

Location	Attendees
Confluence Technology Center & Virtual	<p>Attendance: Deb Miller, Kate Haugen, Heath Barkley, Sara Van Horn, Deb Dettman, Paul Hadley, Nathan Koch, Aileen Morelos, Christina Harvil, Hayley Middleton, Mary Louise Jones, Tessa Timmons, Stephen Johnson, Craig Mott, Shoshannah Palmanteer, Tawn Thompson, Virginia O’Kelly, Mike Lopez, Becky Corson, Dianna Osborne, Jackie Weber, Donny Guerrero, Misty Queen, Brian Lang, Megan Gillis, Heather Massart, Lisa Apple, Chenia Flint, Jan Sternberg, Christal Eshelman</p> <p>Consultants: Kathy Reims</p> <p>NCACH Staff: Wendy Brzezny, Mariah Brown, Linda Parlette, Caroline Tillier, John Schapman, Teresa Davis – Minutes</p>
Agenda Item	Minutes
Announcements & Updates	<ul style="list-style-type: none"> • Lisa Apple moved, Becky Corson seconded the motion to approve the consent agenda, motion passed • Monthly reports are due this Wednesday • Population Health Lan on August 10th – Wendy Bradley will be leading • QI Infinity call is cancelled for August • September WPCC Meeting is on Sept 13th • Catholic Charities Staffing updates – Dusti and Jamie are leaving the agency. Sarah Vanhorn is picking up that piece of the work.
Confluence Health	<p>Tessa discussed the implementation of the PHQ across all primary care locations as a behavioral health improvement project. Due to the undertaking of implementing such a large project across 170 teams covering 20,000 patients’ visits a month, a team was formed to conduct a Kaizen to develop workflows, scripting for different roles (front desk, MA, etc.), developing a dashboard and answering critical questions such as how often. The initial project was implemented in 2018 with reassessment in 2019 which revealed areas of continued improvement. Learnings included the need to reassess over time to ensure the goals are still being met, recognize that workflows are different for in-person vs telehealth visits, trainings need to be embedded into onboarding/orientation. Confluence Health was able to improve PHQ screenings from 42% in 2018 to 61% in 2021.</p>
Mid Valley Clinic	<p>Diana discussed the evolution of a population nurse who managed all the improvement work solely to a Clinical Quality Information team (CQIT) even amidst the implementation of a new EMR. In fall 2020, the CQIT embarked on an improvement project to increase Annual Wellness Visits (AWV). They developed workflows and patient interactions and implemented a process to bulk-complete the AWV. Mid Valley Clinic improved AWVs from doing minimal to doing 26% in 2020. The CQIT recognized that bulk completion is not sustainable and need to develop a long-term plan. The CQIT team evaluated what was working and what was not working to develop a long-term standard process for the teams. The first iteration did not work, so they sat down with each team individually to tailor the workflows based on the provider’s panel. New plan was created and although they haven’t made their goal yet, however they</p>

	<p>are happy with their progress. They continue with the QI process to reach their goal of 50%. Annual Wellness Visits may not be a topic of WPCC, but they were able to use the QI principles taught by WPCC to address the “Whole Person at every appointment.”</p>
<p>The Future of WPCC</p>	<p>Wendy reviewed the historical context of the MTP and WPCC for the last 5 years. After which, the NCACH future state was reviewed including the Mission Statement, Guiding Principles and Three Pillars that have been approved by the NCACH Board. Finally, Wendy discuss how we need to build the bridge of the last 5 years to the Future state of the NCACH. The NCACH staff have decided to continue health equity cross-sector collaborations and integrated partnerships, care coordination and system development to support behavioral health needs as the focus areas of this bridge year (2022). Wendy asked several questions for the collaborative to answer “How would you describe the WPCC,” “What systems do you want to transform next year”, “What activities do you want to continue next year?”, and “What role would you like NCACH to play in your transformation work?” Wendy then reviewed initial thoughts of moving the WPCC through the bridge year. There was a lot of discussion and feedback. Wendy asked individuals to volunteer to continue this conversation. They will meet two times to create a plan to present to the Collaborative at the September WPCC Meeting.</p>
<p>Next Meeting</p>	<p>September 13th due to Labor Day</p>