

# WELCOME –

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July 7, 2009 - Parent Provider Council

## REVIEW MINUTES 3/31/2009

- Review of Wildly Important Goals - WIGS.**
  - **Exceptional Patient Experience**
  - **Financial Viability**
    - Hospital Length of Stay – Performance Improvement Project – PIP**
  - **Quality**
    - Expansion of the HOME Program – Ogden**
    - Complaints/Appeals**



University Health Care  
Neurobehavior HOME Program

# A G E N D A – July 7, 2009

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- **Quality Improvement Work Plan Evaluation 2009**
  - **Overview**
  - **Growth Update**
    - **Ogden Expansion**
    - **Molina Medicare**
  - **Complaints/Appeals**
- **Proposed QI Workplan fiscal year 2010**
  - **Medical HOME core concepts**
- **DSPD Changes – Support Coordination Privatization**
  - **Impact**



# Quality Improvement Workplan 2009

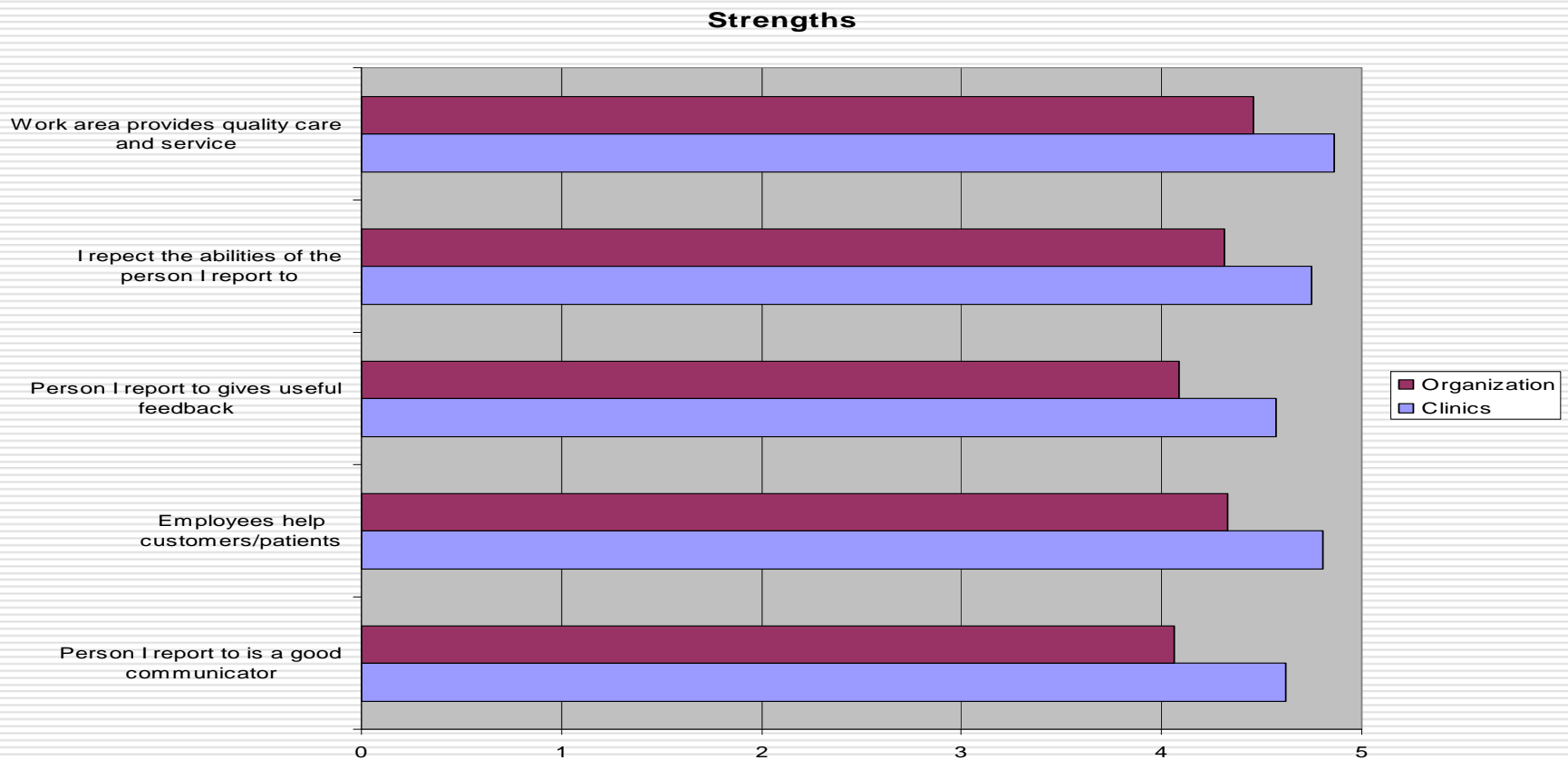
## World Class U Pillars

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- People – Employee/Providers
  - Patient Groups/Education Focus
  - Promote Staff & Provider Educational Opportunities
  - Meet with employees and providers quarterly
  - Activities Committee will hold 2 staff activities/yr
  - Opinion survey



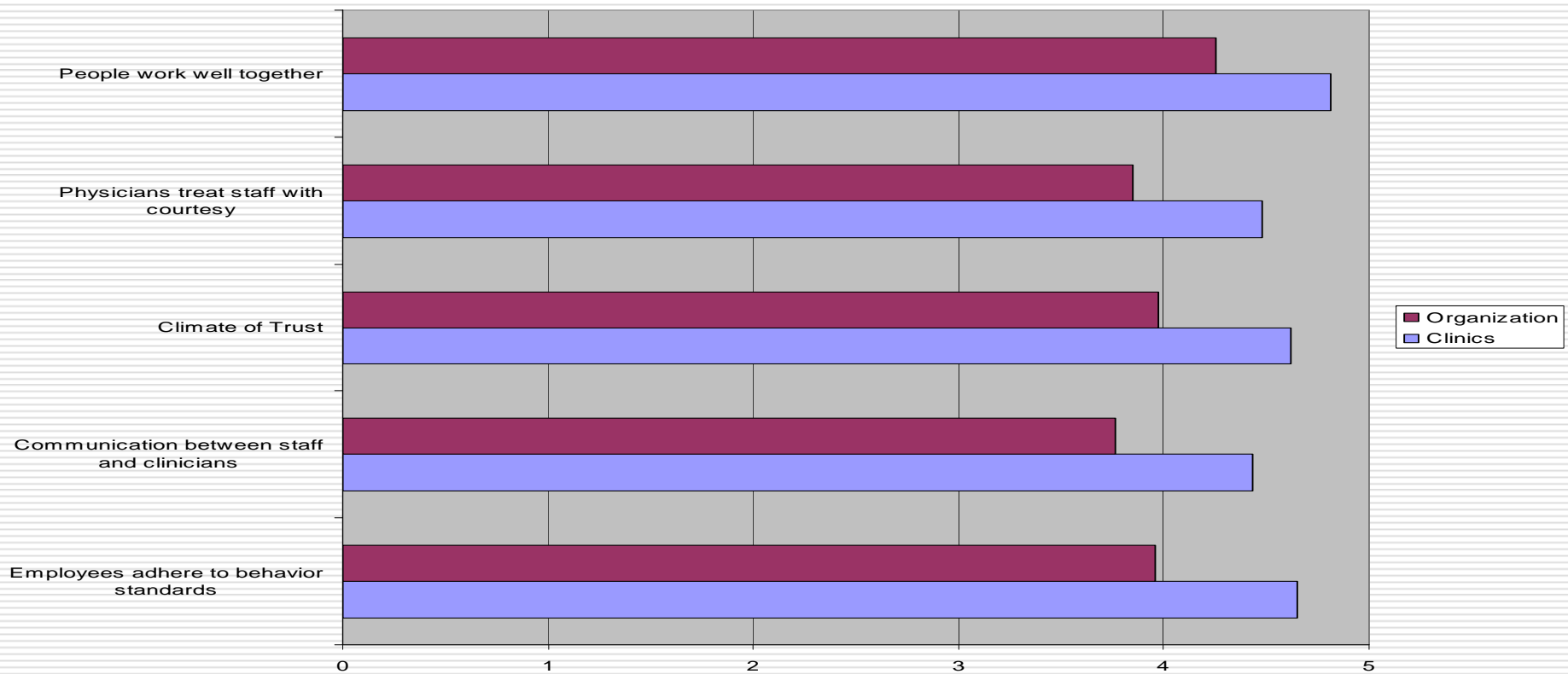
# Employee Survey - Strengths



# Employee Survey – Strengths Cont.

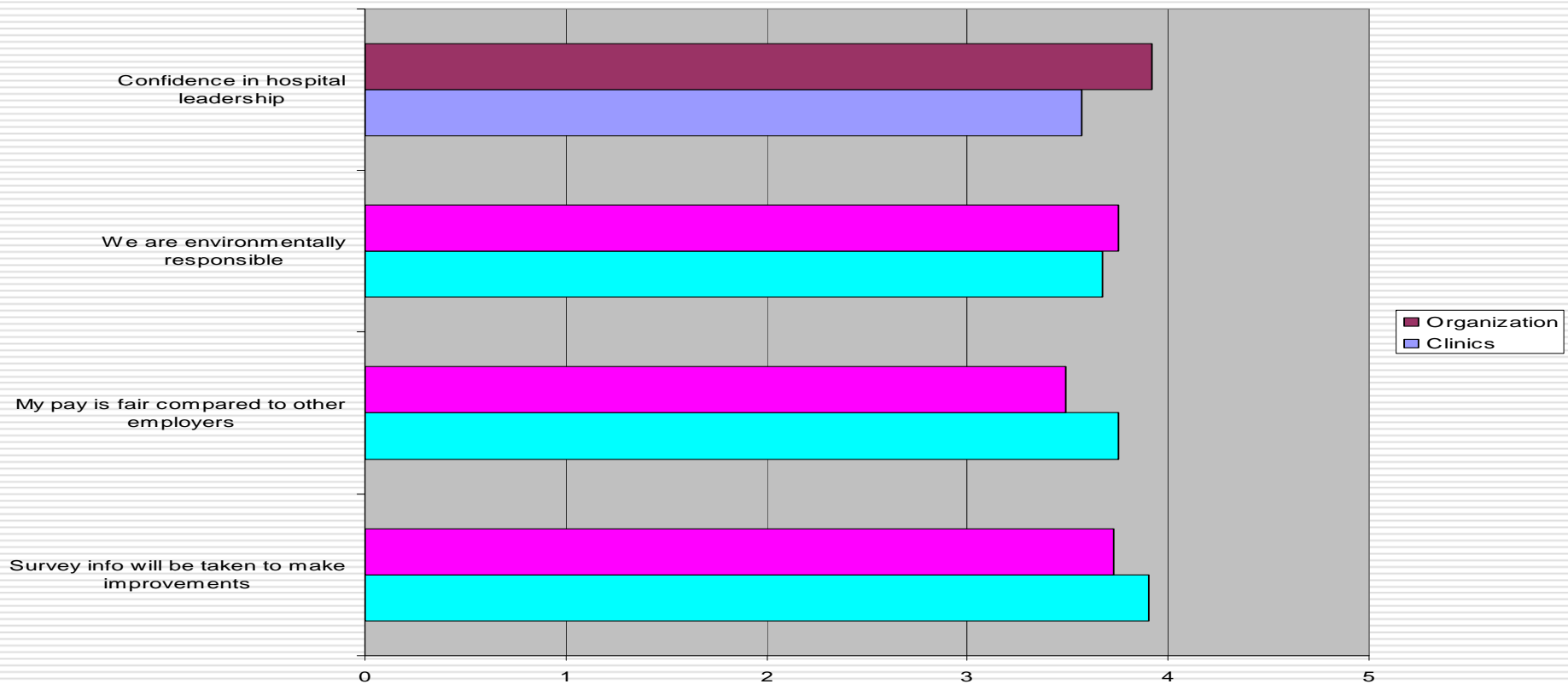
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Employee Satisfaction Strengths



# Employee Survey – Weaknesses

Employee Satisfaction Areas to Work On (Items scoring below 4)



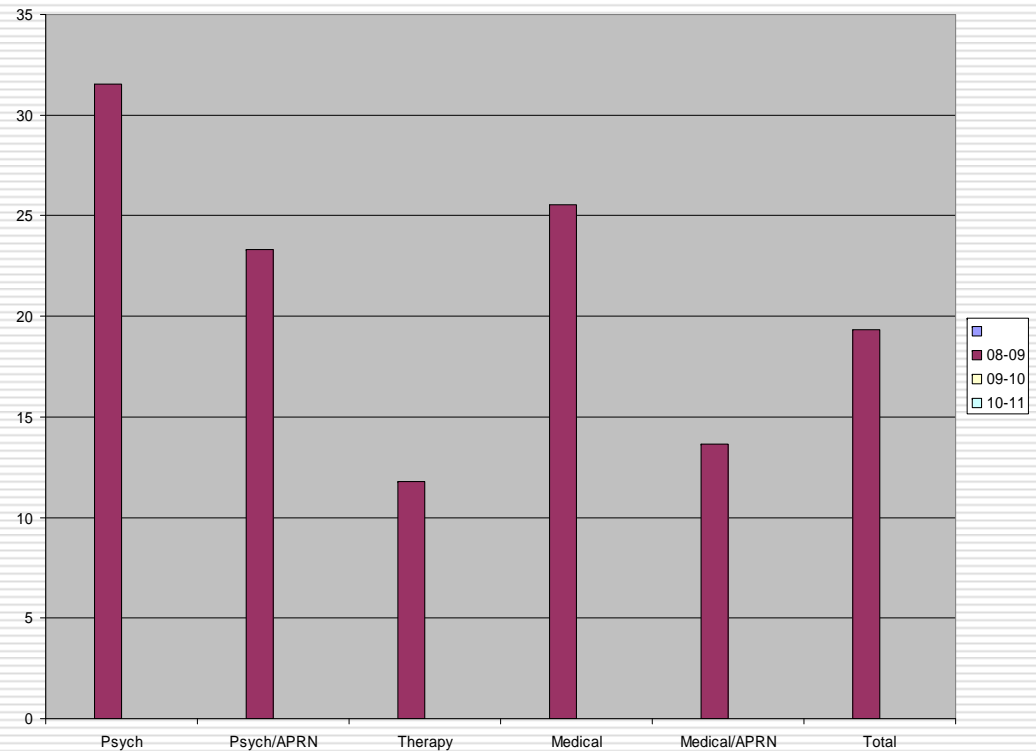
# Quality Improvement Workplan 2009

- World Class U Pillars

- Service- Broaden Service Interventions
  - Inservices at All Hands, Brown Bag series, Inservices at Primary Childrens, UNI, Education series for parents, providers and staff
- Maintain Staffing Availability

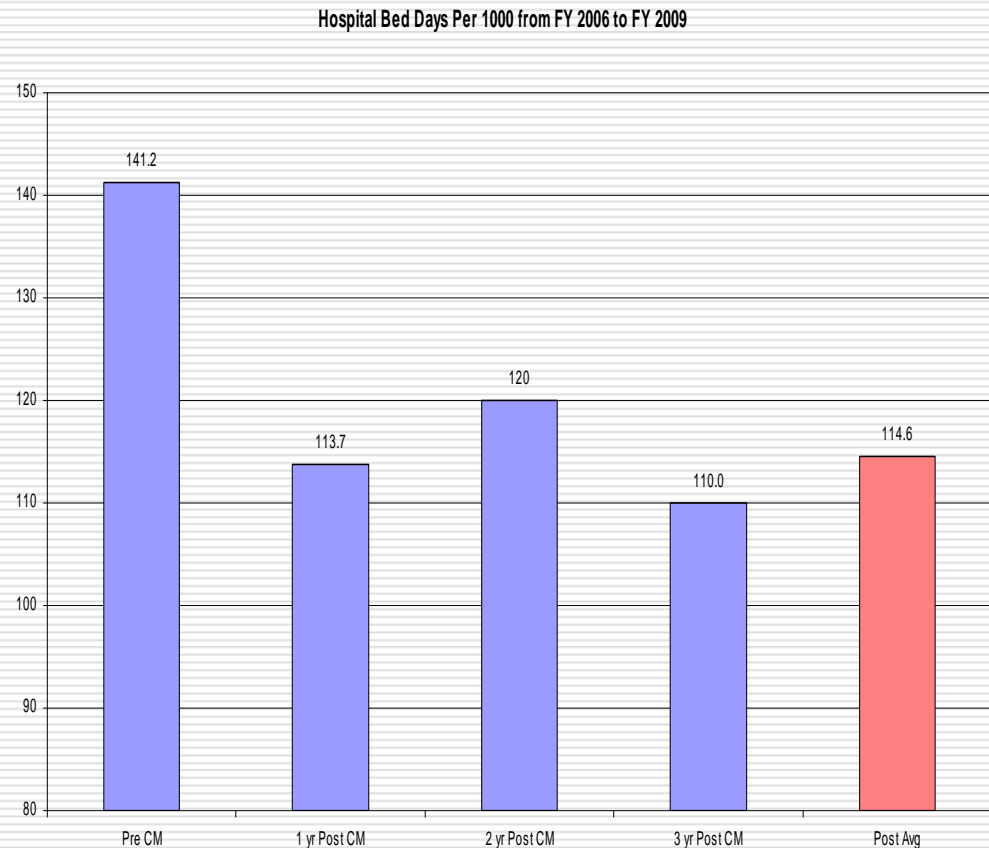
Chart shows the number of days overall before HOME has two appointments open with any specialty on the same day by month for 2008.

Calendar days until 2 appointments available in the same dat, by specialty, fiscal year



# Quality Improvement Workplan 2009

- Quality- Formalize outcome measures for the varied disciplines in the HOME Program
  - Social Workers conduct the YOQ/OQ on individual therapy clients.
  - Case Managers track hospitalizations
    - Bed day rate < 100/month



# Quality Improvement Workplan 2009

Finance=Goal < \$250 pmpm

Direct Mental & Medical Cost per Client FY2007 through FYTD March 2009



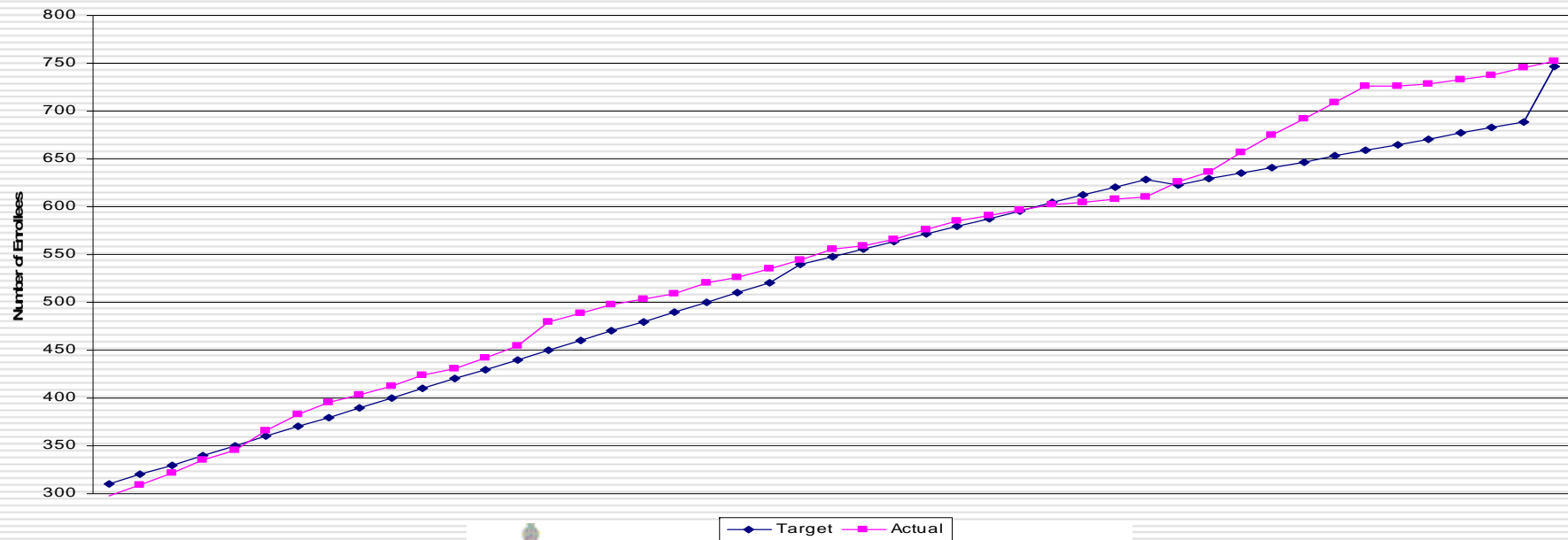
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# Quality Improvement Workplan 2009

## □ Growth

- Baseline enroll average 10 clients/month

Monthly HOME Growth Since October 2005



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# Quality Improvement Workplan 2009

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## □ Growth

### ■ Expansion Program Sites

#### □ Health Clinics of Utah – Ogden Location

- Projected start date July 16<sup>th</sup>
  - Edna Wilcock, RN, LCSW
  - Deborah Bilder, M.D.
- Thursday HOME North Clinic days
  - M.D. and 2 Physician Assistants
- Expected 50 to 55 enrollees will transfer care to Ogden site



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# Quality Improvement Workplan 2009

## Focused Studies

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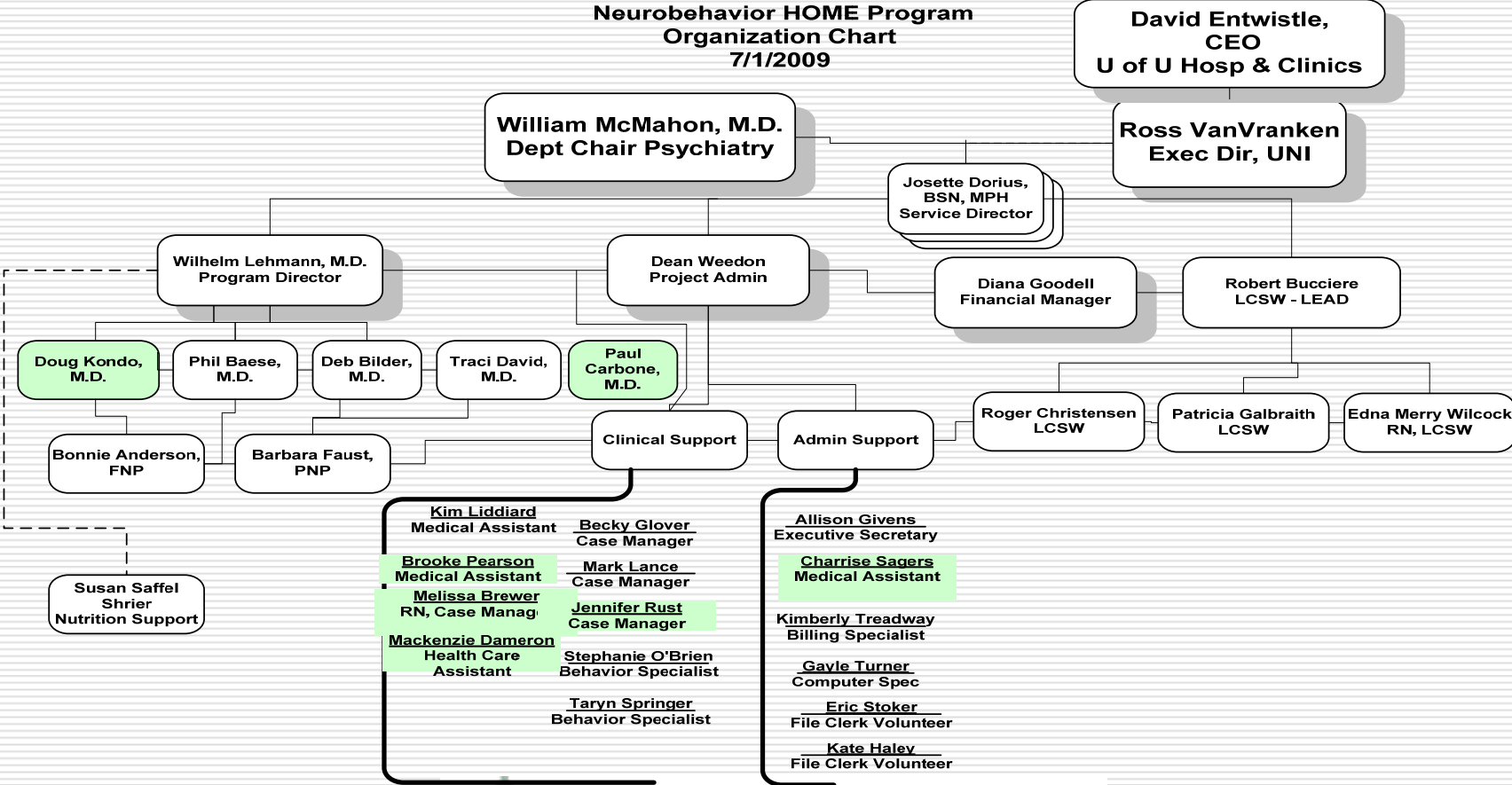
- Clinical Practice Standards
  - Weekly clinical meetings
  
- CHEC: Vaccine for Children Program
  - Audit completed June 9, 2009
    - No deficiencies
    - Saved over \$10,000 by getting vaccines thru the VFC Program
    - Bought new fridge with a grant from the VFC Program



# Quality Improvement Workplan 2009

## Growth – Staff

**Neurobehavior HOME Program  
Organization Chart  
7/1/2009**



# Quality Improvement Workplan 2009

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## Growth

### Contractual Opportunities

#### Molina Medicare Clients

- Enrollment began in January 2009 – 87 to date
- 5% Case Management fee for each Molina Patient seen in our HOME Program

#### DSPD – Support Coordination

- Not fiscally capable of contracting for privatization of case management
- Conflict of Interest with Behavior Support Contract

#### DSPD – Behavior Supports

- Continue with this contract -44 clients currently being served



# Expansion Update – Health Clinics of Utah – Ogden Location

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- Meetings at Ogden Site & HOME  
Action items:
  - Primary Care doctor and two Physician Assistants at site
    - On site shadowing in the HOME Program
  - Psychiatrist and RN Case Manager, Social Worker to travel and see HOME clients
    - Deb Bilder, M.D., Edna Wilcock, RN, LCSW
    - Propose 1 day/week –Thursday.
  - Draft contract received from University legal department.
    - PCP coverage
    - Lease space for traveling staff
      - 2 offices = 267 square feet @ \$5.43/sq feet
      - Will need to furnish rooms



# Quality – Electronic Medical Record

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- Software – Shorthand
- Commitment from all staff to move away from a paper record
- Meetings held to outline the electronic flow and where information can be found
- Wireless and hardwire capabilities in all rooms



# Quality Improvement Workplan 2009

## Disease Specific Studies

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- Diabetes Project
  - Weekly clinical meetings
    - Research assistant - volunteer
    - Performance Improvement Project - 2010
- Special Risk and Age Group Studies
  - No Show Patients
- Care Coordination
  - Case Manager's Role with Monitoring Hospitalizations
- Mental Health Services
  - Patients receiving therapy – 48%



# Quality Improvement Workplan 2009

## Corrective Action Tracking – Complaints 8

Aunt	2/12/2009	Unhappy about being referred to DCFS. Thinks this was retaliation for resistance to our recommendation to place outside the home.	Assured that no such agenda is present and that placement may be a recommendation but is not our final decision. Assured that we have a positive opinion of her and her family and respect the hard work they do. Offered to facilitate better experience but also gave in fo for disenrollment.
Self	2/18/2009	That EMW, his therapist, was insensitive to his feelings. Jason feels like he has had a lot of problems lately and that he felt worse after talking with Edna.	Invited Jason to come for a face to face visit with Edna. That Edna thinks very highly of him. That he could let Edna know that his feelings were hurt.
Mother/Guardian	3/9/2009	Mom concerned that Eric received call about medical results when she is the guardian and ought to have this info first.	WL to call mary to explain Eric's results. Will work through her in the future. Will training team at all hands on the importance of guardianship question in working with patients
Father	3/5/2009	Frustration over schedule testing appointments at ADC and feeling like his trime was not being valued.	JD conformed what dated would work for him, called to conform dates available in the schedule, and had appointments scheduled. JD followed up and all was going well.
Caregiver with Foundations	5/21/2009	Feels micromanaged from RNCM over coumadin management, field visits, and client follow up requirments.	Informed caregiver that new communication structure for coumadin is per medical director, that follow up requests have been per clinicians, not RNCM, but that we should not make them feel micromanaged. That we will be more sensitive to this perception understanding that we will be more involved in general to be eyes and ears for clinicians, not to oversee them.
Mother	5/26/2009	Weekend crisis call process broke down with failure to receive a timely call from the doctor on call	Met with UNI front desk supervisor who will review crisis process with new staff as well as clarify process with crisis center. Called to apologize, explain what I did, and asked that I receive a direct call if this happens again.
Mother	5/26/2009	Weekend crisis call process broke down with failure to receive a timely call from the doctor on call. This is the second issue with the crisis process in a week for this family	Met with UNI front desk supervisor who will review crisis process with new staff as well as clarify process with crisis center. Called to apologize, explain what I did, and asked that I receive a direct call if this happens again.
Mother/Guardian	6/30/2009	That HOME didn't care about Eric or her status as guardian due to unwillingness to write a letter discouraging alcohol use due to med interactions.	Stated that letter to this effect would be inappropriate as untrue. That could write letter encouraging moderation in use of alcohol and energy drinks (added concern).

# Quality Improvement Workplan 2010

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- Wildly Important Goals – WIGs
  - Exceptional Patient Experience – Goal 90%
    - Current 87%
  - Finance - Bedday rate 100/month
    - Per member per month < \$250
    - Current Bedday rate 110
    - Current PMPM \$
  - Quality – Appointment Availability Expansion
- Focused Studies – Diabetes Project
- Core Concepts of a Medical Home
- Complaints/Grievances
- Medicaid Regulatory Requirements



# Core Concepts of a Medical HOME

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- Family strengths
- Respect
- Choice
- Information sharing
- Support
- Flexibility
- Collaboration
- Empowerment



# Other Agenda

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- DSPD
  - Privatization of support coordination
  
- Round Table
  
- Next Meeting – September 29, 2009

