PHIL staff will review existing barriers identified by the collaborative. Additional actions to improve this resource include: <ul style="list-style-type: none"> ● Peer created process tools. ● Process maps and workflows. ● User feedback from the community. ○ PHIL will discuss the most appropriate way to bring transparency on updates on the Solutions Approach Issue Tracker. 	<p>Best Practices:</p> <ul style="list-style-type: none"> ○ Peer resources and resource identification are essential for the development of the website. ○ Bringing transparency to issues being worked on my PHIL and stakeholders is important to share with participants. <p>Lessons Learned:</p> <ul style="list-style-type: none"> ○ There are still several pain points and barriers to implementation that are not featured on the website as it stands. Further refinement and additions are pending.
<p>PHC Updates</p>	<p>Key Takeaways:</p>	<p>N/A</p>	<p>Best Practices:</p>

	<ul style="list-style-type: none"> Participants are encouraged to register for the ECM Provider Roundtable. 		<ul style="list-style-type: none"> PHIL participation in Roundtables allows us to learn more about what is discussed in the Roundtables, and the opportunity to collect any resources shared.
Policy Landscape	Key Takeaways: See slides 15-22 for links and resources relevant to DHCS Policy updates, funding, and training opportunities.	N/A	Best Practices: <ul style="list-style-type: none"> PHIL will continue to hold space in our monthly convenings and newsletter to enable fodder and conversations about PATH initiatives.
Wrap Up and Next Steps	Discussion Themes: PHIL would like to know: <ul style="list-style-type: none"> What would CPI Participants like to discuss further? What would you like to learn more about? Who is missing? How can Community Supports be used to help clients get short term housing when in between the hospital and rehab? 	Actions Taken: <ul style="list-style-type: none"> Integrate issues from the Solutions Approach Issue Tracker (mentioned above) to PHIL program tools, including the calendar of events and new website. Uplift CS contract options concerns PHC. 	Lessons Learned: <ul style="list-style-type: none"> FQHCs and CBOs alike are experiencing growing pains when adapting CalAIM initiatives to their existing workflows. The MCP's options for CS contracts can be limiting to clients who benefit from other CS. For example, an organization can help a client with short-term post hospitalization housing but not recuperative care (medical respite) as of September 2023.

Identified Gaps/Challenges in CalAIM/ECM/Community Supports

Topic	Gaps/Challenges Identified	Actions Taken/Next Steps	Best Practices/Lessons Learned
MCP Community Supports Contract availability	The MCP's options for CS contracts can be limited to clients who benefit from other CS.	Included in the Solutions Approach Issue Tracker, which is shared with our MCP, and catalog requests we will send to PCG.	It will be important for organizations to understand their local network including providers who can fill potential gaps in CS. Gaps could persist if MCPs do not provide reimbursement for comprehensive CS.
Rural Communities in natural disasters	The unhoused population in rural areas amidst natural disasters have limited resources and support.	Included in the Solutions Approach Issue Tracker, which is shared with our MCP.	There is an opportunity for CBOs to fill gaps during emergencies with the support of MCP or DHCS.

Identified Successes Experienced by Participants

Topic	Successes Identified	Actions Taken/Next Steps	Best Practices/Lessons Learned
Workforce	Del Norte Mission Possible expanded their team! They have hired a CHW who is helping to "build the	N/A	CHW's are a valuable resource for both clients and business operations as they take on administrative duties.

	infrastructure” for ECM and CS.		
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Summary of Complaints & Grievances

Topic	Summary of Complaint/Grievance	Actions Taken	Next Steps

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

Topic	Comment/Concern/Question	Actions Taken	Next Steps
MCP Community Supports Contract availability	The MCP’s options for CS contracts can be limited to clients who benefit from other CS.	Included in the Solutions Approach Issue Tracker, which is shared with our MCP, and catalog requests we will send to PCG.	It will be important for organizations to understand their local network including providers who can fill potential gaps in CS. Gaps could persist if MCPs do not provide reimbursement for comprehensive CS.
Burnout	Organizations with limited capacity to outline their ECM and CS infrastructure are having an especially challenging time with implementation. Small CBO’s and even FQHCs feel that they are “growing faster than they can keep up with.”	Included in the Solutions Approach Issue Tracker, which is shared with our MCP, and catalog requests we will send to PCG.	Potential solutions include collating workflows, self-care, leadership strategies, and more to website and as part of calendar of events.

Shared Collaborative Resources

#	Resource	Category/Type	Link/Access Information
Resources Related to Natural Disasters			
1.	Partnership HealthPlan’s Emergency Resources	Website	Emergency Resources (partnershiphp.org)
2.	Partnership HealthPlan’s resources on air quality, disaster preparedness, County Emergency Services contact information, and more	Website	Community Resources (partnershiphp.org)
PATH CPI Resources			
3.	Population Health Innovation Lab website	Website	PHIL Website
4.	Readiness Roadmap Resources Website	Website	Readiness Roadmap (pophealthinnovationlab.org)
5.	Let’s Talk: Promoting and Engaging in Advance Care Planning Flyer	Flyer	Let's Talk
6.	Enhanced Care Management & Community Supports Provider Training Webinars	Flyer	2023 ECM
7.	Treatment Authorization Request (TAR) Submission Training	Slide Deck	TAR Submission

#	Resource	Category/Type	Link/Access Information
8.	Register for our in-person October 26 meeting	Registration	Northwest Regional CPI October Meeting RSVP
Policy Landscape Resources			
9.	Birth Equity Resource- California	Website	California Health Care Foundation
10.	Birth Equity Resource- National	Website	National Birth Equity Collaborative
11.	Birth Equity Resource- National Best Practice	Website	Addressing Birth Equity and Family Wellbeing Through Cross-Sector Alignment and Policy
12.	Birth Equity Resource- DHCS Doula Benefit	Website	Doula Services as a Medi-Cal Benefit
13.	Children and Youth Behavioral Health Initiative (CYBHI) Round 5: Early Intervention Programs and Practices Request for Application Early Intervention-001	Website	Mental Health Services Oversight and Accountability Commission
14.	CalAIM Authorization to Share Confidential Medi-Cal Information (ASCOMI) Pilot	Website	ASCOMI-CalAIM
15.	Data Signatory Grant Round 3 October Opening	Website	Data Exchange Framework - CDII (ca.gov)
16.	California Data Exchange Framework 101	Fact Sheet	ITUP Fact Sheet Health Data Exchange
17.	Data Exchange Framework (DxF) Policy Toolkit	Fact Sheet	ITUP DxF Policy Toolkit
18.	CalHHS Behavioral Health Bridge Housing (BHBH) Program	Website	Behavioral Health Bridge Housing
19.	CalHHS Behavioral Health Continuum Infrastructure Program (BHCIP) Program	Website	Behavioral Health Continuum Infrastructure Program
20.	CalHHS Behavioral Health Community-Based Organized Networks of Equitable Care and Treatment (BH-CONNECT)	Website	Behavioral Health Community-Based Organized Networks of Equitable Care and Treatment
21.	Year One Report: Data on Implementation in Calendar Year 2022	Interactive report	Year One Report: Data on Implementation in Calendar Year 2022
22.	Enhanced Care Management Provider Reference Guide	Guide	Enhanced Care Management Provider Reference Guide (partnershiphp.org)

Individuals in Attendance

Name	Organization	Position / Title	MCP Y/N	Email

1.	Barbara LaHaie	Redwood Coast PACE, HSRC	Director	N	blahaie@humsenior.org
2.	Chloe Ungaro	Partnership HealthPlan	Unknown	N	cungaro@partnershiphp.com
3.	Chris Davis	Humboldt IPA	Project Manager	N	cdavis@humboldtipa.com
4.	Darlene Spoor	Arcata House Partnership	Project Manager	N	dspoor@arcatahouse.org
5.	John Helvey	SacValley MedShare	Executive Director	N	john.helvey@sacvalleymy.org
6.	Ramon Anguiano	Serene Health Group	Behavioral Health Provider	N	ramon@serenehealth.com
7.	Samantha Ponts	Redwoods Rural Health Center	Integrated Services Care Manager	N	sponts@rrhc.org
8.	Sandy Miliotti	Open Door Community Health Centers	Health Resources Manager	N	smiliotti@opendoorhealth.com
9.	Shari Brenner	Private Consultant	Private Consultant	N	sbrenner@sonic.net
10.	Sharon Hunter	Providence	Advisor/Analyst	N	Sharon.Hunter@stjoe.org
11.	Taylor Phelps	DN Mission Possible	Unknown	N	tphelps@dcmissionpossible.org
12.	Tim Rine	North Coast Clinics Network	Executive Director	N	Tim@northcoastclinics.org
13.	Vicky Klakken	Partnership HealthPlan	Regional Manager	Y	vklakken@partnershiphp.org
14.	15302092854	Unknown	Unknown	N	Unknown
15.	17074990226	Unknown	Unknown	N	Unknown
16.	Becca Fink	Population Health Innovation Lab	Communications Manager	N	bfink@phi.org
17.	Esmeralda Salas	Population Health Innovation Lab	Research Associate II	N	Esalas@phi.org
18.	Jessica Sanchez	Population Health Innovation Lab	Project Coordinator	N	jsanchez2@phi.org
19.	Kathryn Stewart	Population Health Innovation Lab	Director of Learning and Action	N	kathryn.stewart@phi.org

20.	Katie Christian	Population Health Innovation Lab	Communications Coordinator	N	kchristian@phi.org
21.	Sue Grinnel	Population Health Innovation Lab	Director	N	Sue.grinnell@phi.org
22.	Stefani Hartsfield	Hartsfield Consulting	Consultant	N	stefani@hartsfieldhealth.com

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

MCP Name	Current Status of Relationship i.e., Excellent > Acceptable > Needs Improvement > In Direct Contact With > No Contact	MCP Engagement in Collaborative Yes/No	Engagement Concerns & Notes
Partnership HealthPlan of California (PHC)	Excellent	Yes	Members of PHC and Northern California PATH CPI Facilitators met on 08/17/23 to discuss regional collaboration of prioritized issues listed in the Issue Tracker.
KEY Acceptable	MCP attends 50%-75% collaborative convenings, MCP is responsive to collaborative requests but follow up is needed by facilitator		
Excellent	MCP is engaged in collaborative, MCP attends 75%-100% collaborative convenings, MCP is presenter during collaborative meetings, MCP provides feedback and data where applicable, MCP works in partnership with facilitator and collaborative		
In Direct Contact With	Facilitator has direct contact with MCP, MCP may not currently be attending collaboratives, MCP may be transitioning in 2024 and not yet active in collaborative		
Needs Improvement	MCP is not or inconsistently engaged in collaborative, MCP attends 0%-25% of collaborative convenings, difficulties consulting with MCP, further partnership and relationship building is required		
No Contact	There is no contact with MCP, MCP is not present for collaborative meetings, no relationship built with MCP		

New Action Items (Identified this Meeting)

No.	Action Item	Owner	Created	Deadline	Status
1.	Issue Tracker additions: <ul style="list-style-type: none"> There is a need to address burnout for case management staff at FQHCs. Concerns over short-term post hospitalization benefit and how to offer that service if not approved for respite services. Rural areas can be extremely cut off from services and resources during emergencies/crises. Participants are craving direction and support for CalAIM expansion through workflows. 	PHIL	09/26/2023	09/29/2023	Added, pending integration into strategic plan.

No.	Action Item	Owner	Created	Deadline	Status
2.	PHIL staff will review existing barriers identified by the collaborative. Additional actions to improve the Readiness Roadmap website include: <ul style="list-style-type: none"> ○ Peer created process tools. ○ Process maps and workflows. ○ User feedback from the community. 	PHIL	09/26/2023	9/30/2023	Incomplete
3.	PHIL will discuss the most appropriate way to bring transparency on updates on the Solutions Approach Issue Tracker.	PHIL	09/26/2023	9/30/2023	Incomplete

Action Items (Ongoing)

No.	Action Item	Owner	Created	Deadline	Status
1.	Integrate tools for sustainability through the upcoming convenings, resources and conversations.	PHIL	8/28/2023	Continuous	Incomplete
2.	Integrate updated tools and resources in the Pre-Contract and Post-Contract Process, Tools, and Solutions packet. Share updates with collaboratives and CPI Facilitators as they become available.	PHIL	8/28/2023	Continuous	Incomplete
3.	Follow up with organizations who show great and minimal progress along the Readiness Roadmap for support and guidance.	PHIL	6/29/2023	Continuous	Strategizing
4.	Re-vamp website with developing resource and information needs to continue serving current and prospective CPI participants	PHIL	5/30/2023	Continuous	Implementing
5.	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	5/30/2023	Continuous	Implementing
6.	Develop <i>collaborative systems improvement</i> strategies.	PHIL	4/21/2023	Continuous	Strategizing
7.	Identify specific <i>capacity building</i> training.	PHIL	4/21/2023	Continuous	Outlined and finalizing
8.	<i>Network and relationship building</i> with new members added to the asset maps.	PHIL	4/21/2023	Continuous	Strategizing
9.	MERLIN to review accuracy of maps (e.g., Redwood Quality Management were combined with Aliados)	MERLIN	4/21/2023	Continuous	Updating with new CPI participants
10.	Develop <i>collaborative systems improvement</i> strategies.	PHIL	4/21/2023	Continuous	Strategizing

No.	Action Item	Owner	Created	Deadline	Status
11.	Identify existing coalitions, collaboratives and roundtables for ECM, Community supports	PHIL and CPI Partners	3/30/2023	Continuous	Data synthesized by mapping project will help to identify these initiatives.
12.	Appropriately share DHCS updates as they become available during this season of major updates to ECM and CS policy and implementation.	PHIL	1/29/2023	Continuous	Implementing during convenings and newsletters.
13.	Recruitment of new CPI participants	PHIL and CPI Partners	1/1/2023	Continuous	Implementing

Open Action Items

No.	Action Item	Owner	Created	Deadline	Status
1.	Continue collaboration with Camden Coalition on the development of a CalAIM tool for value case for complex care financing tool.	PHIL	8/28/2023	9/30/2023	Pending updates
2.	Follow-up with CPI participants who have notable progression on the Readiness Roadmap.	PHIL	8/28/2023	9/30/2023	Incomplete
3.	Invite leadership from Humboldt Continuum of Care.	PHIL	8/28/2023	8/31/2023	Incomplete
4.	Invite interested and invested stakeholders to collaboratively work on solutions for identified issues	PHIL and CPI Partners	6/29/2023	7/15/2023	Strategizing
5.	Follow up with organizations who are willing to share their process maps.	PHIL	6/29/2023	7/7/2023	Planning process for distribution.
6.	Continue populating a system for collecting, collating, collaborating, and sharing workarounds to issues identified in the collaborative.	PHIL	6/14/2023	7/15/2023	Drafting
7.	Updating stakeholder information with participants' positions on the readiness roadmap to track advancement towards our Aim.	PHIL	5/30/2023	7/15/2023	Updating
8.	Incorporating breakout discussions into our Solutions Approach strategy	PHIL	5/30/2023	6/12/2023	Strategizing
9.	Create a concrete plan for the future of PHIL's Asset Maps	PHIL + MERLIN	4/21/2023	5/15/2023	Strategizing

Closed Action Items

No.	Action Item	Owner	Created	Deadline	Status
1.	Issue Tracker additions: <ul style="list-style-type: none"> ○ Accessibility to tools from PHC including z codes, g code sheets, and eligible participant lists. ○ ECM and/or CS implementation barriers unique to school-based clinics. 	PHIL	8/28/2023	9/15/2023	Completed
2.	Mapping care coordination processes.	PHIL	6/29/2023	8/5/2023	No longer a priority of the collaborative
3.	Propose monthly meetings with Camden, HC2, HealthBegins and Partnership to efficiently collate common issues among CPI collaboratives across Northern California counties	PHIL	5/30/2023	6/5/2023	Completed
4.	Strategize methods of collecting the step all participants are at on the Readiness Roadmap (polled during meetings as well as follow-up conversations)	PHIL	4/21/2023	5/5/2023	Completed
5.	A report of the initial Asset Mapping Survey findings is to be shared with the participants on the website.	MERLIN	4/21/2023	6/5/2023	Completed
6.	Incorporating charter feedback	PHIL	1/1/2023	3/31/2023	Completed
7.	PATH CPI Asset Mapping Survey	PHIL	1/1/2023	5/15/2023	Completed