

RHP4 Provider Presentations

Learning Collaborative Meeting

June 26, 2014

Behavioral Health Center of Nueces County

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Behavioral Health Center of Nueces County Summary Listing of RHP Projects

- 1. Integrated Health Clinic-** Incorporation of primary preventive care into the existing behavioral healthcare service delivery system. The purpose is to reduce the number of potentially preventable hospitalization while increasing the effectiveness of holistic treatment by focusing on not only the recovery and rehabilitation of a person's mind but their body as well.
- 2. Peer Drop-In Center-** Aims to increase access to peer provided services for individuals receiving outpatient mental health services through the utilization of trained peer specialist.
- 3. Social and New Media Outreach and Education-** Implementation of innovative systems for community outreach and education which will include a website and mobile applications incorporating social and electronic media.
- 4. Dual Diagnosis Stabilization Clinic-** Provide outpatient crisis prevention and support staff development using National Association of Dual Diagnosis direct support certification and clinical competency standards for individuals with a dual diagnosis of intellectual or developmental disabilities and mental health.

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Behavioral Health Center of Nueces County Recent Project Successes and Accomplishments

2.15 Integrate Primary and Behavioral Health Care Services 138305109.2.1

The overall experience for the development of integrated behavioral and primary care services has been fast-paced but successful. The DY3 focus has been on preparing policies, conducting trainings and meetings, and re-vamping existing clinic space to make room for the grand opening of integrated healthcare services. The clinic began seeing patients in February 2014. In summary the following successes were identified:

- An executed contract to provide primary care services in our adult mental health services location.
- The identification of two exam rooms within our psychiatric clinic to be used for integrated care/physical health visits
- The entire medication clinic was painted and had new laminate flooring installed
- Exam table, phones, computers, medical supplies, stock medications were all purchased
- One Family Nurse Practitioner, providing primary care services 8 hours a week.
- 38 consumers receiving integrated healthcare
- Feedback from consumers has been positive both in regards to their treatment but also with regards to the new look of the clinic
- An integrated healthcare clinic flow chart has been completed
- We have successful clinic flow/hand offs
- Communication between providers has been effective and occurs each day clinic is held

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Behavioral Health Center of Nueces County Recent Project Successes and Accomplishments Cont.

2.13 Provide an intervention for a targeted behavioral health population to prevent unnecessary use of services in a specified setting (i.e., the criminal justice system, ER, urgent care etc.). 138305109.2.4

- Signed contract with Doctoral-level Board Certified Behavior Analyst
- Have gathered serious interest from private HCS, TxHmL, and ICF providers in the area
- NADD Membership
- Currently developing training manual in order for DSPs to achieve NADD Certification soon after hire
- Psychiatrist and RN available to support psychiatric needs of consumers
- 2 Behavioral Assessments confirmed to be scheduled, 4 more assessments in the process of being scheduled with the consumers and their caregivers
- Implemented PDSA Cycle as model for continuous improvement
- Started using Performance Logic to track progress, write meeting agendas, and meeting minutes

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Behavioral Health Center of Nueces County Recent Project Implementation Challenges

- Referrals from case management staff which include required client information as requested
- Identification of the clinic scope of practice
- Medication issues: Identification of stock medications, ordering, storing medications
- Recruitment, retention and hiring of nursing staff
- Communication with contracted provider, at times.
- Identification and creation of forms to utilize in clinic including progress note, diagnosis form, nursing note, super bill
- Obtaining approval from Forms Committee to utilize new and revised forms/paperwork
- Identification of ICD-9 and CPT procedure codes
- Misfiling (within the chart) of progress notes, as our records are not fully electronic
- Creation of new unit and new unit codes into our clinical data system
- Recruitment, hiring and retention of clerical staff to assist in administrative functions
- Managing and supervising shared nursing staff

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Behavioral Health Center of Nueces County Recent Project Implementation Challenges Cont.

- Identification of the best use of clinic “down-time.”
- Lack of office space within our mental health services building
- Credentialing of contracted doctor and FNP-obtaining packets from his office in a timely fashion was challenging.
- Other collaborator’s time sensitivity to deadlines was lacking at times
- Lack of case management staff in integrated health clinic that can spend the amount of time needed to research community resources for consumer assistance. This is currently being done by the program supervisor.
- Changing of policies and requirements

2.13 Provide an intervention for a targeted behavioral health population to prevent unnecessary use of services in a specified setting (i.e., the criminal justice system, ER, urgent care etc.). 138305109.2.4

- Initial delay in approval of contract for BCBA
- Difficult to find qualified applicants for DSP positions
- No training tool for NADD certification of DSPs once hired
- DSP positions were posted during time of transition from the old BHCNC website to the new one, limiting exposure of new classification

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Behavioral Health Center of Nueces County Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Expanding Social Media Utilization

Under Consideration:

Creation of a You Tube Channel and/or Twitter Account

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Behavioral Health Center of Nueces County Technical Assistance Needs

Policy planning, best practices for healthcare organizations using social media.

Bluebonnet Trails Community Services

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Bluebonnet Trails Community Services Summary Listing of RHP Projects

1. Patient Navigator- Bluebonnet Trails Community Services, in collaboration with Gonzales Memorial Hospital and the Community Health Centers of South Central Texas (FQHC), will implement a patient navigation project for frequent users of the ED due to chronic health conditions including behavioral health disorders. 2 RN's will be located at the Hospital and provide assessment, triage, diversion and referral. Those without PCP's will be referred to establish ongoing care and a medical home. The target population is patients who have visited the Gonzales Memorial Hospital ED more than 5 times in a year.

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Bluebonnet Trails Community Services Recent Project Successes and Accomplishments

Working relationship with the Emergency Room Staff- is going great. They are understanding our role in the Navigation of the frequent utilizers and feel comfortable calling us to make referrals.

We have been able to establish Community resources and are connecting clients to these services.

Transport clients to out of town appointments when no other services are available.

Three of our clients have been navigated to needed surgeries and have been able to return to the community healthy.

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Bluebonnet Trails Community Services Recent Project Implementation Challenges

Barrier to the Hospital EHR and PHI continues but is improving.

Obtaining Financial Resources for services needed.

Transportation to medical appointments has been one of the largest barriers that we face as a Patient Navigator.

Communication between the client and medical staff is another challenge we face and often we are present to ensure understanding and then offer support with extended training materials.

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Bluebonnet Trails Community Services Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected: The Patient Navigator is collaborating with the Gonzales Healthcare System to develop this project. A meeting was held on June 17, 2014 to discuss this topic.

The BBT staff will meet with the Gonzales Healthcare System on June 24, 2014 to continue this discussion and determine how it can be completed in conjunction with their social media project.

Under Consideration: Using the existing Gonzales Healthcare Systems Facebook page and posting Behavioral Health information monthly.

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Bluebonnet Trails Community Services Technical Assistance Needs

We currently have a great support system through Bluebonnet Trails for technical problems and challenges.

We are working with the hospital system for assistance with sharing PHI information.

Camino Real Community Services

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Camino Real Community Services Summary Listing of RHP Projects

1. Mobile Crisis Outreach Team (MCOT) -Karnes County
2. Integrated Behavioral Health – Karnes County

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CAMINO REAL COMMUNITY SERVICES

Recent Project Successes and Accomplishments

- The staff have been hired and trained for the Mobile Crisis Outreach Team in Karnes County
- The Mobile Crisis Outreach Team exceeded its target of serving 28 individuals during the reporting DY3 reporting period of 10/1/13 to 9/31/14
- There is a strong working relationship growing with law enforcement and the hospital in Kenedy, Texas

Recent Project Implementation Challenges

- The biggest challenge was finding qualified staff to work with the Mobile Crisis Outreach Team

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CAMINO REAL COMMUNITY SERVICES

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Under Consideration:

- The Raise the Floor Initiative under consideration is incorporated into the Integration Behavioral/Health Initiative

CHRISTUS Spohn Health System

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CHRISTUS Spohn Health System Summary Listing of RHP Projects

1. Expand Primary Care- Provide additional clinic space and providers
2. Chronic Disease Registry- Implement registry for patients with CHF and Diabetes
3. Use of Telemedicine for Peripheral Arterial Disease Screenings and Diagnosis
4. Expand Specialty Care- Intensivist Program
5. Crisis Stabilization Unit
6. Psychiatric Mental Health Nurse Practitioner
7. Diabetes Cellphone Application
8. Care Transitions Program- Hospitalist Program
9. Primary Care Redesign- Increase Graduate Medical Education (GME) training
10. Physical and Behavioral Health Integration

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CHRISTUS Spohn Health System Summary Listing of RHP Projects

11. Enhance Medical Homes

12. Implement Bedside Medication Verification

13. Computerized Physician Order Management

14. Sepsis

15. Care Management to Integrate Primary and Behavioral Health Needs

16. Expand Care Transitions Program- Coverage Area and Diagnosis

17. Hospital “Culture of Safety” Transformation- Implement Program of Rapid Process Improvement to Address Issues of Safety, Quality and Efficiency

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CHRISTUS Spohn

Recent Project Successes and Accomplishments

Participate in at least bi-weekly interactions (meetings, conference calls, or webinars) with other providers and the RHP:

- Spohn is hosting bi-weekly regional collaborative conference calls/meetings with community partners and other RHP4 providers.
- Spohn has hosted 18 bi-weekly meetings and anticipates achieving the minimum 26 meetings milestones by September 30,2014.

Implement standard care transition processes in specified patient populations

- Since October, SPOHN implemented the Care Transitions program at our CHRISTUS SPOHN Corpus Christi-Memorial campus.
- Spohn hired RN's, and Community Health Workers.
- Our team strives to connect our Medicaid and uninsured/charity patients from hospital to home, with a goal improve quality of life, access to care and decrease readmissions

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CHRISTUS Spohn

Recent Project Implementation Challenges

Spohn has identified the following challenges:

- Lack of communication between inpatient hospital settings and outpatient and community providers
- Lack of technology to support communication and electronic referrals
- The potential for enrollees to opt out of participation in the Care Transitions Program
- Health literacy and barriers to care, such as financial and socioeconomic factors and availability of providers.

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CHRISTUS Spohn

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Spohn is still in process of determining first steps.

Under Consideration:

- Twitter
- Facebook
- YouTube
- Instagram

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CHRISTUS Spohn Technical Assistance Needs

Clear guidance from HHSC on reporting:

- Ability to view new templates in a timely manner

Awaiting feedback on Category 3 measures

Citizens Medical Center

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Citizens Medical Center Summary Listing of RHP Projects

1. Expand Primary Care Capacity
2. Design, Develop & Implement a Program of Continuous, Rapid Process Improvement
3. Expand (Existing) Primary Care Capacity
4. Development of Behavioral Health Crisis Stabilization Services as alternative to hospitalization.

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CITIZENS MEDICAL CENTER

Recent Project Successes and Accomplishments

Emergency Department Patient Flow

Overall Length of Stay in ED trending the wrong direction

Data from Meditech,
Jan 2013 – Mar 2014

3:24 for admitted patients

2:25 for discharged patients

First quarter (Jan – Mar) changes, 2013 vs. 2014

Admitted: 3:21 to 3:58 (19% increase)

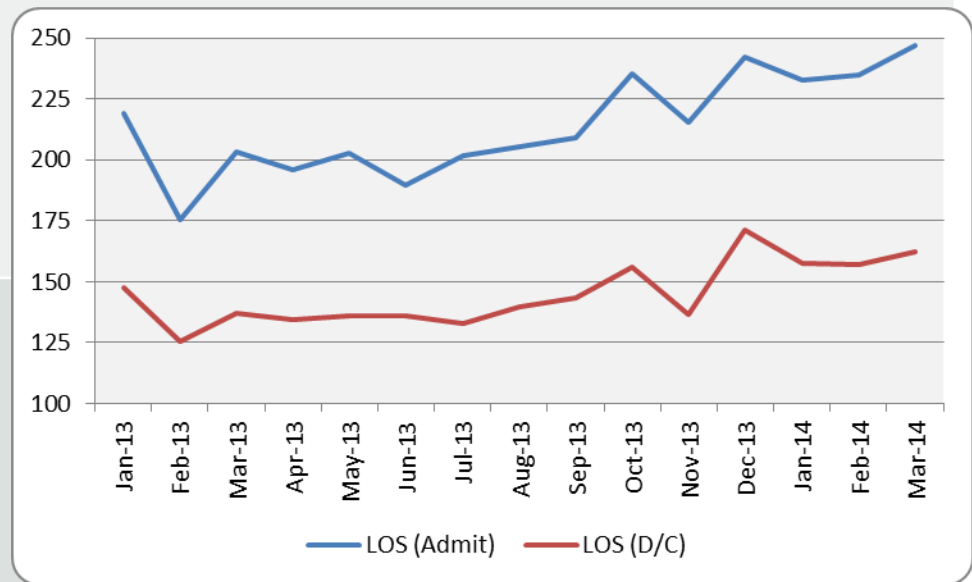
Volume: 1794 to 1707 (5% decrease)

Discharged: 2:18 to 2:39 (15% increase)

Volume: 6629 to 6306 (5% decrease)

Overall: 2:31 to 2:56 (16% increase)

Volume: 8423 to 8013 (5% decrease)



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CITIZENS MEDICAL CENTER Recent Project Implementation Challenges

Many challenges have been experienced with this team. We have incorporated a representative from Schumacher which is our contracted ED providers.

Specific challenges:

- Revisit a revised provider staffing/scheduling model due to volume fluctuations
- Refine due to backlog or delay of patient flow out of ED and standardize “next-room up” process for ED admissions
 - Develop anticipated admissions report for floors
 - Expand use of the bed tracker
- Set standards for bed assignments and nurse report (callbacks) due to variations in House Supervisor procedures
- Consider initiating orders by protocol at triage due to increased wait times

CITIZENS MEDICAL CENTER

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected: Developed CMC Community email list for bulk emails to distribute information regarding upcoming events. Individuals have an opportunity to sign up for these informational emails at public events, i.e. health fairs and Prostate Cancer Breakfast. Emails are distributed to the public, and they can respond via email or phone to register for publicized events. Intent of this is to maintain relationships with current patients and make connections with prospective patients through shares.

Under Consideration: Will begin utilizing Constant Contact within the next month which will allow us to send out health tips and information to the members of the CMC Community list. When people receive their tips, they are encouraged to forward useful information to friends who will then have the opportunity to opt into our email list, which will expand Citizens Medical Center's reach.

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CITIZENS MEDICAL CENTER Technical Assistance Needs

Subscription to Constant Contact - completed

Link to CMC Community newsletter on website – in process

Category 4 Metrics – OP provider data (Clinics and physician office)

Category 3 Outcomes – Electronic ED T Sheet does not allow customization for Quality Metrics

Category 2 – Internal limitations with Meditech as well as Hospital's IT staff knowledge gap with functionality

Category 1 – Delayed action in regards to hospitals ability to access FQHC portal for patient scheduling

Coastal Plains Community Center

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Coastal Plains Community Center Summary Listing of RHP Projects

1. Provide primary health care in 1 additional BH clinic (Beeville) for a total of 4 integrated clinics by DY3. FQHC will provide primary health care staffing and CPCC will hire 1 additional Navigator.
2. Provide Substance Abuse services in 2 additional BH clinics for a total of 3 substance abuse integrated clinics by DY3. SA providers will staff clinics with .75 FTE LCDC.
3. Purchase and implement ERS to share data between programs to achieve Level 4 interaction (close collaboration in a partially integrated system).
4. Continuously improve integration of primary and behavioral health services by demonstrating “plan, do, study, act” quality improvement cycles.
5. 1,000 individuals will receive both physical and behavioral health care at the established locations. 195 individuals will receive integrated substance abuse and Behavioral health services.
6. 250 individuals will have integrated recovery plans developed due to high health, mental health and /or substance abuse needs.

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Coastal Plains Community Center Summary Listing of RHP Projects

7. Decrease the “no show” appointments by 2.5% for behavioral and physical health services (doctor appointments).
8. Will show a 10% increase in positive results of the 4 health metrics (blood pressure, cholesterol, BMI, A1C) over DY2 baseline.
9. Decrease in preventable admission and readmission to psychiatric and other inpatient facilities. 250 out of the 1,000 individuals served in integrated care will report using outpatient primary care/psychiatric services instead of Emergency Room (ER) to address non-emergent health needs.
10. Will identify and reach out to patients who need to be brought in for preventative (e.g. dental) and ongoing care. 125 people in collaborative services will receive preventative health services.
11. Through consumer satisfaction surveys, 75% of people will report satisfaction with integrated care. The CSQ-8 will be implemented.

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Coastal Plains Community Center Recent Project Successes and Accomplishments

- We have successfully partnered with Community Action Corporation of South Texas (CACOST) to provide integrated primary health care at 4 Coastal Plains Community Center clinics.
- Approximately 650 clients have received integrated primary health care
- Have hired 4 Navigators to assist the clients in work closely with integrated health care consumers by developing integrated recovery plans, coordinating their health care, and providing health education.
- Navigators have been extensively trained in Diabetes, Cholesterol, Blood Pressure, and other health needs. Have attended the 3 day Diabetes Education Empowerment Program (DEEP) and will be trained in the Community Health Worker Certification program.
- Have provided preventative services to over 250 consumers in the integrated program.
- The consumers really like the naming of our integrated clinics. The name of our clinics are: Salud y Vida

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Coastal Plains Community Center Recent Project Implementation Challenges

- It was challenging working within all the requirements of a Substance Abuse Provider. We needed to provide a separate building entrance for the substance abuse population and needed to work with their required paperwork. Had to set aside designated meeting rooms.
- We found that a lot of Coastal Plains clients did not want Substance Abuse services even though they have an identified SA problem. Presently not meeting our milestone of providing integrated MH and SA services to 60 consumers.
- Tracking and even improving in preventable admissions and readmissions to psychiatric and other inpatient facilities has proven to be very challenging.
- We have not achieved Level 4 interaction due to not having an ERS system in place

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Coastal Plains Community Center Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Under Consideration: For our Raise the Floor Initiative we anticipate using the myStrength.com on line resource. MyStrength is an evidence based, self-help resource that uses clinically proven models and engaging media to help people manage symptoms of depression and anxiety. MyStrength also offers a variety of exercises and activities matched to your consumer's personal motivation level and their identified priorities, using engaging activities. MyStrength offers health care providers the ability to meet consumer's demand by offering technology based self-management tools, extending the access to, improving outcomes – helping people feel better and stay better, and lowering the cost of care. We will be able to track how many consumers access this site and will be able to receive comments from the clients regarding the use of the materials.

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Coastal Plains Community Center Technical Assistance Needs

Would like more assistance with ideas on engaging clients in services.

Corpus Christi Medical Center

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Corpus Christi Medical Center Summary Listing of RHP Projects

1. Increase access to primary care - Amistad FQHC
2. Increase training of primary care physicians – Residency program expansion
3. Increase training of specialty care physicians – Fellowship programs
4. Increase access to behavioral health programs – PHP/IOP expansions
5. Implement Chronic Disease Registry
6. Improve Care Transitions
7. Process Improvement - Sepsis

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Corpus Christi Medical Center Recent Project Successes and Accomplishments

- Amistad FQHC increased their primary care providers back to baseline level. Expected to add another provider later this summer with interviews continuing for the second provider above baseline. Clinic visits are back to baseline levels as well.
- New FP/IM class increased to 16 bringing the total FP/IM residents to 41. Expanded coverage at DRMC campus with Hospitalist group. Plan to apply for another increase in approved positions for 7/1/15. Working on expansion of continuity of care providers to allow for greater rotations and night rotations at DRMC campus.
- Successful recruitment of Pulmonologist to existing community practice. Final negotiations for Fellowship Program Directors.
- Continued strong census for new PHP and IOP programs. Exploring child/adolescent IOP and an IOP in Laredo. Average census has exceeded expectations. Added locums coverage at both facilities while pursuing recruitment efforts.
- Sepsis committee very engaged with wide multi-disciplinary representation. Reviewing/revising protocols with promising presentation on Procalcitonin.

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Corpus Christi Medical Center Recent Project Implementation Challenges

- Recruitment/Retention of Physicians
 - Psychiatry
 - Hospitalist
 - Pulmonary
- Post Discharge Care Transition
 - Appointments with PCP
 - Quality Data for Post Acute Providers
- IT Resources

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Corpus Christi Medical Center Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Under Consideration:

- Redesign Facebook page and develop focused communication strategies
- Integrate Krames education/teaching tools into health/wellness activities
- Add a Twitter account with consistent comments/feedback
- Consider posting videos on You Tube of hospital activities

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Corpus Christi Medical Center Technical Assistance Needs

- Risk Adjustment Methodology acceptable to HHSC for Category 3 Re-admission metrics.

Corpus Christi-Nueces County Public Health District

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CORPUS CHRISTI-NUECES COUNTY PUBLIC HEALTH DISTRICT Summary Listing of RHP Projects

- 1.) **1.3.1** Implement a Chronic Disease Management Registry (*Diabetes*); Implement/enhance and use chronic disease management registry functionalities.
- 2.) **2.6.3** Implement an innovative and evidence-based health promotion program; Engage community health workers in an evidenced-based program (*Diabetes Self-Management Education/Support*) to increase health literacy of a targeted population.
- 3.) **2.7.5** Implement innovative evidence-based strategies (*MEND*) to reduce and prevent obesity in children and adolescents.
- 4.) **2.9.1** Establish/Expand a Patient Care Navigation Program

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Corpus Christi- Nueces County Public Health District Recent Project Successes and Accomplishments

- Quarter 2 programs
 - First rollout of programs have been completed.
 - MEND programs started the week of March 17th and ended the week of May 19th
 - Thirteen MEND 7-13 and five MEND 2-5 programs were implemented throughout fourteen different campus.
 - Attrition rate of 14.3% with 257 children completing the program
- Quarter 3 programs
 - Boys and Girls Club of Corpus Christi & Robstown will run two 7-13 programs
 - CC-NCPHD will run one 7-13 program and two 2-5 programs

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Corpus Christi- Nueces County Public Health District Recent Project Implementation Challenges

- Quarter 2 programs
 - Sites had issues inputting data
 - Programs ended around the same time schools ended for the summer causing issues for data inputting, KITs reconciliation, and getting feedback.
- Quarter 3 programs
 - Recruitment efforts have been unsuccessful
 - Parent's unable to commit to program due to work
 - Families have summer vacation plans
 - Poor follow-up with recruited physicians

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Corpus Christi- Nueces County Public Health District Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

- Expand current Health District website to include 1115 waivers.

Under Consideration:

- Expand the use of social networking with the following:
 - Facebook
 - Twitter
 - Instagram

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Corpus Christi- Nueces County Public Health District Technical Assistance Needs

- Need further assistance regarding questions for DY3 and DY4

Cuero Community Hospital

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CUERO COMMUNITY HOSPITAL Summary Listing of RHP Projects

1. Expand existing primary care capacity

Recent Project Successes and Accomplishments

- Opened 4 physician clinics in July 2013
- In the process of recruiting additional physician to one of these clinics
- Closing on the purchase of an existing Rural Health clinic with 3 physicians

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CUERO COMMUNITY HOSPITAL Recent Project Implementation Challenges

- Getting Medicare and Medicaid physician numbers
- Must have beginning working capital to operate clinics. Because of the first bullet point it takes 8 to 12 months to get billing numbers
- Getting physicians in commercial insurance contracts

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CUERO COMMUNITY HOSPITAL

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Under Consideration: Beginning to expand social media. We have created Facebook pages for our various operations. Clinic are under consideration for receiving Facebook pages.

DeTar Healthcare System

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DeTar Healthcare System Summary Listing of RHP Projects

1. Expand behavioral health services
2. Implement program to reduce chronic disease admission rates
3. Expand Primary Care through training (Family Medicine Residency)
4. Expand pre-natal services to rural areas

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DeTar Healthcare System Recent Project Successes and Accomplishments

1. IOP

Reported full accomplishment on our DY 2 Carry Forward Metrics

IOP operating hours have been expanded

2. Family Residency Program

Capitol Request approved for new FM clinic

One additional faculty member hired with start date of 08/01/2014

3. Pre-Natal Program

Rural clinics showing increase in volume and outcomes

4. Chronic Disease Management Program

Successful collaboration with FQHC has improved volume

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DeTar Healthcare System Recent Project Implementation Challenges

1. IOP

Staffing

2. Residency

ACGME restructured approval format

3. Pre-Natal

Illegal drug use

Medicaid Applications

4. Chronic Disease

Physician referrals

Community resources

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DeTar Healthcare System

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Under Consideration:

Use of Twitter and Facebook

Driscoll Children's Health System

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Driscoll Children's Health System Summary Listing of RHP Projects

1. Improve Access to Specialty Care Capacity - Endocrinology
2. Improve Access to Specialty Care Capacity – Maternal Fetal Medicine
3. Expand Oral Health Services
4. Introduce Telemedicine/Telehealth
5. Implement Evidence-based Health Promotion Programs
6. Implement Care Transition Program
7. Expand Primary Care Capacity

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Driscoll Children's Hospital Recent Project Successes and Accomplishments

- 1. Maternal Fetal Medicine program:** We have increased the number of clinical operating dates and begun collecting Cat. 3 data on patients who have been diagnosed with a fetal anomaly
- 2. Urgent Care/Non-Emergent Clinics:** We have increased our facility weekend hours in all three locations. We have been tracking the volume during the expanded time.
- 3. Telemed:** We are continuing to increase contracted providers to provide more access to care
- 4. Cadena de Madre Program:** We have reallocated resources to address patient needs and we have increased staffing efforts, locations, and marketing with our service communities
- 5. Specialty Services for Endocrinology project:** We have increased our clinic days to meet patient needs and begun collecting Cat. 3 data on patient satisfaction and 3rd next available
- 6. High Risk Follow-up Program:** We have increased staffing and the number of clinical days available to patients to meeting volume needs
- 7. The Oral Health project:** We continue to incentivized providers to increase services and have increased provider training efforts

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Driscoll Children's Hospital Recent Project Implementation Challenges

- 1. Maternal Fetal Medicine program:** With the expansion of MFM services in other region, provider time has become essential to performing services and procedures though has also become spread across more locations
- 2. Urgent Care/Non-Emergent Clinics:** Lack of community awareness by the general public and primary care physicians and not interferring with regular PCP operating hours.
- 3. Telemed:** The challenges with this project is identifying and coordinating transportation to patients, shortage of pediatric psychiatrists, maintaining timely accessibility, and Patient pharmaceutical compliance.
- 4. Cadena de Madre Program:** The challenges for this project are the member compliance, identification of high risk mothers within the claim system, and limited enrollment of pregnant mothers in first trimester.
- 5. Specialty Services for Endocrinology project:** Recruitment of staffing in remote locations, patient immigration status, patient compliance with provider instructions, and lack of patient transportation.
- 6. High Risk Follow-up Program:** Patient/parent compliance, parent/patient attendance to appointments, retrieving information from discharging providers, receiving timely subsequent referrals from the PCP and etc.
- 7. The Oral Health project:** As DY goals become more challenging, claims lay time present a challenge to meeting 100% of our goal attainment.

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Driscoll Children's Hospital

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Collecting all essential items needed to evaluate needs steps in the mobile services selection

Under Consideration:

We plan to increase communications with our Healthplan membership through mobile services via text messages. We currently focus our efforts on a small group of members though we would like to expand our communications to other areas of services to provide a wide range of member interaction and continue communication efforts.

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Driscoll Children's Hospital Technical Assistance Needs

1. Timeliness of feedback (i.e. waiting to make organizational decisions)
2. Clarification on calculating Category 3 measurements

Gulf Bend Center

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GULF BEND CENTER **Summary Listing of RHP Projects**

1. Development of behavioral health crisis stabilization services as alternatives to hospitalization (Crisis Assessment Center with Medical Clearance)
2. Use telehealth to deliver to specialty, psychosocial, and community-based nursing services
3. Integrate Primary and Behavioral Health Care Services

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GULF BEND CENTER

Recent Project Successes and Accomplishments

TELEHEALTH

- Receptive community partners.
- Equipment located in each of the 7 counties in our service area.
- Jackson County.

INTEGRATED CARE

- We are educating our patients on the importance of primary care in their behavioral health care treatment.
- Partnered with DeTar to provide chronic disease management.
- Introduced patients to addressing primary care and behavioral health care treatment in the same office visit.
- We continue to identify and address patients that have difficulty accessing primary care (e.g. no PCP, transportation issues).

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GULF BEND CENTER Recent Project Implementation Challenges

TELEHEALTH

- ❖ Negotiating details such as who pays for the internet access at the remote locations.
- ❖ Size of our IT department.
- ❖ Available staff to monitor remote location and operate equipment.

INTEGRATED CARE

- ❖ High DNS rate for appointments.
- ❖ Recruitment of PCPs.
- ❖ High DNS rate for appointments.

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GULF BEND CENTER

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

❖ Begin to Utilize Social Media

- Gain support of management for the utilization of social media.
- Explore social media options.
- Identify most appropriate social media outlet(s).
- Implement the utilization of social media.
- Communicate health information to patients.

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GULF BEND CENTER Technical Assistance Needs

- ❖ Best social media outlets for behavioral health consumers?
- ❖ Best practices for monitoring and use of communication.

Jackson County Hospital District

RHP 4 Learning Collaborative - June 2014

JACKSON COUNTY HOSPITAL DISTRICT Summary Listing of RHP Projects

1. Expand specialty care capacity with outpatient pulmonary rehabilitation clinic for Medicaid and low income, uninsured patients with COPD and other respiratory conditions.

RHP 4 Learning Collaborative - June 2014

Jackson County Hospital District / Jackson Healthcare Center Recent Project Successes and Accomplishments

Reducing number of unnecessary ER visits

1. Introduce and define the learning collaborative goal to staff and physicians.
2. Establish Outpatient Pulmonary Rehabilitation Support Team for Clinic/Hospital.
3. Community education for COPD patients.
4. Develop brochure to define OPR Program for ER/Clinic Patients.
5. Community Testimonials to support OPR benefits.
6. Develop Senior Staff Team to monitor and assist culture change initiatives for inpatient, ER and Clinic facilities.
7. Collaborate with hospital EMS Team to assist with education.
8. Community Outreach Presentations on availability and services of the OPR Clinic.
9. Materials available for the OPR Clinic to other network hospital facilities in the area.
10. Established reporting mechanisms to track unnecessary ER visits.

RHP 4 Learning Collaborative - June 2014

Jackson County Hospital District / Jackson Healthcare Center Recent Project Implementation Challenges

Reducing number of unnecessary ER visits

1. Culture change initiatives to assist patients in understanding appropriate use of ER setting.
2. Educating community about healthcare choices for their pulmonary conditions to include the Outpatient Pulmonary Rehabilitation Clinic.
3. Educating patients who qualify there is not charge for the OPR Program. Patients refrain from utilization due to the customary culture of healthcare charging them for service.
4. Culture change initiative for the community in regards to no charge for qualifying patients for the OPR Program.

RHP 4 Learning Collaborative - June 2014

Jackson County Hospital District / Jackson Healthcare Center Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Under Consideration:

Jackson County Hospital District has established a Learning Collaborative Steering Committee to manage the “Raise the Floor” Initiative to utilize social media to improve patient engagement and responsibilities through education. Projects under consideration include the development of a facility Facebook page which will incorporate all services into one social media resource for the facility. The information included in the development process will be patient engagement through education which will include ongoing culture change initiatives.

Lavaca Medical Center

RHP 4 Learning Collaborative - June 2014

Lavaca Medical Center Summary Listing of RHP Projects

1. Expand existing primary care capacity through addition of primary care physician providers.

Recent Project Successes and Accomplishments

Expand Existing Primary Care Capacity

- Achieved DY3 milestone of increased number visits (2500) w/first new physician
- Early achievement of a DY5 milestone – added second new physician

RHP 4 Learning Collaborative - June 2014

Lavaca Medical Center Recent Project Implementation Challenges

'Catching up' with reality of staffing needs, schedules, processes (lab, pharmacy) related to new physician.

RHP 4 Learning Collaborative - June 2014

Lavaca Medical Center

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected: Enhanced content on web site – CDC syndication, embedded tools such as widgets and online video. Selection of content evidence based.

Under Consideration: Facebook page.

Memorial Hospital (Gonzales)

RHP 4 Learning Collaborative - June 2014

MEMORIAL HOSPITAL (Gonzales) Summary Listing of RHP Projects

1. 121785303.1.1 – Expand existing primary care capacity (Waelder Medical Clinic)
2. 121785303.1.3 – Implement remote patient monitoring program for diagnosis and/or management of care (Home Health)
3. 121785303.2.1 – Implement palliative care program to address patients with end-of-life decisions and care needs (Home Health)
4. 121785303.2.2 – Implement innovative evidence-based strategies to reduce or prevent obesity in children and adolescents (“Get Healthy Gonzales”)
5. 121785303.1.100 – Implement remote patient monitoring program for diagnosis and/or management of care (Sievers Medical Clinic)

RHP 4 Learning Collaborative - June 2014

MEMORIAL HOSPITAL (Gonzales)

Recent Project Successes and Accomplishments

- 121785303.1.1 – **Expand Primary Care** – We were able to hire a full time mid-level to work at Waelder Medical Clinic and far surpassed our goal of expanding clinic hours. Our original goal was to increase the hours the clinic was open by four hours a year each year of the project, having the clinic open 36 hours a week by the end of DY5. However, we were able to begin offering services 40 hours a week in November 2013.
- 121785303.1.3 – **Implement Remote Patient Monitoring** – We initiated a home monitoring program through Memorial Hospital Home Health Agency. Patients with chronic illnesses can have vital signs, weights, etc., monitored remotely at home and caregivers can intervene more rapidly based on those findings. We have seen a reduction in emergency room visits for the chronic conditions among patients receiving the services.
- 121785303.2.1 – **Implement a Palliative Care Program** – A nurse with palliative care program experience has been hired to assist in program development.

RHP 4 Learning Collaborative - June 2014

MEMORIAL HOSPITAL (Gonzales) Recent Project Implementation Challenges

- 121785303.1.1 – **Primary Care** – The current location limits access and the number of patients who can be seen each day. However, property for a new clinic site has been donated and plans are underway to build a new clinic in Waelder. We are also having some difficulty with changing ingrained patient habits, e.g. using the ER for primary care, but are making inroads in this area.
- 121785303.1.3 – **Remote Monitoring** – Patients are resistant to the idea of having to be at home at specified times to perform home monitoring. In addition, some patients have difficulty understanding or trusting the technology. From a clinical standpoint, we encountered some issues with timing of measurements. For example, weights performed first thing in the morning were great for monitoring CHF, but a blood pressure measurement at that time was not necessarily best for monitoring blood pressure control.
- 121785303.2.1 – **Palliative Care** – We've had difficulty getting this program off the ground. We hope to see more traction in the coming months since hiring someone to work on development of the program.

RHP 4 Learning Collaborative - June 2014

MEMORIAL HOSPITAL (Gonzales)

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected: To be determined; meeting 6/24/14 to discuss.

Under Consideration:

Otto Kaiser Hospital

RHP 4 Learning Collaborative - June 2014

Otto Kaiser Memorial Hospital Summary Listing of RHP Projects

1. 136412710.1.1 Introduce Telemedicine to provide Neurology services in our service area.

RHP 4 Learning Collaborative - June 2014

Otto Kaiser Memorial Hospital Recent Project Successes and Accomplishments

- Fully Implemented since July 2013 😊
- Successful administration of TPA with Positive Outcomes
- ER Physicians & Hospitalists are becoming comfortable with the technology

RHP 4 Learning Collaborative - June 2014

Otto Kaiser Memorial Hospital Recent Project Implementation Challenges

- Personnel changes
- Continuing to educate all staff & physicians
- Working with local EMS

RHP 4 Learning Collaborative - June 2014

Otto Kaiser Memorial Hospital Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected: Facebook

Under Consideration: Twitter, YouTube

RHP 4 Learning Collaborative - June 2014

Otto Kaiser Memorial Hospital Technical Assistance Needs

- Bandwidth

Refugio County Memorial Hospital

RHP 4 Learning Collaborative - June 2014

Refugio County Memorial Hospital Summary Listing of RHP Projects

1. (1.1.2) Expand Primary Care Capacity.

Recent Project Successes and Accomplishments

- Average monthly clinic volume is up by 16%
- Average monthly E.D. volume is down by 8%
- Nurse advice line protocols are nearly complete and the advice line is scheduled to go live in mid July.
- Cerner EHR implementation go live date is August 25, which will help us meet our “Automated tracking system for measuring time to next available appointment offered” requirement and our “Develop and test data systems” requirement.

RHP 4 Learning Collaborative - June 2014

Refugio County Memorial Hospital District Recent Project Implementation Challenges

The greatest challenge of this project lies with changing the behavioral culture of our clinic staff and the residents of the community.

1. Clinic staff has been resistant to change. It has been difficult to motivate the staff about increasing their workload.
2. The local community has been slow to embrace clinic utilization over the E.D.

RHP 4 Learning Collaborative - June 2014

Refugio County Memorial Hospital District Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

We do not have any activities selected for beginning or expanding social media at this time.

Under Consideration:

Yoakum Community Hospital

RHP 4 Learning Collaborative - June 2014

Yoakum Community Hospital Summary Listing of RHP Projects

1. Primary Care – Yoakum is expanding its available primary care clinic capacity through construction of new medical office space and recruiting additional primary care providers to the community. Yoakum expects one new family practice / OB physician to begin providing services in the next month and its new clinic space will be available for patients starting April 1, 2014.
2. Specialty Care – Yoakum has evaluated the needs of the community and is working to expand services in cardiology and nephrology. Yoakum has added one cardiologist and expects an additional cardiologist to begin providing services in the near future. Yoakum is also expecting a dialysis clinic to break ground soon and for services to commence within the next year.

RHP 4 Learning Collaborative - June 2014

Yoakum Community Hospital Recent Project Successes and Accomplishments

- **Primary Care** – Yoakum has expanded its available primary care clinic capacity. Construction on the medical office building is complete and the clinic began seeing patients June 18, 2014. One new family practice / OB physician has been recruited and is seeing patients. We anticipate hiring an additional provider for the clinic in July.

RHP 4 Learning Collaborative - June 2014

Yoakum Community Hospital Recent Project Implementation Challenges

- Construction delays
- Construction change orders

RHP 4 Learning Collaborative - June 2014

Yoakum Community Hospital Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

- Update Yoakum Community Hospital website

Under Consideration:

- Create a FaceBook page

RHP 4 Learning Collaborative - June 2014

Yoakum Community Hospital Technical Assistance Needs

Personnel needed to monitor the FaceBook page, as well as, to update the website.

Border Region Behavioral Health Center

RHP 4 Learning Collaborative - June 2014

(Border Region Behavioral Health Center) Recent Project Successes and Accomplishments

- 2.1 Design, implement and evaluate projects that provide integrated primary and behavioral health care services.

DY2

1. Identify Existing Clinics & ask if they refer/serve Border Region Clients and -Interview Dr. (PCP) to determine if they would like to partner with Border Region Referral data and surveys- identified 153 PCPs in both Region 5 and 20, sent out letters and surveys to 128 - Laredo, 12 – Zapata, 8- Rio Grande City, 3- Roma, 2- Hebbronville. Out of the 153, 41 have responded and 6 are interested in working with us.
2. Ideas, Solutions from PCP- 5 have been identified and we developed a QI idea form
3. PCP contract signed in April (Dr. Tony Falcon) Region 5 and working on contract for Zapata Primary Care (Mary Plattner)
4. Completed Primary Care Provider Manual

DY3

1. Number of primary care providers located in Behavioral health settings (none-PCP is not located at Center); 20 Clients received integrated care from 1 primary care provider. 33 clients have been seen to date for primary care services.
2. 10-Ideas from Primary Care Provider and follow-up weekly- 5 ideas identified and follow up is weekly for concerns or issues that arise.

Category 3

1. Preventive care and Screening of High Blood Pressure- 11 clients diagnosed with HBP by PCP
2. Controlling High Blood Pressure- 11 clients diagnosed with HBP
3. Annual physical exams for persons with mental illness- 33 clients have had an annual physical exam by PCP

RHP 4 Learning Collaborative - June 2014

(Border Region Behavioral Health Center) Recent Project Implementation Challenges

- Challenges have been the co-location and full integration of primary care and behavioral health care services Region 5-Starr. Primary care services are currently being provided in the Primary Care Clinic of Dr. Tony Falcon. Issues identified and resolved-scheduling/rescheduling of clients, integration of PAP services to primary care clinic, exchange of information, lab work, clients being billed
- No space for primary care clinic in Region 20-Webb (still pending to hire PCP)
- No primary care provider in Region 20-Hebbronville

RHP 4 Learning Collaborative - June 2014

(Border Region Behavioral Health Center) Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Under Consideration: beginning of social media utilization is in the early under consideration stage.

Technical Assistance Needs

- Social media utilization
- Health Information Exchange

Harlingen Medical Center

RHP 4 Learning Collaborative - June 2014

Harlingen Medical Center Recent Project Successes and Accomplishments

Medication Management and Care Transitions

- Completed electronic documentation screen for pharmacy bedside consultation
- Integrated discharge checklist into patient handbook
- Care Transition Plan and Medication Management Plans approved and adopted
- CPOE and e-scribing implemented
- Completed electronic documentation screening and referral for high risk patients
- Completed discharge phone call tool and 100% of patients discharged home receive follow up phone call

RHP 4 Learning Collaborative - June 2014

Harlingen Medical Center Recent Project Implementation Challenges

- Establishing baseline for performance
- Developing reports for measuring progress:
 - medication reconciliation list
 - Pharmacist reviews
 - Nursing teach-back
 - EMR functionality reports
 - LACE tool
 - Patient education – teach back
- Full implementation of e-scribing and CPOE

RHP 4 Learning Collaborative - June 2014

Harlingen Medical Center

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected: Harlingen Medical Center Facebook page and website

Under Consideration:

Technical Assistance Needs

Truven Analytics

Meditech

Loopback

Medhost

Dr. First

Rio Grande Regional Hospital

RHP 4 Learning Collaborative - June 2014

Rio Grande Regional Hospital Recent Project Successes and Accomplishments

- 2.6.1 Implement Evidence Based Health Promotion Programs- Lactation Program Enhancement
 - Rio Grande Regional Hospital implemented new supportive services for first time mothers. The program focused on increasing breastfeeding and continuity of patient care.
 - The Lactation Program Enhancement now offers outpatient lactation education consultations, post-partum depression screenings, free post-partum glucose screenings (for gestational diabetes patients), and family planning education among others.
- 1.1.2 Expand Primary Care Capacity: OB/GYN Care Capacity
 - The Women's Clinic, part of Rio Grande Regional Hospital services, has been able to expand their clinic hours in 4 of their clinics.
 - In addition to offering extended hours, the project has also increased patient navigators, and clinical staff to service the new patient volume.

RHP 4 Learning Collaborative - June 2014

Rio Grande Regional Hospital Recent Project Implementation Challenges

- 2.6.1 Implement Evidence Based Health Promotion Programs- Lactation Program Enhancement
 - Enhancing our post-partum depression screening tool was an arduous task. We wanted to make sure we utilized a robust evidence-base tool that would work in both languages spoken by our targeted population. The Edinburgh Scale was utilized to improve our post-partum depression screening process.
- 1.1.2 Expand Primary Care Capacity: OB/GYN Care Capacity
 - Expanding our service hours was difficult since we had not been able to find candidates for the additional positions. However, current clinic staff has been supportive working additional shifts in order to provide services.
 - Assisting with the post-partum glucose screening was one of our top concerns. Due to the time and locations the testing would take, patients opted out of the service. Nevertheless, Rio Grande Regional Laboratory staff trained Women's Clinic providers on the procedure, and now we are able to conduct testing in house.

RHP 4 Learning Collaborative - June 2014

Rio Grande Regional Hospital Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Under Consideration:

- Social Media (twitter or blog)

Technical Assistance Needs

- Currently Rio Grande Regional Hospital is interested in Technical Assistance regarding attendance to informational sessions.

South Texas Health System

RHP 4 Learning Collaborative - June 2014

South Texas Health System Recent Project Successes and Accomplishments

Primary Care Expansion – OB Services at ERMC:

- 290 total encounters through May 2014
- 3 new RN's hired in May for night shift coverage
- 1 new physician will be seeing patients in the unit
- Working on the development of a new “Healthy Baby Healthy Start” community program to provide education to parents on healthy nutrition and lifestyles in a classroom setting

Primary Care Expansion – MMC Trauma Improvement

- Construction site of the Helipad outside of Emergency Department
- 76% have attended education/Training on Helicopter safety
- 24 hour In-house critical care fellowship-trained trauma surgeons
- Commitment of specialty services
- 32 slice CT scanner (2011), MRI (2014), Toshiba Ultra Sound (2014)

RHP 4 Learning Collaborative - June 2014

South Texas Health System Recent Project Implementation Challenges

Primary Care Expansion – OB Services at ERMC:

- Filling night RN positions

Primary Care Expansion – MMC Trauma Improvement

- Recruitment of the fourth and fifth Trauma Surgeon is a challenge. With 3 physicians in house 24 hours, additional coverage is needed for the patient volume presenting to our facility.
- Weekend coverage to assist with the need of 4th and 5th trauma surgeon provided through locums.
- Recruitment of the fourth and fifth Trauma Surgeon is a challenge. With 3 physicians in house 24 hours, additional coverage is needed for the patient volume presenting to our facility.
- Weekend coverage to assist with the need of 4th and 5th trauma surgeon provided through locums.

RHP 4 Learning Collaborative - June 2014

South Texas Health System

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Primary Care Expansion – MMC Trauma Improvement

- ER Just Got Easier to provide social media coverage

Technical Assistance Needs

Primary Care Expansion – MMC Trauma Improvement

- Data Entry specialist needed to assist with data collection and analysis of increase in patient volume.

Starr County Memorial Hospital

RHP 4 Learning Collaborative - June 2014

STARR COUNTY MEMORIAL HOSPITAL Recent Project Successes and Accomplishments

Number of patients seen at our Emergency Department has increased.

1. Emergency Department throughput has been analyzed and modified to improve processes in place to reduce patient wait time in our ED.
2. Patient surveys have been implemented to learn directly from patients about areas where we need to improve.
3. Team work has been addressed with all employees and physicians to request their recommendations for improving services being provided.
4. Patient registration process has been streamlined and improved.
5. Nursing work areas have been re-designed for better patient care.
6. New equipment was purchased (Mobile Digital x-ray machine, and new cardiac monitoring system) to make every room available for every type of patient and improve the flow of patients within the department.
7. Triage nurses given the ability to apply quick registration protocols so not to delay care of critical patients.
8. Standing orders were developed in an effort to increase efficiency and allow for a quicker turnaround time.

RHP 4 Learning Collaborative - June 2014

STARR COUNTY MEMORIAL HOSPITAL Recent Project Implementation Challenges

1. Physicians are not taking changes well. They are set in their ways and seem reluctant to accept change. Standing orders have yet been accepted by medical staff .
2. Space is limited in our Emergency Department. We may need to expand on the number of treatment rooms or move patients into other areas of the hospital.
3. Recruitment of physicians is expensive and takes time to accomplish.
4. Financial resources are limited to implement some of the recommended changes.
5. Nurses moral is low for they feel they have been the only department asked to make changes in order to improve services.

RHP 4 Learning Collaborative - June 2014

STARR COUNTY MEMORIAL HOSPITAL

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Under Consideration:

Looking at pre-registration applications for mobile devices and computers to allow for quicker registration and overall patient flow

Technical Assistance Needs

1. Software to report metrics and milestones has not been acquired yet.

Tropical Texas Behavioral Health

RHP 4 Learning Collaborative - June 2014

TROPICAL TEXAS BEHAVIORAL HEALTH Recent Project Successes and Accomplishments

- Implemented **Chronic Care Management Services** at 3 of 4 outpatient BH clinics. Serving clients at high risk due to chronic co-morbid physical health diseases and had not been seen by a Primary Care Physician in at least 1 year.
- Outcomes in behavioral health condition and chronic physical health conditions have already been significant for some patients as evidenced by data and voiced by patients.
- 3 clinics with Chronic Care Nurses (CCN) on staff as FTEs, seeing patients M-F 8am-5pm, 5-12pts seen daily. All CCNs certified in delivery of DEEP curriculum to persons served.
- Met $\frac{3}{4}$ of DY3 metrics:
 - Unduplicated persons served = 150. **Served 335** to date.
 - Service encounters by Chronic Care Nurses = 2,500. **Completed 2,595** to date.
 - **More than 70%** of enrolled clients have self-management goals to date.
- Implemented Integrated case staffing meetings which include psychiatrists, case workers, LPHA's, PA's APN's, clinic supervisors, primary care doctor, CCN and Registered Dietician, and nursing staff. This has been a key to true integration between BH and PC. Staff leaves more aware and educated on patient's conditions and how better to care for patient. Staff cases are presented, discussed, analyzed, discussion over potential side effects between PC and BH meds, and implement care plan change for overall well being of the patient.

RHP 4 Learning Collaborative - June 2014

TROPICAL TEXAS BEHAVIORAL HEALTH Recent Project Implementation Challenges

- Initial delays in receipt of diagnostic equipment necessary to begin service delivery in the co-located Primary Care clinic in Edinburg, TX.
- Metrics for 1115 project set at 2500 encounters-was very slow to increase encounters, implement daily targets per nurses to meet 8-10 daily, to include face to face and telephone calls. Numbers increase in last two months. Currently at 91% of DY 3 target.
- Brownsville clinic does not have a staffed primary care physician, patients have to travel to be seen by MD, have implemented travel arrangements when needed.
- Pending infrastructure modifications necessary to implement delivery of comprehensive Primary Care services at our Brownsville outpatient clinic.
- Recruiting, hiring and training a replacement for the Chronic Care Nurse scheduled to resign in July from our Brownsville outpatient clinic.
- Ensuring Primary Care staff are entering services correctly into the electronic health record and all modules within the EHR are functioning properly to achieve accurate reporting of service data.
- Time lines for completing all steps required to credential facilities and individual Primary Care providers in order to begin billing for services to clients with MDCR and MDCD.

RHP 4 Learning Collaborative - June 2014

TROPICAL TEXAS BEHAVIORAL HEALTH

Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

Under Consideration:

Beginning in July and at least quarterly, TTBH will post health education and awareness information and tips for chronic disease prevention to our Facebook page. The information will target the chronic illnesses treated in our co-located our Primary Care clinics, and will include suggestions for managing those illnesses and address their interactions with co-morbid mental illnesses and substance use disorders.

University of Texas Health Science Center at Houston

RHP 4 Learning Collaborative - June 2014

University of Texas Health Science Center at Houston Recent Project Successes and Accomplishments

Project title: Implement a Chronic Disease Management Registry

- Sub-contract with Rio Grande Valley Health Information Exchange (RGVHIE) in place
- Valley Baptist Health System (2 hospitals) fully connected to the HIE
- Su Clinica Familiar (5 clinics) and Community Reference Lab (7 locations) under process of connection to HIE
- Disease registry software selected: Wellcentive
- Registry functionality established

RHP 4 Learning Collaborative - June 2014

University of Texas Health Science Center at Houston Recent Project Implementation Challenges

Project title: Implement a Chronic Disease Management Registry

HIE connection:

- Cost barriers exist to connect to HIE (fees can range from \$3000-\$25,000)
- Transition to new EHR platforms or upgrades delaying the connection to the HIE
- Technical issues delaying the connection to HIE (up to 4 months)
- Providers lack technical resources to manage process for connecting to HIE

Registry implementation

- Reluctance from some physicians in using the registry (increase of workload for case coordinators, other software already in place)
- Lack of resources

RHP 4 Learning Collaborative - June 2014

University of Texas Health Science Center at Houston Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

- Expand diffusion of RGVHIE website and videos
- Use Relay Health (HIE software) patient portal to educate patients about the HIE

Under Consideration:

- Creation of a video to educate medical providers about the Chronic disease registry

University of Texas Health
Science Center at San Antonio

RHP 4 Learning Collaborative - June 2014

University of Texas Health Science Center at San Antonio Recent Project Successes and Accomplishments

Expand Model of Management of Chronic Diseases in Lower Valley of RHP 5

- We have enrolled 690/1500 diabetic individuals into the Salud y Vida program
- Diabetes control measured by HbA1c
 - 79% of participants have reduced their HbA1c at 3 months
 - 67% have reduced their HbA1c at 6 months
- Created a Participant Advisory Leader Board
 - Identified ways in which we can improve the program
 - Success stories:

“I started the program with an A1C of 10%, taking insulin, and on 3 medications. I was very uncontrolled. As I started getting involved, I started exercising and changed diet/nutrition and now my A1C is 7%. My doctor now congratulated me and I am now on only 1 medication, and I am no longer on insulin. I thank God for my Promotora and my diabetes educator.”

RHP 4 Learning Collaborative - June 2014

University of Texas Health Science Center at San Antonio Recent Project Implementation Challenges

- Medication reconciliation

A challenge for a community outreach (non-clinical program)

Participants in the program do not always have a means to obtain medications

RHP 4 Learning Collaborative - June 2014

University of Texas Health Science Center at San Antonio Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected: Social Media

Salud y Vida has created a Facebook page

Under Consideration: Text messaging

RHP 4 Learning Collaborative - June 2014

University of Texas Health Science Center at San Antonio Technical Assistance Needs

- Category 3 related questions

Working with 4 clinics to recruit participants to Salud y Vida

Also recruiting participants via the community

Selected the facility subset

Awaiting HHSC approval

Valley Regional Medical Center

RHP 4 Learning Collaborative - June 2014

Valley Regional Medical Center Recent Project Successes and Accomplishments

- **2.12.2 Implement Care Transition Programs-Focused on CDM of Diabetes**

- Valley Regional Medical Center implemented a Inpatient Diabetes Education/Care Policy.
- Nurses have been trained on Diabetes Management, and based on the policy they are imparting education to diabetic patients.
- Upon discharge patients are attending Valley Regional Center Outpatient Center for Diabetes Management.

- **2.6.1 Implement Evidence Based Health Promotion Program- Diabetes Education**

- Valley Regional Medical Center has been able to establish a partnership with a local school district.
- First health screenings show the need for early intervention. Screening results have been shared with student's families and school district.
- Valley Regional will provide follow up education and intervention at the beginning of the school year to students whose screenings determined they are at high risk.

RHP 4 Learning Collaborative - June 2014

Valley Regional Medical Center Recent Project Implementation Challenges

- **2.12.2 Implement Care Transition Programs-Focused on CDM of Diabetes**

- Nurses were assigned courses to learn about diabetes and how to properly chart that information. Initially the course completion percentage was low and proper charting was not occurring.
- Initially, Senior Leadership sent out reminders to Nursing staff to complete charting and education. As Nurses completed their courses, charting and referring patients is now occurring as the policy indicates.

- **2.6.1 Implement Evidence Based Health Promotion Programs - Diabetes Education**

- Building a partnership with the school districts has been a smooth process.
- Our biggest challenge has been trying to work around the school calendar to schedule screenings that will impact our target population. Nonetheless, the school districts have been open and responsive to our project.

RHP 4 Learning Collaborative - June 2014

Valley Regional Medical Center Raise the Floor Initiative: Activities Selected or Under Consideration for Beginning or Expanding Social Media Utilization

Selected:

- Social Media: Valley Regional Medical Center currently has a Hospital Facebook page.
- We are going to expand our Hospital page to include our DSRIP Projects by creating events on Facebook to encourage the use of our outpatient clinic, disseminate diabetes education infographics, and promote our partnership with local organizations and their involvement in our DSRIP Projects.

RHP 4 Learning Collaborative - June 2014

Valley Regional Medical Center Technical Assistance Needs

- Valley Regional Medical Center is open in attending any additional informational sessions regarding DSRIP Projects.