

# **Welcome to the RHP 6 Public Call**

**Wednesday, December 13, 2012**

**11:00 a.m. – 12:00 noon**

# AGENDA

Welcome and Introductions

Bryan Alsip, M.D.

Overview of Meeting Agenda and Intent

Ted Day

Community Need in RHP 6

Bryan Alsip, M.D.

Summary of Types & Projects for RHP 6

Bryan Alsip, M.D.

Overview of Early Feedback from HHSC

Ted Day

Next Steps & Project Management

Ted Day

Question and Answer Session

Audience and Panel

Reminder that we want your comments

Thank You for Attendance, Adjournment

## Regional Healthcare Partnership (RHP) Regions August 2012



## Overview of Meeting and Intent

- We appreciate your participation
- Summary of projects that have been developed
- High-level discussion of types of projects planned
- Process for finalization and on-going management of projects

## Overview of Process

- Today is a milestone in a long and complicated process
- “RHP Plan” introduction
- ~1500 Page Document Posted on Website
- Overview of plan provided
- Submitted questions and panel responses today





# TEXAS HEALTH CARE Transformation and Quality Improvement Program—1115 Waiver



REGIONAL HEALTHCARE  
PARTNERSHIP-  
REGION 6

- NEWS
- RHP PLAN
- STATE WAIVER RESOURCES
- REQUEST EMAIL UPDATES
- PARTNERS
- COMMENTS & FEEDBACK

**\*\*RHP 6 will present the region's first round of waiver projects at a public meeting on Wednesday, November 7\*\***

The Texas Health and Human Services Commission (HHSC) has received federal approval of a waiver that allows the state to expand Medicaid managed care while preserving hospital funding, provides incentive payments for health care improvements, and directs more funding to hospitals that serve large numbers of uninsured patients.

HHSC has established geographic boundaries for each RHP. RHP 6 will develop a plan that will identify the projects and funding distribution.

RHP 6 is anchored by University Health System and includes the following counties: Atascosa, Bandera, Bexar, Comal, Dimmit, Edwards, Frio, Gillespie, Guadalupe, Kendall, Kerr, Kinney, La Salle, McMullen, Medina, Real, Uvalde, Val Verde, Wilson, and Zavala.



Please access the RHP Plan and Comment Form...

RHP 6 PUBLIC MEETING

SECURE LOGIN

## NEWS HIGHLIGHTS

Baseline/outcome teleconference

RHP 6 Public Meeting Announced

HHSC Approves the RHP Planning Protocol (DSRIP menu)

<http://www.texasrhp6.com/>

## Summary of Projects for Region 6

Intent of Projects Developed to Address Community Needs

CN1

- Texas ranks last in the nation on health care quality

CN2

- A high prevalence of chronic disease and health disparities

CN3

- Lack of access to medical and dental care due to low rates of insurance and health care provider shortages

## Summary of Projects for Region 6

Intent of Projects Developed to Address Community Needs

CN4

- Shortage of high quality mental and behavioral health services and/or crisis stabilization

CN5

- Lack of prenatal care for women and primary and preventive pediatric care

CN6

- High rates of communicable disease; low vaccine coverage levels



### DSRIP Categories

- **Category 1: Infrastructure Development** – lays the foundation for delivery system transformation through investments in technology, tools, and human resources that will strengthen the ability of providers to serve populations and continuously improve services
- **Category 2: Program Innovation and Redesign** – includes the piloting, testing, and replicating of innovative care models

## DSRIP Categories

- **Category 3: Clinical Quality Improvements** – includes outcome reporting and improvements in care that can be achieved within four years
- **Category 4: Population Focused Improvements** – is the reporting of measures that demonstrate the impact of delivery system reform investments under the waiver.

## Summary of Category 1 Projects for RHP 6

- Build more **primary care clinics**, add capacity to current
- **Add primary care and specialty physicians and mid-levels**
- Implement **telemedicine** projects
- Enhance **process improvement** capacity
- Implement **disease management** registries, chronic management
- Expand **mobile clinic** options
- Enhanced **interpreter services** access
- Expanded **residency slots**
- Expanded **dental services**
- **Technology**: e.g. remote monitoring, HER
- **Behavioral Health** programming expansion

### Summary of Category 2 Projects for RHP 6

- **Process improvement for clinical issues**
- **Care management integration w/ Pt-Centered Medical Home**
- **Nurse intervention program (CHF)**
- **Care transitions program**
- **Navigation services for at-risk patients**
- **Health screening for uninsured**
- **Redesign processes to enhance patient experience**
- **Expand medical homes**
- **Develop enhanced prevention program**
- **Palliative Care program enhancement**
- **Evidence-based programs for appropriate technology use**

## Summary of Pass 1, 2, and 3 Projects for RHP 6

- 121 total projects
- 71 Category 1 Projects (Infrastructure Development)
- 50 Category 2 Projects (Program Innovation and Redesign)
- Pass 1 projects were 24% rural-based, 76% urban
- Aligned to community needs across RHP 6



## Summary of Pass 3 Projects for RHP 6

- Dental Services Expansion Project
- Psychiatric Emergency Services Development Project
- Crisis Stabilization Unit and Intensive Outpatient Therapy Clinic Development Project
- Pediatric Primary Care Expansion Project
- Care Transitions Program Development for CHF Patients

# TEXAS HEALTH CARE

## Transformation and Quality Improvement Program—1115 Waiver

REGIONAL HEALTHCARE  
PARTNERSHIP-  
REGION 6

### Compilation of projects by provider and project area – RHP Region 6

Available on RHP 6  
website

<http://www.texasrhp6.com>

cts by  
area –

	Bexar Hospitals									Rural Hospitals									CMHCs				Other					
	University Hospital I	Baptist Medical Center	Children's Hospital of San Antonio (CHSA)	CHRISTUS Santa Rosa Hospital	Clayton Child Guidance Center	Methodist Hospital	Max Health Care System	Southwest General Hospital	Texas Center for Infectious Disease	South Texas Regional Medical Center	Dimmit County Memorial Hospital	Frio Regional Hospital	Hill Country Memorial Hospital	Guadalupe Regional Medical Center	Peterson Regional Medical Center	Medina Regional Hospital	Uvalde Memorial Hospital	Val Verde Regional Medical Center	Comally Memorial Medical Center	Center for Health Care Services	Hill Country MHDD	Bluebonnet Trails	Camino Real	UTHSCSA	Community Medicine Associates	San Antonio Metropolitan Health District	TOTAL	
1.1 Expand primary care capacity	3	1	1	1								1	1						1						3		14	
1.2 Increase training of primary care workforce																	1								2	1	4	
1.3 Implement a chronic disease management registry	1																								2		3	
1.4 Enhance Interpretation Services and Culturally Competent Care	1																										1	
1.5 Collect Accurate Race, Ethnicity, and Language (REAL) Data to Reduce Disparities																											0	
1.6 Enhance Urgent Medical Advice											1																1	
1.7 Introduce, Expand or Enhance Telemedicine/Telehealth	1					1						1						1							2		6	
1.8 Increase, Expand, and Enhance dental services																									2		3	
1.9 Expand Specialty Care Capacity	1	1	1			1		2			1							1	1						9		18	
1.10 Enhance Performance Improvement and Reporting Capacity		1													1	1			1						2		5	
1.12 Enhance Service Availability						1														3		1	1				6	
1.13 Development of behavioral health crisis stabilization services as alternatives to hospitalization																				2		1	1				4	
1.14 Develop workforce enhancement initiatives to support access to BH providers																									1		1	
2.1 Enhance/Expand Medical Homes				1			1																		1	1	3	
2.2 Expand Chronic Care Management Models																									1	1	2	
2.4 Redesign to Improve Patient Experience	1					1																					2	
2.6 Implement Evidence-based Health Promotion Programs	1																										3	
2.7 Implement evide-based disease prevention programs	1												1													2	5	
2.8 Apply Process Improvement Methodology...	1	1				1	1																				4	
2.9 Establish/Expand Patient Navigation Program	1						1							1									1				5	
2.10 Use of Palliative Care Programs	1																1										2	
2.11 Conduct Medication Management	1																										1	
2.12 Implement/expand care transitions programs	1			1										1	1												4	
2.13 Provide an intervention for a targeted behavioral health population...																				3	5	1			2		11	
2.15 Integrate Primary and Behavioral health care services and supports.																				2					2		4	
2.16 Provide virtual psychiatric and clinical guidance...																					1						1	
2.18 Recruit, train, and support consumers of mental health services to provide peer support services																					1						1	
2.19 Develop Care Management Function that integrates...																											0	
Total	15	4	2	3	1	4	3	2	1	0	2	2	1	3	2	2	2	3	2	10	7	4	2		29	3	6	115

## Project Feedback Timeline

- Preliminary feedback coming back from HHSC in next few weeks on Executive Summary (Section II) and DSRIP Projects (Section V)
- Official feedback (full technical review of projects and review of the RHP plan as a whole) coming from HHSC within 30 days of the full RHP Plan submission

## Early Project Feedback from HHSC

- Project narrative should state as clearly as possible what the project does
- Projects should have sufficient description of implementation of required core components
- Projects should explain benefit to the Medicaid &/or indigent populations
- Projects should clearly state where CQI will be employed
- At least one Process Milestone and one Improvement Milestone must be included for each Category 1 & 2 project
- Milestones should clearly tie back to the project
- For higher value projects especially, narratives should describe what the project does and how it meets specific community need
- Project implementation must begin by DY 3, not just planning activities (start-up activities such as process milestones related to hiring staff are acceptable for DY 3)

## Next Steps: HHSC post-submission

- **December 31, 2012 – Final RHP Plans due to HHSC**
- HHSC will begin the 30-day formal review period from the date of full plan submission
- RHPs will have 15 days to address HHSC's formal comments
- HHSC approval of a full RHP Plan will trigger the DY1 DSRIP payment process



## Next Steps: CMS post-submission

- RHPs CMS will begin the 45-day formal review period upon receipt of HHSC-approved plans
- RHPs and HHSC will have 30 days to address CMS formal comments
- **May 1, 2013** or 15 days after receipt of revised plan – CMS will approve or deny all RHP Plans
  - If an RHP deletes a project without an approved replacement by May 1, 2013, HHSC will recoup the DY1 DSRIP payment from the PP

# Project Management

- Effective management of projects is key
- Milestone reporting on a timely basis essential
- Proposed tool to facilitate this process
  - “Performance Logic” update



## Performance Logic DSRIP Tracking

---

**Neelesh Shah, President and CEO**  
**Performance Logic, Inc.**  
**New York • Portland**  
**(888) 407-1705**  
**[nshah@performancelogic.com](mailto:nshah@performancelogic.com)**

# TEXAS HEALTH CARE Transformation and Quality Improvement Program—1115 Waiver

REGIONAL HEALTHCARE PARTNERSHIP- REGION 6

Clicking on a category will allow you to view progress against milestones for each category of projects. Views can be customized by year, project manager, overall status, and other criteria.

Screenshot of the Performance Logic - Texas ... web application interface.

**Navigation:** Main | Project Manager | Library | Account Manager | Support

**Sub-navigation:** Strategy | Issues | Meetings | Documents | Team | Close

**Left Sidebar:** University Health System | DSRIP Views | Tracking High-Level | Metrics Tracking | Milestones Tracking

**Table: Tracking High-Level**

ID	DY	Categories/Projects/Milestones	Overall Status	% Complete	Responsibility	Metrics	Status Updates
- 1		Infrastructure Development			Wilson, Vickie		
- 1-1		Expand primary care capacity			davwright		
1-1-1	6, 7, 8	Maintain the Office of Panel Management, such that panel capacity is continuously optimized. Develop a plan for scoring paneled patients for complexity	●	75%	Wilson, Vickie	Documentation of panel management dynamics	11/02/12 • 11/02/12 • 07/09/12 • 03/28/12 • Total panel capacity increased from 46,000 up to 49,000. Expanded clinic hours at Gilroy and Sunnyvale to balance demand /supply of appointments 01/23/12 • Paneling process and acuity model is in place.
1-1-2	7	Increase primary care clinic volume. Hire additional primary care providers and support staff to increase primary care adult medicine panel capacity to 46,000 patients	●	100%	davwright	Increase PCP hours	03/28/12 • Panel capacity between 46,000 - 47,000. Additional primary care providers and support staff for the primary care clinics hired. Ongoing panel management and distribution 01/23/12 • Panel capacity confirmed >46,000. Ongoing panel management and distribution 01/09/12 • September panel analysis findings are a capacity of 47,618. However, ongoing management of panel is required to maintain access and ongoing expansion.
1-1-3	6, 7, 9	Develop a plan and gain approval to design and construct an additional 60,000 sq. foot primary care clinic facility in the underserved downtown San Jose urban core	●	75%	davwright	Documentation of the plan, governing board approval, the appointment of the project architect and contract for construction.  Measure <a href="#">fex</a>	03/28/12 • Bidding process in Spring 2012 & Building Summer 2012 01/09/12 • Building timeline is in place. Contract signed with architect.

**Footer:** Add Category | Remove | Custom View | Export | E-mail | Print

# TEXAS HEALTH CARE

## Transformation and Quality Improvement Program – 1115 Waiver

REGIONAL HEALTHCARE  
PARTNERSHIP-  
REGION 6

Status updates can also be completed for each individual initiative and milestone.

← → https://texashp6.perlogic.com/subscriber/proj R Regence Performance Logic - Texas ...

TEXAS REGIONAL HEALTHCARE PARTNERSHIP REGION 6 888-407-1705 support@performancelogic.com pladministrator-texashp6 logout

Main Project Manager Library Account Manager Support

### Edit Milestone Summary

Report Title: 1.1.1 - Establish more primary care clinics - 12/07/12 Refresh snapshot data Trim blank data

Updated through 12/07/12 Update Type: Monthly

Project ID: 136141205.1.1 Status: On Target

Project Sponsor: % Complete: 25.0%

Project Manager: PL Administrator

#### Intervention

UHS will partner with a local FQHC to establish and expand clinical and community preventive services via the patient-centered medical home and expand access to primary care and women's health services in Northwest Bexar County.

#### Accomplishments

Add Bullet Add Task Remove Move Up Move Down Move to Next Steps

- Project plan built and reviewed with DSRIP team
- Reviewing potential clinic sites for OB/GYN
- Began process to id physicians and staffing

#### High Risk Issues

Add Issue Remove Move Up Move Down

#### Next Steps

Add Bullet Add Task Remove Move Up Move Down Move to Accomplishmen

- Finalize team membership
- Narrow list of clinic sites

#### Financial Tracking

Item	FY 2012			FY 2013			FY 2014			FY 2015			TOTAL		
	Amount	Received	At Risk	Amount	Received	At Risk	Amount	Received	At Risk	Amount	Received	At Risk	Amount	Received	At Risk
1.1.1 - Establish more primary care clinics	\$4,479,877		\$4,479,877	\$4,887,305		\$4,887,305	\$4,901,513		\$4,901,513	\$4,049,076		\$4,049,076	\$18,317,771	\$0	\$18,317,771

#### Key Performance Indicators

##### Number of New Clinics

##### Total # of Primary Care Encounters

Print... Export... E-mail... Delete Report OK



# TEXAS HEALTH CARE

## Transformation and Quality Improvement Program – 1115 Waiver

REGIONAL HEALTHCARE  
PARTNERSHIP-  
REGION 6

Project plans can also be added to provide detailed work plans, including task assignments, completion dates, and progress updates.

https://texashp6.perfllogic.com/subscriber/proj Regence Performance Logic - Texas ...

888-407-1705  
support@performancelogic.com  
pladministrator-texashp6 logout

1.1.1 - Establish more primary care clinics

▼ Project Plan Details  
— Project Description  
— Project Schedule  
— Financial Impact  
— Project Notes

Table View Column Set: Project Set-Up

Showing all tasks.

Collapse All

Number	Project Plan	Predecessors	Length	Estimated Start	Estimated Complete	Status	Percent Complete	Assigned To	Notes	Files
-	1.1.1 - Establish more primary care clinics		190D	10/01/12	06/21/13	In Progress	29%	Administrator, PL	Add:	No
1	- P.1 Establish additional primary care clinics		190D	10/01/12	06/21/13	In Progress	29%		Add:	No
1.1	Complete marketing study to determine location for new clinic		30D	10/01/12	11/09/12	Completed	100%		Add:	No
1.2	Complete site appraisal and lease terms	1.1FS	30D	11/12/12	12/21/12	In Progress	85%		Add:	No
1.3 <>	Sign lease	1.2FS	5D	12/24/12	12/28/12	Scheduled	0%		Add:	No
1.4	Complete build-out and operational plan	1.3FS	60D	12/31/12	03/22/13	Scheduled	0%		Add:	No
1.5	Complete marketing and communications	1.4FS	30D	03/25/13	05/03/13	Scheduled	0%		Add:	No
1.6	Hire and train new staff	1.5FS	30D	05/06/13	06/14/13	Scheduled	0%		Add:	No
1.7 <>	Open new clinic	1.6FS	5D	06/17/13	06/21/13	Scheduled	0%		Add:	No

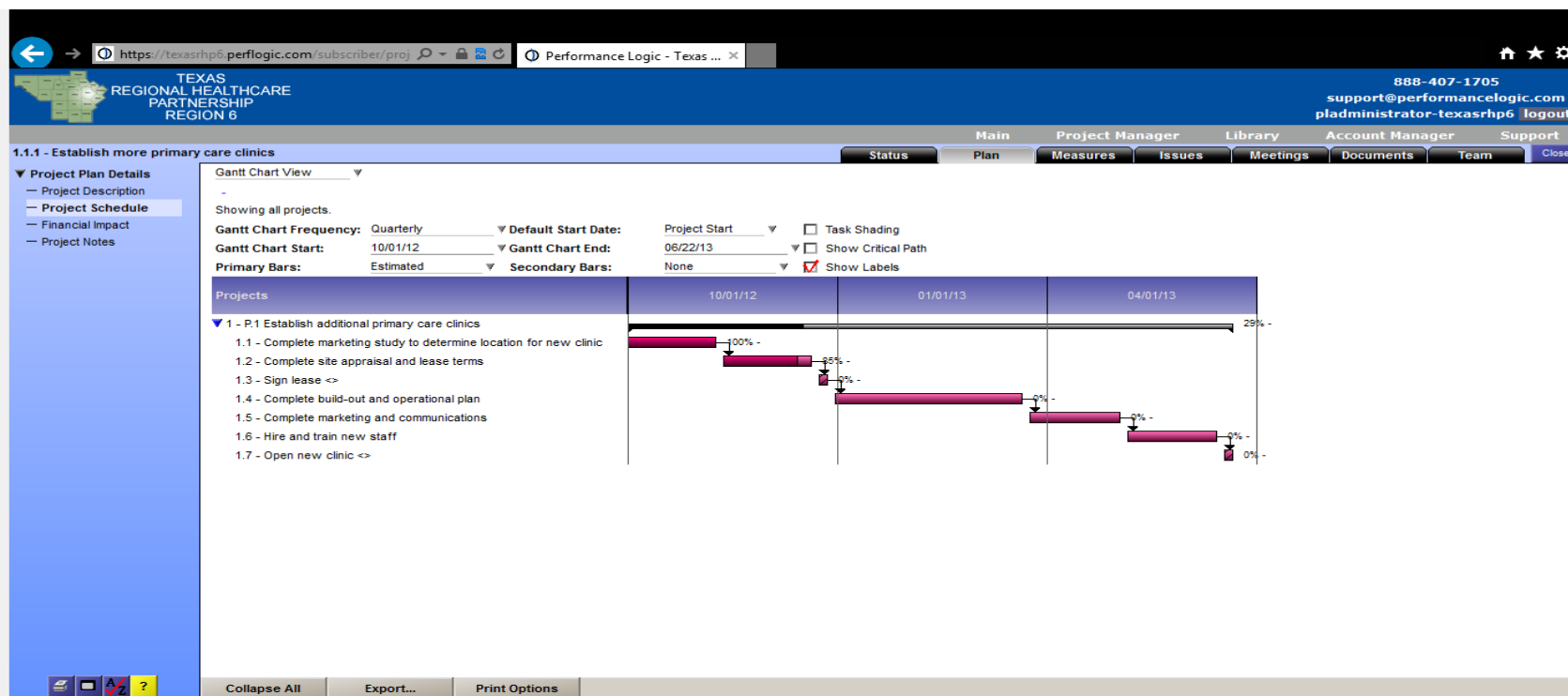
Properties Add Task Move Task Hours Remove Task Custom View E-mail Tools

# TEXAS HEALTH CARE

## Transformation and Quality Improvement Program – 1115 Waiver

REGIONAL HEALTHCARE  
PARTNERSHIP-  
REGION 6

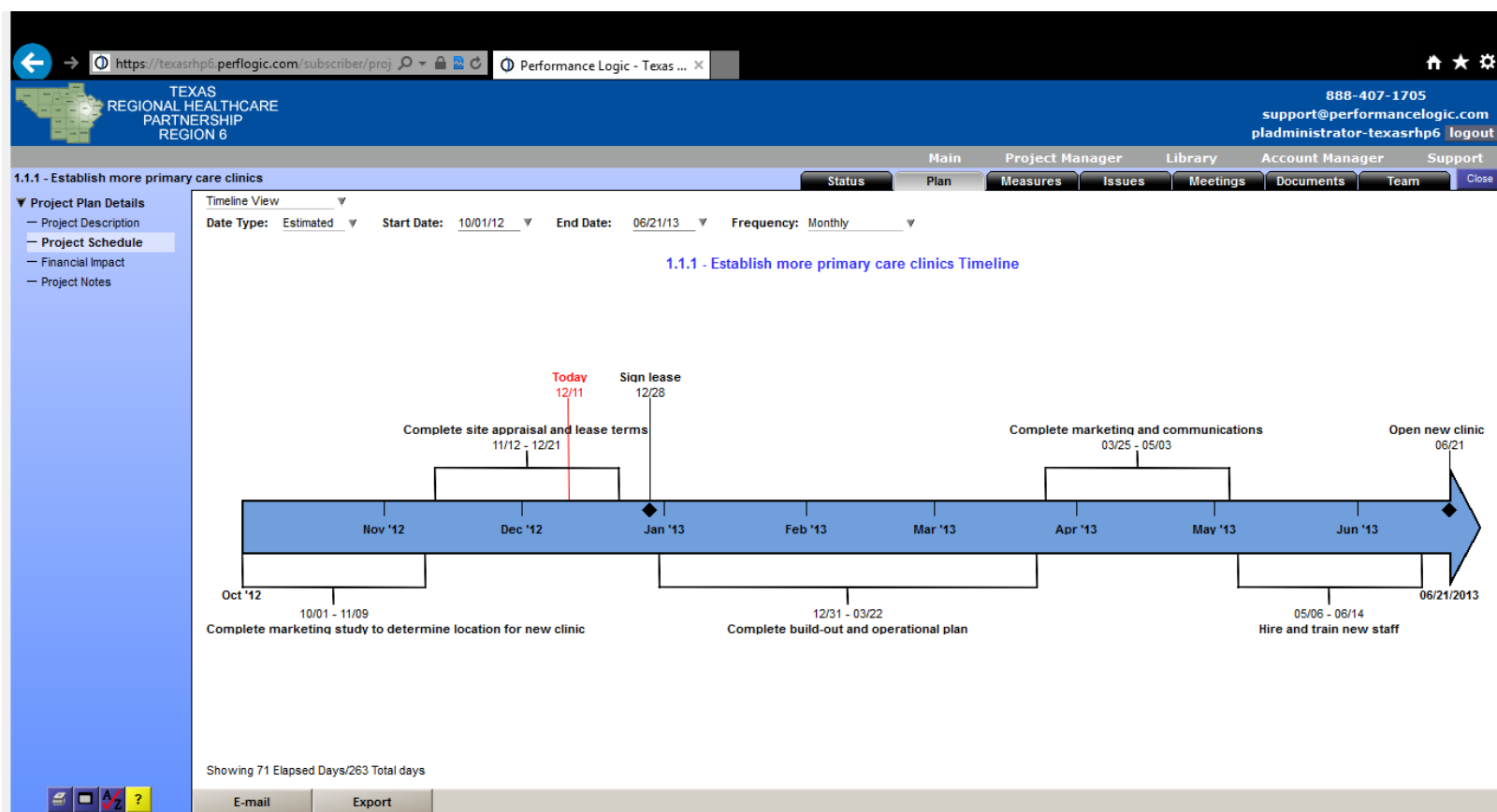
All work plans can be converted easily into Gantt charts or timelines for tracking purposes.



# TEXAS HEALTH CARE Transformation and Quality Improvement Program—1115 Waiver

REGIONAL HEALTHCARE  
PARTNERSHIP-  
REGION 6

All work plans can be converted easily into Gantt charts or timelines for tracking purposes.

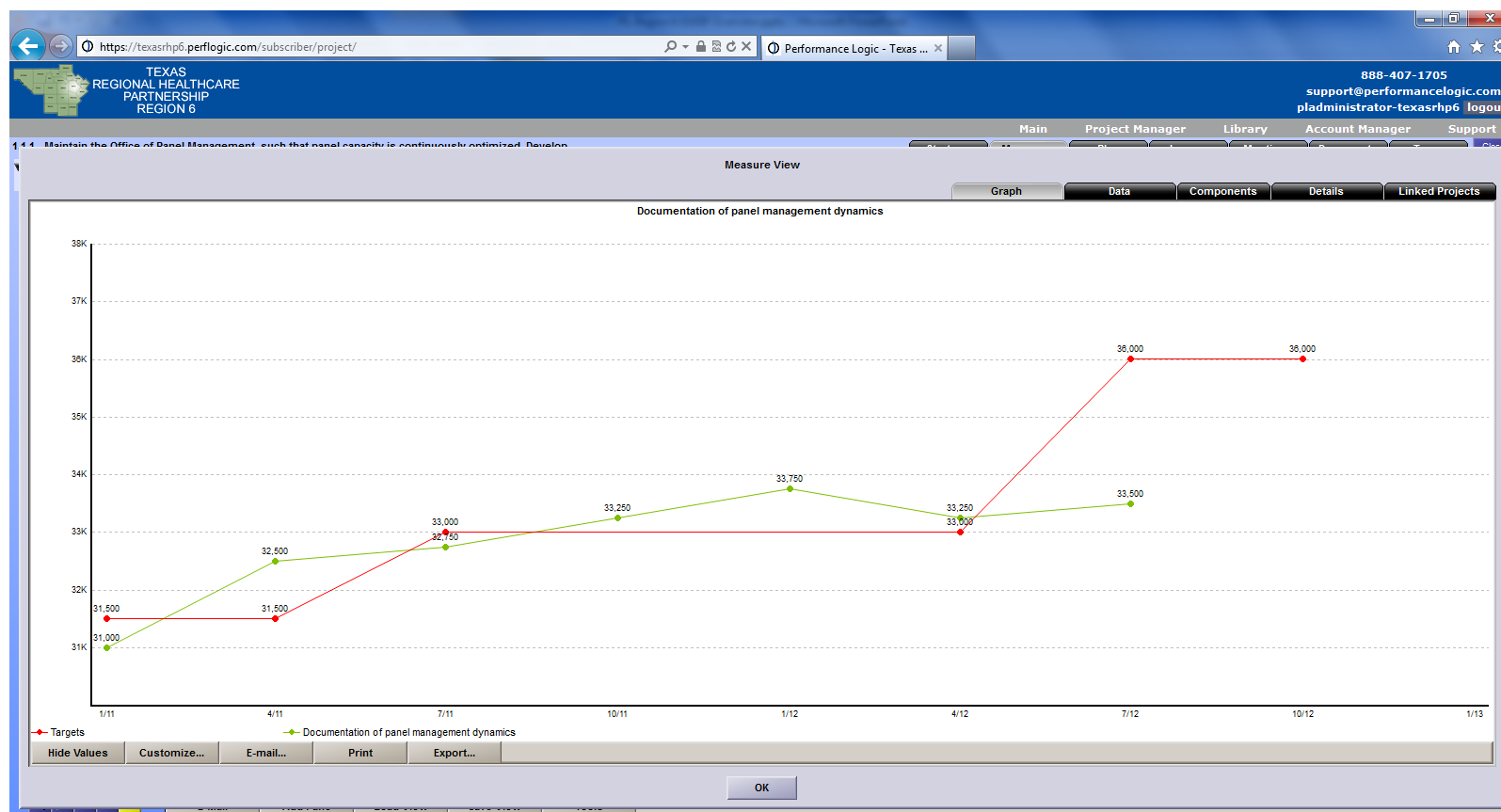


# TEXAS HEALTH CARE

## Transformation and Quality Improvement Program—1115 Waiver

REGIONAL HEALTHCARE  
PARTNERSHIP-  
REGION 6

Performance measure graphs are fully customizable and allow individuals to complete trend analysis, view targets, annotate graphs, and trigger alerts when measures are not meeting targets.



## Question and Answer Session





# TEXAS HEALTH CARE Transformation and Quality Improvement Program—1115 Waiver



REGIONAL HEALTHCARE PARTNERSHIP- REGION 6

- NEWS
- RHP PLAN
- STATE WAIVER RESOURCES
- REQUEST EMAIL UPDATES
- PARTNERS
- COMMENTS & FEEDBACK

**\*\*RHP 6 will present the region's first round of waiver projects at a public meeting on Wednesday, November 7\*\***

The Texas Health and Human Services Commission (HHSC) has received federal approval of a waiver that allows the state to expand Medicaid managed care while preserving hospital funding, provides incentive payments for health care improvements, and directs more funding to hospitals that serve large numbers of uninsured patients.

HHSC has established guidelines for the RHP. RHP will develop a plan that addresses each project and funding distribution.

RHP 6 is anchored by University Health System and includes the following counties: Atascosa, Bandera, Bexar, Comal, Dimmit, Edwards, Frio, Gillespie, Guadalupe, Kendall, Kerr, Kinney, La Salle, McMullen, Medina, Real, Uvalde, Val Verde, Wilson, and Zavala.



Reminder to access the RHP Plan and Comment Form...

RHP 6 PUBLIC MEETING

SECURE LOGIN

## NEWS HIGHLIGHTS

Baseline/outcome teleconference

RHP 6 Public Meeting Announced

HHSC Approves the RHP Planning Protocol (DSRIP menu)

<http://www.texasrhp6.com>

# TEXAS HEALTH CARE

## Transformation and Quality Improvement Program—1115 Waiver



REGIONAL HEALTHCARE  
PARTNERSHIP-  
REGION 6

- Bryan J. Alsip, MD, MPH  
University Health System  
Chief Medical Officer  
(210) 358-4612  
[Bryan.Alsip@uhs-sa.com](mailto:Bryan.Alsip@uhs-sa.com)
- Ted Day, MSHA, MBA  
University Health System  
VP, Strategic Planning and  
Business Development  
(210) 358-8189  
[Ted.Day@uhs-sa.com](mailto:Ted.Day@uhs-sa.com)
- Carol Huber, MBA  
University Health System  
Director, Clinical Informatics  
(210) 358-8792  
[Carol.Huber@uhs-sa.com](mailto:Carol.Huber@uhs-sa.com)
- RHP Region 6 Website  
<http://www.texasrhp6.com/>

# TEXAS HEALTH CARE

## Transformation and Quality Improvement Program—1115 Waiver

REGIONAL HEALTHCARE  
PARTNERSHIP-  
REGION 6

Thank You for Your  
Attendance

