

## ***NEW YORK HEALTH HOME LEARNING COLLABORATIVE***

### ***Meeting #1 Summary***

On September 28<sup>th</sup>, the Center for Health Care Strategies (CHCS), with support from the New York State Health Foundation, convened the first in-person meeting of the New York State Health Homes Learning Collaborative. The meeting brought together over seventy participants, including approximately 50 individuals from Phase I and Phase II provider organizations across the state as well as state and local policymakers.

This first meeting began with a bridge from CIDP to health homes, highlighting the experiences of two CIDP pilot sites, NYC Health and Hospitals Corporation and FECS in Nassau County, and noting a range of best practices identified through the CIDP Learning Collaborative that informed their evolution to health homes. For example, speakers identified the following practices among those key to their success:

- Dedicated outreach staff
- Drop-in office space for clients to visit as needed
- Regular communication among interdisciplinary care team
- Close coordination with housing providers
- Effective use of data and health information technology
- “Maintenance”- level services that allow clients to re-engage in higher intensity services over time, as needed

HHC and FECS also highlighted the challenges around finding clients for initial engagement, particularly given that many are homeless or precariously housed. Once a client was found, however, engagement rates were quite high. Phase I health homes concurred that the challenge is in finding clients, not engaging them in health home services once they are located.

Participants also exchanged ideas of how to locate clients – for example, using incentives or leveraging free cell phone services that many Medicaid clients receive. Future meetings will continue to expand on this important topic of location and engagement strategies.

In addition to the CIDP panel, participants heard from an array of experts on use of community health workers (CHWs) to support outreach and engagement. Specifically, panelists shared their experience in utilizing CHWs and wellness coaches as an integral part of the clinical team to help engage clients, especially those with a history of mental illness or substance use.

Following the panel, participants engaged in a lengthy discussion about how to find and hire CHWs and wellness coaches, and how to address various operational challenges in doing so.

In a final session devoted to supportive housing, the Department of Health shared information on its recent submission of a Medicaid waiver application to CMS that includes major investments in supportive housing and associated services for high-need Medicaid beneficiaries. The discussion focused on linkages between health homes and supportive housing, and how to create successful collaboration. For example, speakers suggested that health homes should try to connect with housing agencies to help find and track clients, and

that over time, services provided through health homes and supportive housing would be as closely integrated as possible.

Overall, participants were energized to both contribute to discussions and learn from their peers, and the meeting provided a strong foundation for the overall initiative to build upon.

Please see below for the agenda and participant list from the meeting.

## **NEW YORK HEALTH HOME LEARNING COLLABORATIVE**

### **Meeting #1**

Desmond Tutu Conference Center  
180 10<sup>th</sup> Avenue (between 20<sup>th</sup> and 21<sup>st</sup> Street)  
New York, NY 10011

September 28, 2012

### **Agenda**

- |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| 10:00 a.m. | <b>Welcome, Introductions and Goals of the Learning Collaborative</b><br><i>CHCS will welcome participants to the first meeting of the New York Health Home Learning Collaborative. David Sandman will describe the New York State Health Foundation's goals for this initiative, and Greg Allen will share the Department of Health's (DOH) perspective on how Learning Collaborative discussions will differ from those of DOH/Health Home provider forums.</i>                    | <i>Allison Hamblin, CHCS<br/>David Sandman, NYS Health<br/>Greg Allen, DOH</i> |
| 10:30      | <b>National Landscape</b><br><i>New York is one of seven states with approved health home models, with many other states in earlier stages of program development. To add to the context for the day's discussion, CHCS will provide a brief update on health home activity across the country.</i>                                                                                                                                                                                  | <i>Allison Hamblin</i>                                                         |
| 10:45      | <b>Lessons from the CIDP Learning Collaborative</b><br><i>A panel of CIDP representatives will share key findings from the CIDP Learning Collaborative, including how these lessons have informed the development of their health home approaches. DOH will also comment on how these lessons have been applied to overall health home policy.</i>                                                                                                                                   | <i>Sue McKenna, FECS<br/>Rachel Davis, NYC HHC<br/>Denise Spor, DOH</i>        |
| 11:15      | <b>View From the Frontier</b><br><i>CHCS will lead participants in a discussion of what is going well in the early days of implementation and where they are experiencing hiccups. CHCS will provide a template for participants to complete in advance to stimulate thinking and structure the discussion. Areas for comment will include: network partnerships and communications; enrollee assignment to network partners; staffing models; and care management/coordination.</i> | <i>Group Discussion</i>                                                        |
| 12:00      | <b>Lunch</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                |

12:45	<p><b>Community Health Workers and Health Homes</b></p> <p><i>A panel will describe the role and value of utilizing CHWs as part of the health home team. Panelists will include: Sergio Matos of the Community Health Worker Network of NY; Doug Reich, Chairman of the Department of Family Medicine at Bronx Lebanon; Harvey Rosenthal, Executive Director of NYAPRS; and Eric Weingartner, Managing Director at the Robin Hood Foundation. Following the panel, participants will discuss strategies for outreach and engagement, with a focus on effective use of non-clinical personnel.</i></p>	<p><i>Sergio Matos, Community Health Worker Network of NYC Doug Reich, Bronx Lebanon Harvey Rosenthal, NYAPRS Eric Weingartner, Robin Hood</i></p>
1:45	<p><b>Partnerships with Supportive Housing</b></p> <p><i>New York has recently submitted a global Medicaid waiver application to CMS that includes major investments in supportive housing and associated services for high-need Medicaid beneficiaries. CHCS will moderate a panel including Greg Allen of DOH, Ted Houghton of the Supportive Housing Network of NY and Danika Mills from ICL. The discussion will focus on linkages between health homes and supportive housing, and key considerations for successful collaboration.</i></p>	<p><i>Greg Allen, DOH Ted Houghton, Supportive Housing Network of NY Danika Mills, ICL</i></p>
2:30	<p><b>Break</b></p>	
2:45	<p><b>Critical Success Factors</b></p> <p><i>Participants will split into break-out groups to discuss the factors that will make or break the success of the overall health home implementation. What needs to go right for this model to deliver improved outcomes and overall cost-savings? How can we leverage the learning collaborative for this purpose? To close out the meeting, groups will share the critical success factors they identified, as well as their recommendations for topics of discussion at future learning collaborative sessions.</i></p>	<p><i>Group Discussion</i></p>
3:15	<p><b>Wrap-Up</b></p>	<p><i>Allison Hamblin</i></p>
3:30	<p><b>Adjourn</b></p>	

## **HEALTH HOME PROVIDERS**

### ***Adirondack Health Institute***

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