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# Learning Collaborative – Understanding the social-emotional health system and making improvements

Health Aspects of Kindergarten Readiness Measure: System-Level Social-Emotional Health Metric

February 1, 2024



Oregon  
Health  
Authority



# System change

- Shifting component parts of a system – and the pattern of interaction between these parts – to ultimately form a new system that behaves in a qualitatively different way.
- System change can be an outcome or an approach.

# Agenda

- CCO sharing
- All participant discussion
- Announcements
  - Upcoming technical assistance opportunities
  - Input sessions on child-level metric
  - Attestation update for 2023 work

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# SYSTEM CHANGE TO IMPACT SOCIAL EMOTIONAL HEALTH

SOCIAL-EMOTIONAL HEALTH METRIC TA LEARNING COLLABORATIVE | 2/1/24

COURTNEY WHIDDEN-RIVERA, SENIOR DIRECTOR OF QUALITY IMPROVEMENT

TAYLOR DOMBEK, DIRECTOR OF INTEGRATED CLINICAL SERVICES



A young child with curly hair is smiling and playing with colorful blocks. The child is wearing a blue and white checkered shirt. The background is blurred, showing other children and a play area.

**UHA's Approach**

**2023 Successes**

**Challenges &  
Opportunities**

**Moving the Needle**

# OUR APPROACH TO SYSTEM CHANGE



## Philanthropic Partnership

- The Ford Family Foundation



## Provider Network

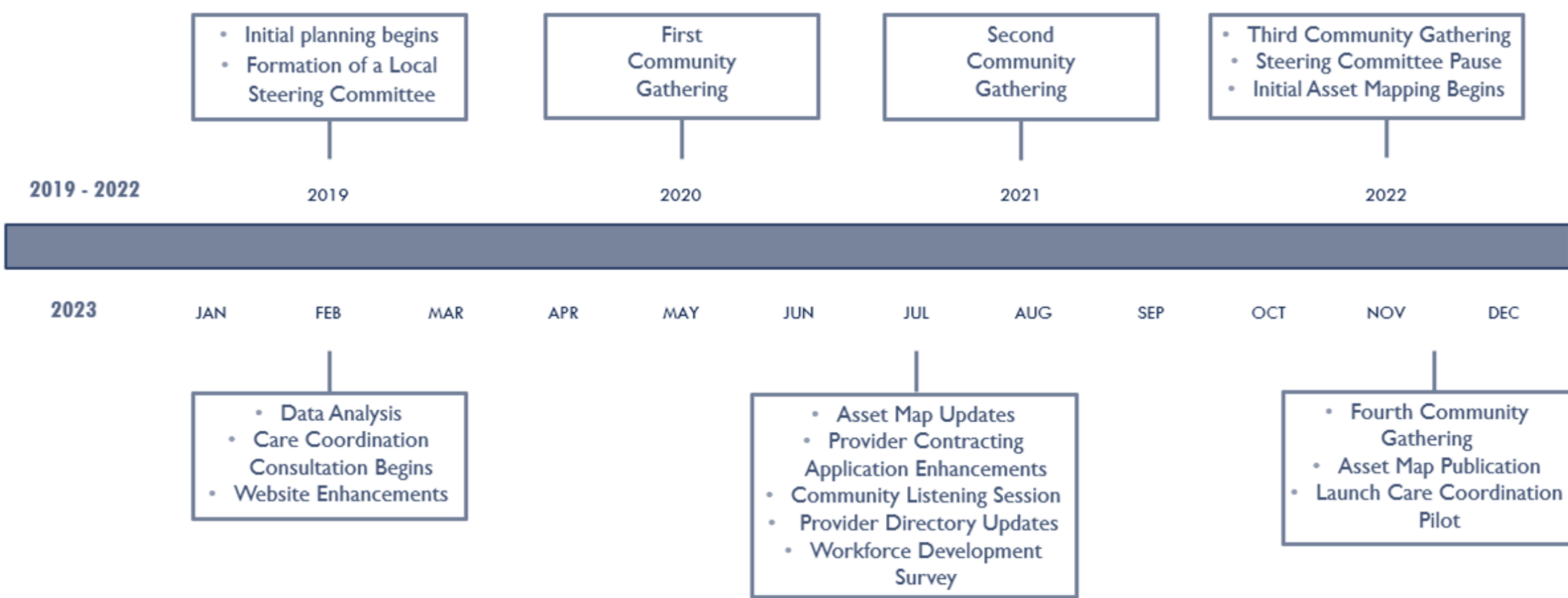
- One on one provider meetings
- Mixed Method Data Collection



## Community & Member Engagement

- Latino/a listening session
- Annual Community meeting with data driven decision making





# OVERVIEW OF COMMUNITY ENGAGEMENT

# Children's Social Emotional Health



## Priority Populations



**Children outside Roseburg city limits**  
(within UHA service area)



**Children (0-5)**



**Listening Sessions with Latino/a/x community**



**Children with Adverse Childhood Experiences**

1

### Improvement Goal

**Increase the number of specialty providers serving children (birth to five)**

**Sub Aim:** Continue to improve the number of specialty behavioral health providers treating populations with historical inequitable outcomes

- Continue to improve the number of contracted specialty behavioral health providers, including those that offer population-specific treatment modalities
- Establish data-informed provider network standards to enhance panel responsiveness to community needs
- Create and publish guidance materials on UHA's contracting process(es)

2

### Improvement Goal

**Improve the skill set of primary care providers to serve the social emotional needs of children 0-5**

**Sub Aim:** Enhance the skills of primary care providers to serve social emotional needs of children 0-5 that have experienced historical inequitable outcomes

- Identify tools currently being utilized by primary care providers to identify flags, emphasizing population-specific indicators
- Tailor support and assistance to providers, individualized to the practices & patient needs (assessment, brief intervention, referral to specialty services)
- Incentivize provider engagement in technical assistance trainings





Community  
Engagement



Care Management



Behavioral Health –  
Integrated Clinical  
Services



Decision Support



Provider Network



Quality  
Improvement

INTERDISCIPLINARY INTERNAL APPROACH

## Behavioral Health

- Increase in specialty BH practices serving young children
- Addition of Bright Futures Periodicity Schedule to Clinical Practice Guidelines
- Updates to Provider Directory and publication of the Asset Map
- Member Handbook updates

## Provider Network

- Established data-informed provider contracting standards
- Developed and published guidance documents to improve provider contracting experience
- Removed Prior Authorization Requirement for Psych Evals

## Care Management

- New Beginnings program realignment with metric target population

## Community Engagement

- Hosted a Spanish listening session to engage the Hispanic/Latino/a population
- Held focus groups through the community health assessment
- Visited with the Mexican Consulate

## Decision Support

- Developed Value Based Payment Program for Children's SE services in Primary Care
- Designed a REACH dashboard to monitor social emotional health metric performance

## Quality Improvement

- Implemented an OHA Certified Health Care Interpreter Scholarship Program

Social Emotional Reach Historical Performance [Rendering Vendor]

Current Year



Measure Year

2

Age Range

Min Max  
5

PCP At End of Measure Yr

PSC Indicator

False  
True

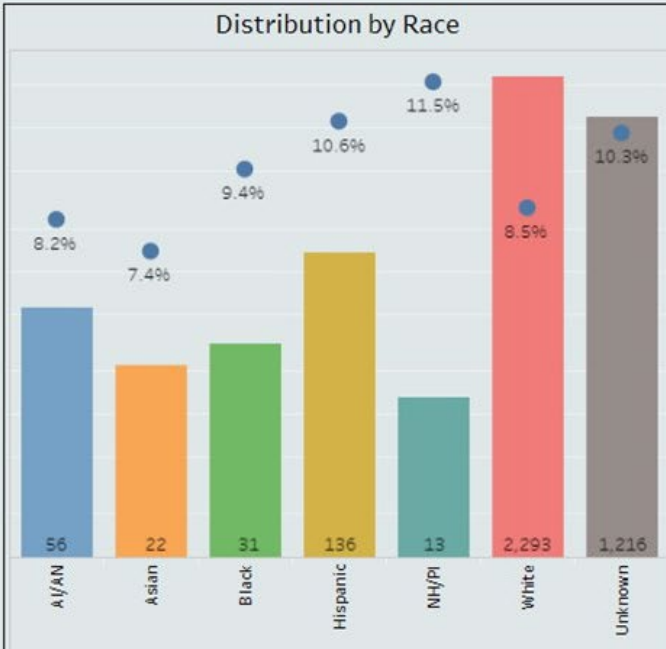
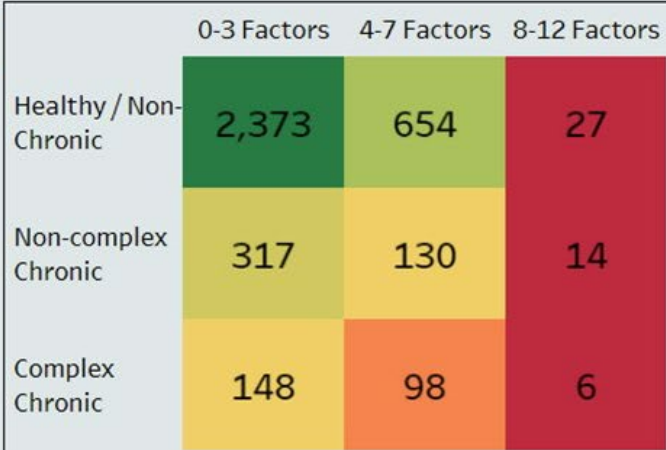
In or Outside Roseburg

Inside Roseburg  
Outside Roseburg

Procedure Type

Assessment  
Service

Language



- Vendors and Distinct Members Served
- Family Development Center
  - Adapt PC
  - Compass Behavioral Health
  - University Professional Services Springfield
  - Juniper Tree Counseling LLC
  - Umpqua Community Health Center abn Aviva Health
  - Douglas CARES
  - Valley View Mental Health Services
  - University Professional Services
  - North River Pediatrics LLC
  - Centennial Medical Group East LLC
  - Rodney Todd MD PC
  - Positive Behavior Supports Corp





PROCESSES,  
PROCEDURES, &  
SYSTEMS



DATA AND  
TECHNICAL  
LIMITATIONS



COMMUNITY  
ENGAGEMENT



PROVIDER NETWORK  
MANAGEMENT

## CHALLENGES

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# MOVING THE NEEDLE FORWARD



# Discussion



Set background

Clear frame

# What do you enjoy about winter?



Sticky note (Ctrl+Shift+P)



Sticky note



|

Cancel

Save

# Announcements



# Technical Assistance Opportunities

- Engaging new social-emotional partners with the health system
  - **April 9**, 1-2pm – Webinar
  - **April 30**, 1-2pm – Webinar
  - **May 29**, 1-2pm – Learning collaborative

You can access the technical assistance plan and registration links on [OHA's webpage](#).

# Input sessions on child-level metric

The measure stewards are offering input sessions for various groups – including CCOs – to inform the proposed 2025 child-level metric.

Specific Input Session with OPIP: two times offered (same content)

- **February 15**, 12:00-1:30 PM,  
Register here: <https://us06web.zoom.us/meeting/register/tZYudumsrzsqH9Iflt-KpwSSlhL186Pfw95v#/registration>
- **February 21**, 12:00-1:30 PM, Register here:  
[https://us06web.zoom.us/meeting/register/tZMuf-CurTkoH9U026m\\_jvExKEEMDSnHvond#/registration](https://us06web.zoom.us/meeting/register/tZMuf-CurTkoH9U026m_jvExKEEMDSnHvond#/registration)

# Second year attestation: Social-emotional health metric

**WHAT:** Completed **attestation survey**

**WHEN:** by February 29, 2024

**WHERE:** Via Survey Monkey -

<https://www.surveymonkey.com/r/6CP7NG8>

- SM link and pdf are searchable on the CCO Metrics Program resource page: <https://www.oregon.gov/oha/hpa/analytics/pages/cco-metrics.aspx>

# Second year deliverables: Social-emotional health metric

**WHAT: Updated asset map.** Per the table on page 5 of the 2023 technical specifications, this includes **both** -

- (i) an updated version of what CCOs submitted for Year 1/2022 (contracted specialty behavioral health services) **and**
- (ii) asset map for integrated behavioral health services (contracted Patient Centered Primary Care Homes who have attested to the PCPCH standards with Standard 3C3 to indicate that they provide integrated behavioral health services, including population-based, same-day consultations by behavioral health providers).
  - While CCOs do not have to use the asset map forms from the measure specification appendices or the fillable versions provided by OHA, CCO submissions must, at a minimum, include the elements noted in the measure specifications.
  - Therefore, CCOs may choose to submit separate documents (updated contracted specialty behavioral health services assets document and separate integrated behavioral health assets document) or, if they choose, one document including the required information on both types of assets.

**WHEN:** By February 29, 2024

**WHERE:** Via [Metrics.Questions@odhsoha.oregon.gov](mailto:Metrics.Questions@odhsoha.oregon.gov)

# Second year deliverable: Social-emotional health metric

**WHAT: Updated action plan.** Per the table on page 10 of the 2023 technical specifications, CCOs must submit an updated action plan assessing progress (per page 11).

- This includes assessing progress measured by meeting progress milestones the CCO set in the Action Plan and involving communities experiencing injustices in evaluating the success of improvement strategies and offering suggestions for revising the targets and strategies in the Action Plan.

**WHEN:** By February 29, 2024

**WHERE:** Via [Metrics.Questions@odhsoha.oregon.gov](mailto:Metrics.Questions@odhsoha.oregon.gov)

# Resources

## System map – Oregon’s social-emotional health system for children 0-5 years

<https://www.oregon.gov/oha/HPA/dsi-tc/Documents/Social-Emotional-Health-System-Map.pdf>

## Path to Systems Change

<https://www.oregon.gov/oha/HPA/dsi-tc/Documents/Systems-Change-Model-Draft.pdf>

# Thank You

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