



**BHH Designated Provider Agency
Working Group**

August 21, 2020 • 1:00pm to 3:00pm



1 646 876 9923 Code 462 853 3341
<https://beaconhealthoptions.zoom.us/j/4628533341>

1. DMHAS, ASO, and Provider Updates

a. Billing Updates – Lauren Staiger

- DMHAS has not completed billing for August. The plan is to complete the process in September, so information is reflected in the September report cards.
- Kathy Willis still plans to send out modified August reports with health assessment and other updates.

b. Other DMHAS Updates – Katharine Willis

- Consumer Satisfaction Survey Submission – A fair number of surveys have been received so far.
 1. InterCommunity, CRMHC, Bridges, United Services, and WCMHN have made great strides to upload the surveys.
 2. Kathy will reach out to the agencies that have not entered any surveys early next week. As a reminder, surveys are collected as a required measure.

c. ASO Updates – Denise Perez and Jeannie Wigglesworth

- BHH Provider Summary Tableau Report – This new Tableau report summarizes and consolidates several of the dashboards. Providers should use this dashboard to get a picture of what areas their agency need to focus on in terms of data reconciliation and client support.
 1. Providers were asked to review the report and send questions/comments to Denise and Jeannie. Beacon is always looking for ways to improve their reports.

d. Provider Updates

- CHR and Health Promotion Services (Kimberly Solomakos and Holly Fish)
 1. Kimberly gave two examples of how health promotion services have improved the lives of clients:

- a. Client with borderline personality disorder set a goal to lose weight. The BHH team helped her set management targets, what was holding her back from her goal, and how to improve her diet. With the support and perseverance, the client went from 344 pounds to 318 pounds. Staff also made referrals and collaborated with the internal wellness coach.
 - b. Client with a schizophrenia diagnosis also wanted to lose weight, but lacked the attention to do. Through health promotion services, staff worked with client to discuss foods, diabetes management, and reviewed coping skills. The client also attends tobacco cessation groups
2. Holly mentioned the Tableau reports allow staff to obtain useful information prior to meeting with clients. United Services also uses the results of the health assessments to develop individual plans for clients who need support.
 3. Holly also mentioned the Tableau reports have allowed United Services to notice a correlation between asthma management and hospitalization. Staff are following up with specialist appointments.
- CRMHC and Health Promotion (Mary Germano)
 1. CRMHC uses a broad range of handouts, information shared during learning collaboratives, and the monthly health observance toolkit to create health promotion services.
 2. Agency also works collaboratively with clinicians when information is received via Project Notify. The BHH teams works to discuss medication interaction, needed bloodwork, and what the client can expect. If a client has a VNA, they contact the VNA to provide status updates.
 3. CRMHC utilizes the rewards-to-quit curriculum to educate client and promote a healthy lifestyle. They use curriculum created by the Diabetes Association to assist clients with taking control of their diabetes.
 4. The goal of health promotion services at CRMHC is to help clients gain independence and educate the populations.
 - a. To track progress towards independence, staff gauge the clients' knowledge base and help them develop a plan for exercising, and ask them how they did the previous weeks. They also suggest clients keep a journal to document and overcome barriers.
 - SMHA and Health Promotion Services (Jesus Silva)

1. Agency used to provide a lot of groups for psycho-ed services, but are starting to offer more 1-on-1 health promotion services. APRN and LPN are going out in the community to educate clients on the COVID-19 guidelines and medical issues.
2. SMHA also tracks clients using Tableau and provide cross-education to staff using information available.
3. Health promotion curriculums and presentation are saved in a shared folder so everyone can access it.

2. Health Promotion, Health Education, and Public Health (Fred Morton)

- a. Fred Morton, DMHAS, gave a presentation on Health Education/Health Promotion and Public. The objectives for the presentation were to: 1) Define public health; 2) Differentiate between clinical and practice and public health; and 3) Identify steps to plan and deliver population based activities. The presentation was sent out to invitees and will be uploaded to the CT Integrated Care Website in mid-September.

3. Upcoming Meetings

- a. September Meeting - September 18, 2020 from 1:00pm-3:00 pm
Topic: TBD