Highlight of Transformational Practices in Primary Care

Primary Care Intensive Cross-State Meeting

December 3, 2019
VISION
State and territorial health agencies advancing health equity and optimal health for all.

MISSION
To support, equip, and advocate for state and territorial health officials in their work of advancing the public’s health and well-being.
ASTHO’s Primary Care Intensive Learning Community

2018-2019 cohort (HRSA support)
Accelerating Primary Care

- Primary Care Transformation
- Strengthening the Workforce – Team Based Care
- Primary Care and Behavioral Health Integration
- Optimizing Health IT
- Telehealth
Primary Care Transformation

• Five functions and attributes for primary care or patient-centered medical homes.

• NCQA has created a Patient-Centered Medical Home Recognition program with specific evaluation measures
  • Approximately 13,000 recognized practices (with 67,000 clinicians).
Delivering Effective Team-Based Care

Best Practices
1. Adopt a patient-centered approach
2. Invest in resources
3. Create an infrastructure

Advantages
1. Expands access to care
2. More effective and efficient delivery of care
3. Wide range of provider expertise that supports quality improvement
Motivations for Integrating Primary Care and Behavioral Health

• Adults with SUD die 26 years earlier due to physical health problems related to their long-term substance use.

• Adults with serious mental illness (SMI) die 25 years earlier as a result of treatable medical conditions.

• 27 physical illnesses occur more often in consumers with alcohol addiction.
  • Including the liver, pancreas, airways, gastrointestinal tract, and nervous system.

Source: HRSA; SAMHSA; NCQA.
Behavioral Health Integration: Lessons Learned

• Integrated care is a mechanism to provide whole-person care.

• Findings include the importance of **effective staffing models, coordinated workflow, and team-based care coordination.**

• Barriers include:
  • Lack of financial incentives.
  • Historical silos among behavioral and physical health providers.
  • Limited behavioral health treatment access.
  • Legal and administrative limitations on information exchange.
  • Willingness to change.
  • Stigmas on behavioral health treatment.
  • **Workforce shortages and other issues.**

Source: The Commonwealth Fund.
Strategies to Optimize Health IT

• Identify and train a Data Coordinator
• Use electronic health records to improve data collection
• Utilize data registries (e.g. patient web portals, laboratory system, or a billing system)
• Involve care teams in refining documentation workflows
Telehealth Modalities

- Live videoconference
- Store and forward (asynchronous communication)
- Mobile health
- Remote patient monitoring
Telehealth Examples
Factors Influencing Telehealth Adoption

- Coverage & Payment
- Clinical Practice & Licensure Portability
- Provider & Care Networks
- Technology Implementation
- Patient and Provider Education and Outreach
Thank you!

Contact us:

ASTHO

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Additional Resources Online:

• ASTHO: http://www.astho.org/Telehealth/
  • ASTHO Telehealth Capacity Survey
• Agency for Healthcare Research and Quality: Team-Based Care & Health IT
Florida Primary Care Updates

• What activities has your state pursued related to primary care in 2019?
  • Provider education
  • Provider outreach to increase partnerships
  • Provider outreach to increase referrals and bi-directional referral systems for chronic disease prevention and management services

• What is a recap of your top priorities?
  • Increase health systems and community based organizations that are referring into or provide directly prevention or self management and support programs

• Do you have promising strategies to share?
  • Collaboration of cross section programs and program areas

• Do you have challenges to share?
  • Staff capacity and skill set, agreement drafting and execution timelines, partnership engagement and support

• How are you currently engaging with policymakers and employers?
  • No major activity being geared towards these areas

• Do you have questions for the other state teams (e.g., topic areas you would like their perspective on)?
  • Best strategies to engage primary care providers working in different organizational structures
Maryland
Maryland Primary Care Updates

- What activities has your state pursued related to primary care in 2019?
  - FQHC Provider Survey
  - Provider Survey for Shortage Designation
  - Needs Assessment Survey for School-Based Behavioral Health Services
  - Regional Meetings

- What is a recap of your top priorities? Do you have promising strategies to share?
  - FQHC Provider Survey
    - Provide current data on each health center to update shortage designations for HRSA;
    - Determine number of patients served, types of services provided, and types of providers at site;
    - Evaluate how best practices in FQHCs and in primary care offices across Maryland can assist in regards to the Maryland Model;
    - Document ways in which FQHCs or other organizations can work better with the Maryland Department of Health (MDH).
  - Regional Meetings
    - Needs Assessment
    - Statewide Rational Service Area Plan
    - Data Collection

- Do you have challenges to share?
  - Lack of Resources
  - Bringing everyone to the same page

- How are you currently engaging with policymakers and employers?
  - Ad Hoc

- Do you have questions for the other state teams (e.g., topic areas you would like their perspective on)?
  - None at this time
North Dakota Primary Care Updates

• What activities has your state pursued related to primary care in 2019?
  • Streamline dental data collection in North Dakota
  • Credentialing issues at the AI sites
  • Activating Medicaid codes
  • Funding a Health Tracks quality improvement project
  • Explored oral health in long term care settings
  • Tele dentistry in North Dakota

• What is a recap of your top priorities?
  • Overall oral health improvements and partnership development
  • Enhance health outcomes for tribal populations
  • Improve oral health in long term care facilities
  • Improve oral health for children in Medicaid

• Do you have promising strategies to share?
  • Oral health data collection
  • Smiles for Life training
  • Awareness and sharing of dental equipment in North Dakota
  • Dental Hygienists providing cleanings without having a dental exam beforehand
  • Include more thorough oral health screenings and preventive care in Early and Periodic Screening, Diagnosis and Treatment (Health Tracks) Program

• Do you have challenges to share?
  • Smiles for life training at reservation clinics/communities
  • Tele dentistry isn’t a priority for ND Medicaid

• How are you currently engaging with policymakers and employers?
  • Senator a part of the learning community
  • Dental clinics, medical clinics and community health centers were contacted to answer questions and provide input through the learning community process

• Do you have questions for the other state teams (e.g., topic areas you would like their perspective on)?
  • Looking forward to hearing what each state’s outcomes were of this learning community.
Peer to Peer Discussion