

Vermont's Integrated Communities Care Management Learning Collaborative

Webinar #2

April 15, 2015

The webinar will begin shortly. Please note that all participants will be placed on mute during the webinar. If you have a question for the presenters, please either “raise your hand” so that we can take you off mute, or type your question into the text box.

Overview of Today's Agenda:

Time Frame	Agenda Item	Speaker
12:00 – 12:10	<p>Welcome & Updates</p> <ul style="list-style-type: none">• Welcome Bruce Saffran, Quality Improvement Facilitator• St. Johnsbury Lead Care Coordinator Identification	<p>Erin Flynn Senior Policy Advisor, Department of Vermont Health Access</p> <p>Bruce Saffran Quality Improvement Facilitator, Vermont Program for Quality in Health Care</p> <p>Laural Ruggles, MPH, MBA VP Marketing and Community Health Improvement, Northeastern Vermont Regional Hospital</p>
12:10 – 12:55	<p>Case Consultations with Lauran Hardin</p> <ul style="list-style-type: none">• 12:10 – 12:25 Rutland• 12:25 – 12:40 Burlington• 12:40 – 12:55 St. Johnsbury	<p>Lauran Hardin MSN, RN-BC, CNL Director Complex Care, Mercy Health System</p>
12:55 – 1:00	<p>Preview of Learning Session 3: May 19th, 2015 at Norwich University</p>	<p>Jenney Samuelson Assistant Director, Blueprint for Health</p>

Bruce Saffran, BS, RN

Quality Improvement Facilitator

Phone: (802) 262-1306

BruceS@vpqhc.org | www.vpqhc.org

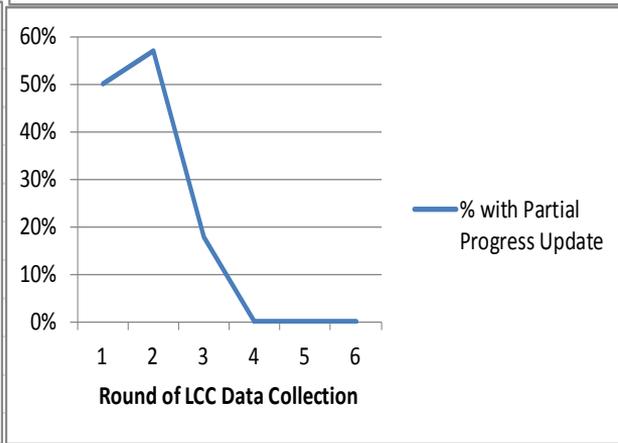
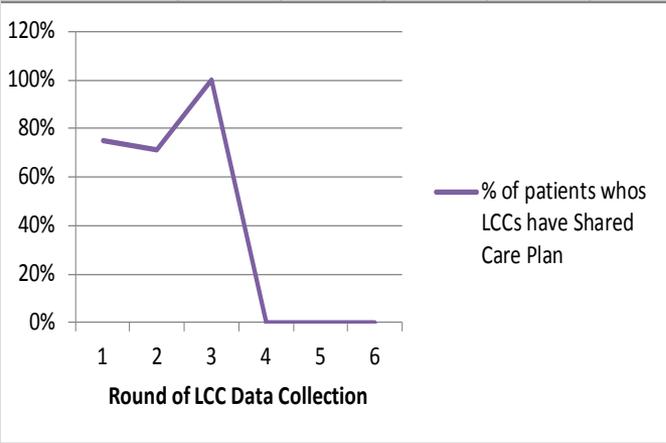
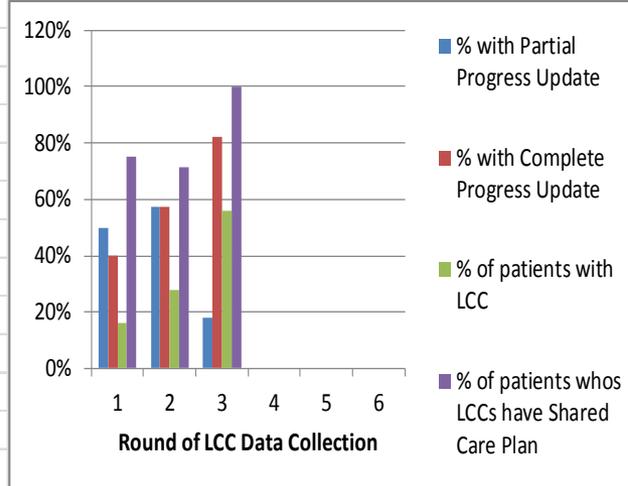
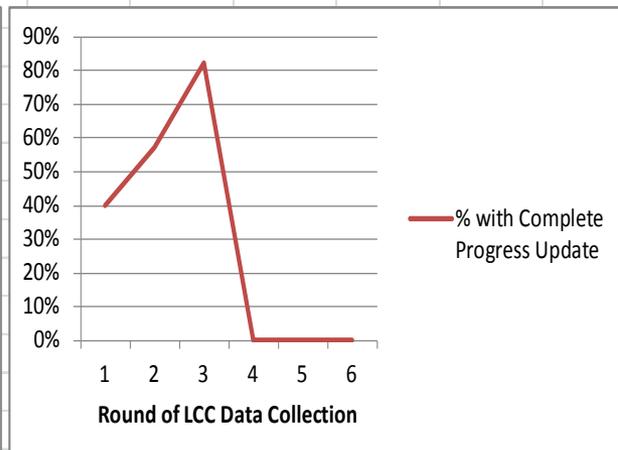
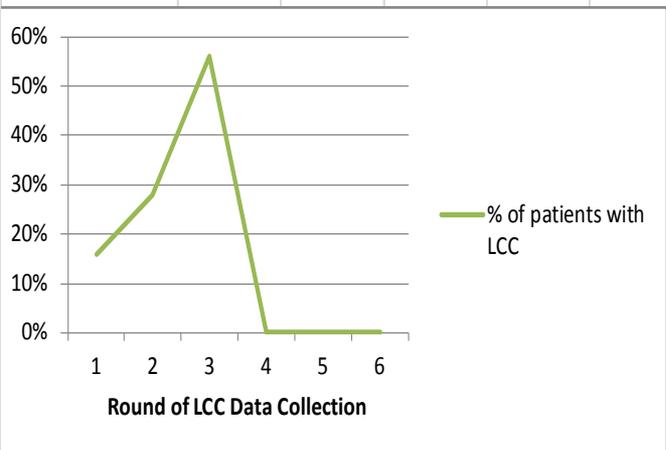
Lead Care Coordinator - Data Collection Tool

Enter Number of ID'd Candidate Patients: 25

Lead Care Coordinator (LCC)								Designated Mental Health Agency (DA)		PCMH	
Patient ID	LCC (Y/N)	LCC Last Name	LCC First Name	Organization that employs LCC	Shared care plan (N/P/C)	Date of most recent care conference (MM/DD/YYYY)	Interval between care conferences (Days)	Participating in care team (Y/N)	Updated progress report on file (N/P/C)	Participating in care team (Y/N)	Updated progress report on file(N/P/C))
1	Yes	Alden	Jack		Complete			Yes	Partial	Yes	Complete
2	Yes	Steele	Alison		None			Yes	Partial	Yes	Complete
3	Yes	Alden	Jack		Partial			Yes	Partial		
4	Yes	Jones	Terry		Partial			Yes	complete		
5	Yes	Jones	Terry		None			No	Partial		
6	Yes	Jones	Terry		Complete			Yes	complete		
7	No										
8	Yes	Steele	Alison		Partial			No	none		
9	No										
10	No										
11	No										
12	No										
13	No										
14	No										
15	No										
16	No										
17	No										
18	No										
19	No										
20	No										
21	No										
22	No										
23	No										
24	No										
25	No										

Progress on Lead Care Coordinator (LCC) and Up-to-date Shared Care Plan (SCP)

	Baseline	Round 2	Round 3	Round 4	Round 5	Round 6
% with Partial Progress Update	50%	57%	18%			
% with Complete Prog	40%	57%	82%			
% of patients with LCC	16%	28%	56%			
% of patients whos LCCs have Shared Care Plan	75%	71%	100%			



Case Study Exercise with Lauran Hardin

Lauran Hardin MSN, RN-BC, CNL
Director Complex Care
Mercy Health System
Grand Rapids, Michigan



Rutland Case Study

- **S.W:** 47 y/o female
- **MVP** insurance
- **Medical Dx:** Migraines, Fibromyalgia, Diabetes, OSA, GERD, COPD
- **Psych Dx:** Major Depressive Disorder, 3 previous suicide attempts
- **In the past year:**
 - 89 visits to ED in Rutland Regional Medical Center
 - 4 inpatient admissions to Dartmouth Hitchcock

Rutland Case Study (cont'd)

- **Root Cause:** Mental Health, daughter with addiction
- **At the table:** PCP, Community Health Team, Rutland Regional Medical Center, ED, Dartmouth Hitchcock Neuro
- **Primary reason for ED visit:** Headache
- **Who we would like to have at the table:** (the above participants) and MD from ED, MD from Neuro at Dartmouth, MVP (insurer) case manager, BHT clinician
- **Other factors:** 4 year pattern of ED visits, system barriers related to Mental Health, and how and when to involve the family in care planning?

Burlington Case Study

- **Sleeping Beauty:** 12 year old female
- **Medicaid:** Insurance
- **Medical Dx:** Asthma, Obesity, Scoliosis
- **Psyc Dx:** Depression
- **In the past year:** 11 ED visits for back pain, falls, rib pain & pharyngitis

Burlington Case Study (cont'd)

- **Root Cause:** ??
- **At the table:** PCP, CHT social worker, school counselor at Williston Central
- **Who we would like to have at the table:** Mom, patient, family supports, possible orthopedics, behavioral health
- **Other issues:** Mom has family history of loss including parent suicide, sibling death
- **System barriers:** financial issues/generational poverty

St. Johnsbury Case Study

- **P. S:** 58 y/o female
- **Medicare/Medicaid**
- **Medical Dx:** COPD, Hypertension, Hyperlipidemia, Hepatitis C, Multinodular Thyroid Disorder, Charcot Marie Tooth Disease, Allergic rhinitis, Tobacco use Disorder (currently vaping), Migraine, Chronic Pain.
- **Psyc Dx:** Polysubstance Abuse, Depression, Anxiety, Panic Disorder, Multiple Suicide Attempts. Self reports of OCD and ADD.
- **In the past year:**
 - 12 ER visits, mostly for COPD exacerbation vs Anxiety, one for Over Dose and one for Abscess Tooth.
 - 1 inpatient admission for Over Dose.

St. Johnsbury Case Study (cont'd)

- **Root Cause:** Anxiety
- **At the table:** PCP, CHT, NEKHS, Suboxone Provider/Counselor,
- **Barriers to stabilization:** This patient is very difficult to reach. She only returns calls periodically and frequently no-shows her appts. Transportation is frequently listed as a reason she cancels.
- **Team:** Gidget Doty at CCC SJCHC, Lew Apgar at Community Connections, Lily Cargill, APRN at NEKHS, Dr. Kahn at White River Junction for Suboxone, and Judy in his office for counseling, Dr. Jedlovsky for COPD.

May 19th In-Person Learning Session

- **Format is similar to previous sessions:**
 - All-day; 8:30 AM to 4:00 PM
 - Expert faculty will be **Jeanne W. McAllister, BSN, MS, MHA; Associate Research Professor of Pediatrics at Indiana University School of Medicine** (Recall that her work was heavily cited by Dr. Jill Rinehart and Team at learning session #1)
 - Morning and afternoon presentations on achieving optimal communication in multi-organizational teams
 - Morning and afternoon breakout sessions for Community Teams
 - Closing report-out from each team

May 19th In-Person Learning Session (cont.)

- **Location is the same as March in-person learning session:**
 - Norwich University in Northfield, VT – Cabot Building (students are on break – ample parking available!)
 - Auditorium for community-wide presentations; nearby classrooms for breakout sessions; lunch in nearby student center
- **Please bring with you:**
 - binders from Learning Session 1 & 2
 - copies of PDSA tests of change
 - agreements, forms, patient engagement tools- anything you want to share with other groups

Closing Remarks

- Thank you all for your participation in today's webinar. We will distribute slides from today's presentations via email as soon as possible.
- Should you have any further questions on material covered in today's webinar, please contact your community lead:
 - Burlington: Deb Andrews, Deborah.Andrews@uvmhealth.org
 - Rutland: Sarah Narkewicz, snarkewicz@rrmc.org
 - St. Johnsbury: Laural Ruggles, L.Ruggles@nvrh.org

Or contact Nancy Abernathey, Quality Improvement Facilitator, at n.abernathey@gmail.com or Bruce Saffran at BruceS@vpqhc.org