



**MILLENNIUM**  
COLLABORATIVE CARE

**DSRIP Meeting  
PAOP Report Out  
Albany, New York**

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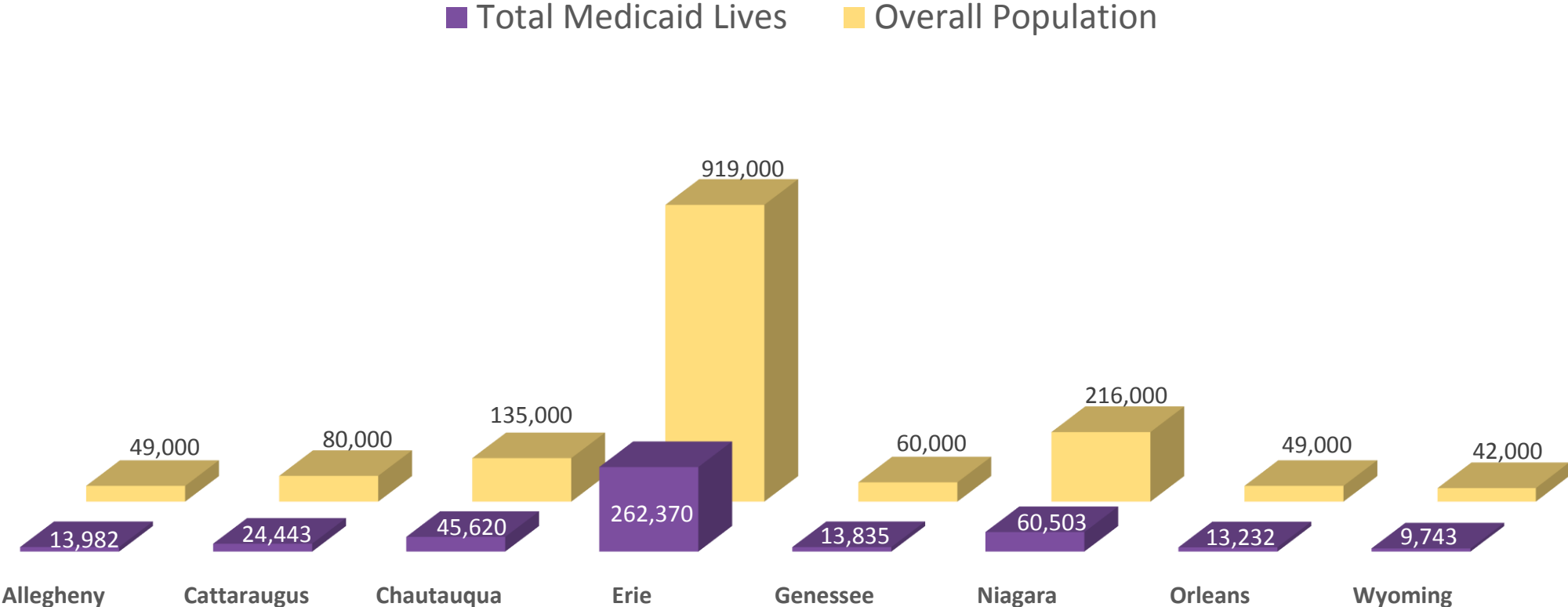
November 9–10, 2015

# PPS OVERVIEW & UPDATE

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- Millennium Collaborative Care covers the eight counties of Western New York
- Total population of Western New York is over 1.5 million
- Estimated over 252,000 attributed lives
- Partners include:
  - Over 400 providers
  - Over 140 community-based organizations (CBOs)
  - 14 hospitals
  - Three distinct geographic areas

# PPS OVERVIEW & UPDATE



# GOVERNANCE

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- Lead Entity (ECMC)
- Hospital
- Pediatrics/Perinatal
- Physician (Chair from Physician Steering Committee)
- Behavioral Health/Substance Abuse
- Post-Acute Care
- Project Advisory Committee
- Developmentally and Intellectually Disabled
- Labor Union (2 – SEIU & NYSNA)
- Community Organization (elected by CBO Task Force)
- SNAPCAP PPS (Safety Net)
- McGuire Group PPS
- NFMCC PPS
- Niagara Orleans Healthcare Organization
- Southern Tier Council
- Medicaid Beneficiary

# WORKFORCE

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- Contracted with R-AHEC (Rural Area Health Education Center) to assess partners in our provider network to determine educational needs
  - Evaluate gap analysis
  - Advise to the appropriate trainings needed
  - Develop a monitoring program to track those impacted and trained
  - Measure effectiveness of the training
- Key stakeholders from the community are participating in the support of educational training and design of the Millennium workforce workgroup (joint project with CPWNY PPS)

# WORKFORCE ANTICIPATED “EMERGING TITLES”

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- Community Health Workers
- Care Navigators/Peer Navigators
- Care Coordinators
- Health Information Technology Analysts
- Practice Care Coordinators (PCMH)
- Practice Transformation Coordinators
- Physician Assistants
- Social Workers

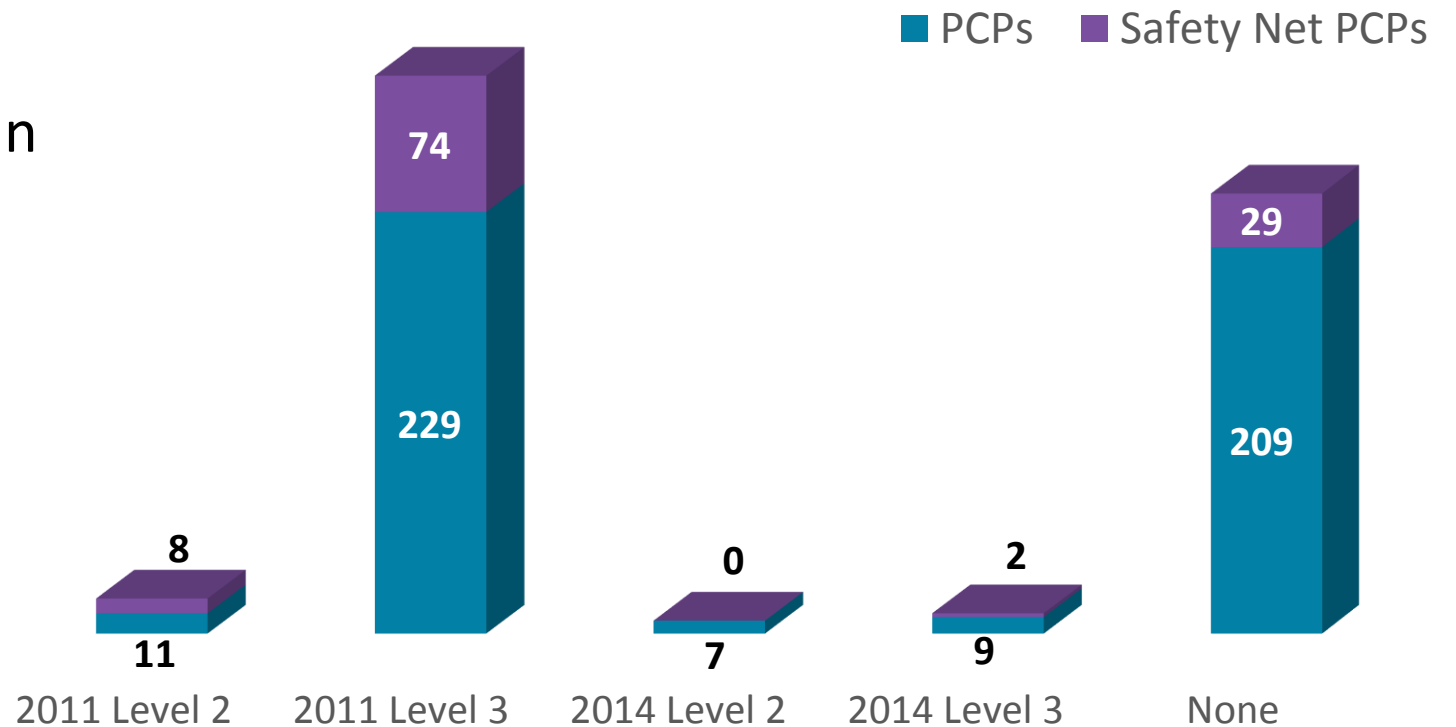
# WORKFORCE

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- Designing training based on specific project elements
- Identifying local and regional training providers
- Identifying training sites in all 8 counties
- Workforce workgroup will monitor the training strategy to meet project performance outcomes

# PRIMARY CARE PCMH CURRENT STATE

- Represents approximately 240 practices
- 578 primary care providers in network (113 safety net)
- 238 currently are not PCMH
- 11 are already PCMH 2014 Level 3





# PRIMARY CARE PCMH

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## Plans for reaching milestones include:

- Regional seminars and webinars
- PCMH kickoff event scheduled for January 2016
- Coordination with Medicaid Managed Care Organizations
- Practice-specific education opportunities

## Implementation Status:

- Identify PCP PCMH status and develop blue print for implementation and reporting
- Hiring Practice Care Coordinators/Practice Transformation Specialist within 3 regions to work with Safety Net practices
- RFP released to obtain contracts with PCMH vendors to support practices

# COUNTY COLLABORATION

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## Local government units engaged:

- LGU's imbedded in PPS governance process
- LGU's imbedded as Project Champions
- Representatives on geographic councils
- NYS Assembly representative support
- County commissioners of health, mental health, and social services (8 counties)

# COUNTY COLLABORATION

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## Additional stakeholders/partners at the table now include:

- Buffalo & Erie County Library with an 8 county WNY reach to other affiliate libraries
- Leveraging United Way of Buffalo & Erie County's reach to other affiliates in Western New York
- Goodwill Industries of Western New York, Inc.
- Community Action Organization
- Initiating a relationship with the expansive Buffalo Block Club Coalition
- Millennium is involved in the leadership council for mental health chaired by Erie County Commissioner of Mental Health

# CBO/CULTURAL COMPETENCY

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- Engaged over 140 CBOs through attestations
- Established CBO Task Force as advisory body to Board of Managers
- Contracted with several CBOs through Request for Proposal process:
  - Patient Activation Measure (14)
  - Cultural Competency/Health Literacy services
  - Maternal & Child Health

# CBO/CULTURAL COMPETENCY

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## Addressing social determinants of health

- **Community health workers** and care coordinators are being deployed through several projects including:
  - Patient Activation Measures (2di)
  - ED Care Triage (2aiii)
  - Maternal and Child Health (3fi)
- Additional solutions may include utilizing current resources that need capacity like the 211 system
- Voice of the Consumer subcommittee established as part of Governance process (21 members representing all regions of WNY)
- Partnering with Community Health Worker Network of Buffalo to provide CHW training to CBO's and Millennium Project Managers

# BEST PRACTICES

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- Pilot projects targeted at hot spot zip code Medicaid population areas for each of the 11 projects (use of the DMAIC Methodology, Lean Six Sigma)
- Continued engagement with government and community organizations
- Significant consumer engagement efforts:
  - Millennium Health Matter weekly radio show
  - Biweekly newsletter
  - 2015 WUFO Expo held Millennium Health Workshops & information tables
- Collaboration with other PPS's
  - Finger Lakes PPS
  - CPWNY PPS
- Working with CPWNY to develop community standards of care across WNY

# CHALLENGES

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- Overall funding award was insufficient
- Procurement process creates delays in implementation
- Speed at which providers are able to accept PHI
- Speed and scale numbers may not match appropriately due to providers being identified as PCPs when they are actually specialists



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