

## Healthcare Home and CPRC Integration: What does it Look Like?

### **Agency organizational structure**

HCH management and medical staff have appropriate status in the agency organizational structure.

- Is the HCH Director a member of the CMHC management team?
- Is the PCP Consultant a member of the CMHC Medical Staff?
- Do the HCH Director and Assistant Directors attend program director meetings, CPRC administrative team meetings, and have open lines of communication with all CPRC administrative staff?

### **Staff location**

HCH staff and CPRC staff are co-located to the greatest extent possible.

- When office space is designed/purchased/leased is consideration given to how Nurse Care Managers (NCMs) and Community Support teams will interact on a daily basis?
- Taking existing office space and resources into consideration, has every effort been made to locate NCMs with or near CSSs?
- Do NCMs have a private and confidential area to conduct health screenings and individual and group patient education?

### **Staff training**

HCH staff and CPRC staff receive appropriate training to understand their respective roles, work together in an integrated approach, and gain skills to address health and wellness with consumers.

- Have all CPRC Directors and CSS Supervisors attended HCH 101 training?
- Have all HCH staff attended HCH 101 training?
- Have all CSSs and CSS Supervisors received initial Wellness Coaching training?
- Have other CPRC staff received initial Wellness Coaching training (for example, PSR staff, nurses, etc.)?
- Does the agency have a Wellness Coaching 'champion' identified to promote and advocate for the training?
- Do CSS staff and CSS Supervisors receive ongoing Wellness Coaching training periodically?

- Is HCH built into the orientation and training of all new CPRC staff?
- Is CPRC built into the orientation and training of all HCH staff, including PCP Consultants?
- Do HCH Directors and NCMs provide or arrange for ongoing training of CPRC staff related to health issues, including health education and managing chronic diseases?
- Does training for new NCM hires include shadowing CSSs?
- Does training for new CSS and CSS Supervisor hires include shadowing NCMs, including observing a health screening and a metabolic syndrome screening?
- Are HCH staff informed of all CPRC training events that are relevant to HCH and given the opportunity to attend?

### **Identifying and engaging potential HCH enrollees**

The agency has effective processes to identify potential HCH enrollees and present the benefits of the services.

- Does assessment for HCH appropriateness occur at or immediately after CPRC admission?
- Do NCMs participate in the CPRC admission process?
- Are HCH Directors informed of all CPRC admissions? If so, does that information include anything about the person's interest in HCH and their status, if any, with a PC Health Home?
- Do CSS Supervisors and CSSs routinely assess current CPRC consumers for HCH appropriateness and make referrals for HCH enrollment?
- Do all consumers who are outreached and engaged through the DM 3700 process have HCH presented to them as part of their CPRC treatment team services?
- Are HCH Directors informed when a new DM 3700 cohort goes out, kept informed regarding outreach and engagement status of each cohort, and informed when DM 3700 clients are successfully outreached and admitted to CPRC?

### **Staff communication and coordination of care**

HCH and CPRC staff have formal and informal opportunities to communicate with each other and coordinate care.

- Do HCH Directors and CPRC Directors have a close working relationship and meet regularly to share information and discuss issues? Are there regularly scheduled times for these meetings and phone conferences?

- Do HCH Directors and DM 3700 Coordinators have a close working relationship and meet regularly to share information and discuss issues?
- Do NCMs meet regularly with CSS Supervisors and CSSs to review and discuss individual consumers?
- Are NCMs included in discussion of the best time for meetings with CPRC staff? Are meeting times adjusted to accommodate NCM schedules?
- Are there standing agenda items at CSS team meetings relating to HCH functions and issues including MBSs, hospitalizations, ER alerts, DM reports, etc.?
- Are NCMs invited to CS supervision sessions when HCH enrollees are discussed?
- Are CSSs invited to and encouraged to attend HCH case staffings with the PCP Consultant and NCMs?
- Are CSSs free to stop in at a NCM's office or desk for help or clarification on a medical issue?
- Do CPRC staff have the ability to identify and recommend high risk clients for case staffings with the PCP Consultant and/or NCMs?
- Do the HCH Director and CPRC Director use the same method to track initial and annual assessment due dates, to assure timely completion of health screenings and MBSs?
- Do the HCH Director and CPRC Director collaborate on best ways to track, manage, and inform staff when required functions are due and overdue?
- Are billings of initial and annual CPRC assessments held until the MBS is completed and documented?
- Do PCP Consultants meet regularly with CPRC prescribers for general information sharing and program planning purposes?
- Do PCP Consultants meet regularly with CPRC prescribers for case specific consultation?
- Do clinic nurses and psychiatrists meet regularly with NCMs to collaborate and coordinate care?

### **Assessing CPRC staff performance**

CPRC staff performance appraisals include measures relating to the HCH.

- Do performance appraisals of CSSs reflect HCH related measures, including but not limited to percentage of clients on their individual caseload or team: having and using PCPs; having completed health screenings, and having completed MBS?

- Do performance appraisals of CSS Supervisors reflect HCH related measures, including but not limited to percentage of clients on their team: having and using PCPs; having completed health screenings, and having completed MBS?
- Does the CMHC provide job and payment incentives to CSSs and CSS Supervisors related to HCH goals and measures contained in performance appraisals?

### **Staff knowledge of HCH metrics**

CPRC staff are informed regularly regarding information generated by HCH care management reports.

- Are CSS Supervisors knowledgeable of who the HCH enrollees are on their team and on all CSS caseload assignments?
- Are CSSs knowledgeable of who the HCH enrollees are on their caseload?
- Do CSS Supervisors and CSSs receive information regularly on which clients are flagging for incomplete MBSs?
- Do CSS Supervisors and CSSs receive information regularly on which clients are flagging on other HCH performance measures?
- Do CSS Supervisors and CSSs receive information regularly on which clients have had hospital admission alerts and ER visit alerts?
- Are HCH performance outcomes shared regularly with CPRC staff, including HCH 6, 18, and 30 month progress reports and other related information generated by DMH?

### **Ongoing Treatment and Rehabilitation**

The agency integrates health and wellness into ongoing treatment and rehabilitation of CPRC consumers.

- Do CSS progress notes reflect health and wellness interventions?
- Are CSSs providing interventions using wellness coaching skills and knowledge?
- How have the nature and types of interventions CSSs do changed since Healthcare Homes were implemented in 2012, and what are those changes?
- Do CPRC treatment plan goals reflect health and wellness issues identified on the health screening?
- Do NCMs participate in the development and revision of treatment plans?
- Are all HCH enrollees also enrolled in CPRC and have a CSS or another qualified individual assigned to work with them on health and wellness goals identified through the HCH processes?

- Do PSR groups offer sessions on health, wellness, prevention, and managing chronic illnesses?
- Does the agency have staff trained in Diabetes Conversation Map?
- Does the agency have staff trained in Smoking Cessation interventions?
- Has the agency developed an effective HCH program for children and youth?
- Do CSSs practice My Way to Health interventions with selected consumers and families?
- Do HCH Directors and/or NCMs participate in discussions regarding level of care changes for CPRC consumers?
- Do HCH Directors and/or NCMs participate in discussions regarding discharge for CPRC consumers?
- When HCH staff and CPRC staff meet to discuss potential discharges from CPRC, how do you address clients who are more stable psychiatrically but still have significant health needs to be addressed?
- Do CSSs assist consumers to access appointments with NCMs and/or clinic nurses to get MBSs and Health Screenings completed?
- Are NCMs and CSS Supervisors routinely asked in supervision sessions for examples of how they are integrating HCH and CPRC?

### **Agency Transformation**

The agency has transformed and integrated a wellness approach for all consumers, not just those enrolled in HCH, and provided an environment where health and wellness is encouraged and supported for all their employees.

- Does the agency use person centered planning and wellness on all consumer treatment plans, not just those enrolled in the HCH?
- Does the agency conduct health screenings for all consumers using standard formats developed for HCH enrollees?
- Do HCH Directors, NCMs and/or PCP Consultants educate CMHC staff on personal wellness and promote and/or provide opportunities for staff to work on personal wellness and health?