

Central Communities Health Access Network: A Summary of Strengths

OHCA Board Retreat
August 23, 2013

Core Strength #1

1. Community Integration for the Medical Home Model.

From the inception of planning for the Canadian County Health Access Network (CC-HAN), the vision has been to bring together the community to build a Network that integrates behavioral health and social services with the traditional medical model.

Relationship Building

- Relationships throughout the community have been developed to benefit our members/patients and providers/doctors.
- These relationships bridge gaps in health care.
- The collaborative relationships include:
 - Medical providers and their staffs
 - Members/patients along with their families
 - RN care managers
 - Care Management teams
 - Behavioral health therapists
 - Dieticians/nutritionists
 - Faith communities
 - County Health Department resources
 - Health educators

Strengthening the Medical Home Concept

- Recognizing the multiple demands Providers face, the HAN helps by:
 - Creating “red-tape free zones” for obtaining resources
 - Providing assistance that Providers and members need to access resources
 - Working to help reduce barriers to care
 - Addressing “layers of care, from basic to more complex needs.”

County Wide Services

- Inclusion of all communities within the county and its surrounding areas helps ensure integration for the Medical Home Model.
- Each major population center in Canadian County is represented in our HAN by our Providers.
- The resources/groups with whom we build relationships are also representative of the entire County and adjacent communities.

A Few Examples

- Regular consults with a local pharmacist who has assisted many members better manage prescription needs.
- Multiple referrals to behavioral health resources, for members as well as parents/family members.
- Multiple educational resources and presentations for our Providers.
- Multiple referrals to clothing drives, community centers, food banks, vision and dental resources, free clinics, etc.
- Utilization of community resources to match specific member needs: crutches from a local hospice; blankets distribution; newborn clothing/other supplies for families in crisis; hygiene kits for members, provided by a community church.
- Specialist List maintained securely on web-site as well as assistance with locating necessary resources to address specific needs.

Quote from Provider Staff

“We have been very pleased to utilize the HAN network to bridge our gaps in daily medical management of non-compliant patients. We have also been able to utilize the HAN network to find those services for our patients that we are having trouble with or that are very time consuming, as well as being able to provide the necessary training to our staff members. Because of the above utilizations, we have been able to spend more of our time on the care of our patients and less time on the phone. ”

Core Strength #2

Practice Independence Enhancement for Providers.

Each of the Providers in the CC-HAN is an independent practitioner and is not formally associated with a larger entity or corporation. By providing them assistance with a variety of services, we help them gain advantages that the corporate world may offer while maintaining the independence they value.

What Does the HAN Offer Independent Providers?

- The CC-HAN offers Providers ways to improve cost effectiveness and time efficiency by providing staff who are readily accessible when assistance is needed.
- It is also our goal to help Providers function as efficient and effective Medical Homes, complying with CMS/OHCA requirements.

Examples: Practice Independence Enhancement for Providers

- Assistance for two providers to successfully complete EHR Incentive Payment requirements, AIU.
- Assistance for one provider to regain Tier 3 status.
- Assistance with Medical Home Audit preparations for four providers, including on-site presence for two Audits in January 2013.
- Assistance with application of one provider to move from Tier 2 to Tier 3 status.
- Ongoing encouragement/assistance with one provider to move from Tier 2 to Tier 3 status.
- Assistance with research, preparation and/or improvement of office practice policies.
- In-office staff educational presentations (e.g., Infection Control/BBP; HIPAA training; Tobacco Cessation training, including 5 A's; Basic CPR).
- Obtaining/sharing relevant educational materials on varied topics for provider offices/members.
- Assisting with secure e-mail opportunities for providers to communicate with members.

Provider Quote

“The HAN has helped us tremendously in a variety of ways. First, there is the networking amongst providers which has allowed us to identify needs and work as a group to find a solution. The HAN has also helped us in negotiating the monster web of OHCA policies and requirements to make it more feasible for us to continue to participate in their programs. The HAN assisted us in completing the credentialing to allow us to collect our “meaningful use” dollars for our EMR. Probably most importantly right now is the process being directed by the HAN to help PCPs participating with OHCA find access to specialists for OHCA patients.”

Core Strength #3

Providing a Safety Net for Members and Providers

The CC-HAN provides Safety Net(s) for members and providers through strategies such as:

- Care management services, including face to face, phone, and mailing contacts.
- Care management services are provided to members in contractually required groups and to others referred by our PCPs as well.
- Community presentations and events that reach beyond CC-HAN members to other SoonerCare members and individuals/families in community at large.

Examples: Providing a Safety Net for Members and Providers

- Full scope of Care Management services.
- Annual Baby Shower/Family Fun Events.
- Current Planning for “Touch a Truck Event” for May 2013.
- Child Watch Tour Presentation.
- Presentation to Foster Parents.
- School Based Events such as Health Fairs.
- Participation in Coalitions and Prevention Groups such as Canadian County Coalition for Children and Families; Red Rock Prevention Groups; CCaT.
- Providing direct access to any community member through our website “Contact Us” feature and through area-wide news releases.
- Ready availability of the CC-HAN staff to provide real-time assistance for Providers/their staff.
- Follow-up contacts with members as well as with Providers/staff.

Quote from Provider

“The HAN has provided so much help to our practice....it is a wonderful program. Your help has inspired our staff to do even better at their jobs!”