



Pierce County **ACH**

Health Workforce Council Meeting

9/13/2018

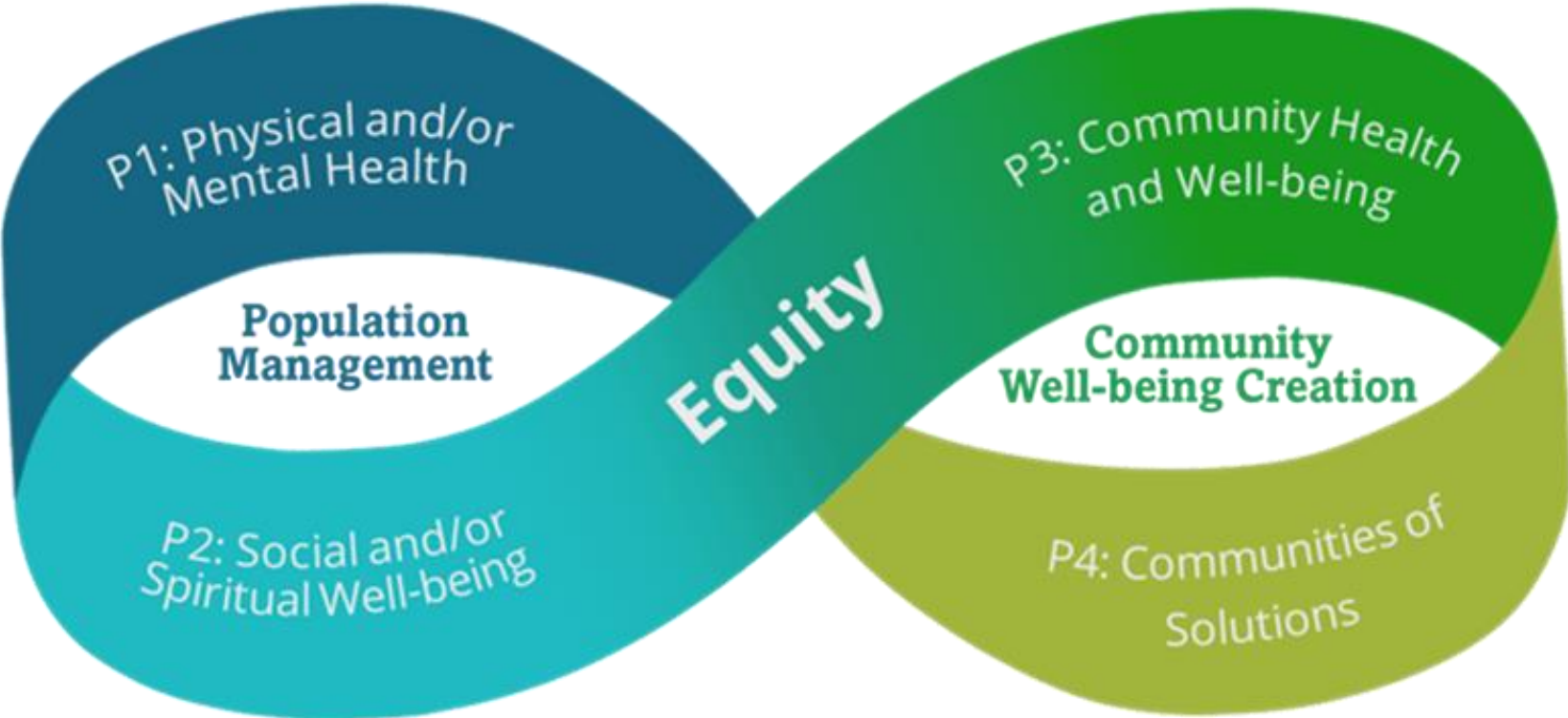
Mission

Our mission is to build a transformation strategy that ensures whole-person health and health equity for our entire community.

Our primary role is to serve as a hub for community-clinical linkages that include physical health care providers, behavioral health providers, substance abuse disorder providers, community health workers, county government, the criminal justice system, first responders, human services, public health, organizations addressing social determinants of health, and insurance providers as they come together to address challenges and identify solutions to providing equitable and sustainable whole-person care in both the rural and urban communities of Pierce County.

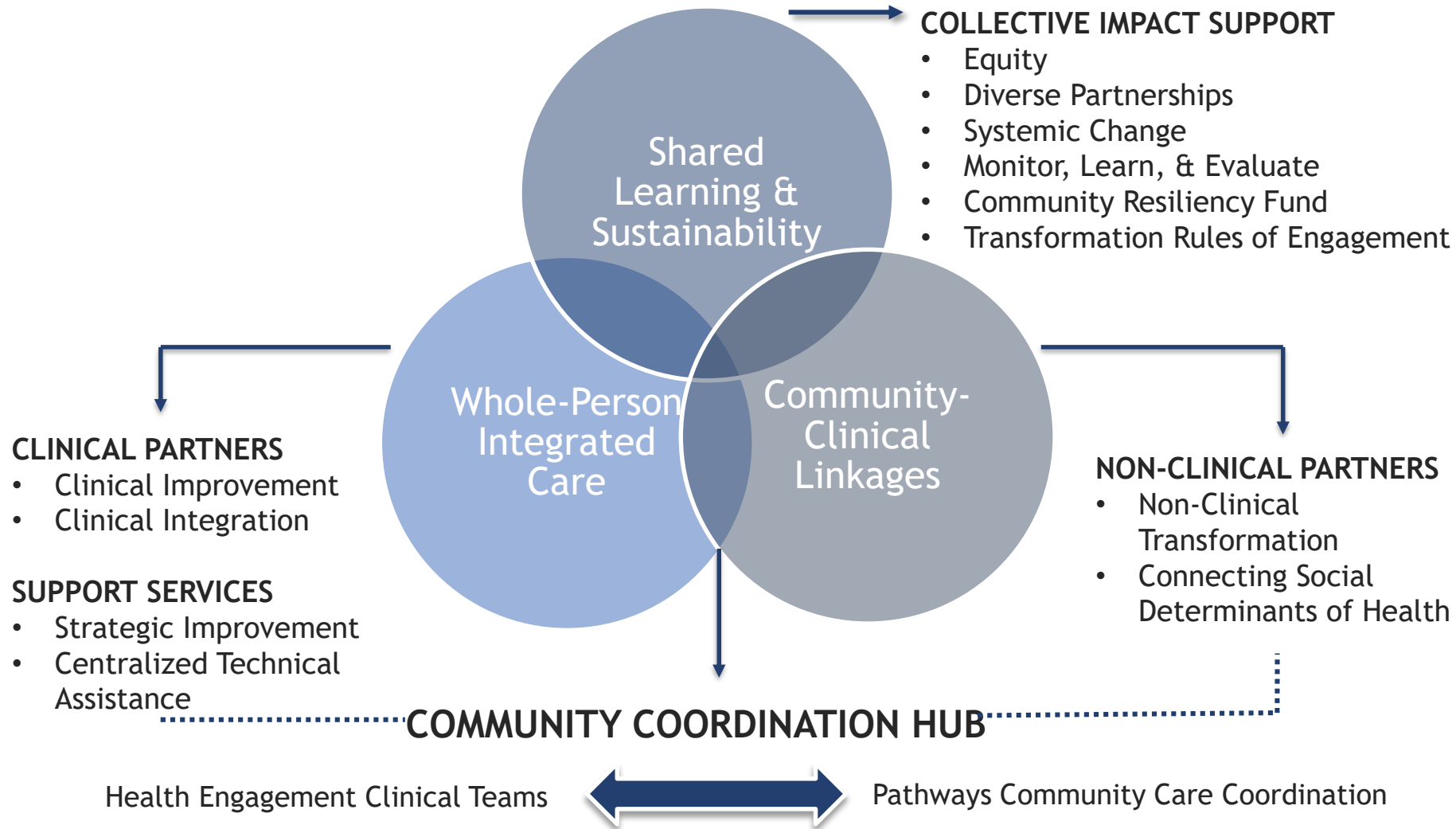


4 Portfolios of Population Health

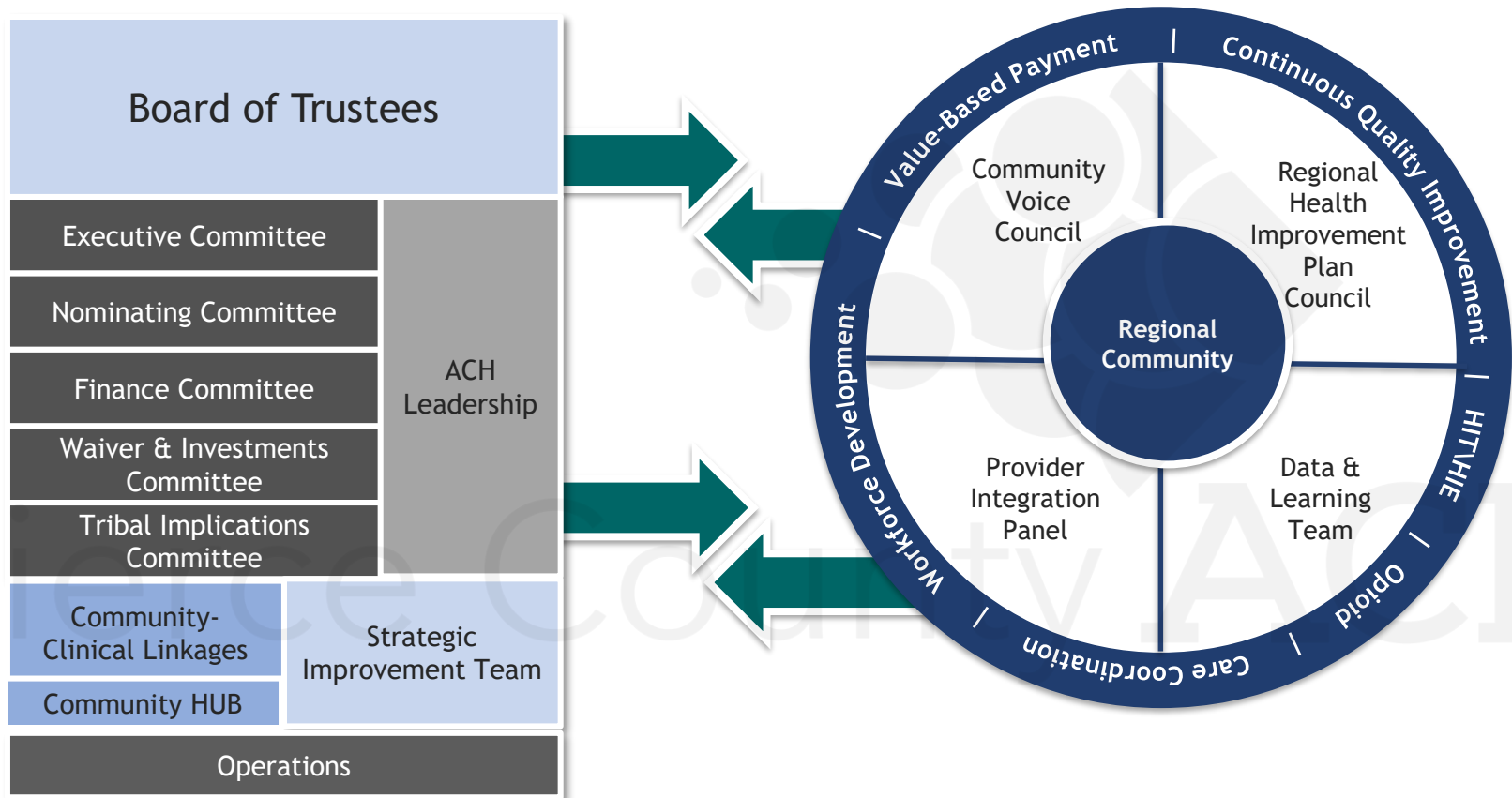


Source: Pathways to Population Health, 2018

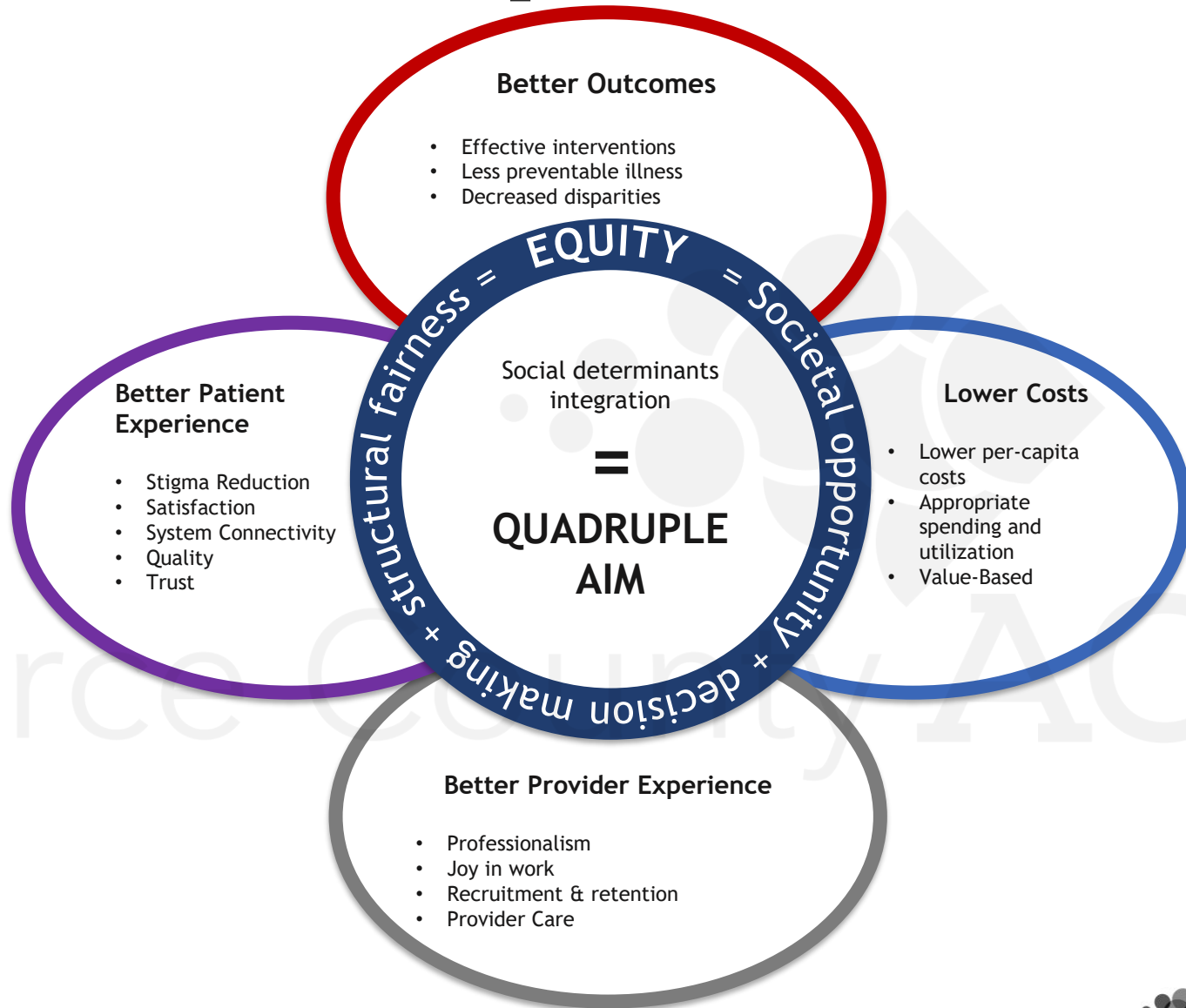
Regional Strategic Roadmap



Organizational with Shared Learning Structure



Approach: Quadruple Aim



Source: Adapted from Rish Manchanda, HealthBegins & Institute for HealthCare Improvement Updated: 02/27/2018



Clinical Partner Organizations

- Asian Counseling Treatment Services/ACTS
- CHI Franciscan Health System
- Community Health Care
- Comprehensive Life Resources
- Consejo Counseling and Referral Service
- Greater Lakes Mental Healthcare
- HopeSparks
- Kaiser Permanente of Washington
- Metropolitan Development Council
- MultiCare Health System
- Northwest Integrated Health
- Northwest Physicians Network
- Olalla Recovery Centers
- Pediatrics Northwest
- Planned Parenthood of the Great Northwest and the Hawaiian Islands
- Prosperity Counseling & Treatment Services
- Sea Mar Community Health Centers



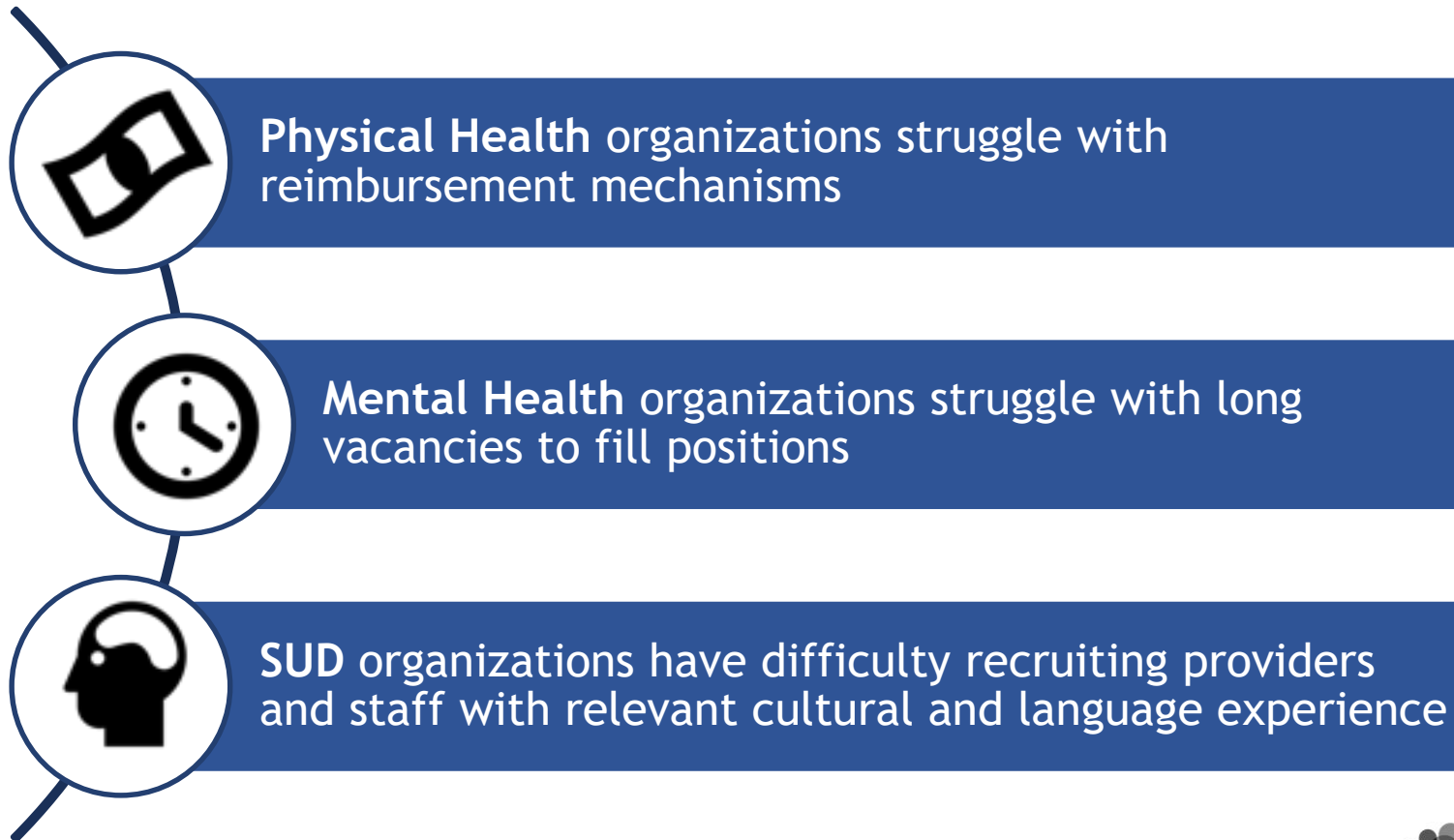
Community-Based Partner Organizations

- Catholic Community Services of Western Washington
- Center for Dialogue Resolution
- Central Pierce Fire & Rescue
- City of Tacoma Fire Department
- Answers Counseling Consultation & Case Management Service
- East Pierce Fire and Rescue
- Graham Fire & Rescue
- Korean Women's Association
- Pierce County/AIDS Foundation
- Pioneer Human Services
- Pt. Defiance Aids Project/Tacoma Needle Exchange
- Samoan Nurses Organization
- Sound Outreach
- Step By Step
- Tacoma Pierce County Health Department
- Tacoma Housing Authority
- Safe Streets



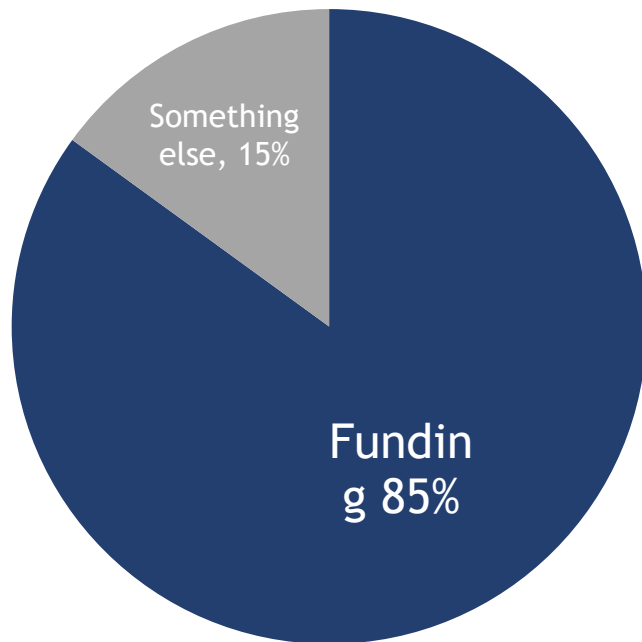
Workforce: Challenges

Provider and staff turnover is the top reported workforce challenge for all organizations. (per Clinical Organization Assessment 4/18)



Concerns: CHWs and Peer Support

85% of organizations report that **funding uncertainty** is their top concern for sustainability of Community Health Workers or peer support.



“We would like to see peers (recovery coaches) be a reimbursed service. This modality is only included in MH at this time. We are interested in seeing if CHWs could be an addition to our team.”

“We have recently started to hire a small number of CHWs, but it would be helpful to receive support on expanding the CHW model and making it sustainable.”



Pierce County ACH: Supporting Partners in Transformation

Evidence Based Models	Resources	Tools	Expert T/A	Modalities
<ul style="list-style-type: none"> ✓ Science of Improvement ✓ PCMH Model ✓ Collaborative Care Model ✓ IHI Framework: Leadership For Improvement ✓ Rules of Engagement 	<ul style="list-style-type: none"> ✓ IHI ✓ Qualis/Hub ✓ DOH ✓ HCA ✓ UW (portal) ✓ Provider Integration Panel (PIP) ✓ Regional Health Improvement Panel (RHIP) ✓ Community Voices Council ✓ Improvement Advisory Workgroup ✓ Improvement Advisor Network ✓ Various ACH workgroups ✓ BH Learning Community ✓ Pathways Care Coordination Model 	<ul style="list-style-type: none"> ✓ PCMH-A ✓ Safety Net Patient Centered Medical Home Curriculum ✓ MeHAF ✓ Qualis Billing and IT Toolkit ✓ WA-Portal ✓ Life Qi ✓ Organizational Assessment ✓ Action Plan Template 	<p><u>Internal</u></p> <ul style="list-style-type: none"> ✓ HIE/HIT ✓ PCMH ✓ QI ✓ IMC-billing ✓ Chronic disease Management ✓ Improvement Advisors (2) <p><u>External</u></p> <ul style="list-style-type: none"> ✓ Supporting first cohort of Improvement Advisors (6) with community providers and partners ✓ Second cohort rolled out in fall 2018 <p><u>Contractors/Experts</u></p> <ul style="list-style-type: none"> ✓ HCA sponsored ✓ MCO Connections ✓ Reporting & Evaluation ✓ Change Management ✓ Strategic Planning <p><u>TBD</u></p>	<ul style="list-style-type: none"> ✓ ACH Learning Community WA-Portal Webinars ✓ Live Training Events ✓ Structured learning initiatives ✓ 1:1 T/A ✓ Sponsor partners in IHI QI Training



Workforce Development Progress

- Stood up Strategic Improvement Team to provide technical assistance and expertise to partnering providers for clinical transformation, including addressing workforce barriers identified in assessment results
- Launched live operations of Community HUB, including expansion of Community Health Worker workforce for Pathways (care coordination model).
- Fielded Phase 1 Action Plans and Assessments from partnering providers with content related to workforce development needs and barriers



Workforce Development Progress

- Disseminated recent assessment findings throughout the community via governance groups and public opportunities to coalesce stakeholders around addressing common needs for the “identification of a necessary workforce”
- Supported CHW Collaborative in increasing skills to survey community members about health system improvements
- Worked closely with the Department of Health to develop and implement a CHW workforce development strategy that builds on the recommendations of Healthier Washington’s CHW Taskforce



Workforce Development into the Future

- Promote strategies for “Improving Joy in Work” through Strategic Improvement Team’s technical assistance services
- Engage with local Pierce County Workforce Development Council and other statewide resources for consultation given recent assessment results and “consideration and prioritization of statewide and regional innovations”
- Prioritize support for and creation of a robust Community Health Worker workforce through scale and spread of the Community HUB model, including Pathways



Workforce Development into the Future

- Support interested partnering providers in building out plans for expanding local residency programs
- Provide training for clinic staff, community-based organizations, and CHWs on population health management; community-based care coordination; continuous quality improvement methodology
- Explore partnerships with PLU School of Nursing and local community colleges





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