

Peer Networking Sessions Results Document

Health Center Priorities	Health Center Innovation
340B, CHC Expansion, Workforce/Patient Retention, and Risk Management	Enabling Services, ADVOCACY, Value Based Reimbursement, Patient Empowerment
340B Challenges Laurie Wardrop - IHC	Enabling Services – Challenges Brooke Lockhart Wabash Valley HC
<ul style="list-style-type: none"> • Walgreens, Commercial and S.P. • Geographic locations • Staffing – Audits, recording – Pharmacist policies • Homebound – Equiscript/Medicare • Vaccine possibilities • 340B University • Start Up – cumbersome • Dual Eligibility 	<p>Who:</p> <ul style="list-style-type: none"> • Navigators – insurance enrollment • CHWs • Social Workers • Nutritionists • Registration <p>What:</p> <ul style="list-style-type: none"> • Non-clinical services • Health Ed • Interpretation • Case Mgmt • Non-billable • Transportation – guided <p>Barriers:</p> <ul style="list-style-type: none"> • Staffing • Costs/Fundraising • Social workers work load • Access to resources • IPHCA struggle to “assist” • Time intensive <p>Workforce Needs:</p> <ul style="list-style-type: none"> • Morale • Ownership • Burnout ... • Competitive salary/compensation
340B Solutions	Enabling Services - Solutions
<ul style="list-style-type: none"> • Hiring a Pharmacist pays for itself 	<p>What Works:</p> <ul style="list-style-type: none"> • Navigation • Focus on “win” for patient • Greater awareness of need resulting inn collaboration • Software? <p>Solutions:</p> <ul style="list-style-type: none"> • Family feel • Providers leading • Mission/Fit • Fun • Flexible

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CHC Expansion Challenges Rene Kougel - IHC	Advocacy – Challenges Aileen Wehren – Porter-Starke Services
<ul style="list-style-type: none"> • Resources – Financial Capital • Workforce – Human Capital • Providers – Hiring • Staff – Hiring 	<ul style="list-style-type: none"> • NACHC Advocacy sig up at Orientation • Calls to Action • Policy Mtg – March –DC • Contact local and state reps • Explain issues and need to respond to staff
CHC Expansion Solutions	Advocacy - Solutions
<ul style="list-style-type: none"> • Continue 340B • Collaboration with local hospitals • MCE to pay • Increase PPS rate • NAP and Expansion Grants • Improved reimbursement for auxiliary services • Capital Grants • Continued funding for NHSC & AHEC • Optimizing technology 	<ul style="list-style-type: none"> • All staff email • Board Committee – Pt Advocacy • Register to vote
Workforce/Patient Retention Challenges Dan Arens – Adult and Child	Value Based Reimbursement – Challenges Aileen Wehren – Porter-Starke Services
<ul style="list-style-type: none"> • Staffing challenges • Provider Shortages • Staff turnover • Staff engagement/morale • Salary limitations • Lack of qualified people • Provider conflicts (different visions) • Impact of Social Media • Laziness or work ethic • Entitlement • Patient No Shows • Scheduling models 	<ul style="list-style-type: none"> • How is outcome defined • Care Coordination • Payment Methodology • Team Credential Mix and how they work • Data quality to manage process • Method of calculation unknown • Pt determinants – role • Pt willingness and ability to change • System change • Sustainable • Who gets the hard to treat

Workforce/Patient Retention Solutions	Value Based Reimbursement - Solutions
Time spent Conversational Enabling services Positive customer service	Needs more discussion.

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Qtrly/Yrly Risk Management Assessments Challenges Melody Warfel - WindRose	Patient Empowerment – Challenges Syd Ehmke - Aspire
<ul style="list-style-type: none"> • Training – Clinical Risk Management • CMS Guidelines • Emergency Preparedness <ul style="list-style-type: none"> ○ What is current risk? ○ Teaching to current risk? • All hazards Risk Assessment template from State • PCMHA/Joint Commission • HRSA requiring = “near miss” model • Qtrly risk tailored to Outpatient <p>-FTCA – last chapter of Compliance Manual</p> <p>-ECRI – Utilize tools, assessment to manage qtrly reports</p> <p>-Pulled samples as starting points</p>	<p>Current:</p> <ul style="list-style-type: none"> • MCE Incentives • Points for activities (diapers/wipes) 99% • Punch cards 12% • Portal use 12% • Ability to text msg – good response
Qtrly/Yrly Risk Management Assessments Solutions	Patient Empowerment - Solutions
<ul style="list-style-type: none"> • Determine high risk and document to those • New language from HRSA manual (compliance) • 90 days to address post inspection • Language of Policies match compliance manuals • IPHCA keep notes on compliance offc (?) • OIG scrutiny of \$ to health centers 	<p>Incentives:</p> <ul style="list-style-type: none"> • A1c – no improvement • 80% show up • Request apt – not able to self-schedule • Texting program – no PHI