NEW YORK HEALTH HOME LEARNING COLLABORATIVE
Meeting #1 Summary

On September 28th, 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 FEGS 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 FEGS 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 10th Avenue (between 20th and 21st Street)
New York, NY 10011

September 28, 2012

Agenda

10:00 a.m. Welcome, Introductions and Goals of the Learning Collaborative
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.

Allison Hamblin, CHCS
David Sandman, NYS Health
Greg Allen, DOH

10:30 National Landscape
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.

Allison Hamblin

10:45 Lessons from the CIDP Learning Collaborative
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.

Sue McKenna, FEGS
Rachel Davis, NYC HHC
Denise Spor, DOH

11:15 View From the Frontier
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.

Group Discussion

12:00 Lunch
12:45  **Community Health Workers and Health Homes**  
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.

1:45  **Partnerships with Supportive Housing**  
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.

2:30  **Break**

2:45  **Critical Success Factors**  
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.

3:15  **Wrap-Up**  
Allison Hamblin

3:30  **Adjourn**
HEALTH HOME PROVIDERS

Adirondack Health Institute
Colleen M. Florio
Director of Care Management Initiatives and Evaluation

Cathy Homkey
Chief Executive Officer

Alcohol and Drug Dependency Services
Adele Gregory Gorges
Executive Director, New York Care Coordination Program

William Burgin
Executive Director

Bronx Lebanon Hospital Center +
CBC/FEGS Health and Human Services System, Inc.
Virgilina A. Gonzalez
Director, Clinical Outreach

Community Healthcare Network
Rosemary Cabrera
Vice President of Health Homes

Dorothy E. Farley
Vice President of Social Services

Continuum Health Home Network
Ellen I. Cox
Administrator, Department of Psychiatry
Beth Israel Hospital

Miriam Martinez
Chief of Clinical Strategy, Psychiatry
St. Luke’s Roosevelt Hospital Center

FEGS Health and Human Services System
Carolyn Cocotas
Senior Vice President, Quality and Corporate Compliance
FEGS, Nassau Wellness Partners

Sue McKenna
Senior Director
FEGS, Nassau Wellness Partners

Steven G. Rutter
Associate Vice President Health Homes
FEGS, Nassau and Suffolk

Glens Falls Hospital
David A. Alloy
GFH BHS Executive Director

Paul Scimeca
Vice President, Physician Practices and Community Health

Greater Buffalo United Accountable Healthcare Network
Ralph R. Hernandez
MSO Administrator

Raul Vazquez
Urban Family Practice

Greater Rochester Health Home Network
Deborah A. Peartree
Acting Executive Director

John C. Wegman
Coordinator of Case Management
University of Rochester Medical Center

Health Home Partners of Western New York
Christopher Hartnett
Director of Child and Family Centered Services
Spectrum Human Services

Julie M. Notaro
Director of Health Home Services
Spectrum Human Services

Heritage Health and Housing
LaQuita Henry
Community Liaison

Alvaro Simmons
Chief Executive Officer

Hudson River HealthCare
Allison McGuire
Chief, Strategic Planning and Community Development
James Sinkoff
Executive Vice President and Chief Financial Officer
Hudson Valley Care Coalition
Lindsay Farrell
Chief Executive Officer
Open Door Family Medical Center
Lena M. Johnson
Health Program Manager
Huther Doyle Memorial Institute
Alan Boardman
New York State Director
Beacon Health Strategies
Huther Doyle – HHUNY Finger Lakes
Robert R. Lebman
President and Chief Executive Officer
Huther Doyle
HHUNY Monroe County
Institute for Community Living
Danika L. Mills
Vice President
ICL/CBC Pathways to Wellness
Marlene Pressner
Director, Quality Assurance
Coordinated Behavioral Care
Institute for Family Health
Dorit Margalit
Director of Care Management
Felicity Tsikiwa
Care Manager
Jewish Board of Family and Children’s Services
Hannah D. Hirschland
Quality Assurance Coordinator
John Shevlin
Director, Client Services
Community Health Action of Staten Island
Maimonides Medical Center
Madeline Rivera
Vice President, Care Management
Shari Suchoff
Director
Montefiore Medical Center
Helen E. Dao
Quality Assurance Coordinator
Union Community Health Center
Nicole Jordan-Martin
Senior Director
Bronx Accountable Healthcare Network
Montefiore Medical Center
New York City Health and Hospitals Corporation
Rachel C. Davis
Assistant Director
Irene Kaufmann
North Shore – Long Island Jewish Health System
Irina Mitzner
Vice President, Group Health Operations
Rick McElroy
Director, Group Health Management
New York Presbyterian Hospital
J. Emilio Carrillo
Vice President
Community Health Development
Peggy Chan
Director, Office of Disease Management and Care Coordination
Visiting Nurse Service of New York
Neil Pessin
Vice President, Community Mental Health Services
Jessica Fear
Medicaid Health Home Director
Visiting Nurse Service of Schenectady County
Joseph D. Twardy
President and Chief Executive Officer

Angela Keller
Executive Director
Catholic Charities AIDS Services

STATE AND LOCAL OFFICIALS

Greg S. Allen
Director, Division of Program Development & Management
Office of Health Insurance Programs
New York State Department of Health

Deirdre Astin
Program Manager
New York State Department of Health
Office of Health Insurance Programs
Division of Program Development and Management

Jane Colón
Healthcare Program Specialist II
New York State Department of Health
Office of Health Insurance Programs
Division of Program Development and Management

Carol DeLaMarter
Section Director
New York State Department of Health
AIDS Institute

Sarah Glowa-Kollisch
New York City Department of Health and Mental Hygiene

Roberto Martinez
Quality Medical Director
Office of Health Information Technology Transformation
New York State Department of Health

Douglas P. Ruderman
Director, Bureau of Program Coordination and Support
New York State Office of Mental Health

Meggan Christman Schilkie
Deputy Director, Bureau of Mental Health
New York City Dept. of Health and Mental Hygiene

Denise Spor
Program Manager
New York State Department of Health
Office of Health Insurance Programs
Division of Program Development and Management

INVITED GUESTS

Ted Houghton
Executive Director
Supportive Housing Network of New York

Sergio Matos
Executive Director
Community Health Worker Network of NYC

Charles J. Neighbors
Associate Director, Health & Treatment Research
CASA Columbia

Elizabeth M. Patchias
Senior Health Policy Analyst
United Hospital Fund

Stephanie Phillips
Senior Management Consultant
Robin Hood Foundation

Doug Reich
Chairman, Department of Family Medicine
Bronx Lebanon Hospital

Harvey Rosenthal
Executive Director
New York Association of Psychiatric Rehabilitation Services
Karen Smith-Hagman
Vice President, Medical Management
EmblemHealth

Eric Weingartner
Managing Director, Survival
Robin Hood Foundation
NEW YORK STATE HEALTH FOUNDATION

David Sandman
Senior Vice President

Yasmine Legendre
Policy Analyst

Jacqueline Martinez
Senior Program Director

Amy R. Shefrin
Program Officer

CENTER FOR HEALTH CARE STRATEGIES

Allison Hamblin
Vice President for Strategic Planning

Anjana Pandey
Program Officer

Marianne Ritchey
Travel and Conference Manager