

# The Science and Art of Improvement

March 6, 2020 ~ Two Rivers Convention Center

7:30-8:00AM	Registration and Continental Breakfast				
Opening 8:00-8:05AM	Opening Remarks				
Plenary 8:05-9:05AM	<p><b>Team-based Care Strategies to Improve Job Satisfaction</b></p> <p><u>Facilitator</u> Heather Steele, MHA Rocky Mountain Health Plans</p> <p><b>Scribes</b> Joshua Hulst, MD Western Colorado Physicians Group</p> <p><b>Integrated Behavioral Health</b> Vanessa McClellan, DO Western Valley Family Physicians</p> <p><b>APEX Model</b> Kyle Knierim, MD University of Colorado Health AF Williams Family Medicine Clinic</p> <p><b>Care Management</b> Greg Reicks, DO Foresight Family Physicians</p>				
	<p>The shift from a provider-patient model of care to a team based care model requires changes in practice operations and organizational culture. In the team-based care model, practice managers and clinicians must decide which roles may need to be adjusted or added to care for the whole health of patients. In this panel discussion, we will hear about four different strategies practices have implemented that enable each team member to work at the top of his or her licensure. Physician panelists will discuss how the addition of these innovative roles has influenced their job satisfaction in a positive way.</p> <p><i>Target Audience: all members of the care team, especially practice managers and physicians</i></p>				
9:05-9:15AM	Break				
Breakout #1 9:15-10:15AM	A Gunnison	<p><b>Measurement to Support Integrated Behavioral Health in Primary Care</b></p> <p>Alexandra Hulst, PhD, LMFT Rocky Mountain Health Plans</p> <p>Data doesn't have to be a four letter word for integrated care teams. This interactive workshop will provide an overview of measures that primary care practices can collect and analyze to track clinical, operational, and financial progress of integrating behavioral health. Discussion will include metrics embedded within practice transformation programs, payer initiatives within Rocky Mountain Health Plans, and internal program evaluation elements for the clinic. Participants will work in groups to (a) identify meaningful measures that they are currently collecting or plan to collect and (b) brainstorm interventions to improve performance on these measures.</p> <p><i>Target Audience: behavioral health providers, care managers, practice managers, quality improvement directors, medical providers, medical assistants, nurses</i></p>			
	B Creek	<p><b>Electronic Clinical Quality Measures (eCQM) Overview and 2020 Updates</b></p> <p>Bronte Smith, BS, MHA Rocky Mountain Health Plans</p> <p>Douglas Bolton, MSN, RN Rocky Mountain Health Plans</p> <p>This session will focus on the basic structure, elements, and criteria of Eligible Professional/Eligible Clinician eCQMs. In addition, the Centers for Medicare &amp; Medicaid Services have updated eCQMs for the 2020 reporting period. This session will give an overview of pertinent updates that may affect practice workflows. 2020 RAE benchmark changes are covered. This session will also provide guidance on where to find up-to-date information and resources.</p> <p><i>Target Audience: office managers, quality improvement staff, electronic medical record administrators, medical assistants</i></p>			
10:15-10:25AM	Break				

## Provider and Payer Perspectives Regarding the Use of Alternative Payment Models to Support Advanced Primary Care

Heather Steele, MHA  
Rocky Mountain Health Plans

Kyle Knierim, MD  
University of Colorado Health  
AF Williams Family Medicine Clinic

Joe Adragna, MD  
Peak Family Medicine

Plenary  
10:25-11:25AM

In 2015, the Health Care Payment Learning & Action Network (HCPLAN) developed a common framework classifying Alternative Payment Models (APMs) to inform and connect the public and private sectors as fee-for-service payment structures shift to value-based payment models. In 2019, the HCPLAN Roadmap was developed based on the three domains of APM design, payer-provider collaboration, and person-centered care. This session will begin by providing a brief overview of the 2019 HCPLAN Roadmap.

To provide real-world context, we will also hear the perspective from two primary care physicians regarding how participation in alternate payment models (APM) has enabled their practices to develop a strong infrastructure to move team-based care strategies into action. In addition, they will discuss the necessary operational changes they have made to achieve high performance in the population health measures often associated with value-based payment models.

**Target Audience:** medical providers, practice managers

11:25-11:35AM

Break

Roundtables  
11:35-12:25PM

### Roundtables

Participants will choose three of the following roundtables to attend for small group discussion and rotate between tables for cycles of 15-minute discussion.

Table#	Topic	Discussion Facilitator
1	Utilizing Communication Channels via QHN to Reduce Duplication	Sherri Corey Quality Health Network
2	RMHP Attribution Reports	Annie Schudy, BSN, BA, RN Rocky Mountain Health Plans
3	Data Analytics Portal	Chelsea Watkins, MHA, BS, CHES Rocky Mountain Health Plans
4	Using Data in Care Management	Kris Hubbell, MHA, RN, CPHQ Roaring Fork Family Practice
5	Using Data as a Medical Assistant	Rae Sanchez, BHA, MSA Rocky Mountain Health Plans
6	Using Data for Clinical and Operational Success in Integrated Behavioral Health	Alexandra Hulst, PhD, LMFT Rocky Mountain Health Plans
7	Sharing Data as a Leader	J. Steven Lavengood, MD Mercy Family Medicine
8	2020 Clinical Quality Measures Update	Bronte Smith, BS, MHA Rocky Mountain Health Plans
9	Coordinating Referrals	Mary Beckner Rocky Mountain Health Plans
12:25-1:10PM	Lunch	

Breakout #2 1:10-2:10PM	<b>A</b> <i>Gunnison</i>	<h3 style="text-align: center;"><b>Implementation of Screening, Brief Intervention, and Referral to Treatment (SBIRT) in Primary Care: Successes and Barriers</b></h3> <p style="text-align: center;">Kevin Hughes, BS, CAC II  <i>Peer Assistance Services, Inc.</i></p> <p style="text-align: center;">Adam Musielewicz, MPA  <i>Peer Assistance Services, Inc.</i></p> <p>Screening, Brief Intervention, and Referral to Treatment (SBIRT) is an evidence-based early intervention practice to prevent, identify, and reduce misuse of alcohol, marijuana, prescription, and illicit drugs. SBIRT is recommended by the Centers for Disease Control, U.S. Preventive Services Task Force, American Academy of Pediatrics, SAMHSA, Veterans Administration, and others. As a program of Peer Assistance Services, Inc., the goal of SBIRT in Colorado is to support screening as a standard of care throughout Colorado's health and mental health care systems.</p> <p>What does SBIRT implementation look like, from concept to practice? In this one hour session, you will receive a primer on SBIRT – its effectiveness in primary care settings and the steps that make SBIRT a flexible approach to systematically identifying risky substance use, engaging patients in meaningful ways, and promoting behavior change. From best practices in the use of validated screening tools, to foundational brief intervention strategies rooted in Motivational Interviewing, this training will provide the background needed to understand SBIRT.</p> <p>Further, the session will provide a case study example of the successes and challenges of SBIRT implementation in Colorado. Highlighting the real life experience of SBIRT practice facilitators who work with primary care clinics across the state, the session will offer pragmatic suggestions and resources for participants to utilize as they consider SBIRT implementation in their own primary and/or behavioral health care settings.</p> <p><b>Target Audience:</b> medical providers, behavioral health providers, care managers, nurses, office managers</p>
		<b>B</b> <i>Creek</i>
2:10-2:20PM		<b>Break</b>
<b>A</b> <i>Gunnison</i>	<h3 style="text-align: center;"><b>Embedding Trauma-Informed Practices in Healthcare</b></h3> <p style="text-align: center;">Debi Landoll, MS, LPC, LAC  <i>Western Colorado Physicians Group</i></p> <p>This workshop will describe why trauma-informed practices are relevant in primary and specialty care, explaining how they impact clinical care, operational processes, and quality metrics. Specific attention will be paid to the relationship between trauma history and patients' mindset about healthcare activities such as mammograms, colonoscopies, dental procedures, and in-office visits. The presenter will share guiding principles of trauma-informed care, as well as recommendations for embedding trauma-informed practices in healthcare. Finally, the presenter will describe how trauma-informed care impacts providers' and staff members' experiences and offer suggestions on how health care teams can identify and address vicarious trauma in their own teams.</p>	

		<b>Target Audience:</b> medical providers, behavioral health providers, care managers, nurses, medical assistants, office managers
	<b>B Creek</b>	<p><b>Electronic Clinical Quality Measure (eCQM) Reporting for Practices with QHN</b></p> <p>Emma Flores, RN, BSN Quality Health Network</p> <p>This session will give practices a chance to learn about the eCQM reporting solution work available to practices in collaboration with QHN. We will give an overview of how the process works, the value that is provided to the practices and the programs from this solution with lessons learned in 2019. There will also be an overview of how this solution will assist practices with their reporting requirement for the RAE and Medicaid APM programs.</p> <p><b>Target Audience:</b> Anyone from practice who is responsible for or works on quality measure reporting</p>
3:20-3:30PM	Break	
Plenary 3:30-4:00PM	<p><b>Aha Moments</b></p> <p><u>Facilitator</u></p> <p>Alexandra Hulst, PhD, LMFT Rocky Mountain Health Plans</p> <p>In this closing session, we will review key points that led to aha moments throughout the day for attendees. Key points will be presented orally, visually, and...dare we say....musically. Plus, there will be a drawing for prizes; those who submitted aha moments will be eligible to win, so you will want to stay until the end!</p> <p><b>Target Audience:</b> all attendees</p>	