A taste of CHIPs:
The development of
Community Health Improvement Plans
in multiple CCOs

December 5, 2013 CCO Summit

Introductions

Belle Shepherd, Moderator

Panelists:

- **Vanessa Becker,** Southern Oregon
- **John Adams,** EOCCO/Lake Co. CAC
- **Coco Yackley,** PacificSource – Gorge
- **Karen Gaffney,** Trillium/Lane Co.

CHA to CHIP

CHA =   **Community Health Assessment**

         due January 1, 2014

CHIP =   **Community Health Improvement Plan**

         due July 1, 2014

Per <u>Oregon Administrative Rules 410-141-3145</u>:

- **CCOs shall develop and review and update its community health assessment and plan every three years**

Oregon Administrative Rules 410-141-3145 cont….

✓CCOs must partner with their local public health authority, local mental health authority and hospital systems to develop a shared community health assessment process, including conducting the assessment and development of the resulting community health improvement plan.

✓The CCO's **Community Advisory Council** shall **oversee** the community health assessment and adopt a plan to serve as a strategic population health and health care system service plan for the community served by the CCO. The Council shall annually publish a report.

CCO Summit: Community Health Improvement Plans

December 5th, 2013
Vanessa A. Becker, Principal, V Consulting & Associates

What is a CHIP

A plan that outlines strategies and metrics that support improved health of a community

- ✓ Systematic Approach
- ✓ Community driven, focused on OHP population
- ✓ Aimed at making meaningful changes through collaboration
- ✓ Intended to address significant issues influencing overall health of OHP population
- ✓ Meets mandates of several organizations
- ✓ Natural progression after CHA
- ✓ Based on data collected in CHA
- ✓ Evidence-based/evidenced-informed strategies
- ✓ Beyond patient education strategies

Items to Discuss Consider Before You Embark on your CHIP

consulting

1. ## Resources
   - Time, Expertise, Money
2. ## Level of Community Engagement
   - Continuum of Community Engagement
   - Ways to get input
   - Types of input: setting and/or evaluating strategies?
3. ## Collaboration w/other organizations
   - Other CCOs, public health, hospitals, specific population groups, etc.
4. ## Final Document & Rollout

Level of Community Engagement Continuum

Internal Only
CAC
CAP
Board
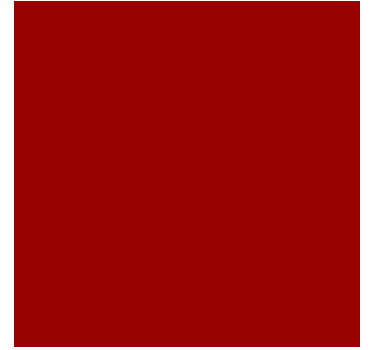Staff

Every Person in the Community

Possible tools to gather community input
- ✓ Phone &/or online surveys
- ✓ Focus groups
- ✓ Community forums
- ✓ 1:1 interviews

Resources for CHIP's

- ✓ Review other CHIPs
  - Likes & dislikes: formatting and process

- ✓ Review OHA documents

- ✓ Explore national websites/resources

Thank you for your time and attention!

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Lake County CAC
Coordinator: John V. Adams

Health Priorities

- Senior Services

- Dental

- Mental Health

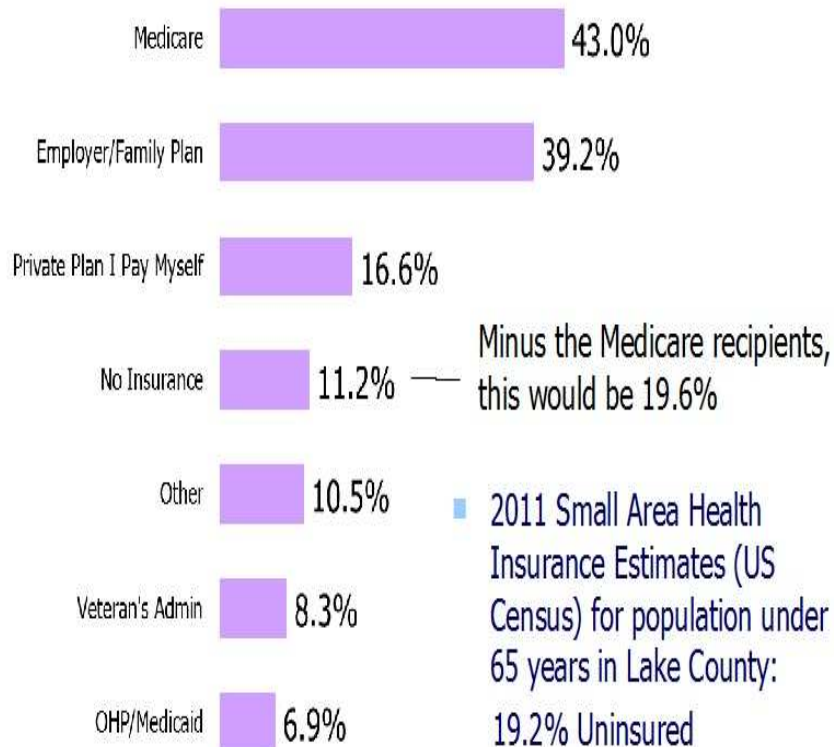- Physical Activity

Lake County CAC

Quantitative Community Health Data

- **Demographics** – Statistics of Lake County population

- **Health Status** - Provides information regarding the community's health, disease prevalence and other factors that impact the health of community members

- **Health Utilization** - Gathers inpatient and outpatient utilization data for the local community and identifies where people go to receive care

- **Provider Supply & Demand** - Determines the projected need for health professionals for the service area

- **EOCCO Needs Assessment Checklist** - Addresses CCO specific metrics

Qualitative Community Health Data

1. What is Your Health Insurance Status? (Select all that apply)

Medicare	43.0%
Employer/Family Plan	39.2%
Private Plan I Pay Myself	16.6%
No Insurance	11.2%
Other	10.5%
Veteran's Admin	8.3%
OHP/Medicaid	6.9%

Minus the Medicare recipients, this would be 19.6%

- 2011 Small Area Health Insurance Estimates (US Census) for population under 65 years in Lake County: 19.2% Uninsured

National Rural Health Day Celebration

Top 10 Health Needs

Dental

Data Source	Data/Key Findings
Lakeview Visioning Meeting	Need More Dentists received 16 votes
Lakeview Visioning Meeting	Walk in dental clinic – 2 votes
North Lake Visioning Meeting	More Dental Services received 17 votes
Paisley Focus Group	Lack of Dentists/Need Dental services/Van
Health Status Presentation	49.9% are without dental insurance
North Lake Survey	56.4% did not get all the dental care they needed
North Lake Survey	6% responded that a lack of access to good dental care is the most important health concern. 7.8% responded it was the second most important.
South Lake Survey	20.5% did not get all the dental care they needed
South Lake Survey	1.8% responded that a lack of access to good dental care is the most important health concern. 3.2% responded it was the second most important.

Drugs & Alcohol

Data Source	Data/Key Findings
Lakeview Visioning Meeting	Reduce illegal prescription use – 4 votes
North Lake Visioning Meeting	Drug and alcohol counseling – 6 votes
North Lake Survey	31.3% responded that alcohol or drug abuse is the most important health concern. 23.4% responded it was the second most important.
North Lake Survey	14.1% mentioned drugs and alcohol abuse as the one thing to improve overall health of the community.
South Lake Survey	44.1% responded that alcohol or drug abuse is the most important health concern. 20.5% responded it was the second most important.
South Lake Survey	20.7% mentioned drugs and alcohol abuse as the one thing to improve overall health of the community.
Health Status Presentation	Arrest rate for all drugs higher in Lake County than the state
Health Status Presentation	DUII Arrest Rate is higher in Lake County

	than in the state.
Paisley Focus Group	Alcohol listed as one of the most important health problems

Access to Medical Care

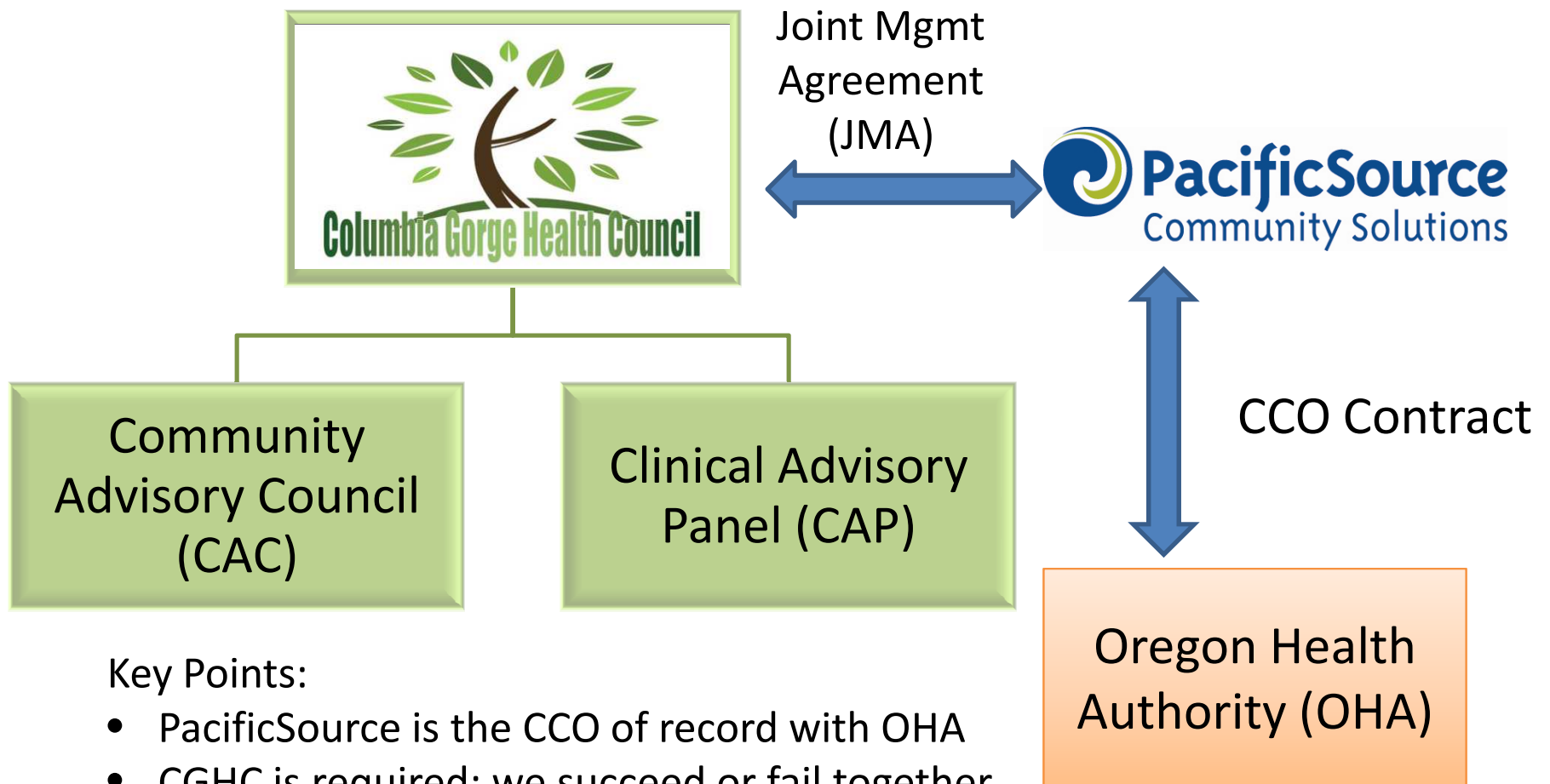| Data Source	Data/Key Findings
North Lake Survey	21.3% of those who didn't get all the care they needed stated they couldn't get an appointment quickly enough. 10.6% said the office wasn't open when they could go.
North Lake Survey	13.4% responded that lack of access to good healthcare is the most important health concern. 11.7% responded it was the second most important
North Lake Survey	38.8% chose More Primary Care Providers as the one thing to improve access to healthcare.
North Lake Survey	15.2% mention more doctors and other providers as the one thing to improve overall health of the community.
North Lake Survey	5.0% stated Expanded hours for outpatient services is the one thing to improve the community's access to health care
South Lake Survey	38.2% of those who didn't get all the care they needed stated they couldn't get an appointment quickly enough. 6.5% said the office wasn't open when they could go.
South Lake Survey	4.8% responded that lack of access to good healthcare is the most important health concern. 4.5% responded it was the second most important
South Lake Survey	38.5% chose More Primary Care Providers as the one thing to improve access to healthcare.
South Lake Survey	9.7% mention more doctors and other providers as the one thing to improve overall health of the community.
South Lake Survey	8.4% stated Expanded hours for outpatient services is the one thing to improve the community's access to health care
Provider supply and demand analysis	Shows no access outside of normal office hours.
Provider supply and demand analysis	All providers report being as busy as they would like to be

Recommendations

- **Effective Community Outreach and Open Communication** – We want the community to understand who we are, what we're doing, and to have opportunities to provide input

- **Membership Driven Process** – Involve members in decision making and activities throughout the process

- **Providing Education, CAC Support, and Leadership Development Opportunities**

- **Encourage Active Members** – CAC members contribute to meetings, research, outreach, and events/activities

- **Paid CAC Coordinator**

Columbia Gorge CCO Community Health Assessment

CCO Summit

Columbia Gorge CCO Model

Joint Mgmt Agreement (JMA)

CCO Contract

Oregon Health Authority (OHA)

Community Advisory Council (CAC)

Clinical Advisory Panel (CAP)

Key Points:
- PacificSource is the CCO of record with OHA
- CGHC is required; we succeed or fail together
- CGHC has latitude beyond CCO scope

The Columbia Gorge Region >> Gorge CCO

- 6 Counties region
- 2 states
- 2 CCOs
- 4 hospitals
- ~100,000 residents
- Many organizations cross multiple counties

Health Assessment & Improvement Plan

Community Health Assessment Process

- 11 Healthcare organizations coming together for 1 shared health assessment
  - Oregon - Columbia Gorge Health Council, Hood River County Health Department, Mid Columbia Medical Center, Mid-Columbia Center for Living, North Central Public Health District, One Community Health, Pacific Source Community Solutions, Providence Hood River Memorial Hospital
  - Washington - Klickitat Valley Health, Klickitat Valley Health Department, Skyline Hospital

- Established collaboration principles
  - A collaborative community health assessment ("CHA") can be better; more accurate and actionable as community providers agree on the needs within our region and communities and will support our ability to address those needs together.
  - A collaborative CHA will maximize collective resources available for improving population health.
  - A collaborative CHA must be truly collaborative, requiring commitments of cash or in-kind resources from all participants who would use it to satisfy a regulatory requirement.

Using MAPP* for Community Health Assessment

Community Themes	Health Status	Local Health Eco-system	Forces of Change
Consumer Survey – >1,000 surveys	Demographic Data – agreed to PSU and Truven ® data sources	Agency Sessions – 24 agencies; 5 counties	Agency Session- 24 agencies; 5 counties
Community Sessions – >100 participants		Provider Sessions – 140 providers; 4 hospitals; 4 Health Depart's	Provider Session
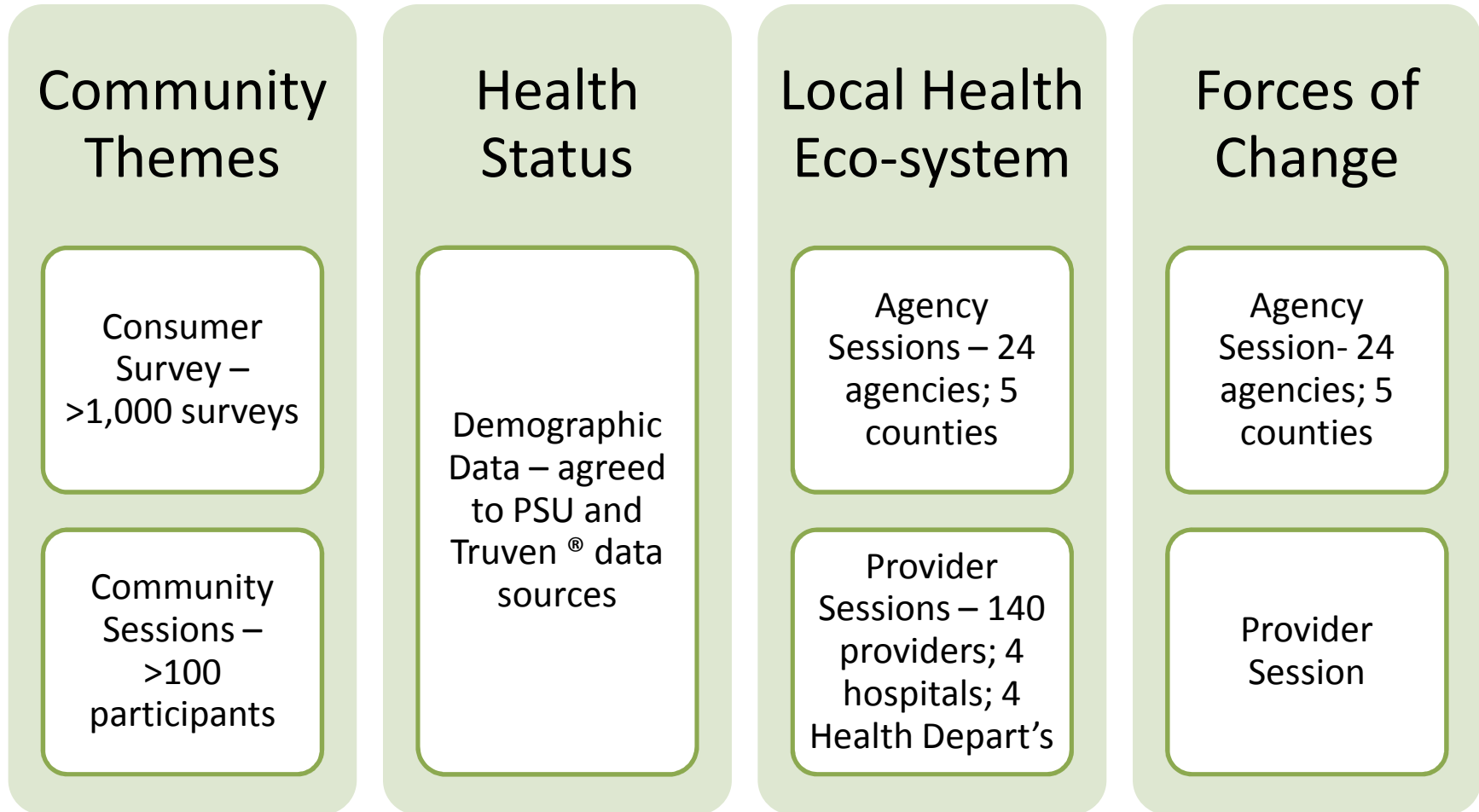
* Mobilizing for Action through Planning and Partnerships

Trillium Community Health Plan

Community Health Improvement Plan

http://www.preventionlane.org/chip.htm#chip

Community Team

- ❑ Common understanding
- ❑ Common measures
- ❑ Common narrative
- ❑ Common objectives
- ❑ Common plan
- ❑ Varying roles
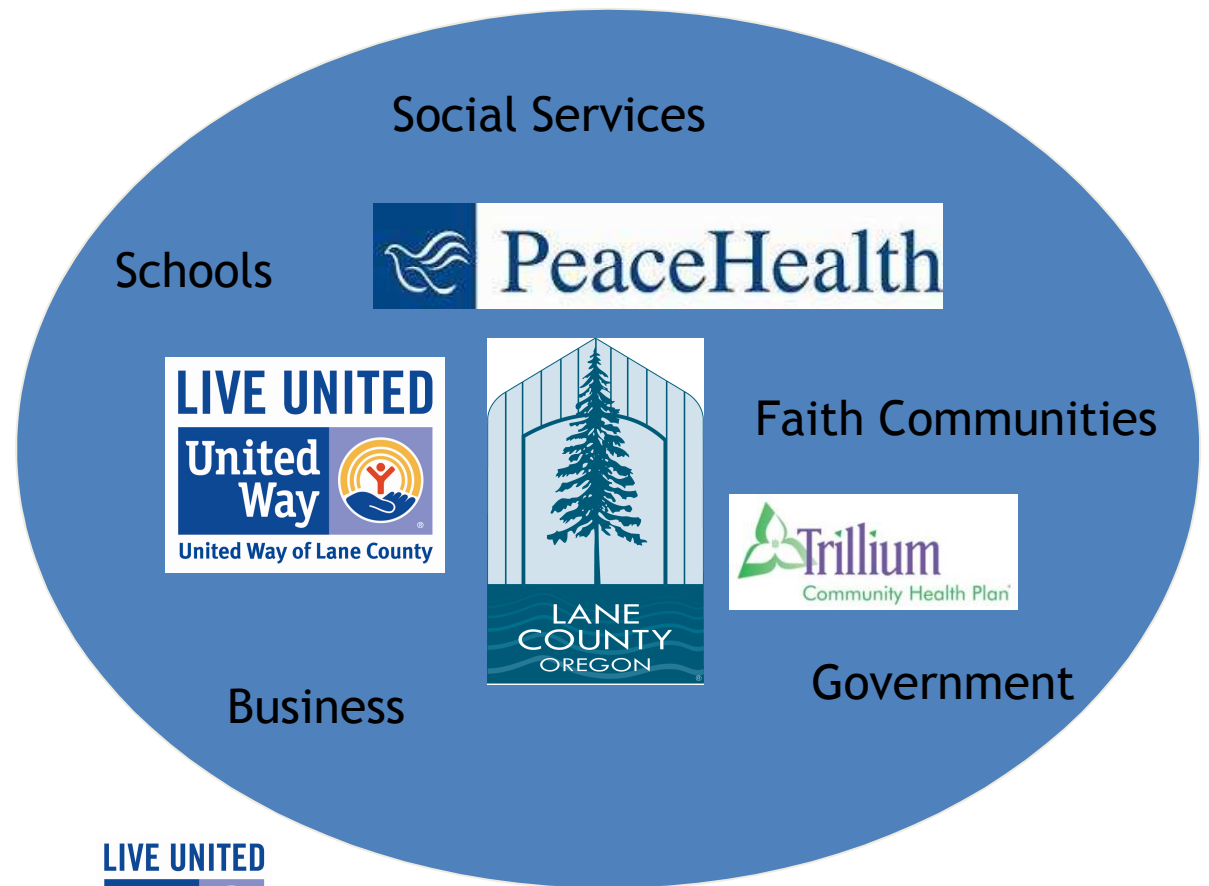
Assessment Process & Priorities

❑ Community Advisory Council Subcommittee to Work with Partners

❑ CHA: Quantitative & Qualitative Data

➢ Local, state, national survey data & rankings

➢ Outreach to existing community groups across County

➢ Focus groups, public forums, public officials, stakeholder interviews

➢ On-line survey

❑ CHA/CHIP Partnership Group identified 5 priority areas for focus in the CHIP

❑ Collaboratively reviewed research and readiness to identify specific strategies for each priority area

❑ CHA & CHIP Approved by CAC and Governance Board Spring 2013

Improvement Priorities

1. Improve Health Equity

2. Prevent and Reduce Tobacco Use

3. Prevent and Reduce Obesity

4. Improve Mental Health and Reduce Substance Abuse

5. Improve Access to Care

Steps for Success

❑ Close collaboration with community partners

❑ Organizational infrastructure
  ➢ Leadership
  ➢ Accountability
  ➢ Communication

❑ Budget implications
  ➢ Focus existing resources on community health priorities
  ➢ Align community health with other improvement priorities
  ➢ Identify new resources needed
  ➢ Leverage external funding, e.g. grants
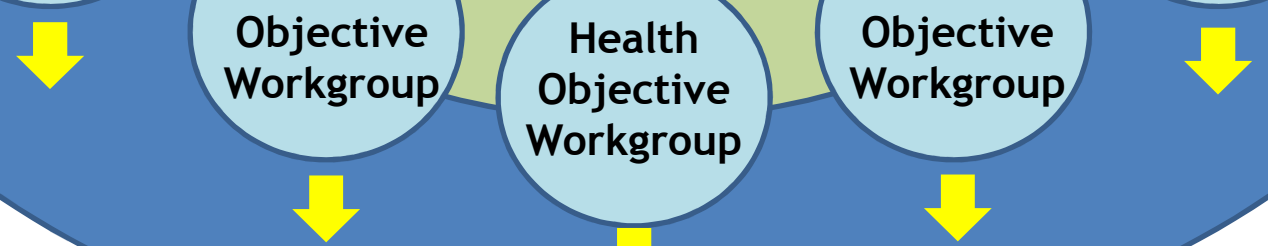
Please complete an evaluation

- Thank you for participating today and for your feedback about how we can improve this work!

- Contact us:

  www.transformationcenter.org