

Delivery system transformation

WORKFORCE AND PRACTICE TRANSFORMATION

SYNOPSIS

Practice transformation and workforce development are the foundations for preparing the health care workforce for innovation and successful transition to integrated, team-based care and value-based payment arrangements.

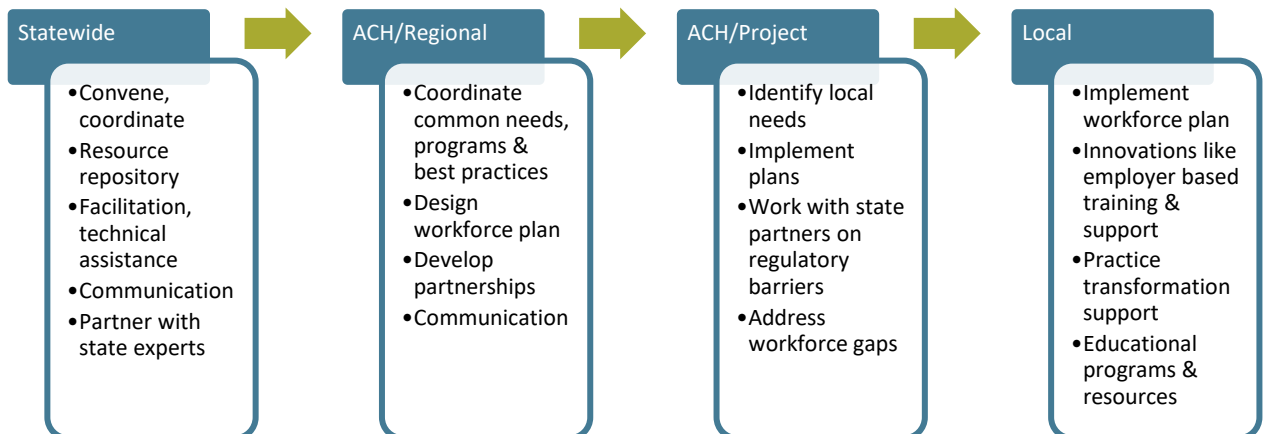
GOAL

- Physical and behavioral health providers:
 - Adopt person-centered, integrated care supported by population health management tools
 - Develop clinical-community partnerships to address social determinants of health
 - Receive support and technical assistance to implement strategies to move toward value-based care

DESIRED OUTCOMES

- Providers and their teams design and implement new workflows and team roles that improve their readiness and capacity for team-based care and value-based payment arrangements.
- Accountable Communities of Health (ACHs), providers, and workforce partners coordinate resources to address common needs, gaps, and barriers to delivery system transformation and value-based payment.
- Opportunities are available to train and deploy new paraprofessional roles, including community health workers and behavioral health paraprofessionals, that expand clinical and community capacity to address social determinants of health.

HOW IT WORKS



THE CHALLENGE

Achieving the Quadruple Aim requires building a sustainable and transformed workforce that has the ability and capacity to make community-clinical linkages to address social determinants of health.

Transforming the workforce enhances the role of all team members and integrates new roles for paraprofessionals, such as community health workers and behavioral health specialists, to build capacity to provide the right services to the right person at the right time in the right setting.

Building a sustainable workforce strategy requires engagement of ACHs, physical and behavioral health providers, workforce and education partners, and health sector experts, to create and sustain innovative career pathways that offer opportunities for career growth in a transformed delivery system.

DESCRIPTION

ACHs coordinate with providers and clinics to identify training and support needs.

ACHs develop partnerships with education, practice transformation, and statewide or regional workforce development resources, such as community colleges, employers, and health industry experts to address evolving workforce needs through education, training and re-training for existing workers, and innovation that supports new paraprofessional roles.

ACHs coordinate with state agencies, providers, health sector, and workforce experts to identify and address regulatory barriers to team-based, bidirectional, integrated care.

HOW WE GET THERE

Hands-on training, coaching, and technical assistance through practice transformation supports providers and clinics to address gaps and barriers to team-based, integrated care and support value-based payment arrangements. ACHs will also create workforce development strategies and partnerships to address their specific needs and community resources.

RESULTS

- ACHs began coordinating with the Health Workforce Council to support shared workforce development goals.
- ACHs submitted implementation plans, outlining the scope of their Medicaid Transformation projects, including workforce development partnerships, activities, and goals.
- The Practice Transformation Support Hub offered intensive coaching services for 133 primary care and behavioral health agencies to enhance readiness for VBP contracts and arrangements throughout 2018.
- The Hub offered training, technical assistance, and coaching tailored to behavioral health agencies transitioning to integrated managed care and entering into VBP arrangements, including the VBP Academy.
- The Hub Resource Portal continued through 2018 to host Hub-created materials, tools, training and other resources for practices preparing for VBP.

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