



## Collaborative Learning Session: Thursday, March 7, 2019

Omni Interlocken: 500 Interlocken Blvd, Broomfield, CO

Registration 7:30am-8:30am (Foyer)

Welcome/Introduction 8:30am-8:40am (Interlocken Ballroom)

*Heather Stocker, MA*

High Level Overview of SIM 8:40am-9:00am

*Perry Dickinson, MD & Barbara Martin, RN, MSN, ACNP-BC, MPH*

### Keynote: 9:00am-10:00am (Interlocken Ballroom) Culture, Communication, & Collaboration in Team-based Care

*Susan H McDaniel, PhD*

Dr Laurie Sands Distinguished Professor of Families & Health  
Vice Chair, Department of Family Medicine  
Director, Institute for the Family, Department of Psychiatry  
Director, URMC Physician Communication Coaching Program  
University of Rochester Medical Center

**Objectives:**

1. Describe the approach that the World Health Organization states is the only feasible way to address treatment gaps for common mental, behavioral, and substance abuse problems
2. Describe 2 findings from the Adverse Childhood Experiences (ACES) study that link childhood psychosocial experience with adult physical illness
3. Provide an example of dysfunctional triangulation in primary care teamwork
4. Describe three characteristics of effective, high-functioning teams

**MOVE TO BREAKOUT SESSION #1 - 10:00am-10:15am**

**BREAKOUT SESSION #1 - 10:15am-11:15am**

TRACK	SESSION	OBJECTIVES	LOCATION
<b>SIM Business</b>	<b>Developing &amp; Using Your Value Proposition</b>  <i>Pam Ballou-Nelson, RN, MSPH, CMPE, PhD</i>	<ol style="list-style-type: none"> <li>1. Define the value proposition</li> <li>2. Identify who is my customer</li> <li>3. Understand how to develop a practice value proposition</li> <li>4. Describe examples of value propositions</li> </ol>	<b>TBD</b>
<b>SIM Peds</b>	<b>EPDST - A Benefit Is Not A Benefit Unless You Use It!</b>  <i>Gina Robinson</i>	<ol style="list-style-type: none"> <li>1. Identify that Medicaid is not commercial insurance and they can ask for any medically necessary services the child needs</li> <li>2. Identify that children on Medicaid are not limited to a yearly periodicity schedule.</li> <li>3. Understand the federally required case management and outreach mandates and how Colorado meets those mandates.</li> <li>4. Describe the CMS requirements for lead testing.</li> </ol>	<b>TBD</b>



<p><b>SIM</b></p>	<p><b>Team Communication Dynamics: Establishing the Baseline for Patient Engagement in Your Practice</b></p> <p><i>Marcia Carteret, M.Ed.</i></p>	<ol style="list-style-type: none"> <li>1. Recognize some key features of intentional team communication within a practice setting, including the establishment of communication ground rules</li> <li>2. Describe how clear communication ground rules support team collaboration and create a baseline for effective communication with patients and families</li> <li>3. Transfer the concept of team communication ground rules to related "patient engagement ground rules"</li> </ol>	<p><b>TBD</b></p>
<p><b>SIM</b></p>	<p><b>How About MIPS: Why bother?</b></p> <p><i>Andrew Bienstock, MHA Courtney Ryan Lauren O'Kipney, CRC5</i></p>	<ol style="list-style-type: none"> <li>1. Describe changes for the 2019 MIPS Performance Year</li> <li>2. Discuss strategies for successful participation in the 2019 MIPS Performance Year</li> <li>3. Understand the impact of the cost performance category in 2019</li> </ol>	<p><b>TBD</b></p>
<p><b>SIM</b></p>	<p><b>What Resources Do I Have After SIM?</b></p> <p><i>Moderated Panel: Representatives from HDCo/Best Doctors/ECHO/CDPHE</i></p>	<ol style="list-style-type: none"> <li>1. Identify resources that will be available ongoing after SIM</li> <li>2. Discuss strategies to meet future educational and data needs</li> <li>3. Understand resources available for behavioral health integration</li> </ol>	<p><b>TBD</b></p>
<p><b>SIM</b></p>	<p><b>Integration Dyads; Behavioral Health and Primary Care</b></p> <p><i>Moderated Practice Panel</i></p>	<ol style="list-style-type: none"> <li>1. Describe an ideal state for behavioral health provider integration</li> <li>2. Understand the challenges of integrating a behavioral health provider</li> <li>3. Identify successful strategies to use when integrating a behavioral health provider</li> </ol>	<p><b>TBD</b></p>
<p><b>SIM</b></p>	<p><b>Connect with Your Community</b></p> <p><i>Moderator: Ashlie Brown RHC &amp; Practice Panel</i></p>	<ol style="list-style-type: none"> <li>1. Learn how a Regional Health Connector (RHC) can support your practice to meet your milestones and care for your community</li> <li>2. Describe how RHCs partner with clinical quality improvement teams to help practices prepare for new models of care and reach their goals</li> <li>3. Identify opportunities for primary care to use RHCs to connect with community-based behavioral health and social services</li> </ol>	<p><b>TBD</b></p>
<p><b>SIM</b></p>	<p><b>Outcome of all the work; Practice Success Stories</b></p> <p><i>Moderated Practice Panel</i></p>	<ol style="list-style-type: none"> <li>1. Describe challenges and successes to implementing integrated behavioral health in primary care</li> <li>2. Identify strategies to facilitate implementation of integrated behavioral health in their practice setting</li> </ol>	<p><b>TBD</b></p>
<p><b>MOVE TO LUNCH – 11:15am - 11:30am</b></p>			
<p><b>LUNCH IN INTERLOCKEN BALLROOM 11:30am-12:30pm</b>  <b>Polis First 100 days for Healthcare</b>  <i>Governor's Office</i></p>			
<p><b>RESOURCE AREA OPEN FOR NETWORKING 11:30am–12:45pm (Upper Level)</b>  <b>List of Vendors in your packet</b></p>			



**MOVE TO BREAKOUT SESSION #2 - 12:30pm-12:45pm**

**BREAKOUT SESSION #2 - 12:45pm-1:45pm**

TRACK	SESSION	OBJECTIVES	LOCATION
<b>SIM Business</b>	<p><b>How to Negotiate Commercial Payer Contracts</b></p> <p><i>R Todd Welter, MS</i></p>	<ol style="list-style-type: none"> <li>1. Understand how to negotiate contracts with your commercial payers</li> <li>2. Discuss how/why you need to include your data resources as part of these discussions and negotiations</li> <li>3. Understand how to incorporate behavioral health services as part of your discussions with commercial payers</li> <li>4. Discuss the future of commercial payer contracting and integrating the practice setting</li> </ol>	<b>TBD</b>
<b>SIM Business</b>	<p><b>Building Sustainability for Integration Part 1: Financial Forecasting</b></p> <p><i>Lesley Manson, PsyD</i></p>	<ol style="list-style-type: none"> <li>1. Understand financial forecasting is an essential skill in order to successfully build and sustain an integrated practice</li> <li>2. Identify essential elements to successful billing practices using the 5-Step method</li> <li>3. Learn and review ways to develop a pro forma for successful integrated provider and/or program financial forecasting</li> </ol>	<b>TBD</b>
<b>SIM Peds</b>	<p><b>Pediatrics and Child Welfare: The Untold Story</b></p> <p><i>Gina Robinson</i></p>	<ol style="list-style-type: none"> <li>1. Identify that Medicaid is not a commercial insurance and how that applies to children in the Child Welfare system</li> <li>2. Understand that there is an additional periodicity schedule for children in Child Welfare from AAP</li> <li>3. Describe the consent process within Child Welfare and the possibilities for information exchange</li> </ol>	<b>TBD</b>
<b>SIM</b>	<p><b>Emerging Technologies for Integrated Behavioral Health and Primary Care</b></p> <p><i>Sam Hubley, PhD</i> <i>Sarah Beary</i></p>	<ol style="list-style-type: none"> <li>1. Describe how the National Mental Health Innovation Center is accelerating the development and integration of mental health technologies through its Technology Innovation Network</li> <li>2. Identify emerging technologies that address challenges common to integrated behavioral health and primary care</li> <li>3. Determine the value of integrating emerging mental health technologies at your clinic(s)</li> </ol>	<b>TBD</b>
<b>SIM</b>	<p><b>Implementing Core Competencies for Behavioral Health Providers Working in Primary Care</b></p> <p><i>Emma Gilchrist, MPH</i> <i>Robyn Wearer, MA, RD</i> <i>Janet Steinkamp</i></p>	<ol style="list-style-type: none"> <li>1. Describe the evolution of the Core Competencies for Behavioral Health Providers working in Primary Care.</li> <li>2. Identify e-learning opportunities to understand and adopt Behavioral Health Provider competencies in integrated primary care and/or behavioral health settings</li> <li>3. Describe Workforce development opportunities offered by the Office of Behavioral Health</li> </ol>	<b>TBD</b>
<b>SIM</b>	<p><b>Strategies to Build Strong Integrated Care Teams</b></p>	<ol style="list-style-type: none"> <li>1. Explore communication strategies traditionally used by primary care teams</li> </ol>	<b>TBD</b>



	<p><i>Gail Armstrong, PhD, DNP, ACNS-BC, CNE</i> <i>Kathy Reims, MD</i></p>	<ol style="list-style-type: none"> <li>2. Compare communication priorities and approaches used on behavioral health teams</li> <li>3. Apply recent teamwork concepts and strategies to develop high functioning, collaborative teams in primary care</li> </ol>	
<b>SIM</b>	<p><b>Building Bridges, Not Walls: Opportunities for Primary Care Practices to Partner with Community Mental Health Centers</b></p> <p><i>Practice Panel</i> <i>Moderator: Lorez Meinhold</i></p>	<ol style="list-style-type: none"> <li>1. Discuss strategies for primary care clinics to engage with and build partnerships with community mental health partnerships</li> <li>2. Examine methods for creating shared communication, care planning, and care coordination</li> </ol>	<b>TBD</b>
<b>SIM</b>	<p><b>The Patient as Consumer: New Expectations for Clinicians and Consumers</b></p> <p><i>Pam Ballou Nelson, RN, MSPH, CMPE, PhD</i></p>	<ol style="list-style-type: none"> <li>1. Differentiate consumer versus patient</li> <li>2. Discuss consumer expectations: a paradigm shift</li> <li>3. Recognize levels of activation that influence consumer health behaviors</li> <li>4. Manage consumer expectations in a value-based world</li> </ol>	<b>TBD</b>
<b>MOVE TO BREAKOUT SESSION #3 - 1:45pm-2:00pm</b>			
<b>BREAKOUT SESSION #3 - 2:00pm-3:00pm</b>			
TRACK	SESSION	OBJECTIVES	LOCATION
<b>SIM Business</b>	<p><b>Building Sustainability for Integration Part 2: Return on Investment</b></p> <p><i>Lesley Manson, PsyD</i></p>	<ol style="list-style-type: none"> <li>1. Participants will identify specific simple formulas to design cost savings and direct revenue return on investment calculations</li> <li>2. Participants will practice reviewing integrated care practice transformation scenarios and apply return on investment calculations</li> <li>3. Return on investment calculations provide a financial metric of profitability and comparison for making sound financial decisions</li> </ol>	<b>TBD</b>
<b>SIM</b>	<p><b>Hard but Not Impossible: SDOH Screening in Primary Care</b></p> <p><i>Heather Bleacher, MD, MPH</i> <i>Kathy Cebuhar, MA, LPC</i></p>	<ol style="list-style-type: none"> <li>1. Discuss benefits and challenges of screening for Social Determinants of Health (SDOH)</li> <li>2. Describe available instruments that can be used to screen for SDOH in a primary care setting</li> <li>3. Review a checklist of resources that are essential when screening for SDOH</li> </ol>	<b>TBD</b>
<b>SIM/SIM Peds</b>	<p><b>Health First Colorado Implementation of Regional Organizations</b></p> <p><i>Moderator: TBD</i> <i>Panel: Representative from each RAE &amp; HCPF</i></p>	<ol style="list-style-type: none"> <li>1. Understand the changes to Health First Colorado (Colorado's Medicaid Program) delivery system to improve members' health and reduce costs</li> <li>2. Describe the goals of the Regional Organizations participating in Health First Colorado</li> <li>3. Identify how Regional Organizations are implementing Health First in your community</li> </ol>	<b>TBD</b>
<b>SIM</b>	<p><b>Risk Stratification – Matching Resources to Need</b></p>	<ol style="list-style-type: none"> <li>1. Learn how risk stratification can help you more efficiently meet the needs of your patients</li> </ol>	<b>TBD</b>



	<i>Kathy Reims, MD</i>	<ol style="list-style-type: none"> <li>2. Explore different risk stratification strategies used by integrated care teams</li> <li>3. Hear examples of how risk stratification systems are integrated into the daily practice work</li> </ol>	
<b>SIM</b>	<p><b>Colorado Crisis Services, Support Across Colorado - An Evolving Landscape</b></p> <p><i>Rocky Mountain Crisis Partners</i></p>	<ol style="list-style-type: none"> <li>1. Understand the current and evolving services that make up the Colorado Crisis Services</li> <li>2. Identify statewide resources for mental health, substance use, and emotional crisis help</li> <li>3. Describe the following resources; 1) The Colorado Crisis Line; 2) Walk-In Crisis (WIC) Services; 3) Crisis Stabilization Units (CSUs)</li> </ol>	<b>TBD</b>
<b>SIM BUSINESS</b>	<p><b>Data Aggregation Tools: Cost and Utilization</b></p> <p><i>Steven Demny, MBA Matthew Suppin Steve Melek Katie Matthews</i></p>	<ol style="list-style-type: none"> <li>1. Understand the contents of the CMMI supported Actuarial Cost &amp; Utilization Reports</li> <li>2. Identify how to use the Cost &amp; Utilization Reports to monitor changes among your attributed members by line of business</li> <li>3. Describe how to use the Stratus™ tool to identify your most costly patients, visualize providers by relative unit cost, and review utilization by service category</li> </ol>	<b>TBD</b>
<b>SIM</b>	<p><b>Introducing Medication Assisted Treatment (MAT) in Primary Care</b></p> <p><i>Moderated Practice Panel</i></p>	<ol style="list-style-type: none"> <li>1. Describe the experiences of early adopters of MAT in their primary care practices</li> <li>2. Identify strategies related to clinical, operational and financial processes to support Opioid Use Disorder treatment in primary care</li> <li>3. Understand how to support a successful MAT program within a primary care clinic</li> </ol>	<b>TBD</b>
<b>SIM</b>	<p><b>Your Patients are Waiting for Integrated Behavioral Health and Primary Care</b></p> <p><i>Moderator: Stephanie Gold, MD Practice Panel</i></p>	<ol style="list-style-type: none"> <li>1. Identify the tasks and a practical "construction sequence" for behavioral health integration</li> <li>2. Describe how balances are struck between competing priorities with a shared vision for integration of behavioral health</li> <li>3. Understand how to orient and train staff -- and get organized to change workflows and track expected outcomes</li> </ol>	<b>TBD</b>

**MOVE TO PLENARY – 3:00pm-3:15pm**

**Plenary: 3:15pm-4:00pm (Interlocken Ballroom)**

**Steps Forward in a Post-SIM Colorado**

*Barbara Martin, RN, MSN, ACNP-BC, MPH*

**Session Presentations and Handouts available on the Practice Innovation website:**



**SIM**

State Innovation Model

<http://www.practiceinnovationco.org/sim-tcpi-collaborative-learning-sessions/>

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## Speakers

<b>Name</b>	<b>Organization</b>
<i>Gail Armstrong, PhD, DNP, ACNS-BC, CNE</i>	University of Colorado College of Nursing
<i>Pamela Ballou-Nelson, RN, MSPH, CMPE, PhD</i>	MGMA
<i>Sarah Beary</i>	National Mental Health Innovation Center, University of Colorado Anschutz Medical Campus
<i>Andrew Bienstock, MHA</i>	Department of Family Medicine, University of Colorado School of Medicine
<i>Heather Bleacher, MD, MPH</i>	AF Williams Family Medicine Clinic, University of Colorado
<i>Ashlie Brown</i>	Colorado Health Institute
<i>Marcia Carteret, M.Ed.</i>	University of Colorado School of Medicine
<i>Kathy Cebuhar, MA, LPC</i>	AF Williams Family Medicine Clinic, University of Colorado
<i>Steven Demny, MBA</i>	Teladoc Health, Inc
<i>Perry Dickinson, MD</i>	Department of Family Medicine, University of Colorado School of Medicine
<i>Emma Gilchrist, MPH</i>	Farley Health Policy Center; Department of Family Medicine, University of Colorado School of Medicine
<i>Stephanie Gold, MD</i>	Department of Family Medicine, University of Colorado School of Medicine
<i>Sam Hublely, PhD</i>	Department of Family Medicine, University of Colorado School of Medicine
<i>Lesley Manson, Psy.D</i>	Arizona State University, College of Health Solutions
<i>Bev Marquez</i>	Rocky Mountain Crisis Partners
<i>Barbara Martin</i>	State Innovation Model (SIM) Office
<i>Katie Matthews</i>	Milliman
<i>Susan H McDaniel, PhD</i>	University of Rochester Medical Center
<i>Lorez Meinhold</i>	Keystone Policy Center
<i>Steve Melek</i>	Milliman
<i>Lauren O’Kipney, CRC</i>	CORHIO: Colorado Regional Health Information Organization
<i>Kathleen Reims, MD</i>	CSI Solutions
<i>Gina Robinson</i>	Colorado Department of Health Care Policy and Financing
<i>Courtney Ryan</i>	W
<i>Heather Stocker, MA</i>	Department of Family Medicine, University of Colorado School of Medicine
<i>Matthew Suppin</i>	Teladoc Health, Inc
<i>Robyn Wearner, MA, RD</i>	Department of Family Medicine, University of Colorado School of Medicine
<i>R Todd Welter, MS</i>	RT Welter and Associates

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