

AHCCCS Targeted Investments Program

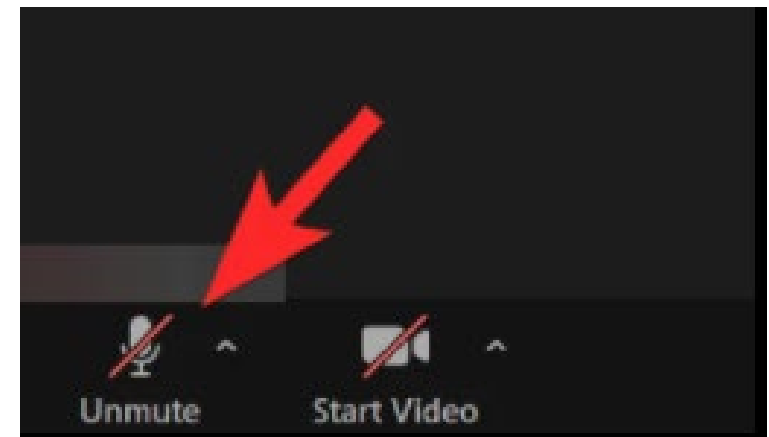
Justice Quality Improvement Collaborative

Matthew Martin, PhD

TIP Justice Year 6: Session #2
May 17, 2022

General Housekeeping

- **Zoom Meeting Format vs. Zoom Webinar Format**
 - More interactive
 - All participants can mute/unmute their own audio
- Please **mute** yourself when not presenting or speaking



Agenda

TIME	TOPIC	PRESENTER
11:30 AM – 11:35 AM	Introduction & Agenda Review	Kailey Love
11:35 AM – 11:50 AM	Spectrum <ul style="list-style-type: none">• Initiative Update• Process Map Review• Discussion	Jessie Peters
11:50 AM – 12:05 PM	Community Health Associates Initiatives <ul style="list-style-type: none">• Initiative Update• Discussion	Stephanie Crawford Victoria Alarcon
12:05 PM – 12:20 PM	Southwest Behavioral Health Services Initiatives <ul style="list-style-type: none">• Initiative Update• Discussion	April Thornton
12:20 PM – 12:35 PM	Valleywise Initiatives <ul style="list-style-type: none">• Initiative Update• Discussion	Melissa Thomas Jose Madera
12:35 PM – 12:50 PM	Terros Initiatives <ul style="list-style-type: none">• Initiative Update• Discussion	Ray Young, Lori Jones, Lani Horiuchi
12:50 PM – 1:00 PM	Next Steps <ul style="list-style-type: none">• Follow-up workgroup meeting (June)• Session #3: Virtual Justice QIC (September 20, 2022)	Matthew Martin

TIP Justice Y6 Initiatives

Jessie J. Peters, FNP-BC

Project Strategist

Spectrum Healthcare Group

5.17.22



spectrUm 
*for mind
for body
for all of you* healthcare

Initiative Changes and Updates

- SHG is involved in 5 areas of concentration
 - Adult BH (3 locations)
 - Adult PC (2 locations)
 - Pediatric BH (3 locations)
 - Pediatric PC (2 locations)
 - Justice (2 locations)
- 5+ processes for the same goal
- Improve A1c Capture across all populations, to include Justice
- TI success, population health outcomes, & post-TI sustainability



Initiative #1 (all TI concentrations) – *DM screening for all populations on antipsychotics*

- **Mission**

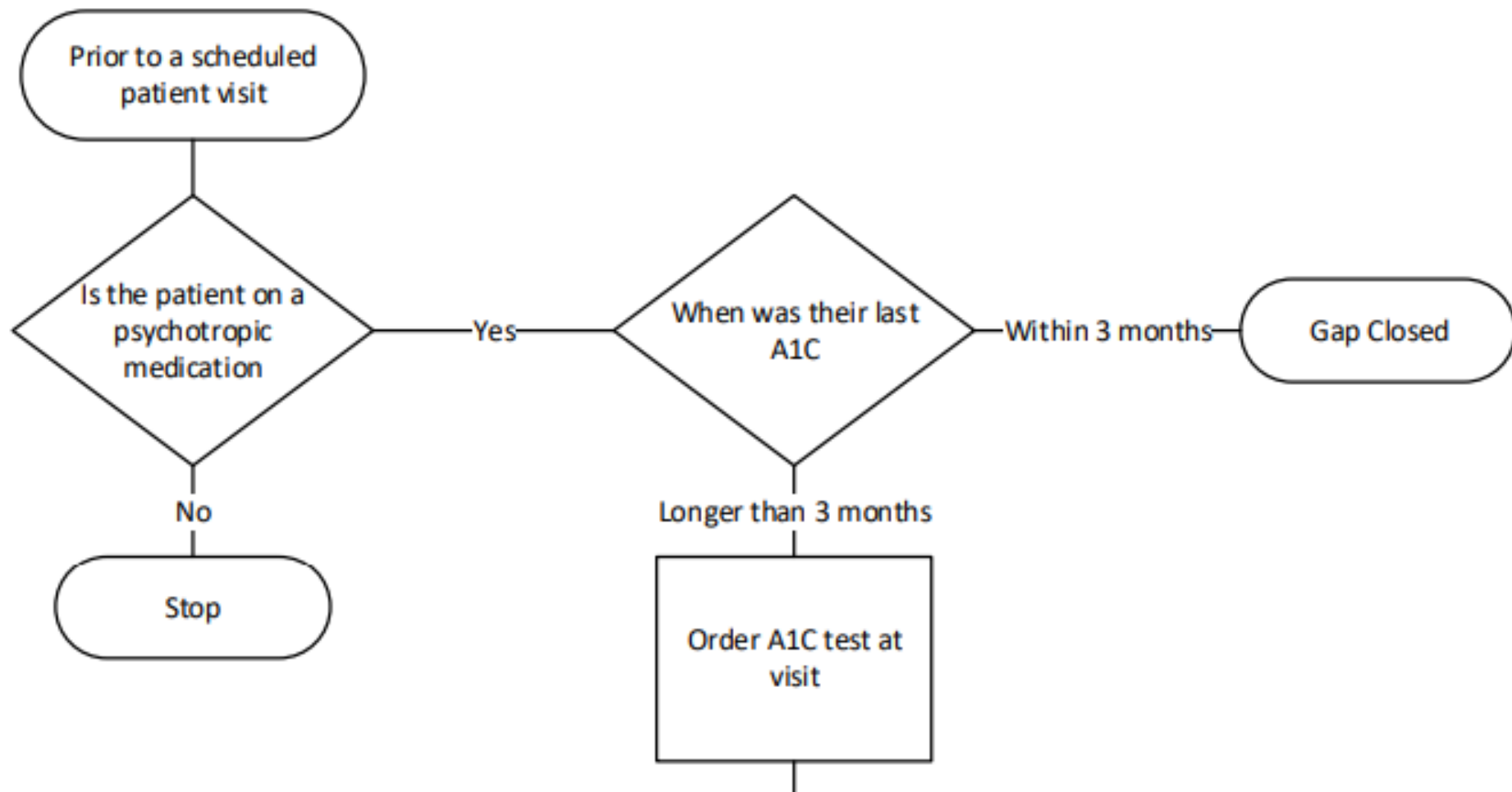
- Improve overall health of the communities we serve, while decreasing risk factors of disease
- Improve gap closure for TI, VBP, KPI

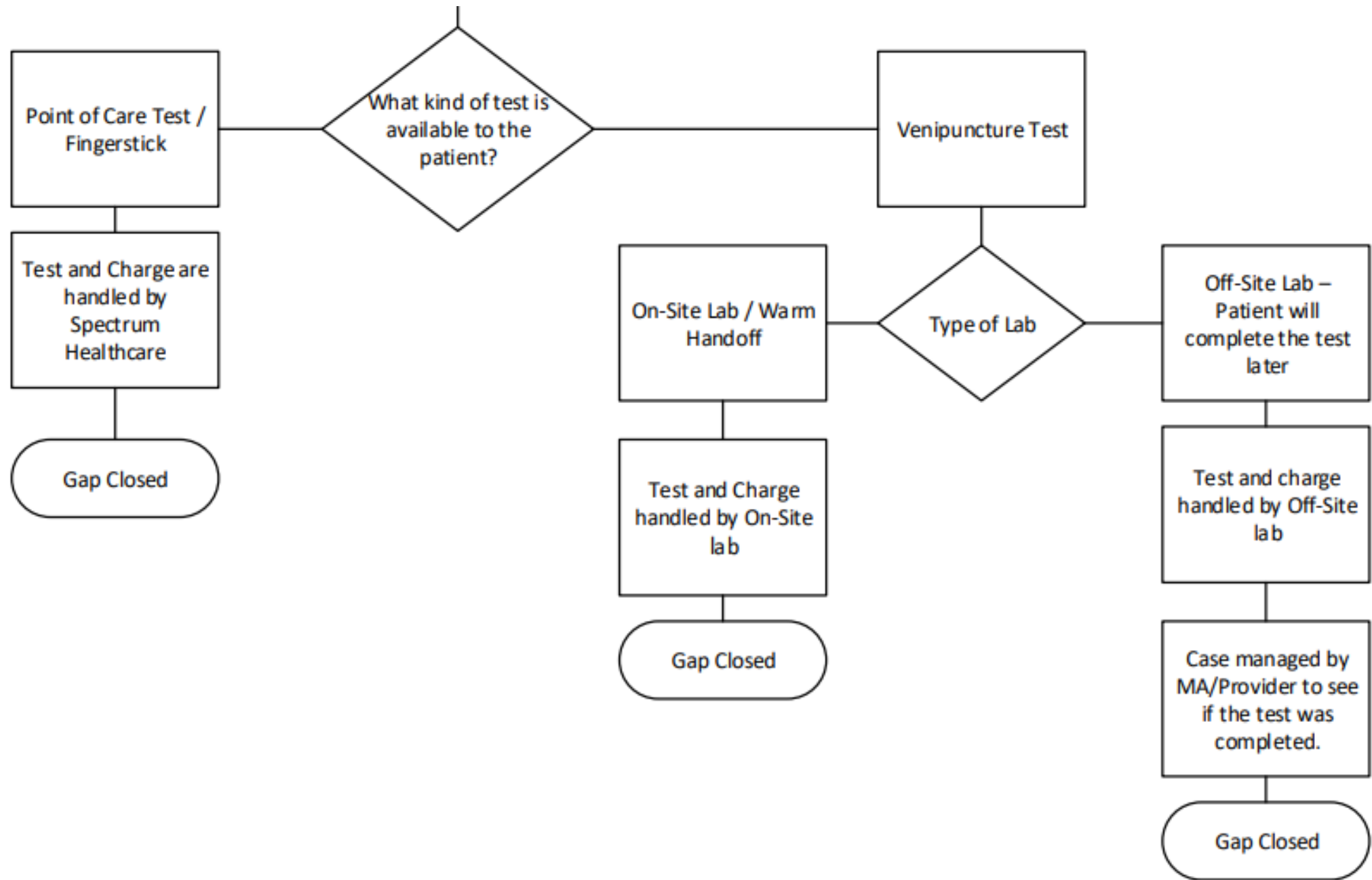
- **Progress**

- Stakeholders
- Process Mapping
- SME and frontline staff
- POC addition to venipuncture

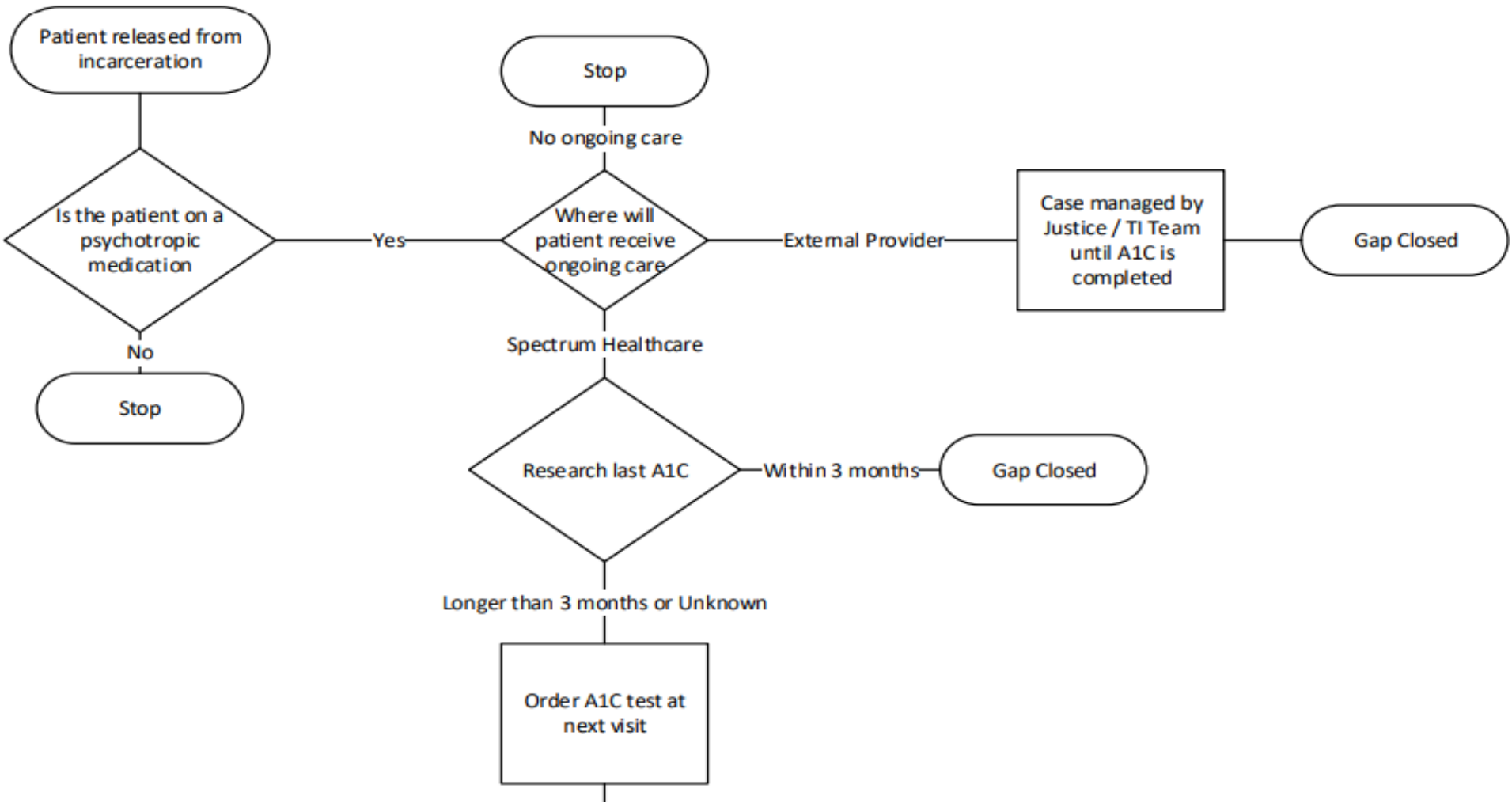


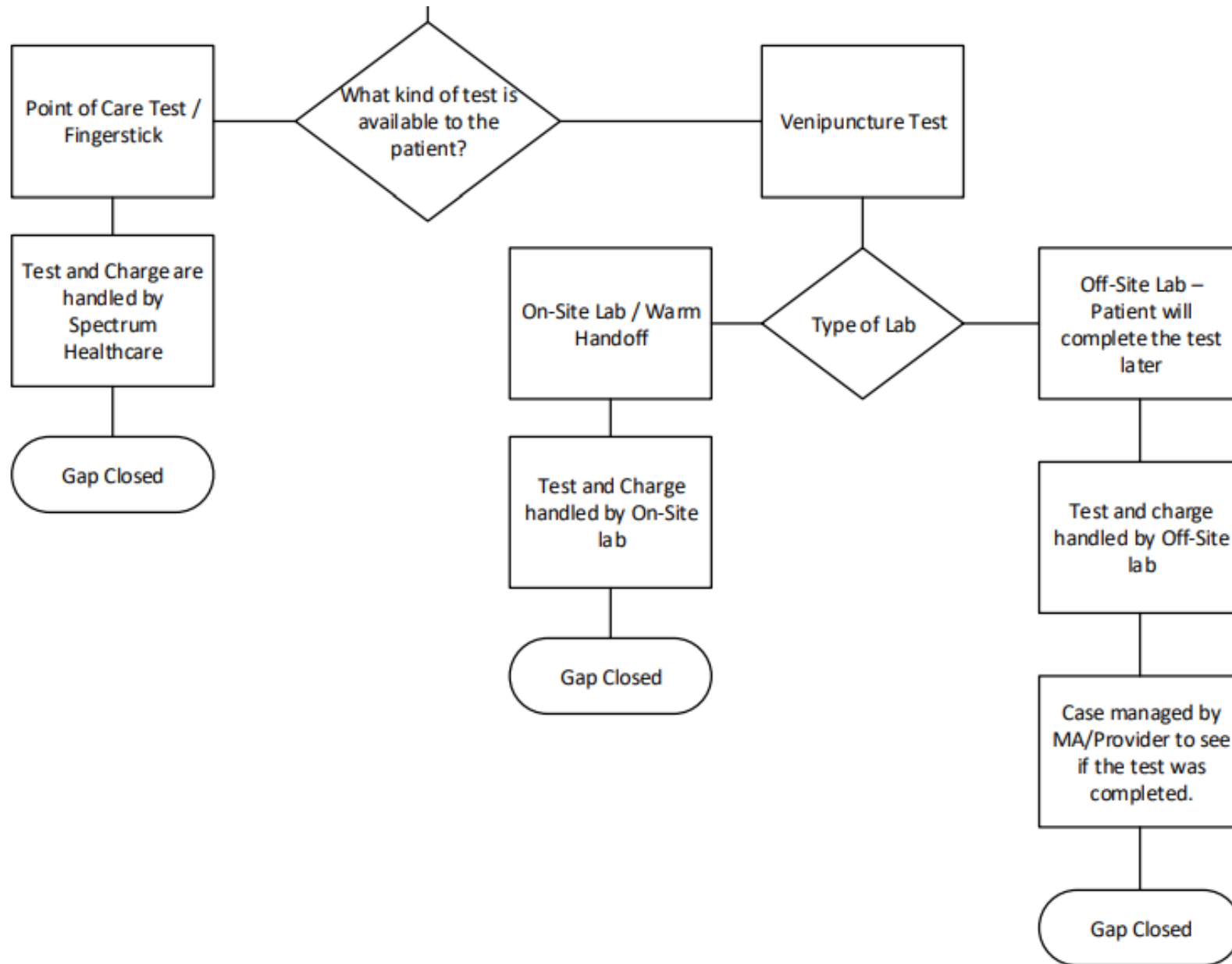
Primary Care / Psychiatry / Virtual Patients
Adult and Pediatric
A1C Process Map





Justice A1C Process Map





Next Steps

- Internal audits of POC claims, to ensure proper revenue cycle
- Monthly review of internal and ASU data progress
- Ongoing audits of gap closure and appropriate care management





JUSTICE-INVOLVED TARGETED INVESTMENT CLINICS:

YUMA – CASA GRANDE – TUCSON

Initiative #1

Improve AOD 34-day performance

Given our inability to benefit from data harmonization assistance from the ASU team on the AOD 34-day measure (due to Part II restrictions), CHA will work to improve our internal ability to track, monitor and report out our own performance on the measure.



Barriers to Overcome

- CHA had planned to utilize data harmonization
- Minimal ability to track our own performance
- A lack of formal processes for re-engagement
- Line staff will need to be trained in new processes
- Staffing shortages & COVID surges

Communication & coordination with justice partner agencies like probation and parole will be essential to improved performance.

Steps & Strategies

- Improve ability to track AOD measure internally
- Development of data warehouse report
- Determine if outside AOD Dx & tx is attributed to TIP
- Convene clinical, admin and justice teams to improve process workflows.
- Improve awareness of, and targeted response to, members who miss initial weeks of tx
- Train staff and teams on new workflows; get creative in how trainings are convened/offered

Progress, Problems & Plans

- Improved ability to track AOD measure internally
- Developed data warehouse report
- Brain Trust - Convening clinical, admin and justice teams to standardize process workflows.
- Improved awareness of, and targeted response to, members who miss initial weeks of tx
- Ongoing training of teams on workflows
- Greatest barrier at this point is staffing shortage and turnover
- Teams are working with new HR Director and HR Recruitment Specialist.

Initiative #2

Peer Support & Probation Outcomes

To date, CHA's PFR0 partners have proven unwilling and/or unable to provide direct peer support services to TIP clientele.

CHA will increase peer support provision internally to support treatment engagement, limit program attrition and improve probation outcomes (as measured by successful completion vs revocation).



Barriers to Overcome

- To date, CHA has relied entirely on PFRO partner agencies to provide direct peer support services.
- Staffing patterns have been dramatically impacted by COVID and the great resignation.
- A lack of start-up or sustainable funding to support peer positions within the team.
- New line of service and team organization will require planning and re-training.

Yuma County Adult Probation has already agreed to pull and provide us with reports on successful probation terminations vs revocations.

Steps & Strategies

- CHA will no longer rely on PFRO's to provide our clientele with much needed peer support.
- Certified Peer staff need to be identified, re-assigned and trained on new role within team.
- Increase staffing levels to allow for caseload and staff reassignment.
- Identification of eligible peer staff and support them in getting peer certifications.
- Train and improve Peer Support staff's ability to meet production standards to cover costs.
- Train staff and teams on new workflows; get creative in how trainings are convened/offered.

Progress, Problems & Plans

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- Certified Peer staff need to be identified, re-assigned and trained on new role within team.
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THANK YOU!



**Community
Health
Associates**

Strengthening Families, Empowering Communities



**SOUTHWEST BEHAVIORAL
& HEALTH SERVICES**

Impacting People, Improving Communities

TIP Justice Y6 QIC 2 Initiatives

TIP Justice Initiative 1



Goal: Enhance Vocational Coordination and Housing Outcomes for Justice Involved Members.

Implementation:

- Position for vocational housing coordinator posted
- Develop a community partners and stakeholders directory
- Identify current housing options within internal agency
 - 1- Kingman and 2- BHC
- Identify and secure grant dollars and/or other non-Medicaid funding opportunities through Northern Arizona Municipalities and other sources.

Barriers:

- Recruitment for position
- Workflow and data collection plan
- Funding for additional housing options

Roadmap to Success



Secure Funding

Grants and reimbursable services



Data Collection

Determine what data to collect and how to track efficiently.



Assess

Assess the current plan and revise as needed to improve quality outcomes.

Housing Options

Obtain various housing options that meet the need of individuals and families.



Maintenance

Continued assessments and implementation.

Vocational Housing Coordinator

Identify, Hire and Retain

Community Partners

Identify and Collaborate



Progress:



Community Partners

- Initial meeting with Mohave County Supervisor District 2, Hildy Anguis, to discuss collaborations and funding.
- Mohave County Consortium sponsored by RCORP
- Development of Service Directory

Housing Vocational Coordinator

- Position open and candidates are being screened

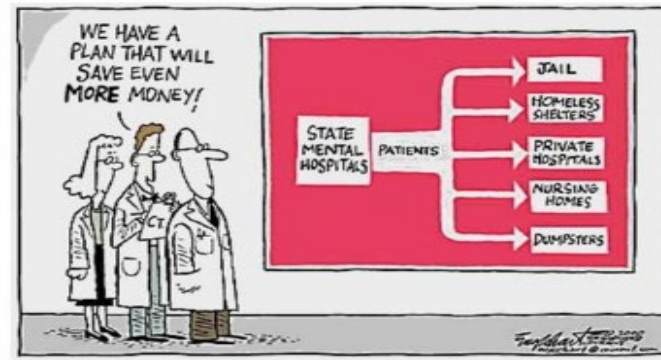
Workflow and Data collection

- Workgroup Goal for next milestone

Secure Housing and Funding

- Initial 3 apartments identified

TIP Justice Initiative 2



Goal: enhance community re-entry after jail release for justice involved members through identifying and establishing key performance indicators related to coordination of care for members that are booked into jail at any time throughout the course of treatment.

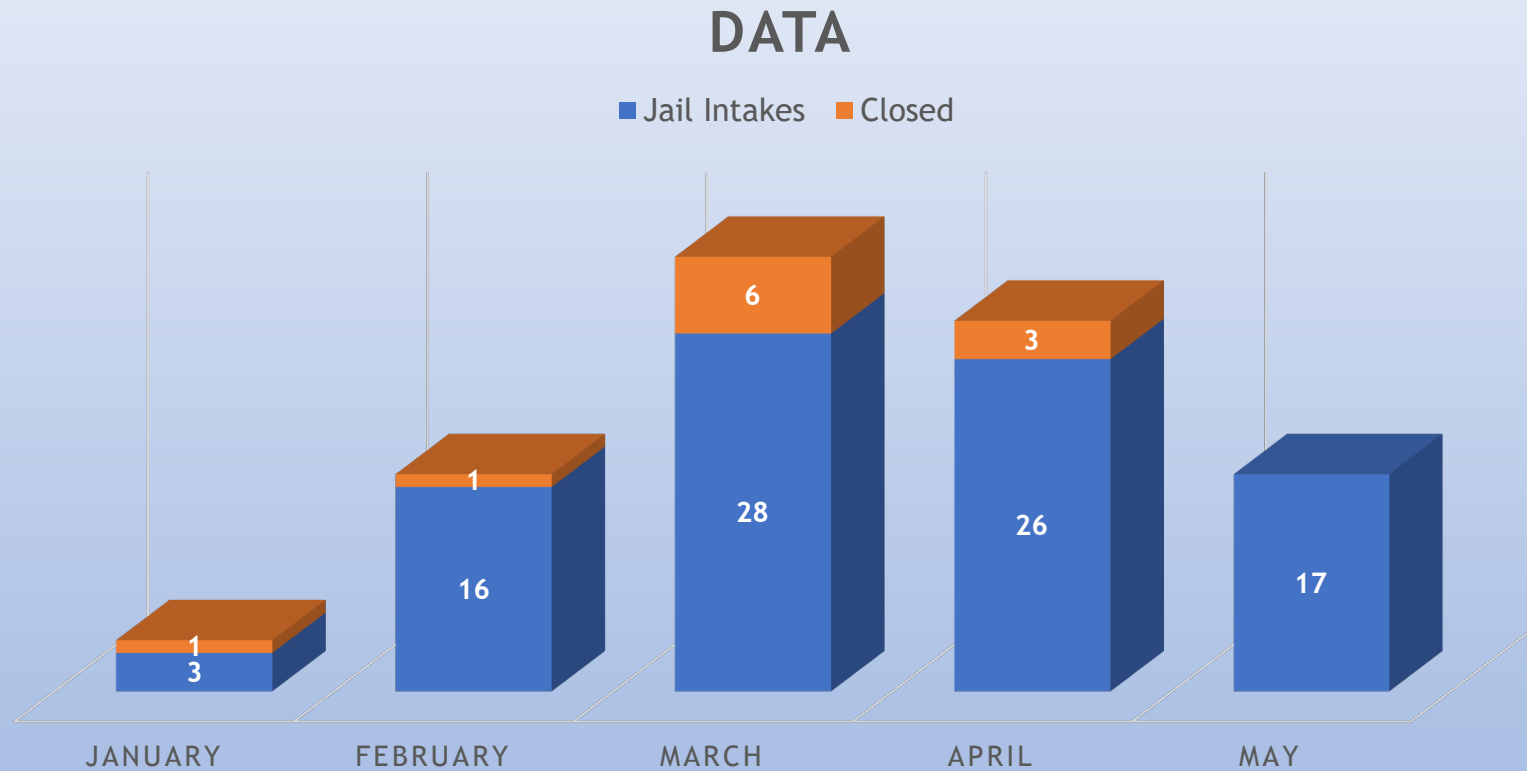
Implementation:

- Outreach Navigator Workflow
- Collaboration with MCSO
- Stakeholders involved for treatment support options
- Data collection

Barriers:

- High volume of requests
- Limited means to engagement while incarcerated
- Limited resources: transitional living, sober living, housing, etc.
- Tracking of Outcomes

Jail Transitions to date:



Data to be collected:
Intake
Closure
Residential Treatment
OP/MAT Services

TIP Justice Initiative 3



Goal: develop a reoccurring meeting with justice stakeholders and TI Justice engaged providers in the Mohave County region with the objective of defining and accomplishing shared goals.

Implementation

- Rural Communities Opioid Resources Program (RCORP) initiated first Mohave County Consortium that included all stakeholders. Consortium to take the place of multiple small meetings and host one large group meeting/discussion.
- Relationship established with Mohave County Supervisor District 2, Hildy Anguis, who works diligently to secure funding for out specific needs.

Barriers

- Continued collaboration on a large scale
- Addressing gaps in care vs. individual service provider goals.
- Overdose Fatality Review Team identified coordination of care as the most significant factor in overdose fatalities in Mohave County.

Target Goals:

Short-Term

Hire housing vocational coordinator

Extract data for jail transition to include: Residential and OP/MAT services received

Develop stakeholder/community directory

Develop workflow and data collection for Initiative 1 with workgroups

Long-Term

Assess and analyze data collection with workgroups

Secure housing funds

Maintain consistent collaborative meetings with justice stakeholders.

Partner directly with MCSO at the jail re-entry building

January 2022, Revised May 2022

Valleywise Health Targeted Investments Program Justice Initiative Tracker

Justice Initiatives Recap

1) Improve data collection with Peer Run Organizations

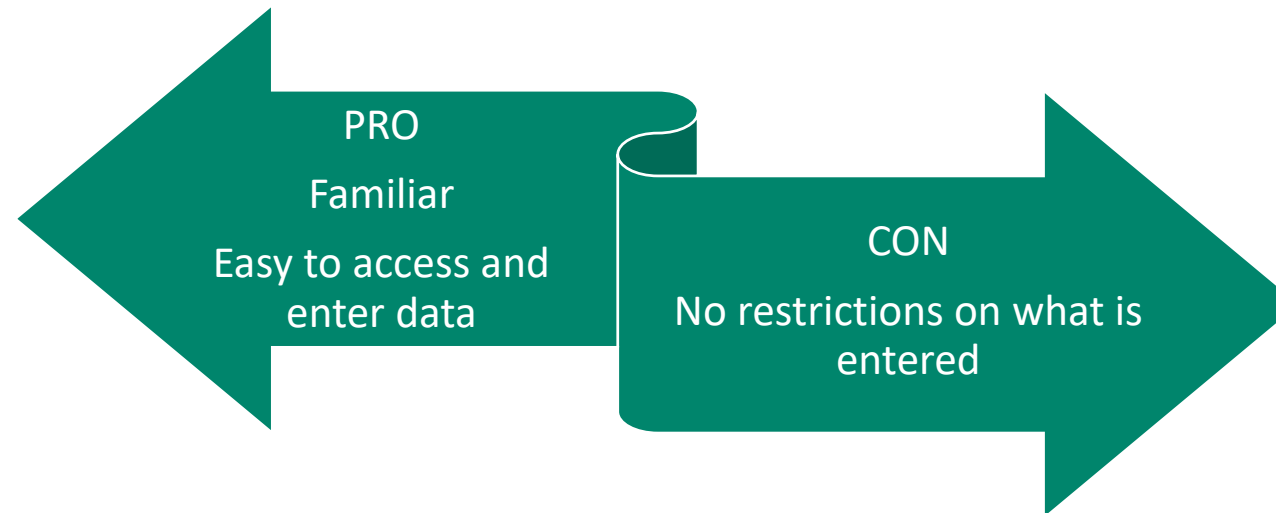
2) Automate reporting capabilities

3) Elevate importance of connection to whole health services to inmates and offenders

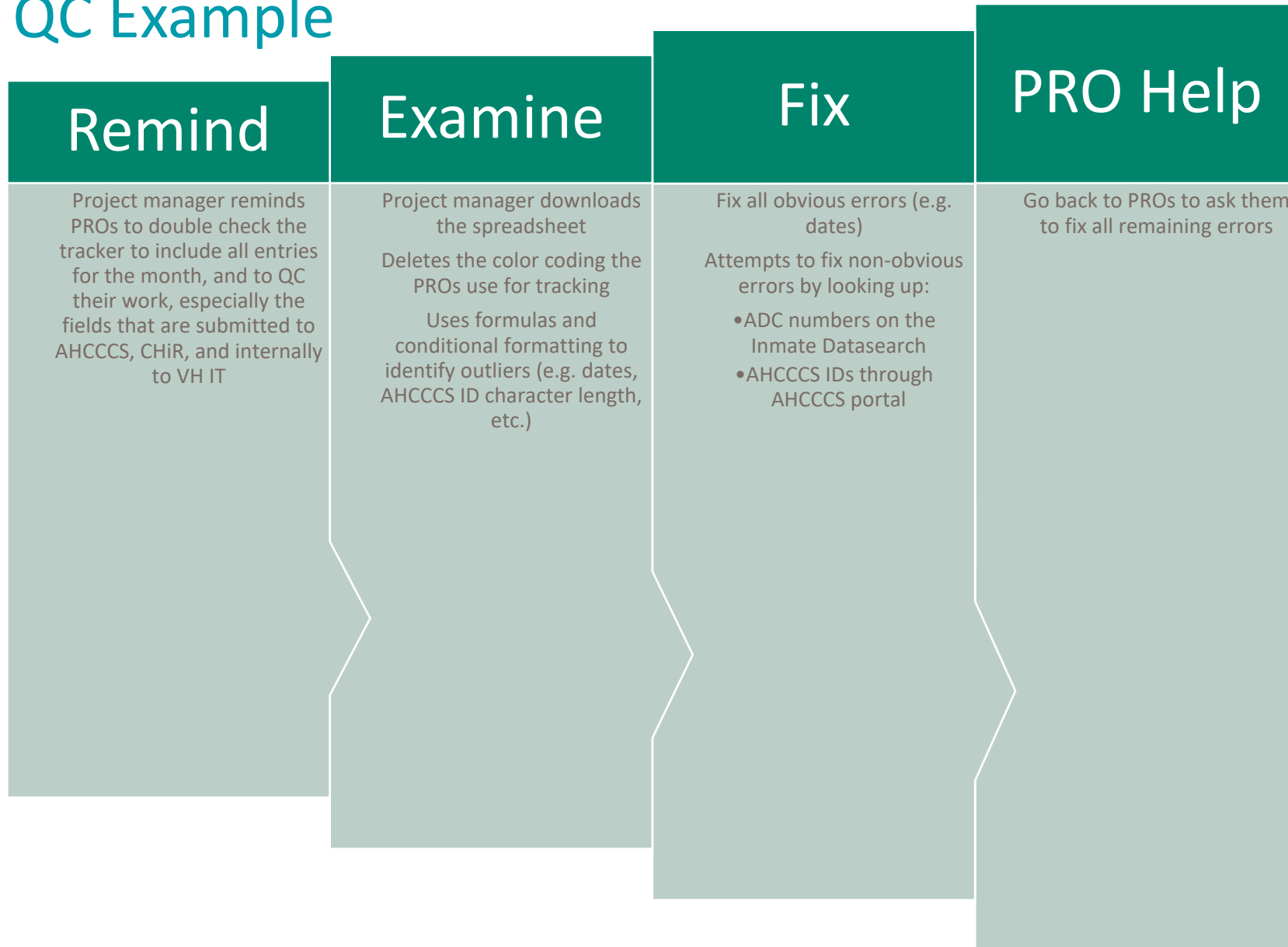
Initiative 1: Improve Data Collection with Peer Run Organizations

1) Improve Data Collection with Peer Run Organizations

- Valleywise Health (VH) partners with 3 Peer Run Organizations (PROs) – CHEEERS, Hope Inc. and Hope Lives to engage inmates and offenders recently released from prison
- The PROs jointly designed a shared spreadsheet that they use secure through Google docs to gather member information



QC Example



1) Improve Data Collection with Peer Run Organizations

Our goal is to decrease manual processes and improve quality of information

We will:

- Work with the PROs to complete in-depth research and analysis regarding what is available within the spreadsheets we are already using, or otherwise available in the market
- Complete training
- Shift to new data collection tool/methodology

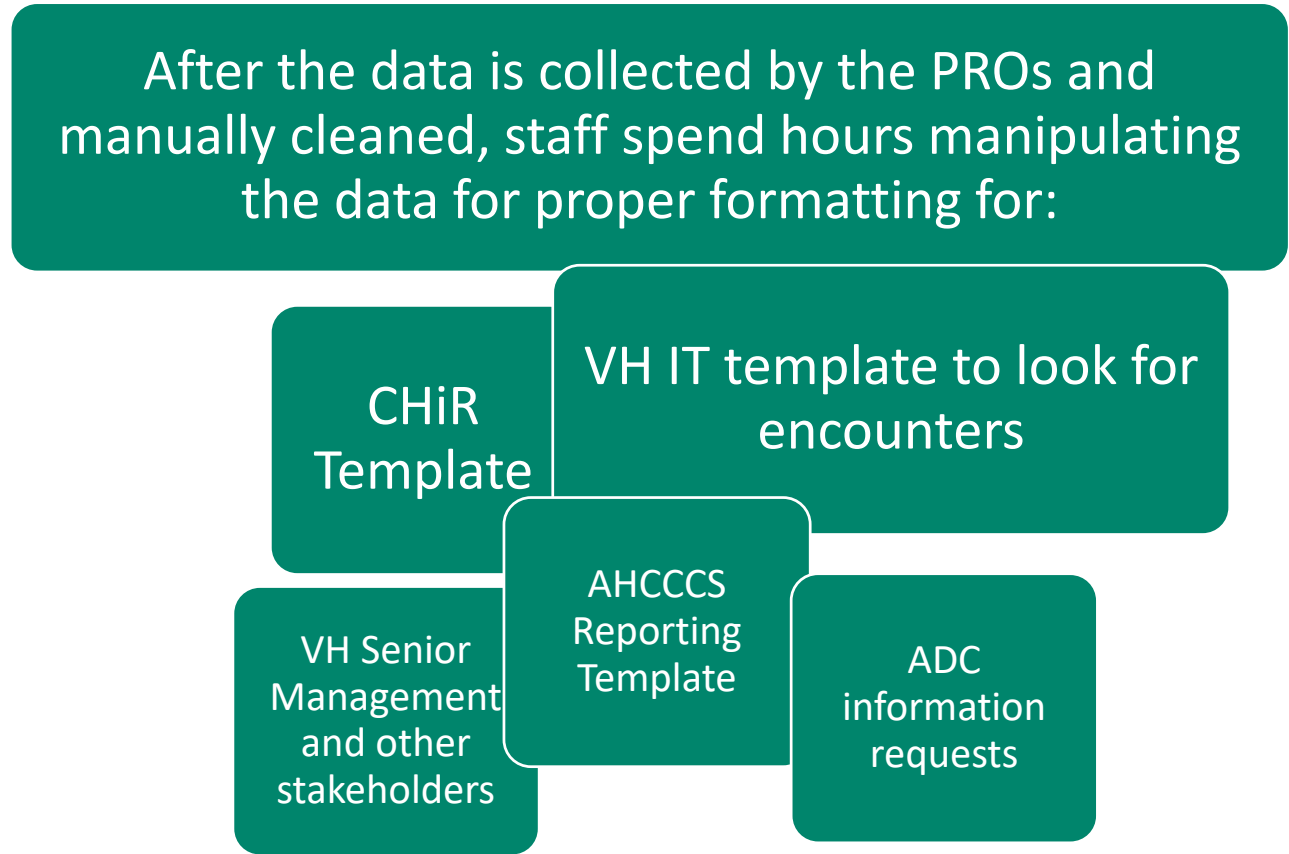
In process as of May 2022.

Tasks Completed:

- Explored options internally to allow access to EHR for PROs
- Shifted oversight and QC of PRO tracker to VH staff, with goal of full automation
- Created new template with edits that disallow invalid entries (e.g., date, AHCCCS ID length)
- Provided ongoing TA to PROs through regular meetings (every other Friday)

Initiative Two: Automate Reporting Capabilities

2) Automate Reporting Capabilities



2) Automate Reporting Capabilities

Goal:

In collaboration with the PROs, we hope to either enhance what we use now or find a tool for Initiative 1 that also has robust reporting capabilities

In Process as of May 2022:

Tasks completed:

- Design and oversight of the PRO tracker has been absorbed by VH staff, one with background and expertise in data analysis and reporting
- VH staff continue to make improvements in the template and are building reports

Initiative 3:

Elevate importance of connection to whole health services to inmates and offenders

3) Elevate importance of connection to whole health services

- Our PRO partners extensively engage staff and inmates within the prisons and Parole Officers and offenders at both the Mesa and Phoenix Parole Offices
- Special VH referral line for TIP Justice which offers immediate access to scheduler with prioritized availability of appointments
- Offenders have a list of priorities when they are released, and seeing a doc is generally not at the top of their list

3) Elevate importance of connection to whole health services

- We hope to develop a meaningful education and incentive program to increase the penetration rate

In Process as of May 2022:

Tasks completed:

- PROs offer \$40 gift card for appointment completion
- Narcan kit distribution at both Phoenix and Mesa orientations
- Establish collaboration with Re-Entry Center and Tucson Prison
- Identified IBH staff that will assist at orientations
- Updated engagement form included in orientation packet







TIP Justice QIC

Terros Health

May 17, 2022

Initiative 3: Enhance Health Literacy education for Justice Population to increase understanding of Primary Care.

Description

- Improve and provide health literacy preventive and primary care education among Justice Population to strengthen patient knowledge and encourage whole health

Value

- Increase knowledge
- Decrease hospital and ER visits
- Create better health outcomes
- Improve quality of life



Initiative 3: Health Literacy

Anticipated Barriers

Identify venues

Identify method to track outcomes

Overall planning and implementation



Updates

Groups, Jail Parking Lot,
future plans for in jail

Created Tracker that
identifies Date, Location,
Pre and Post test
knowledge change

Workgroup meeting,
Internal team meetings,
and new project manager

Initiative 3: Health Literacy

Long-Term Strategy

Work with Reentry team to identify best venue for this education

Identify project manager or coordinator to lead

Create a way to measure, identify how this will be tracked and by who



Updates

All of these items have been completed, additional long term strategies include future plans for venues in jails, etc.

Workgroups

- The workgroups have helped by creating an environment for discussion with community stakeholders, AHCCCS, and ASU QIC to gain support and input on best venues and areas of focus for this initiative



Initiative

- This initiative has a new project manager, second round of course revisions have been created, and discussions have been had for venues and piloting with mobile health in the jail parking lot. We have also had a meeting with a community partner who is also providing health literacy courses who would like to partner.



Value

- Assists stakeholder clients by equipping them with knowledge regarding how to get PCP appointments, the importance of having a PCP, and preventive care- which leads to better outcomes for clients in many areas



Stakeholders and Community Partners Needed



Terros Health Reentry
Team and Operational
Projects Team

Maricopa Department
of Public Health

MCAPD

Health Plans and
Justice Liaisons



THANK YOU!

Ray Young
Integrated Care Site Director
Ray.Young@terroshealth.org
P: 602-797-7000

Lori Jones
BTG Reentry Team Manager
Lori.Jones@terroshealth.org
P: 602-685-6037

Lani Horiuchi
Director of Operational Projects
Lani.Horiuchi@terroshealth.org
P: 602-512-2967

Terrros
HEALTH

Inspiring Change for Life

Next Steps

- Follow-up Justice QI Workgroups
 - June
- Session #3: Virtual Justice QIC
 - September 20, 2022 from 11:30 AM to 1:00 PM
- Questions or concerns?
 - Please contact ASU QIC team at TIPQIC@asu.edu if questions or concerns regarding performance data

Thank you!

TIPQIC@asu.edu