

# Partnering for Whole Person Care

Alameda County's Experience

*Innovations Summit on Integrated Care*

*October 7, 2016*

# Agenda

1. Basics of the new complex pops programs:
  - Whole Person Care Pilots
  - PRIME
  - Health Homes Program
  - Global Payment and Alternative Payment Methodologies
2. Critical organizational players
3. How we are organizing ourselves
4. Four critical challenge areas

# Target Populations: Simple Concept

## WPC = High Utilizers of Multiple Systems

- ED Utilizers
- Virulent addiction
- **Homelessness**
- Untreated mental illness
- Socially Isolated
- May **not** be high medical cost.....

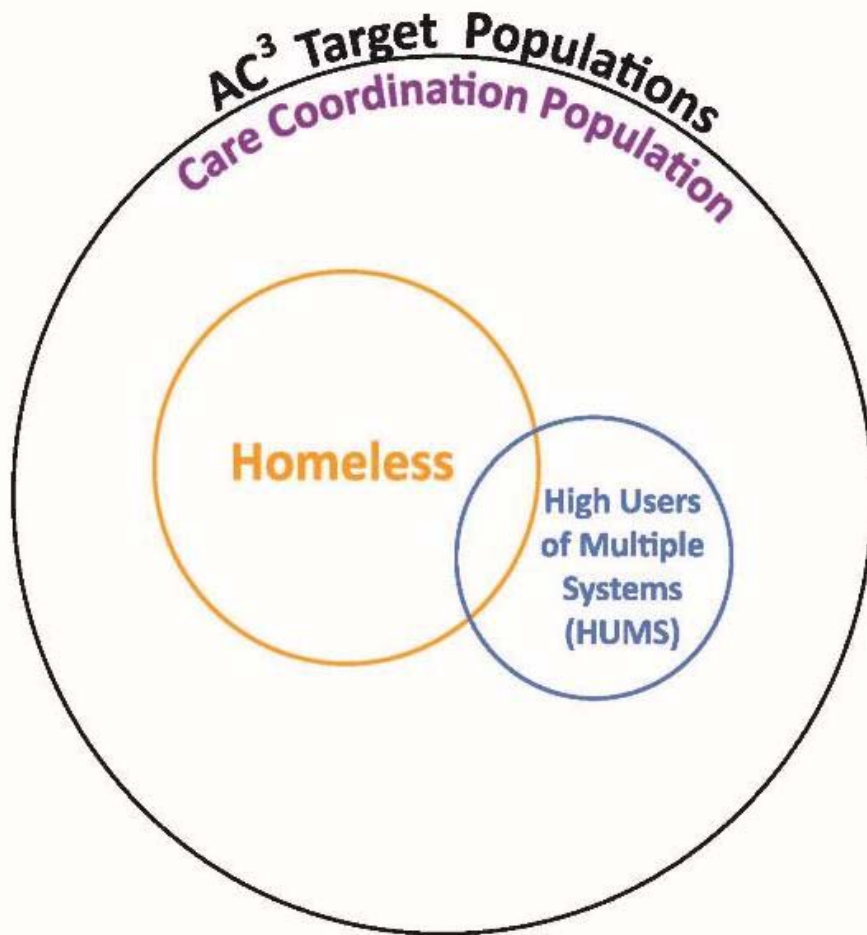
- Hospital Utilizers
- Multiple chronic medical issues
- Also behavioral
- High medical costs

## Health Homes = Multiple Complex Conditions

# Initiatives at a Glance

	Whole Person Care	PRIME	Health Homes
Populations	HUMS	Both	Multiple Complex Conditions
Intent	<ul style="list-style-type: none"> <li>• Address high utilizers .</li> <li>• Housing for health.</li> <li>• Integrated Health!</li> </ul>	<ul style="list-style-type: none"> <li>• Transform public hospitals</li> <li>• Emphasis on care transitions and ambulatory.</li> </ul>	<ul style="list-style-type: none"> <li>• Support high cost members</li> <li>• Care management partnerships with community</li> </ul>
Managed By	County	Public Hospital	Managed Care Plans
Time Period	2016-2020	2016-2020	Variable
Program	1115 Waiver	1115 Waiver	ACA 2703

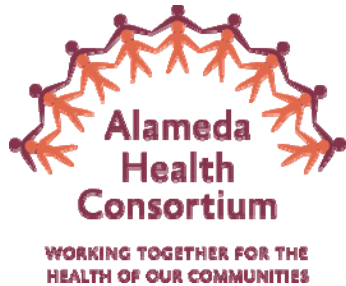
# Alameda County WPC plan



## Big \$ investments in:

- Supportive Housing infrastructure
- Creation of a “community health record”
- Linking clients to PH, BH, SUD treatment and housing resources in real time

# Our Partners



Health care you can count on.  
Service you can trust.

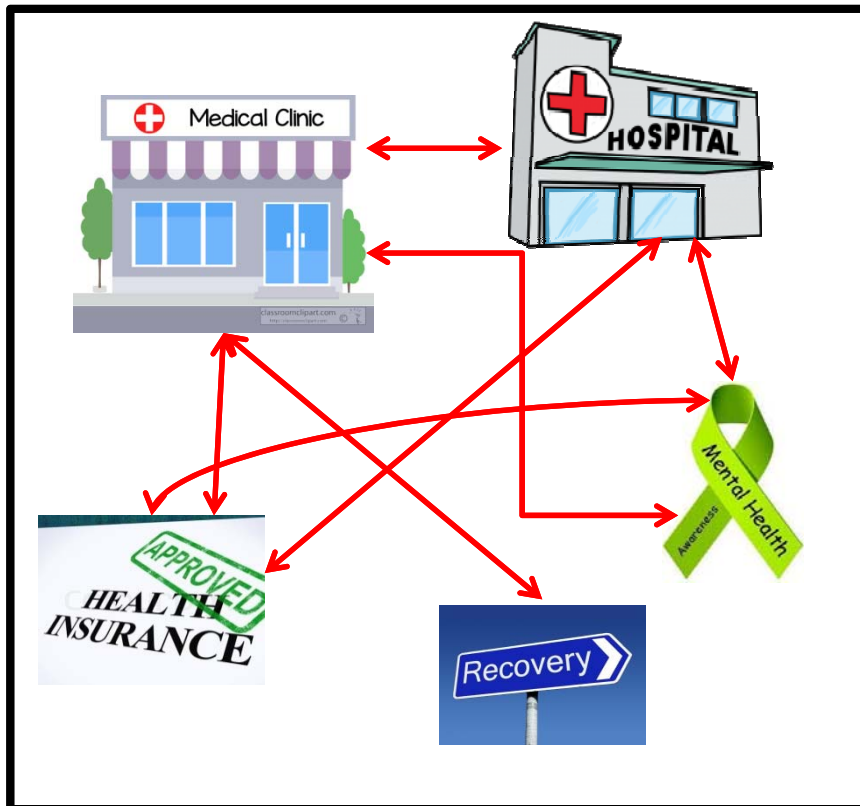


**Alameda County Health Care Services Agency**

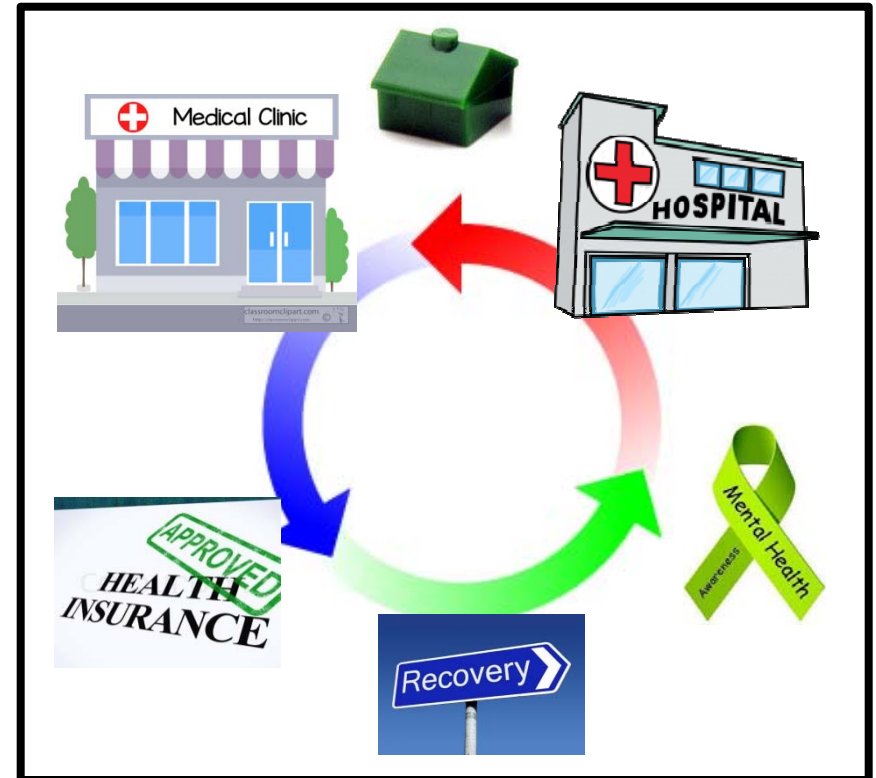
Administration and Indigent Health

# Getting People to the Table

## From Many Conversations to One\*

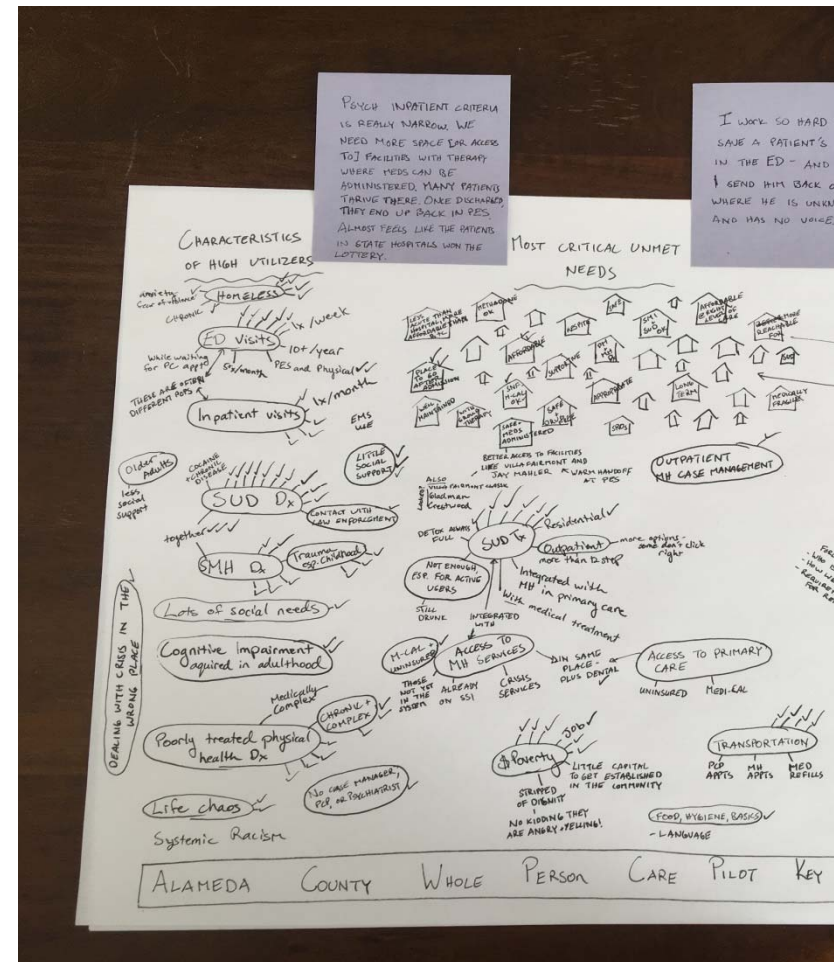


\* And adding housing.....



# How We Organized: New Initiatives on Old Alliances

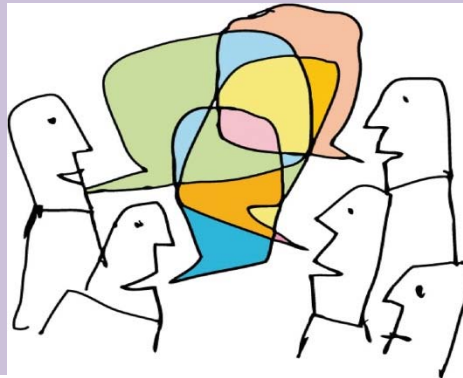
- Building on history of smaller bilateral projects
- Investing time in the infrastructure of collaboration
  - Front-line interviews
  - The Engine Team
  - Rapid response to ACH opportunity as an example
  - Special outreach to Housing
- Patience is important!



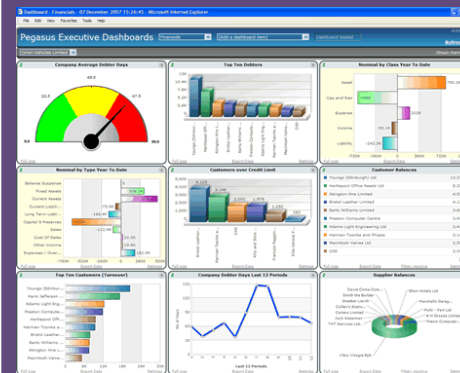


# Four Challenges We Addressed

## Bridging Cultural Differences



## Dueling Metrics



## Data Sharing



## Sustainability

# Deep Culture

## Investing in Relationships

- BH clinicians hired by FQHCs
- Psych consultants to Primary Care
- UC Davis Primary Care Psychiatry Fellowship
- Primary Care services within specialty BH
- Drug Medi-Cal Waiver


Alameda County Behavioral Health

## PCPCP

Primary Care / Psychiatry Consultation Program

Adult trained psychiatrists providing education, training, and on/off-site consultation.

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Doctors Lucas Jones, Cheryl Baggeroer, Fuensanta Botello, Margo Pumar

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WEEKLY ON-SITE VISITS FOR CONSULTATION VIA CHART REVIEW, CURBSIDE, OR PATIENT ASSESSMENTS AND CO-VISITS CAN BE OBTAINED BY COMPLETING A **PSYCHIATRY CONSULTATION REQUEST FORM.**

Dr. \_\_\_\_\_ will be at your site on \_\_\_\_\_  
from \_\_\_\_\_ and can be reached at \_\_\_\_\_.

For additional questions outside these hours **On-Call Telephone**

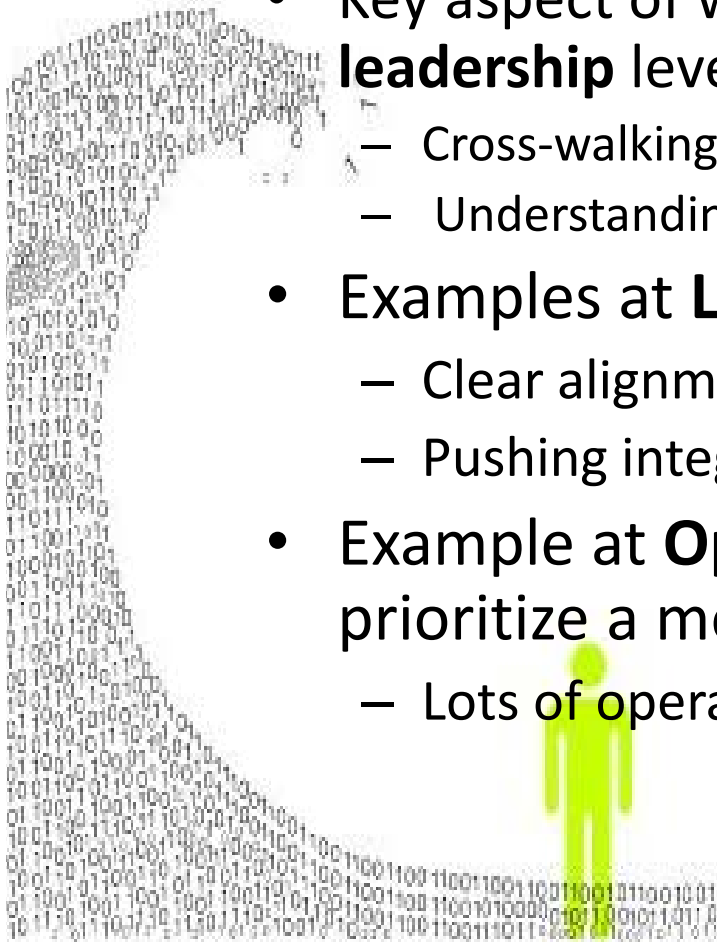


## Sharing Data

- **No one** has **all** the data relevant to any one client
- BHCS is the **receiver** in two-way exchanges to do initial matching
- **Large investment of resources** in the minutiae of matching fields
- **Homeless Management Information System** is the next frontier.....
- **SUD treatment** still an unknown

# Metrics Overload

- HHP, WPC and PRIME have **own** metrics
- Key aspect of work: collaboration at both **operational & leadership** levels
  - Cross-walking metrics, reconciling denominators, numerators
  - Understanding how partners are prioritizing different metrics
- Examples at **Leadership** level:
  - Clear alignment
  - Pushing integration
- Example at **Operational** level -- when NOT to prioritize a metric:
  - Lots of operational improvement within an organization



# Final Challenge: Sustainability

Important to partner with the MCOs:

- Local initiative (Alliance)
  - Anthem Blue Cross
  - Behavioral Health
  - *Medi-Cal Drug Waiver Organized Delivery System (coming)*
- MCOs will administer the care management bundle for WPC
  - Aspiring CB-CME's will be WPC sites
  - Health Homes are...





**The best time to plant a tree is 20 years ago...  
the second best time is today**