WebEx Instructions

1. When logging in, please include a first name and initial of your last name.
2. Once you have logged in, please select “Connect to Audio” and select any of the three options under “Audio Connection”.
3. If you select “I Will Call In”, please follow the instructions and enter your Attendee ID.
Ask questions in two ways:

1. **Submit questions through the chat.**
   
   If the chat box does not automatically appear on the screen’s right panel, hover over the bottom of your screen and click the chat bubble icon, circled in red.

2. **‘Raise your hand’ to ask a question through your audio connection.**
   
   Once we see your hand raised, we will call on you and unmute your line.

   Please introduce yourself and let us know what organization you are from.

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**Email** njdsrip@pcgus.com with any additional questions.
Warm Up Poll

Which fall activity do you enjoy the most?

a. Watching football
b. Leaf peeping
c. Apple picking
d. Hayrides & corn mazes
e. Making pumpkin flavored food & drinks
NJ DSRIP September 2019 Webinar

September 19, 2019

Today’s Speakers:
Meghan Cox, PCG
Jeneen Skinner, LPN,
Camden Coalition

Office of Healthcare Financing
Robin Ford, MS
Executive Director
Michael D. Conca, MSPH
Health Care Consultant
Alison Shippy, MPH
Today’s Objectives

By the end of today’s webinar, participants should be able to:

• Know how to successfully complete and submit the DY8 SA1 Progress Reports
• Understand the use and value of the Camden Coalition Core Model
• Recognize different strategies used to improve hospital ED rates and other performance measures
Agenda

1. DY8 SA1 Progress Report Updates
2. Camden Coalition Presentation
3. Q&A
DY8 SA1 Progress Report

Materials Now Available!
Requirements

• DY8 SA1 Progress Report Materials are now posted on the NJ DSRIP Participants webpage.

• Hospitals are required to complete the Progress Report Template and Progress Report Budget Template. Please review the Progress Report Guidance Document prior to completing these templates.

• DY8 SA1 Progress Reports are due from hospitals on October 31st, 2019.

• Hospitals are required to submit all completed templates and supporting documentation to the hospital inbound folder of the NJ SFTP.
# DY8 SA1 Progress Report Updates

<table>
<thead>
<tr>
<th>Question</th>
<th>DY8 SA1 Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1: Project Goals</td>
<td>Hospitals are required to report on specific project goals.</td>
</tr>
<tr>
<td>2: Patient Enrollment</td>
<td>Hospitals that do not have patients enrolled in their project must provide a detailed explanation that includes efforts to recruit patients.</td>
</tr>
<tr>
<td>5: RCE/PDSA</td>
<td>Hospitals must include one example of a PDSA/RCE completed during DY8 SA1 with specific steps listed.</td>
</tr>
<tr>
<td>7: DSRIP Funds</td>
<td>If your hospital has a reporting partner, state whether you share DSRIP funds with the partner. If your hospital does not have a reporting partner, please state this in your response.</td>
</tr>
<tr>
<td>8: Budget</td>
<td>Hospitals are no longer required to submit their DY8 Annual Budget or YTD budget for DY8 SA1.</td>
</tr>
</tbody>
</table>
Strategies to Address DSRIP #8

& Other Performance Measures
## Strategies to Address DSRIP #8

<table>
<thead>
<tr>
<th>Webinar</th>
<th>August Webinar</th>
<th>September Webinar</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DSRIP Measure</strong></td>
<td>DSRIP #8: <em>Ambulatory Care - Emergency Room Visits</em></td>
<td></td>
</tr>
<tr>
<td><strong>Presenter</strong></td>
<td>RWJ University Hospital</td>
<td>Camden Coalition</td>
</tr>
<tr>
<td><strong>Project</strong></td>
<td>Social Healthcare Integration</td>
<td>Core Care Management Model</td>
</tr>
<tr>
<td><strong>Goals</strong></td>
<td>“Resolve the health related social needs of housing and food insecurities; and to connect the patients with needed services for other health related social needs”(^1)</td>
<td>“Empower patients with the skills and support they need to avoid preventable hospital use and improve their wellbeing.”(^2)</td>
</tr>
<tr>
<td><strong>Outcomes</strong></td>
<td>Reduced ED utilization, strong partnerships, and connection to social services</td>
<td>To be presented</td>
</tr>
</tbody>
</table>

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Camden Coalition Presentation

The Camden Core Model
The Camden Core Model

September 19, 2019

Jeneen Skinner, LPN
Senior Clinical Manager
Care Management Initiatives
Our Vision & Mission describe our goal of a transformed healthcare system rooted in Camden and spreading across the country.

VISION
A transformed healthcare system that ensures every individual receives whole-person care rooted in authentic healing relationships.

MISSION
Spark a field and movement that unites communities of caregivers in Camden and across the nation to improve the wellbeing of individuals with complex health and social needs.
In Camden & across the country a small number of outlier individuals account for a disproportionate amount of healthcare costs & utilization.

- **Healthcare hotspotting** is the strategic use of data to target evidence-based services to complex patients with high utilization.

- These patients are experiencing a mismatch between their needs and the services available.
Camden Coalition works to improve the health & well-being of individuals with complex health & social needs in the Camden region.

- Camden Core Model
- Connection to Primary Care
- Housing First
- Reentry Program
- Maternal Health
- Addiction Treatment
- Medical-Legal Partnership
Camden Core Model
At the Camden Coalition, our local patient-facing interventions use healthcare hotspotting to target the most complex individuals.

Diabetes  Heart Failure  COPD  ESRD

Traditional Medicine

Hotspotting

Complex People... in complex systems
We use a social complexity and medical complexity spectrum to identify patients' needs.
Hiring the right people & a commitment to self- & team-care is essential to the success of our model.
The Camden Core Model is our primary form of intervention. There are key aspects of this model that facilitate its applicability across specialized patient populations.

- Triage
- Bedside engagement and care planning
- Home visits & medicine reconciliation
- Accompaniment to primary care and specialist visits within 7 days of hospital discharge
- Real-time feedback loops
- Graduation
Once an individual is identified, our care team goes to the hospital to engage with them at bedside to assess interest in enrolling in our program.
We use sixteen domains to engage individuals in bedside care planning. Most of them are non-medical.
We use the COACH Model & our tenets of care to build authentic healing relationships, work with patients toward sustained behavior change & track progress on their goals.

**COACH**
- Connect tasks with vision and priorities
- Observe the normal routine
- Assume a coaching style
- Create a backwards plan
- Highlight progress with data

**Our Tenets of Care**
- Motivational interviewing
- Trauma-informed care
- Authentic healing relationships
- Accompaniment
- Harm reduction
- Patient-centered
- Strength-based
After discharge, our care team meets patients in their homes (within 3 days) & accompanies them to primary care visits (within 7 days).
Once enrolled in our core model, different patient cohorts have reduced both emergency and inpatient use of the hospital.

**Reduced Emergency Department Utilization for Horizon and United Patients**

<table>
<thead>
<tr>
<th>COHORT1</th>
<th>6-month Pre</th>
<th>6-month Post</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>5.3</td>
<td>2.6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COHORT2</th>
<th>6-month Pre</th>
<th>6-month Post</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4.2</td>
<td>1.9</td>
</tr>
</tbody>
</table>

**Reduced Inpatient Utilization**

**United: Camden ACO vs Comparison Group, Preventable INP Admissions per 1,000 Enrollees**

Internal data from 179 Horizon and 67 United patients. Pre/post analyses cannot eliminate “regression to the mean” and therefore cannot attribute cause
How to Get Involved in the Camden Coalition

Follow us on social media
- **Twitter**: @camdenhealth
- **Facebook**: Facebook.com/camdencoalition
- **LinkedIn**: Camden Coalition of Healthcare Providers

Join our mailing lists
- Camden Coalition
- National Center

Attend our conference
- Putting Care at the Center, Nov. 13-15, Memphis, TN
- More info at www.centering.care
Q & A
Ask questions in two ways:

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   - Please introduce yourself and let us know what organization you are from.

Email njdsrip@pcgus.com with any additional questions.
Evaluation

• Please answer the following evaluation questions

1. How would you rate this activity?
   5 = Excellent; 1 = Very Poor

2. Did you feel that this webinar’s objectives were met?
   • Know how to successfully complete and submit the DY8 SA1 Progress Reports
   • Understand the use and value of the Camden Coalition Core Model
   • Recognize different strategies used to improve hospital ED rates and other performance measures

3. Please provide suggestions on how to improve this educational session.