

# Scope of Work for the Public Health Districts

Extracted out of the current subgrants (July 1, 2016 – January 31, 2017) as a reference document for the Regional Collaboratives Summit 2016.

## 4. Scope of Work:

### **Regional Collaborative Development, Implementation, and Transition:**

1. The Public Health District (PHD) will provide leadership and convene, promote, and facilitate, a Regional Health Collaborative stakeholder group, with representation from Patient Centered Medical Homes (PCMHs) and the medical/health neighborhood, to promote learning, sharing of best practices, and peer support, among PCMHs and partners to improve population health within the region. Identify a Regional Health Collaborative representative that will participate on the Idaho Healthcare Coalition (IHC). The RHC representative to the IHC will:
  - a. Advise the IHC on issues and initiatives within the region and seek programmatic support to address challenges, as needed.
  - b. Provide status reports on project progress and population health improvement strategies.
  - c. Seek resources through the IHC to address unmet technical assistance needs and resources for PCMHs and the medical/health neighborhood through the IHC.
2. The RHC will use regional data to identify key public health initiatives to reach a broad spectrum of the region's population.

3. The RHC will use community health needs assessment results to identify additional activities, services, and practice improvements needed to improve the community's health.
4. All RHCs will share data, program efforts, successes, and challenges across all RHCs through established IHC structures and communication pathways to identify evidence-based practices, improvement strategies, and educational resources.
5. The RHC will evaluate community and regional data analytics reports provided by the data analytics contractor to identify population health issues develop improvement strategies and plans to address identified challenges, and reevaluate the data on an on-going basis to monitor progress and promote a system of on-going quality improvement.
6. All RHCs will assist primary care practices that need help in fulfilling the requirements of a PCMH by identifying opportunities for shared resources.
7. All RHC will explore options and models of sustainability with input from all partners.
8. All RHC will provide a Strategic Plan to the Idaho Healthcare Coalition for review no later than 60 days following the execution of this subgrant.

**Patient Centered Medical Home (PCMH) Practice transformation support:**

1. The Subgrantee's SHIP Manager and QI Specialist shall attend two-day training provided by the PCMH Contractor to develop subject matter expertise in PCMH model requirements.
2. The Subgrantee's SHIP Manager and QI Specialist shall attend SHIP RC Yearly Summit.
3. The Subgrantee's SHIP Manager shall attend two (2) SHIP Manager Professional Development Workshop.
4. The Subgrantee shall work closely with SHIP Contractors to coordinate the support PCMHs receive in the region.
5. The Subgrantee shall support primary care practices and encourage adoption of the PCMH model through physician, practitioner, and medical/health neighborhood education and outreach.
6. The Subgrantee shall identify recognized PCMH primary care practices and meet with staff to learn about and share best practice models for transformation.
7. The Subgrantee shall meet with primary care practice staff and leadership at the PCMH to share information and resources available through the SHIP and promote opportunities to increase the PCMH recognition level.
8. The Subgrantee shall collaborate with SHIP Contractors to identify resources and technical assistance they provide to PCMHs to support transformation and quality improvement. This may include training and toolkits related to clinical quality

- improvement, evidence-based strategies, PCMH transformation, health information technology (HIT), and data analytics.
9. The Subgrantee shall support PCMH data collection and reporting by linking the PCMH to expertise available through the HIT and data analytics SHIP Contractor and IHDE.
  10. The Subgrantee shall coordinate and support PCMH implementation by attending learning collaborative and webinars provided by the PCMH Contractor.
  11. The Subgrantee shall assess the opportunity and interest for Community Health Workers (CHW), Community Health Emergency Medical Services (CHEMS), and telehealth across the Medical-Health Neighborhood in the region.
  12. The Subgrantee shall provide information to the PCMH about the behavioral health integration, resources and opportunities available through SHIP.

**Medical/health neighborhood:**

1. The Subgrantee shall assume a key role in promoting collaboration within the medical/health neighborhood to identify existing medical/health neighborhood resources for PCMHs and unmet health, behavioral health, wellness and social service needs.
2. The Subgrantee shall facilitate coordination between the PCMH and the medical/health neighborhood.
3. The Subgrantee shall educate PCMHs and Medical-Health Neighborhood stakeholders about CHW and CHEMS opportunities and link them to available resources.
4. The Subgrantee shall support CHW training, program development and implementation.
5. The Subgrantee shall promote the establishment and expansion of telehealth programs in rural PCMHs by providing information about available telehealth resources available through SHIP.
6. The Subgrantee shall promote best practice strategies for the use of telehealth services and coordinate the sharing of specialty and behavioral health services among multiple PCMHs.

The Scope of Work is developed to accomplish Goal 3 of the Idaho Model Test Project Narrative

Goal 3: Establish seven Regional Health Collaboratives to support the integration of each PCMH with the broader Medical Neighborhood.

At the local level, Idaho's seven Public Health Districts (PHDs) are convening Regional Health Collaboratives (RHCs) supporting practices as they transform to a Patient Centered Medical Homes (PCMH) and supporting existing PCMHs as they further expand their capacity and enhance their performance. The RHCs are linking the PCMHs to the broader Medical Neighborhood to facilitate coordinated patient care through the entire provider community. This broader care coordination is essential to improving quality of care, reducing errors and duplication of services, and ultimately, to controlling costs. A third key activity of the RHCs is to promote public health campaigns that improve the health of the broader regional population. These activities include specific targeted populations such as tobacco use, childhood and adolescent obesity, and diabetes, as well as broad population health activities promoting healthy lifestyle activities. This link with public health promotion through the seven public health districts will significantly spread the impact of the Idaho model test to the entire Idaho population of 1.6M people.

Objectives of the Public Health District staff:

1. Provide support to local PCMHs in transformation,
  - a. Conduct and promote pre-transformation communication with practices
  - b. Coordinate TA with PCMH TA contractor
  - c. Conduct continued TA support to transforming PCMHs in subsequent years of Model Test
  - d. Connect the PCMHs to SHIP resources
2. Convene and provide leadership to Regional Health Collaborative
3. Develop and support the Medical Neighborhood
  - a. Develop service coordination networks
4. Regional Quality Measures
  - a. Review aggregated quality data for the region
  - b. Work with RHC membership to identify regional population health issues

Assist RHC to develop strategies to address identified population health issues at regional and local levels.

#### 5. Method of Accountability:

The Public Health District is required to develop and utilize processes for issue management, change management, and quality management. The Department of Health and Welfare must approve the work plans, timelines and deliverables developed by the Public Health District. The Public Health District's work will be completed under the direction of the SHIP Model Test administrators, who will receive on-going reports (weekly updates, monthly and quarterly reports).

SHIP Model Test administrators and the SHIP Project/Contracts Officer for the Regional Health Collaboratives will monitor the contract following established institutional fiscal methods, the scope of work, and the performance metrics and reports.