

## Action Health Partners - HUB Advisory Board Minutes

*Thursday, 7/12/2018 9:30AM – 11:30AM*

*Samaritan Hospital*

<u>AGENDA ITEMS</u>	<b>NOTES:</b>
<b>Introductions</b>	<ul style="list-style-type: none"> <li>● On the call: Brooklyn Holton, Lisa Apple</li> <li>● In person: Kayelee Miller, Deb Miller, Kim Latham, Tina ____ (Master Trainer), Richard ____ (Samaritan Employee), Christal Eshelmen, Kim Fricke</li> </ul>
<b>Timeline</b>	<ul style="list-style-type: none"> <li>● Christal and Deb have been working on the smart sheets. Early next week Christal and Deb will work with Kim L. to get a timeline out next week.</li> </ul>
<b>Training Update</b>	<ul style="list-style-type: none"> <li>● The July 30 training still has about 8-10 seats open for the supervisor training.</li> <li>● Kim and Christal will work with getting the leaders of the HUBs</li> <li>● Regular meetings with all of the ACHs. Christal has been working with Kathy for months to get that to work. Can just be a regular phone call.</li> <li>● Location: Crowne Plaza Sea Tac Airport</li> <li>● Everyone will need to bring their own laptops.</li> <li>● Christal and Deb worked to get 3 CCAs last week during a meeting in Moses Lake. They are: Grant Integrated Services, Rural Resources, and Moses Lake Community Health Center.</li> <li>● Samaritan will serve as a referral partner.</li> <li>● Need to define a name for the Care Coordinators. One idea is Pathways Care Coordinator or HUB Community Coordinator. Titles used interchangeably.</li> <li>● Either Pathways Care Coordinator or Community Care Coordinator.</li> <li>● CHW training can take about 5-7 weeks.</li> <li>● CHWs are not used in Health Homes as much as they would be in the HUB.</li> <li>● Deb and Christal both agree that Pathways Care Coordinator is an appropriate title. It will be abbreviated PCC.</li> <li>● Edgar is a Care Coordination trainer that focuses on Best Practices.</li> <li>● Tina has a nursing background a background in early learning and medically fragile children. Has worked with CHWs and understands how important they are for community and public health.</li> <li>● Edgar and Tina are the 2 Master Trainers.</li> </ul>

	<ul style="list-style-type: none"> <li>● 1st week is in person training, as well as the last week.</li> <li>● Medical Referral and Social Service Referral pathways both have about 25 additional pathways that go along with them.</li> <li>● Training begins between 8 or 8:30 and go until 4:30 or 5 the week of July 30th-August 3rd.</li> <li>● An education pathway will always be opened.</li> <li>● Check on when the Healthcare Resource Fair is. Either Sep. or Oct. Good time to get the Pathways HUB name out in the public.</li> <li>● During the 5 weeks in between, the PCCs can attempt reaching out to clients, using the software, identifying issues that arise, get used to the process.</li> <li>● Open up CCS as a sandbox during the training so the PCCs can get practice and at least begin collecting data.</li> <li>● Consider cross-training between CCAs.</li> <li>● 1 PCC from 1 CCA can work with another PCC from another CCA to better learn how the model works with different clients.</li> <li>● 1 supervisor should have about 2 PCCs for a 0.5 FTE. A full time supervisor should have about 5 PCCs. Supervisors should all have Bachelor's Degrees.</li> <li>● There may be a high turnover rate because CHWs are young and/or fresh out of high school.</li> <li>● BSW or a Licensed CNA would be appropriate choices for a supervisor.</li> <li>● Supervisor training: Heavy focus on systems. How to run reports on performance, productivity, how to motivate/coach their staff, audit process.</li> <li>● Monday Tuesday CHW here are the components you will need to know how to do. <ul style="list-style-type: none"> <li>○ Tuesday - Friday will be log in as a supervisor and look at case load screen.</li> </ul> </li> <li>● Thursday is HUB management. Will be seen through the eyes of the supervisor. HUB managers will see the different levels of data for process improvement. Will learn how to run reports. Caseload screen is a dashboard. <ul style="list-style-type: none"> <li>○ Will not be going into the billing side of it, Will be further down the road.</li> </ul> </li> <li>● How to close the loop with the referral partner? Can be asked in the HUB management part of training.</li> <li>● Interpreter services? Would need to be in the CCA contract. We will likely need Russian/Ukrainian and Spanish.</li> </ul>
<b>Outreach Update</b>	<ul style="list-style-type: none"> <li>● Deb is working on tailoring the presentation to our region.</li> <li>● Places in Moses Lake to do outreach? Should utilize the CHI.</li> </ul>

	<ul style="list-style-type: none"><li>○ Could also partner with the health district.</li><li>○ Can use the CHI to broaden the network in Grant County.</li></ul>
<b>Scheduling Committee Meetings</b>	<ul style="list-style-type: none"><li>● Need to find a way to measure success.<ul style="list-style-type: none"><li>○ NCACH contracts with CCHE to measure success.</li></ul></li></ul>
<b>Next Meeting: July 26th</b>	<ul style="list-style-type: none"><li>● <b>Meeting will be by phone</b></li></ul>