



**BHH Designated Provider Agency
Implementation Session
February 24, 2017 • 1:30pm – 3:00pm
Beacon Health Options, Huntington Room, 4th Floor**



Attendees: DMHAS (Jessica DeFlumer-Trapp, Lauren Staiger); Bridges (Trish Kramer, Valerie Mallard); BHcare (Pat Curley, Alex Kosakowski, Sandy Lombardi); CHR (Donna Wertz); CMHA (Deb Dutkiewicz); CMHC (Nancy Watsky, Martha Staeheli); CRMHC (Judith Moran-Lounsbury, Kristen Russell); InterCommunity (Ryan MacDonough, Colleen Mastroianni); Rushford (Jennifer Williams); RVS (Anne Kiwanuka, Michele Veilleux); Sound (Enrique Juncadella, Diana Ryan); SWCMHS (Dorothy Washington, Anthony Cretella); United Services (Lori Behling, Jennifer Rossi, Laura Kratochvil, Janet Puszczynski) WCMHN (Ellen Severn); ASO (Denise Roberts, Virginia Texidor, Amy Miller)

Call-In: Rushford (Valerie Walton); SMHA (Karen Butterworth-Erban)

1. Introduction

2. Provider Spotlight

- a. United Services – InSHAPE: wellness initiative that supports weight-loss and dieting goals. Many of the InSHAPE participants are also BHH clients.
 - i. Certified Personal Trainer required for fitness aspect of the program
 - ii. Both 1-on-1 and group sessions available
 - iii. Clients set wellness goals that are monitored and supported over the course of three months
 - iv. Collectively, Willimantic InSHAPE participants have lost 377.2 lbs and Putnam/Danielson lost 144 lbs.
 - v. Smoking Cessation is also a huge part of the initiative.
- b. For more information about the United Services InSHAPE program contact Laura Kratochvil at 860-774-2020 ext. 5723 or Janet Puszczynski at 860-774-2020 ext. 5731

3. NATCON iPoster-provider information

- a. DMHAS and the ASO would like to include provider-specific information on the iPoster. Providers are encouraged to submit content to Amy at amiller@abhct.com or Jessica at Jessica.deflumer-trapp@ct.gov. Jessica may also reach out to providers about specific initiatives/successes that might be beneficial to include in the presentation.
- b. Other content for the iPoster includes:
 - i. Results of the IPAT assessments
 - ii. “I’m A Whole-Person” video
 - iii. Pictures of LOB posters
 - iv. Tableau dashboard video

4. Integrated Practice Assessment Tool-IPAT

- a. Participants reviewed results of IPAT assessment. Information will be used to map agencies’ locations and indicate the range of integration levels across BHH. If a provider believes the level indicated on the handout is incorrect, contact Denise at 860-704-6148.
- b. Discussed the process of completing the IPATs, feedback on what the providers thought about it, and the responses of staff helping to complete the tool.
- c. Reviewed tables from “A Review and Proposed Standard Framework for Levels of Integrated Care” related to cores descriptions of the six levels of collaboration/integration, key differentiators of the various levels, and the advantages and weaknesses of each level.
- d. Q&A related to “pain points” and challenges with having towards more integrated care:
 - i. System/Data sharing challenges

- ii. Documentation is the hardest part. BH and medical notes and documentation very different
 - iii. Having “more gods to answer to” around requirements, directions, etc.
- 5. Providers feel it would be helpful to have a list of providers and descriptions of their integration characteristics (level of integration, primary care on or off site, and primary care consultant specifics). ABH to create and send out.
- 6. Data Discussions & Timelines**
 - a. ProviderConnect procedures – Providers should submit ProviderConnect access forms directly to Beacon using the email or fax number on the form. Anyone who requires access to Beacon reports should attempt to gain access to ProviderConnect. Reports should be available on ProviderConnect by Summer.
 - b. Tableau/Citrix procedures – The first round of Tableau/Citrix access forms have been submitted. If anyone’s name who should have access is not on the list of forms received, contact Denise at droboterts@abhct.com. Beacon is currently working to process forms and send access information to providers.
 - i. Attendees received a document explaining the differences between the Tableau/Citrix and ProviderConnect access forms. If providers need additional copies of this document, email Denise at droboterts@abhct.com.
 - c. State-operated health assessments
 - i. A list of clients with health assessment errors will be added to Tumbleweed for providers to review. Denise will be calling each one individually to make corrections. Providers will not have to resubmit health assessment, but should be prepared to provide any missing information.
 - ii. Discussed tobacco cessation question and uncertainties or differences in understanding of response options. Reviewed how some providers are collecting the HA information.
- 7. March Health Observance**
 - a. March health observance is National Nutrition Month. Attendees were given packets. An email will be sent the first week of March with links to online resources. Any questions about observances should be directed to Virginia at vtexidor@abhct.com.
- 8. Upcoming Meetings**
 - a. March 10th Beacon Health Options – 4th floor, Huntington Room – 500 Enterprise Drive
 - b. March 24th Audit Results and Next Steps
Beacon Health Options – 4th floor, Huntington Room – 500 Enterprise Drive