



PATIENT-CENTERED MEDICAL HOME STAKEHOLDER COUNCIL

Meeting Minutes

June 17, 2015

CSI Downstairs Conference Room - Helena (and via phone)

Members Present

Dr. Jonathan Griffin, Chair, Blue Cross Blue Shield of Montana

Dr. Rob Stenger, Vice-Chair, Providence Medical Group

Dr. Larry Severa, Billings Clinic

Carla Cobb, RiverStone Health

Dr. Janice Gomersall, Community Physicians Group, Mountain View Family Medicine and Obstetrics

Dr. Patrick Van Wyk, St. Peter's Hospital

Lara Shadwick, Mountain Pacific Quality Health Foundation

Kristen Pete, Glacier Medical Associates

Tara Callaghan, SW Community Health Center

Mary Le Mieux (for Jo Thompson), Montana Medicaid, Department of Public Health & Human Services

Paula Block, Montana Primary Care Association

Dr. Monica Berner, Blue Cross Blue Shield of Montana

Todd Harwell, Public Health and Safety Division, DPHHS

Sen. Mary Caferro, State of Montana (Ad Hoc Member)

Members Absent

Bill Warden, Hospital Lobbyist

Todd Lovshin, PacificSource Health Plans

Interested Parties Present

Patty Estes, Blue Cross Blue Shield of Montana

Kathy Myers, Public Health and Safety Division, DPHHS

Dr. Jonathan Weisul, Allegiance Benefit Plan Management

Kelley Gobbs, Montana Medicaid

Jenna Smith (for Jean Branscum), MMA

CSI Staff Present

Amanda Roccabruna Eby

Christina Goe

Catherine Wright

Welcome, minutes approval, and announcements

The meeting was called to order at 1:10 pm. Amanda Eby conducted roll call. Dr. Griffin called for a motion to approve the minutes. Dr. Severa moved and Patty Estes seconded a motion to approve the May 2015 stakeholder council meeting minutes. The minutes were unanimously approved. Paula Block announced an upcoming training August 12-13 in Helena on the 2014 Accreditation Standards for NCQA. Amanda reminded the group that the new CSI website is up and running and the PCMH materials are located in the "Issues & Reports" tab, with a new and improved page divided into two sections, one for stakeholders and one for patients.

Discuss/Review May meeting Presentations

MyHealth Presentation: Dr. Griffin reviewed the highlights of the Oklahoma health information exchange and claims database demonstration and hoped that it is the start to on an ongoing discussion. He reminded the group that BC/BS wants to be the facilitator, not the lead, of a renewed HIE effort in Montana. He also thanked everyone for completing the feedback survey and will share the results of the survey in about two weeks. Dr. Severa was impressed with the demonstration and asked about the responses to it. The survey had very positive responses and high level of interest in involvement.

Dr. Nancy McCall Presentation: Amanda reiterated that Dr. McCall was generally pleased with the overall quality of the data. Kristen Pete liked Mathematica's recommendation to use a standardized reporting tool to make data more accurate. She uses one for Humana reporting, for 150 patients, that sets up alerts for invalid entries and therefore enables non-clinical staff to create reports because it is so user friendly. Amanda commented that while clinics may view a standardized reporting tool as more burdensome initially, if it makes their data reports more accurate then it reduces all the follow-up work that was done this year between CSI/DPHHS and the clinics. While it may take more time to create the report, it reduces or eliminates the follow-up work. Paula Block found the data analysis and recommendations for evaluation frustrating and saddening because they were so complicated to understand.

Finally, many on the council shared that they especially enjoyed the patient/provider success stories presented at the meeting. It was encouraging to hear about the positive outcomes directly from the PCMH clinics.

Work Plan/Timeline Discussion

After getting short changed for a few months, the stakeholder council carefully reviewed the Work Plan for the remainder of 2015. Amanda Eby summarized the upcoming goals and deadlines for each of the three subcommittees and the next round of reporting.

Education: In August, once the subcommittee approves the final drafts, the stakeholder council will approve the drafts via email. CSI will print the rack card and distribute materials to clinics in September. Dr. Griffin commented that the suggested December timing for the patient survey may be too soon; the group probably needs more time to develop a plan.

Payor: In the coming months, the subcommittee will focus on further Mathematica guidance and decide what changes are necessary for the 2016 guidance, scheduled for completion in October.

Quality Metrics: Edits to the guidance for the current metrics and guidance for a potential 5th measure must be finalized by November.

2015 Comprehensive Application: A working group was formed to review the application. Members are Dr. Griffin, Patty Estes/Dr. Morrow, Kristin Pete and an undetermined DPHHS staffer. The group will make edits and add new questions in July and August; finalize in September and distribute in October.

2015 Annual Reports: CSI will consult with council leadership and work on the report questions internally. The new reports must be finalized by November.

2015 Public Report: A first draft will be sent to the council for review and comments by July 8. In August, the Public report will be posted to the website, distributed to interested parties and the CSI will send a press release.

2016 Report to the Legislature: This is the required report, due Sept. 2016, to the Children, Families, health and Human Services Interim Committee, which will “make the case” for the Montana PCMH program. According to the timeline, work on the draft will begin later this year.

Public Reports

Amanda Eby explained the objective and reviewed a draft outline of the upcoming commissioner’s public report on the program. The public report lays the foundation for the 2016 Report to the Legislature. It will include a brief discussion of the history and background of the Montana PCMH program but will mainly focus on outcomes and data, with an emphasis on charts and graphs of the first year of data submitted by program participants.

Education Subcommittee Report

Kristin Pete gave the subcommittee report. At their June meeting, the subcommittee reviewed, one by one, the stakeholder council suggestions/feedback to the rack card, poster and talking points requested and compiled by the CSI. General comments included that the reading level was too high, some messaging was unclear, wording on lower costs was misleading, and language generally needed to be simplified. Dr. Janice Gomersall asked if the layout could be adjusted to include space for clinics to personalize the rack card. The CSI will make the change.

Quality Metrics Subcommittee Report

Dr. Gomersall gave the subcommittee report. The subcommittee reviewed revised versions (with suggested edits from the May meeting) of both the *Patient-Level Data Feedback Report* and the *Aggregate Data Feedback Report* developed by Public Health staff for distribution to the PCMHs based on their submitted quality metric data.

Next, council members began a discussion about adding a 5th metric for the 2015 QM Annual Report. [Please note: This was only a preliminary discussion without any formal decisions because the topic had not been publicly noticed.] Considerations are first whether the council wants to add a 5th metric, and if so, which measure? Presently, the 2 most popular measures are depression screening and colorectal cancer screening. A more formal discussion will be part of the July stakeholder council meeting.

Future Meetings

The **Education** subcommittee will not meet in July, pending the review process of the Education Materials from three hospital patient advisory councils. The **Quality Metrics** subcommittee will meet July 8 at noon. The **Payor** subcommittee will meet June 24th at 1:00 pm and again at the regularly scheduled July 9 at 1:00 pm. And as a reminder, all council members and interested parties are invited to attend.

The next PCMH Stakeholder Council meeting is **July 15th 1:00 – 3:00 pm at the CSI office in Helena.**

No Public Comment

Meeting adjourned at 2:57 pm.