
Meeting Minutes July 5, 2016

***Mission:** To organize healthcare stakeholders by providing a structured forum for sharing valuable knowledge, finding common solutions, and identifying resources to improve health outcomes, improve quality and patient experience of care, and to lower costs of care in the region.*

Members: Dr. Kevin Rich, Chair; Gina Pannell, SHIP Manager; Matt Johnson; Dr. Karl Watts; Lyle Nelson (by phone); Luis Lagos; Dr. Troy Clovis; Melissa Mezo; Dr. George Beauregard (by phone)

Members Absent: Dr Michael Koenig; Todd York; Kelli Fairless; Dr. Michael Koenig; Dr. David Gough; Mark Babson; Dr. David Peterman; Russ Duke; Deena LaJoie; Jennifer Burlage; Megan Stright

Guests: Melissa Dilley; Kim Thurston; Rachel Blanton; Amber Aberasturi

Agenda Topics

Diabetes Needs and Gaps

- Gina Pannell, SHIP Manager, presented the results of the “Diabetes Needs and Gaps Survey” that had been sent to Cohort 1 SHIP clinics. Collaborative members discussed the results obtained from the 10 clinics that responded. Discussion on key points highlights below:
 - **Question 12** – Where does your clinic refer/link patients for diabetes education, programs, and resources in your community?
 - Survey results showed that the majority of respondents rely on Humphreys for their DM education/coordination referrals.
 - **Question 14** – What barriers do you encounter when referring/linking to diabetes education, programs, or other resources in your community?
 - Top reasons cited were cost, lack of insurance coverage for these services, and a perceived lack of value by the patients.
 - **Question 15** – What barriers exist related to patient engagement?
 - Panel discussed the question, “Who is ultimately responsible for patient engagement: Provider or Patient?”
 - Patient’s lack of motivation to change behavior was agreed to present the largest barrier but also the biggest key to engagement. Patient incentives, access to both electronic and face-to-face care coordination tools, and outreach discussed.
 - **Question 16** – Would you like more information on the following programs and resources?
 - Survey respondents requested a variety of resources.
- Medical Health Neighborhood (MHN) meeting scheduled to address resources August 4th at CDHD.

Regional Care Coordination Network (RCCN)

- Gina presented the idea of developing a RCCN and potential benefits and barriers. Collaborative members support this idea and stressed the importance of using regional efforts to help bring support to clinics, leading into the concept of a discussion around shared resources and community care teams (i.e. dietitians, behavioral health/social workers, CHW, health coaches, etc.) either located centrally or throughout Region 4. Supports could assist in improving patient

engagement, coordinating care, and supporting a defined sub-set of patients for those clinics participating in SHIP as a possible pilot project.

CHC Website

- Gina Pannell updated Collaborative members on Central Health Collaborative (CHC) website status. See updates below:
 - Scheduled to have domain name by the end of July.
 - Suggested content includes local information on participating clinics, contact information, priority projects, EHR, registry systems, and CHC priorities, minutes, agenda's, members, etc.

September CHC Meeting Invitation to Cohort 1 SHIP Clinic Staff

- Collaborative members discussed inviting Cohort 1 SHIP clinics to September meeting. The decision was made to wait until direction of CHC is established and instead requested an update on cohort 1 efforts to CHC.

CHC Action Items:

WHO	WHAT	WHEN
<i>Gina Pannell Kevin Rich</i>	Discuss with CDHD District Director, CHC co-chair and other stakeholders about available resources and a possible partnerships for a community care team model	<i>Due 09/06/16</i>
<i>Gina Pannell</i>	Email website link when available and summarize suggested content for review/feedback	<i>Due 09/06/16</i>
<i>Melissa Dilley Kim Thurston</i>	PHD QI Staff to present cohort 1 clinic updates on PCMH efforts to-date.	<i>Due 09/06/16</i>

Adjourned

- The CHC Chairman, Kevin Rich, MD, thanked the Collaborative members for their time and contributions.

Next Meeting: Tuesday, September 6th, 2016

1:00 p.m. – 2:30 p.m.

**Location: La Quinta Inn and Suites
7965 Emerald St. Boise, ID**

Call In: 1-855-291-0679