



STATE OF TENNESSEE

Tennessee Health Link: Practice Transformation Training

12/15/2016

Agenda

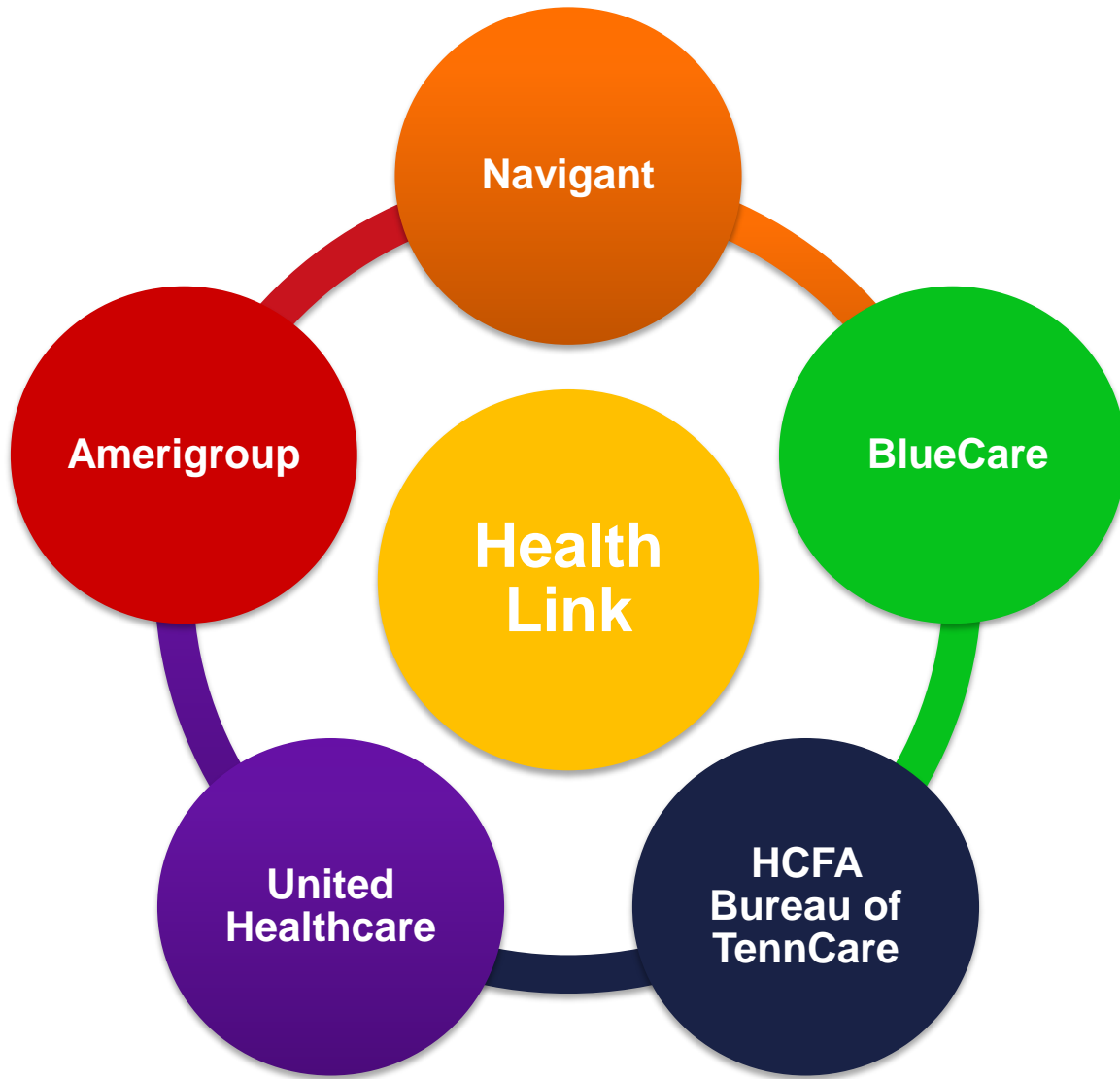
- Tennessee Health Link
- Partnership between HCFA, MCOs, Navigant and centers
- Introduction to Navigant
- Overview of Training Modalities
- Assessments and Coaching
- Key Milestones and Schedule
- Questions and Answers

Tennessee Health Link

Tennessee Health Link Went Live on December 1, 2016

Tennessee Health Link will coordinate health care services for TennCare members with the highest behavioral health needs. Health Link is meant to produce improved member outcomes, greater provider accountability and flexibility when it comes to the delivery of appropriate care for each individual, and improved cost control for the state.

Health Link providers are encouraged to ensure the best care setting for each member, offer expanded access to care, improve treatment adherence, and reduce hospital admissions. The program is built to encourage the integration of physical and behavioral health, as well as, mental health recovery, giving every member a chance to reach his or her full potential for living a rewarding and increasingly independent life in the community.



Navigant's Team



Multi-Payer
Medical Homes

Health Homes

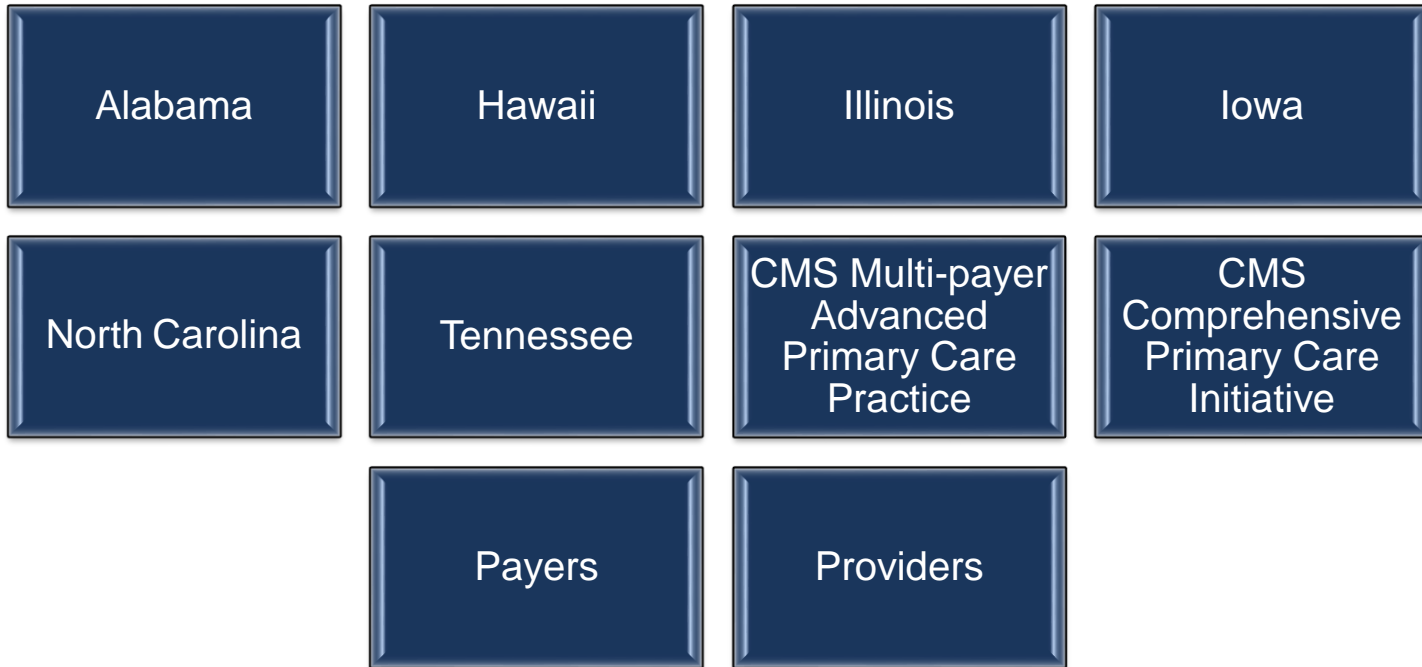
Healthcare
Delivery
Transformation

Stakeholder
Engagement

Tennessee's
Healthcare
Environment

Navigant's Team

Our team members have supported a variety of states, federal agencies and other entities with design, development and implementation of medical homes, health homes and other physical and behavioral health initiatives.



Navigant's Team

Organizational Structure

Collaborate and coordinate with HCFA in all trainings and project phases

Catherine Sreckovich – Project Director

Jennifer Hutchins – Project Manager

Betsy Walton: Training and Coaching Staff Manager

Denise Levis Hewson: PCMH Training Lead

William (Bo) Turner: Health Link Training Lead

Support Team

Practice Transformation Coaches

Training Coordinator

Meeting Coordinator

Others as Needs are Identified

Advisory Group and Facilitators

To support on-site coaches, finalize curricula and training content and facilitate trainings

Chip Watkins

Mark Benninghoff

Chuck Cutler

Nicole Fetter

Jim Geraughty

Robin Bradley

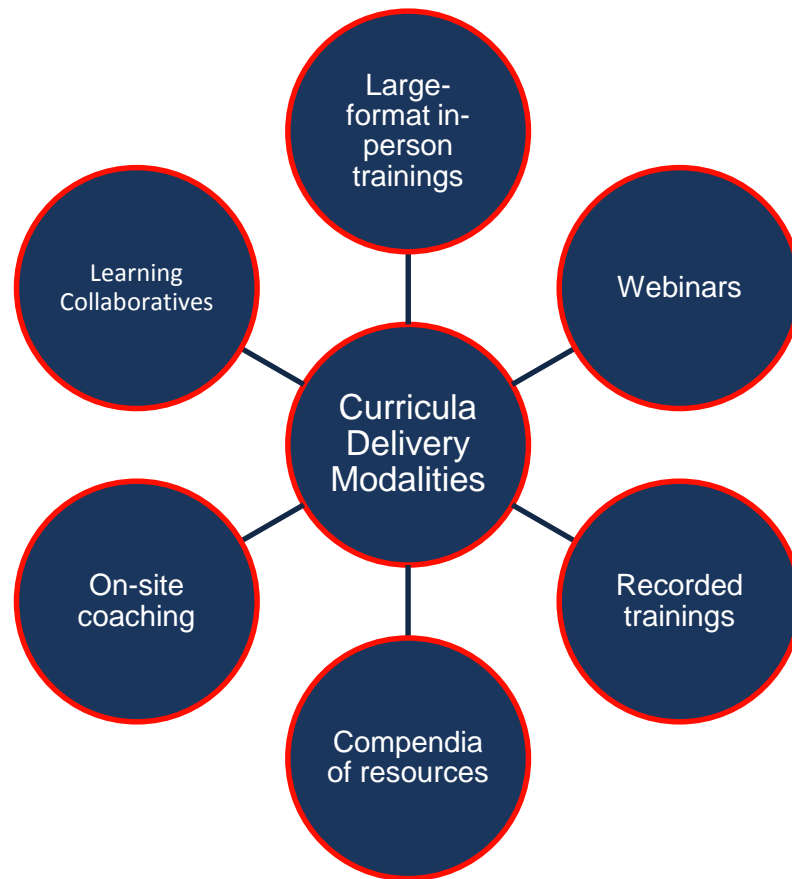
Jenifer Mariencheck

Others as Needs Identified

Transformation, Technical Assistance and Training

- Contracted through January 2020 to provide technical assistance and training to centers participating in Health Link.
- Will conduct the following activities:
 - Practice outreach
 - Initial and semi-annual assessments
 - Ongoing coaching and other training opportunities
- For Year 1, objectives include:
 - Achieving consensus on goals, needs and areas of focus
 - An agreed upon plan on how to achieve transformation
 - Active involvement and engagement to achieve defined goals
 - Progress on transformation

Training and Technical Assistance Modalities



Overview of Training Modalities

Modality	Description
Large Format Trainings	<ul style="list-style-type: none">• Will address topics that can benefit from in-person discussion and sharing of ideas among centers• Allow team time for center staff• Mix of informational presentations and small group discussions• Will occur at least quarterly in each Grand Region
Learning Collaboratives	<ul style="list-style-type: none">• Facilitate knowledge transfer among centers regarding successes, challenges, lessons learned and leading centers• Allow team time for center staff• Hands-on sessions• Will occur at least quarterly in each Grand Region
Webinars	<ul style="list-style-type: none">• Provide a remote platform for presentation of further instruction for specific topics• Provides opportunity for questions posed to experts• Will occur at least quarterly• Will be taped

Overview of Training Modalities

Modality	Description
Recorded Trainings	<ul style="list-style-type: none">• May be accessed at an individual's convenience (e.g., to support training new staff and training existing staff on new topic)• Topics will be relevant to a large variety of providers across geographies
Compendia of Resources	<ul style="list-style-type: none">• Materials will provided online to offer a large number of providers access to information and resources

Examples of Assessment and Curricula Content Areas

Content Areas	Sample Topics
Transformation Overview and Basics	<ul style="list-style-type: none">• Introduction to Health Homes and TN Health Link• Stages of transformation and driver diagram• Resources and shared learning
Change Management	<ul style="list-style-type: none">• Implementing a change management model• Redesigning care to serve as a Health Home• Using change management knowledge to prepare the practice for transformation
Team-based Care and Practice Organization	<ul style="list-style-type: none">• Team-based care and care coordination• Role of practice team• Characteristics of effective teams
Comprehensive Care Management and Support	<ul style="list-style-type: none">• Comprehensive care management• Population management• Development of integrated care plan

Examples of Assessment and Curricula Content Areas

Module	Sample Competency Areas
Care Coordination	<ul style="list-style-type: none"> • Practice workflow redesign/clinical workflow management • Coordination of care transitions • Enhanced patient access
Behavioral Health Integration	<ul style="list-style-type: none"> • Unique population characteristics • Behavioral health and primary care integration • Working with primary care providers and specialists
Patient Engagement and Self-Care Support	<ul style="list-style-type: none"> • Motivational interviewing • Supporting self-care and shared decision-making • Tracking patient satisfaction
Use of Information Technology	<ul style="list-style-type: none"> • Electronic Health Records (EHRs) and Health Information Exchange (HIE) • E-prescribing
Quality Improvement	<ul style="list-style-type: none"> • Model for improvement • Understanding methodologies for quality improvement • Use of metrics and reporting

Anticipated Timeline and Events: Initial Assessments



Philosophy and Approach: Initial Assessments





- Contact practice's Health Link Administrator
 - Discuss assessment intent and approach and schedule onsite assessment
 - Discuss need for multiple meetings for centers with large number of sites
- Recommend all "Core Assessment Team" members attend full meeting
- "Core Assessment Team" comprised of the following practice staff:
 - Medical Director
 - Practice Manager
 - Health Link Administrator
 - Quality Improvement Director
 - Finance Manager
 - IT Support Lead
 - Care Coordinator/Care Manager
 - Office Staff Representative
 - Site Representatives
- One to two Navigant team members will attend the onsite assessment
- HCFA team members will attend as schedules allow
- Use an Assessment Tool to facilitate discussion with Core Assessment Team

Philosophy and Approach: Initial Assessments

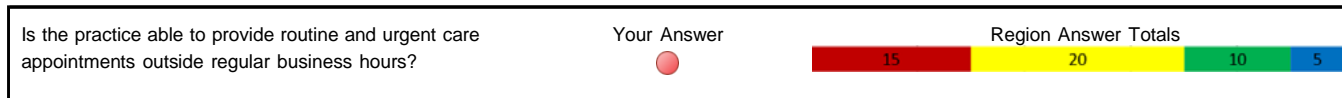
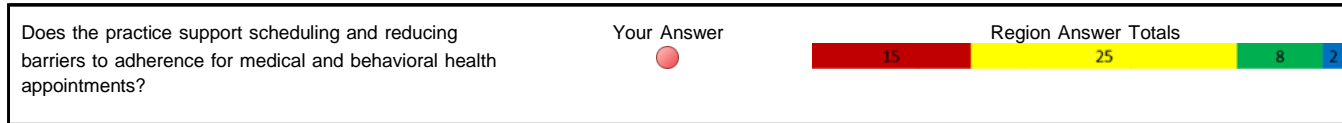
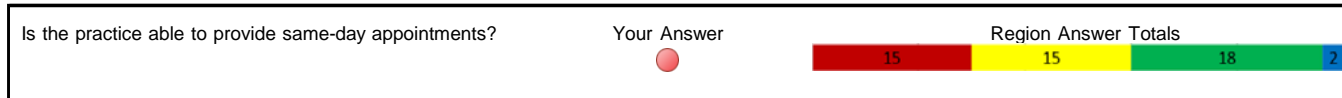
- Estimate each onsite assessment will require 2-3 hours
- Conduct at the center level to determine current capabilities
- Some centers and their satellites are further along in transformation than others
- Use findings as baseline to determine level and frequency of recommended support
 - Generate information on topics for:
 - Individual practice needs for coaching and support
 - Webinars
 - Collaboratives
 - Topics for large conferences
 - Form the baseline for monitoring performance improvement and progress at the practice, region and state levels

Assessment Report Example

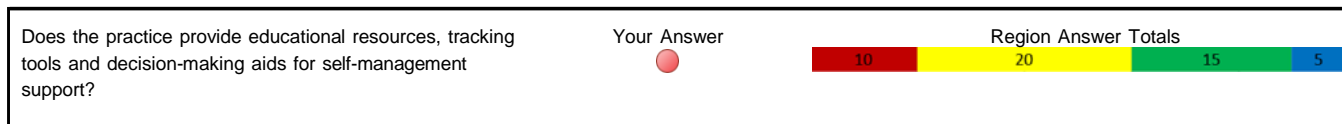
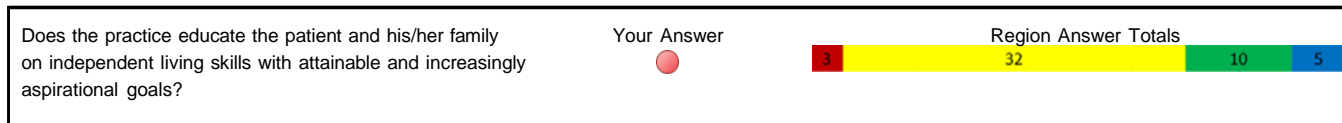
Health Link Initial Assessment Report

Scoring	
Low	
Medium	
High	
Perfect	

Access



Health Promotion and Self-Management



Philosophy and Approach: Coaching

- Each center has the opportunity to receive up to one two-hour onsite coaching session per month for two years
 - Frequency to be determined based on initial assessment and agreement with practice leaders
 - Sessions will be grouped where possible and applicable
- Individualized curricula to be developed to focus on center needs
 - Sessions will focus on practical application of concepts explored during other training modalities offered
- Coaching may be relevant to both clinical and operational staff with requested attendance as relevant and determined by the center

Philosophy and Approach: Semi-Annual Assessments

- Conduct semi-annual assessments as more formal checkpoints than ongoing coaching sessions
- Use results to determine progress to date
- Based on progress, evaluate need for any changes to coaching or for corrective actions
- Develop findings reports

Upcoming Milestones

December 2016

- Begin provider outreach
- Begin webinars

January - April
2017

- Schedule and conduct initial assessments
- Conduct conference

Mid-April 2017

- Begin onsite coaching

Navigant Email Address

- General questions and comments can be submitted to an email mailbox but your primary source for answering questions will eventually be your coaches

providerassistance@navigant.com



THANK YOU