Accountable Communities of Health (ACHs) Quarterly Activity Report

Reporting period: July 1–September 30, 2020

Report to Joint Select Committee on Health Care Oversight
Introduction

This report reflects statewide and individual Accountable Community of Health (ACH) activities from July 1 to September 30, 2020. This report shares what ACHs are doing within and across regions to improve the health of people and communities in Washington State.

Through their unique role, ACHs connect the health care delivery system and local community organizations. In addition to their Medicaid Transformation Project (MTP) activities, ACHs are also helping to coordinate regional COVID-19 response. Statewide activities summarized below largely reflect COVID-19-related activities for this quarter.

Statewide ACH activities

ACHs continue to distribute personal protective equipment (PPE) to vulnerable populations across the state, on behalf of state government and the State Military Department. ACHs have been distributing PPE to local and county jails, farmworker organizations, behavioral health providers, and other community organizations that don’t have access to PPE through county or other channels.

ACHs partnered with HCA to discuss and develop plans for a one-year extension for MTP. This extension year, if approved, will add 2022 as a sixth year of MTP and help make up for the significant COVID-19 disruptions experienced this year.

Discussions included preliminary development of the activities and investments ACHs and partners could continue during a sixth year. There was consensus that the extension year would bring significant value to the state and individual regions. ACHs are also having regional conversations with their committees, boards, and partners. This planning is ongoing.

Individual ACH activities

Better Health Together (BHT)

Serving Adams, Ferry, Lincoln, Pend Oreille, Spokane, and Stevens counties

Behavioral health

- Utilizing earnings from integrated managed care (IMC) incentives, BHT funded a Behavioral Health Access Report to inform future investments and actions. The report includes a regional overview and subsections that provide in-depth data on 1) racial/ethnic disparities in behavioral health care access; 2) community behavioral health; and 3) transportation and geographic access to care.

Based on this report, BHT has committed to:

  o Addressing access disparities by race and ethnicity
  o Maintaining recent telehealth expansions for behavioral health
  o Removing policy, reimbursement, and training constraints to workforce development
    ▪ View the report

Broadband investment:

- BHT has partnered with the Washington State Broadband Office to support the Office’s Feasibility and Grant Maximization efforts. With funding earned through IMC incentives, BHT allocated $207,000 to support the development of 18 broadband grant applications. Applications will come from Broadband Action Teams in each of BHT’s counties and the Tribal Reservations of the Spokane Tribe of Indians, Kalispel Tribe of Indians, and Confederated Tribes of the Colville Reservation.
Cascade Pacific Action Alliance (CPAA)
Serving Cowlitz, Grays Harbor, Lewis, Mason, Pacific, Thurston, and Wahkiakum counties

Behavioral health
- CPAA hosted a Medication for Opioid Use Disorder waiver training for 25 participants for regional and statewide providers.
- Collaborated with UW Advancing Integrated Mental Health Solutions (AIMS) Center to hold a webinar focused on collaborative documentation in a clinical setting.
- Facilitated a monthly Integrated Managed Care (IMC) Provider Readiness Workgroup. This workgroup is where behavioral health agencies discuss IMC issues with managed care organizations (MCOs) and HCA. They discuss challenges, such as claims being denied; claims reconciliation taking longer than expected; reimbursements being delayed; billing code modifier confusion; availability of interpreter services; prior authorization confusion; and data sharing.

COVID-19 response
- Continued offering a new service within the Community CarePort Project, the CarePort COVID-19 Community Support and Monitoring Program. This program addresses the emergent needs of people who have barriers to following quarantine or self-isolation advice from local incidence response management systems. This service connects clients to a trained care coordinator who can support them while in self-isolation or quarantine.
- CPAA distributed over 41,000 masks to community partners during the reporting period.
- Assisted hospitals and community-based organizations shift toward virtual delivery of evidence-based programs. This includes chronic disease self-management workshops and diabetes prevention programs.
- Facilitated monthly calls with pediatric providers to address well-child visits, immunization rates, and behavioral health integration concerns during COVID-19.
- Facilitated advisory call with pediatric providers, educational service district (ESD) 113, ESD 112, health department medical officers, and school-based health centers to address back-to-school health concerns in the region.
- Through collaboration with The Moore Wright Group (TMWG), CPAA acted as the conduit for connecting communities with resources through TMWG’s Disaster Relief program. The program helped connect and distribute over $6,402,005 throughout 21 counties, servicing more than 201,000 families and 159 organizations.

Elevate Health
Serving Pierce County

COVID-19 response
- The Community Health Action Teams (CHAT) and Pathways Community HUB (Pathways) programs experienced an increased demand capacity, from 30 to 45 clients per community health worker (CHW), to account for influx of referrals due to the pandemic. Elevate Health is working to alleviate this impact through the launch of a COVID-19 risk assessment application and other risk management tools.
- Effectively worked with the Tacoma Pierce County Health Department to provide case management services to clients who pass through their Temporary Care Center. Provided services and isolation support under the Pathways and CHAT programs to 60 clients who either tested positive for COVID-19 or were exposed to the virus.
• OnePierce Community Resiliency Fund, in partnership with Pierce County, Greater Tacoma Community Foundation, and local philanthropic funders, developed a zero-interest bridge loan program to support providers responding to COVID-19 prior to their reimbursement through County CARES Act contracts. This program helps to resolve a long-standing equity issue with the reimbursement-based federal funding, which often cannot be accessed by providers with lower reserves and fewer ties to traditional finance institutions.

Care coordination

• Elevate Health partnered with the Tacoma Pierce County Health Department to launch a Potentially Preventable Hospitalizations Pilot for Congestive Heart Failure (CHF) with medical partners in the Spanaway/Parkland area of Pierce County. The goal of the pilot is to integrate community-based care coordination services within the traditional medical model to directly address social determinant of health barriers for patients diagnosed with CHF.

• Developed the Regional System of Care Committee plan around the use of the 1/10th of 1 percent County tax. Introduction of the Accountable Care Organization pilot concept to address needed funding for prevention, immediate services and programs that do not have sustainable funding.

Behavioral health

• Elevate Health met with Pierce County Pre-trial services to discuss the new HCA Trueblood Settlement Agreement contract (period July 2020–June 2021). In this contract, Elevate Health is to fulfill quarterly deliverables, including facilitating meetings with law enforcement, behavioral health systems, provider communities, and Trueblood Settlement Agreement Project providers. During discussions with the County’s office, Elevate Health identified gaps that still need to be addressed.

• The OnePierce Community Resiliency Fund facilitated the competitive application process and recommended recipients to Pierce County for the $1.5 million of available CARES Act funding for behavioral health providers responding to the COVID-19 pandemic. The application process received a strong response, with requests for funding totaling $2.77 million. The review committee recommended awards for 21 behavioral health providers. Recipients were announced on July 8, 2020, and approximately $600,000 has been invoiced by providers through September.

Greater Columbia ACH (GCACH)
Serving Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Walla Walla, Whitman, and Yakima counties

COVID-19 response

• As reported last quarter, GCACH created a “Care Packages” project that was initially piloted in three skilled nursing facilities and subsequently rolled out to an additional 23 skilled nursing facilities across the ACH region, covering almost 2,000 residents.
  o GCACH then followed up with the Care Packages and Healthcare Heroes program for Assisted Living Facilities in Benton and Franklin Counties, in collaboration with Numerica Credit Union. To raise funds for these efforts, GCACH partnered with Numerica to host a radiothon and telethon in August, raising $14,092. Nearly 1,300 seniors benefitted from this program.

• Greater Columbia partnered on a request for proposal to set up and operate a high throughput community testing site for COVID-19. The HCP is funded by Department of Health, with funds for testing in communities with high rates of infection.
GCACH worked with the Benton-Franklin Health District (BHFD) and the City of Pasco/Pasco Fire Department to set up a local consortium, find workers to staff the site, and lead consumer outreach and marketing. In addition to the marketing support, GCACH is also providing analytical technical assistance to process, analyze, and visualize test site visit data.

- On August 5, the GCACH received 842,000 face masks from the State Military Department. GCACH made use of its broad network of organizations and collaborations to identify those most in need. Altogether, more than 100 organizations have received masks through GCACH’s process, including public health, community-based organizations, non-profits, first responders, community health centers, behavioral health agencies, and more.

Clinical practice transformation

- The pandemic has impacted providers contracted with GCACH for the purposes of practice transformation, especially with respect to their reporting activities. However, they continue to meet with navigators, and continue to make progress. The second cohort just finished its first full year of practice transformation, and the third cohort just finished its six-month mark. The first cohort is halfway through the three-year program.
  - One of the successes of the third cohort is Chaplaincy Health Care, a non-profit organization providing hospice, palliative, and grief care. Chaplaincy Behavioral Health has implemented detailed policies and procedures for empanelment and risk stratification, and implemented a new electronic health record that is allowing staff to provide enhanced services. The distribution of patient decision aids have been implemented and made available in different languages. This organization is also in the process of implementing Collective Medical platform to perform follow-up on patients.

HealthierHere
Serving King County

Behavioral health

- HealthierHere funded seven WPIC (Whole Person Integrated Care) Innovations among 12 different partner organizations designed to help prototype best practices for creating and strengthening partnerships between local community health centers and community behavioral health agencies, and test models of integrated care that can be scaled and sustained.
- In August, HealthierHere partnered with Dr. John Kern, MD, Clinical Professor of Psychiatry & Behavioral Sciences, University of Washington AIMS Center, to host a 30-minute webinar training focused on strategies and best practices for conducting a 30-minute telebehavioral health appointment. Twenty-four participants received the training and a recording can be accessed on the Healthier Here site. In the age of telehealth and an ongoing need to increase access to behavioral health services, a therapeutic 30-minute encounter has the potential to be a paradigm shift for behavioral health service delivery within behavioral health agencies.

COVID-19 response

- HealthierHere distributed 304,000 face coverings to 48 health and social service organizations and community partners serving the King County community. At a health fair recently hosted by a community partner who has deep roots and trust in community, they reported seeing a lot of enthusiasm about receiving these masks. Many of the community members had been repeatedly using the same disposable mask—some community members were even stuck using shrunken or
misshapen masks, as a result of trying to wash them. The masks that HealthierHere provided to community partners were able to impact the lives of many people affected by health disparities.

- HealthierHere is committed to making sure access to COVID-19 testing is equitable across King County. To accomplish this goal, HealthierHere’s Resilience Fund awarded Puget Sound Regional Fire Authority, Valley Medical Center, and their partners $70,000 to help setup and operate four High-Throughput Community Test Sites in “testing deserts” across South King County: Auburn, Tukwila, Federal Way, and Highline. These community test sites can deliver up to 2,000 tests per day. The funds are currently being used to:
  
  - Support Puget Sound Regional Fire Authority, Valley Medical Center, and their partners as they design, develop and launch community test sites.
  - Support high-risk COVID-19 positive patients with a free pulse oximeter to enable self-monitoring of respiratory distress ("silent hypoxia") while patients recover in the community.

- King County data dashboards show that COVID-19 is having a disproportionately negative impact on the Marshallese community and the trend is increasing. To address this, HealthierHere invested in HealthPoint Community Health Center and the Marshallese Women's Association to address barriers to healthcare and social supports that the Marshallese community has faced.

Community information exchange (CIE)

- HealthierHere collaborated with Kaiser Permanente, Community Health Plan of Washington, and Northwest Physicians Network to make the Unite Us technology available to partners and to support their access and onboarding to this technology. There are currently 18 active users in King County.

Tribal Health

- HealthierHere invested in Native-Led, Native-Serving Organizations and Indian Healthcare Providers to increase access to traditional medicines and healing modalities. The traditional medicines investments provided an equitable approach to healthcare and medicine for American Indian/Alaska Native and urban Indigenous peoples. HealthierHere provided access to preventative methods of health instead of reactive; and the teas and traditional herbal medicines are focused on keeping people well and healthy and not just reacting to health after there is an issue, which has been essential to keeping the community healthy during COVID-19.

North Central ACH (NCACH)
Serving Chelan, Douglas, Grant, and Okanogan counties

COVID-19 response

- Many NCACH partners reported reduced capacity due to COVID-19, so NCACH worked to provide individual support, including amending Medicaid Transformation projects and project deliverables.
  - For example, one of our funded partners who was focusing on providing outreach support for homeless and unaccompanied youth had to change their project delivery plan to include a mobile unit to provide services that followed Centers for Disease Control and Prevention guidelines for increased COVID-19 mitigation.
- NCACH continues to provide support to partners through convening and technical assistance, including supporting regional Spanish-language messaging to promote COVID-19 safe communities. This group of regional partners continued to guide weekly public service announcements that were shared with eight
Spanish language radio stations. NCACH helped organize several longer radio segments in partnership with a local doctor from Confluence and La Pera radio, including a segment with Washington State Labor & Industries and Washington State Employment Security Department to talk about paid leave provisions for workers.

**Opioid response**

- NCACH also made strides to address the opioid epidemic, including bringing on a Recovery Coach Coordinator, whose role will be to design a Recovery Coach Network to support individuals in recovery. The Recovery Coach Network will increase the number of trained peer-support recovery coaches who will use community partnerships and valuable lived experience to walk next to recoverees as they transition back into the community.
  - In addition, the NCACH Opioid Project Workgroup has pivoted in order to build connection with the recovery community to address increasing levels of isolation fueled by the pandemic, which is resulting in higher risk and rates of opioid abuse and other substance use disorder issues.

**North Sound ACH**  
Serving Island, San Juan, Skagit, Snohomish, and Whatcom counties

**COVID-19 response**

- During the third quarter of 2020, North Sound ACH engaged with local health jurisdictions to support work across several counties to reduce and contain the spread of COVID-19, including:
  - Support for a temporary part-time worker to provide COVID-19 assessments.
  - Response and contact tracing in San Juan County.
  - Outreach and support for Latinx communities in Whatcom and Skagit counties, assisting with translation, dissemination of educational materials and facilitating onsite testing sites for field and farmworkers and their families.
- North Sound ACH has distributed more than 2 million masks to more than 100 organizations across the five-county region, including Tribal health clinics, community action agencies, food banks, libraries, YMCAs, shelters, housing providers, federally qualified health centers, and others. The ACH has partnered with other local mask distribution efforts to optimize use of cloth masks and disposable KN95 masks.
- North Sound ACH continued to convene the Long Term Care COVID-19 response calls with local health jurisdictions, the Department of Health, the Department of Social and Health Services, and Northwest Healthcare Response Network.

**Whole-person care**

- During the third quarter of 2020 North Sound ACH distributed more than $3 million to partner organizations working on Medicaid Transformation, and added new clinical partners who are embracing work to integrate physical and behavioral health for Medicaid enrollees.
Olympic Community of Health
Serving Clallam, Jefferson, and Kitsap counties

Opioid response

- In response to a rise in opioid-related deaths during the pandemic, Olympic Community of Health created the Save a Life campaign. The campaign kit included a variety of print and digital resources aimed at educating community members and organizations about how to respond to an overdose. The five-week campaign was downloaded over 300 times and reached about 5,500 people on social media.
- The Three-County Coordinated Opioid Response Project (3CCORP) Treatment Workgroup has continued to meet throughout the pandemic. Treatment providers, primary care providers, payers, and community members are working actively to assess and identify creative solutions for recovery housing needs across the region.

Preventative care

- In response to a decrease in immunization rates across the region, Olympic Community of Health convened partners from across the region to participate in a collaboration call to discuss creative immunization strategies. From that conversation, Olympia Community of Health created and launched the Stay Strong, Olympic Region campaign with key messaging, inclusive imagery, print and digital resources, and Spanish translations. The campaign will continue through the fall and equip partners with tools to prepare for COVID-19 vaccine distribution (when available).

Social determinants of health

- More than 70 people took part in a discussion in July to identify concrete action steps to advance and transform efforts to address the determinants of health. The group reviewed a recent report and environmental scan and have identified the following next steps:
  - Complete an inventory of work happening across the region, including funding sources, to address determinants of health with the goal of identifying strengths and gaps.
  - Convene regional partners in early 2021 for a housing summit.
  - Expand community and clinical linkages across the region to support social needs.
  - Create a community resiliency toolkit.
  - Continue to expand and build partnerships to ensure many voices are heard and included.

SWACH
Serving Clark, Klickitat, and Skamania counties

Opioid response

- Overdose Awareness Day 2020 allowed community members to meaningfully bring awareness to the issue by recognizing those who’ve recovered as well as those who did not. SWACH collaborated with community partners to create a display of more than 200 signs to recognize Overdose Awareness Day. Each sign included a photograph of a person whose life was lost to drug overdose. They lined the entire length of street near Fort Vancouver Park on August 31.
  - In addition to the memorial display at Fort Vancouver Park, agencies in Southwest Washington also promoted a viewing of the documentary Written Off, the story of a young man who journaled throughout his addiction and sobriety. Rehabilitation center Rainer Springs sponsored the license to share the film, on Zoom, where people from the recovery community gathered to view.
**Care coordination**

- Since launch in March 2019, the HealthConnect Hub has expanded from supporting a single-care model to five integrated care models and two support program networks. The expansion also includes 12 new community care coordinators employed by eight additional community-based agencies, including two new housing agencies. A partnership with CarePort HUB in the CPAA region has also been strengthened.

**COVID-19 response**

- SWACH partnered with National Association for the Advancement of Colored People (NAACP), League of United Latin American Citizens (LULAC), PeaceHealth, SeaMar and several other community organizations to provide three no-cost, drive-thru COVID-19 testing events in August. The events primarily served the Black and Latinx communities in Clark County.
- SWACH, in partnership with three local health jurisdictions (Clark County Public Health, Klickitat County Public Health, and Skamania County Community Health), received Department of Health approval to implement the COVID-19 care model in Southwest Washington.

**Whole-person care**

- The Integrated Care Collaborative (ICC) has transitioned to a less-structured non-cohort-based model now known as the Integrated Care Learning Network (ICLN). SWACH clinical partners that were not previously participating in the ICC have been invited to join the ICLN. The ICLN includes monthly webinars through 2020, which focus on shared learning and discussion amongst physical and behavioral health organizations. Upcoming topics include: Innovations out of COVID-19, Population Health, COVID-19 and Flu Season, Behavioral Health Access Needs & COVID-19, and Opportunities to Collaborate with Managed Care Organizations.

**Behavioral health**

- SWACH continues to provide regional coordination for the integration and implementation of Trueblood programs and initiatives. Trueblood efforts focus on connection of people with severe behavioral health and legal issues to forensic support services. An Arrest Diversion Work Group has been created and is collaborating with the Regional Enhanced Mobile Crisis task force.