

# At-A-Glance Project Summary for Year 3

August 14, 2022 – August 13, 2023

## Progress, Challenges, and Opportunities

No-cost training and technical assistance for **whole-person care**

**Integrated whole-person care improves quality and outcomes and increases provider and beneficiary satisfaction.**

**Integrated Care DC**, a learning community for DC Medicaid providers, delivers practice coaching, live and on-demand webinars, and collaborative learning. The initiative enhances provider and organizational capacity to deliver person-centered care across the care continuum; use data and population health analytics to address complex medical, behavioral health, and social needs; and engage leadership to support value-based care.

### Our Progress in Year 3

Integrated Care DC achieved notable progress in three main areas:

-  Enhancing practice capacity for quality measurement to improve care and outcomes,
-  Moving practices to higher levels of integration, and
-  Training more providers in quality and managed care.

### By the Numbers in Year 3<sup>1</sup>

Among 18 sites actively engaged in coaching:

- 67%** improved their use of quality metrics for program improvement
- 61%** improved their decision support for measurement-based stepped care
- 56%** improved their use of evidence-based guidelines and/or treatment protocols
- 50%** improved their use of clinical registries for tracking and coordination

<sup>1</sup>. Based on annual May-June assessment of 18 practice sites that completed at least six months of coaching in Year 3.

**60%** of webinar registrants are from seven prioritized provider groups:

1. Department of Behavioral Health Providers
2. Federally Qualified Health Centers
3. Free Standing Mental Health Providers
4. Health Home Providers
5. Long-term Services and Supports Providers
6. Medications for Addiction Treatment Providers
7. Specialty Providers

**72%** of live webinar attendees and **75%** of workshop attendees were first-time participants:

 <b>193</b>	 <b>125</b>	 <b>22</b>
individuals from <b>82</b> organizations joined 23 webinars offering continuing education credits	individuals from <b>60</b> organizations attended the Managed Care Readiness Workshop	sites, including <b>11</b> sites enrolled in Year 3, engaged in team-based practice coaching

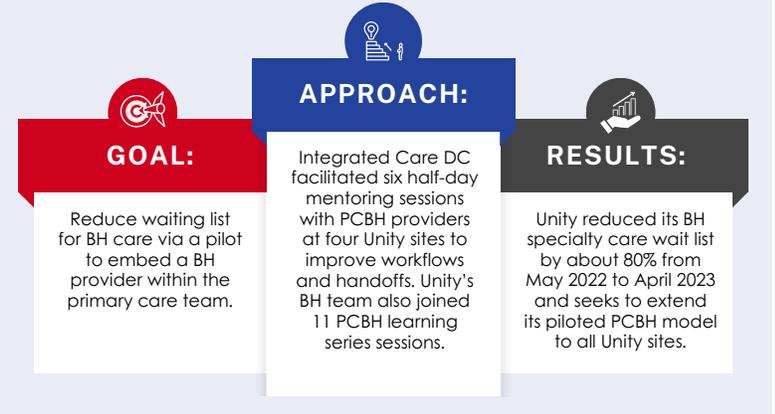
## Behavioral Health Integration

Integrated Care DC continues to play a vital role in the District's behavioral health (BH) redesign. Through its popular 12-part [Primary Care Behavioral Health \(PCBH\) Learning Series](#) (July 2022–June 2023) and practice coaching, the initiative promotes varied ways to integrate physical and behavioral health. Visit [Practice Spotlight](#) for examples from enrolled practices.



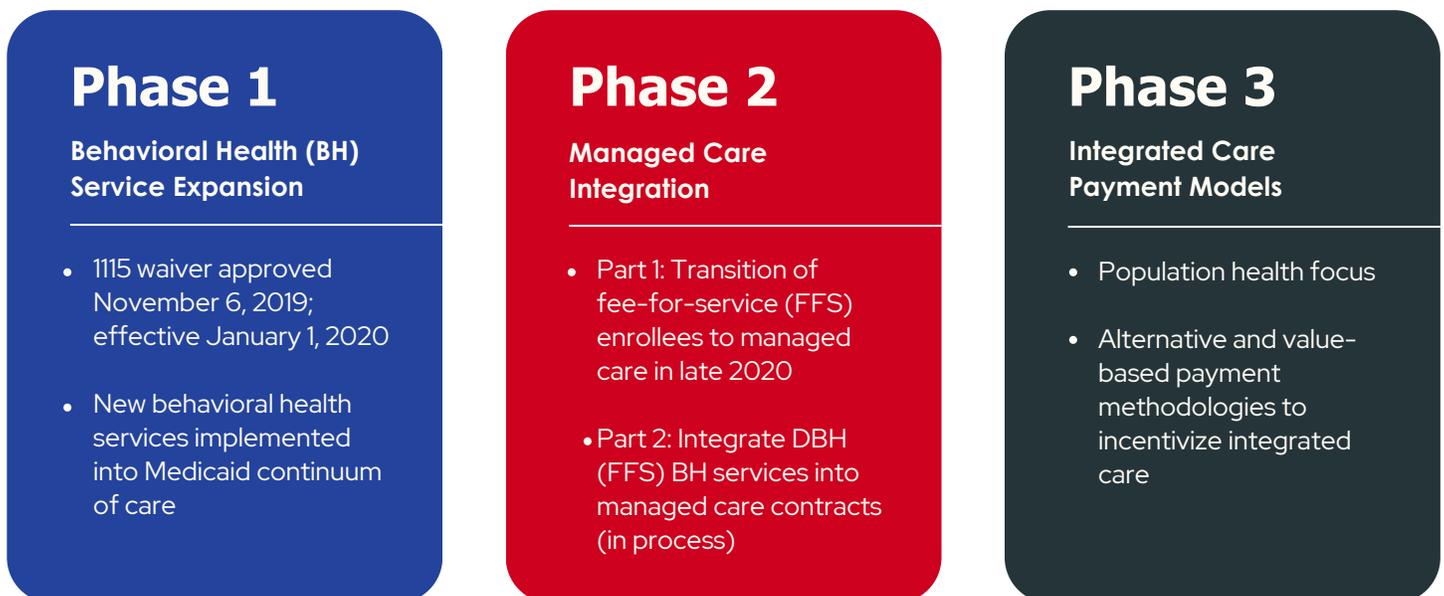
Photo: Integrated Care DC Managed Care Readiness Workshop, May 9, 2023

## Spotlight: PCBH Integration at Unity Health Care



To support Phase 2 of the BH redesign (see below), Integrated Care DC and the DBH Training Institute hosted an in-person [Managed Care Readiness Workshop](#) on May 9, 2023. Remarks by DHCF and DBH leadership, a panel discussion with DC Medicaid managed care organizations (MCOs), and expert-led sessions stressed the competencies providers need for success as behavioral health services transition into managed care. The event also yielded 10 new requests for practice coaching

## Integrated Care DC is Part of a Larger Behavioral Health Redesign at DHCF



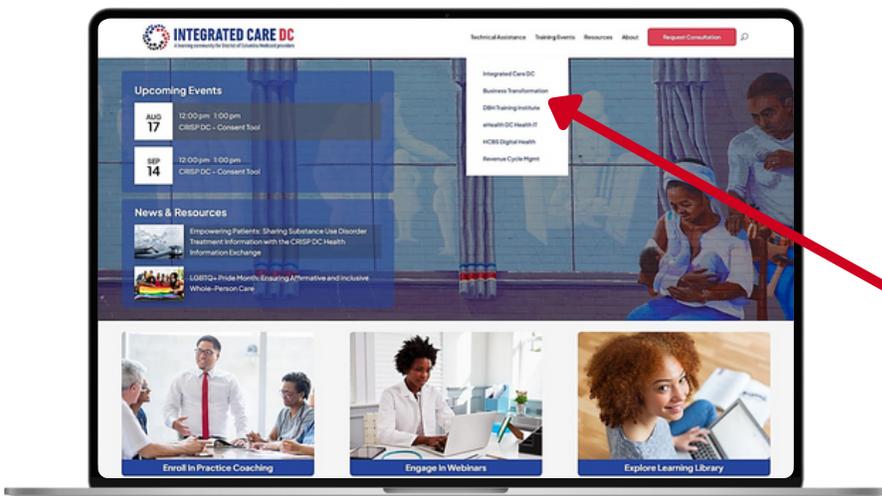
Integrated Care DC Technical Assistance (launched January 2021)

## Collaborating for Community Learning

Integrated Care DC leverages collaborative relationships to help DC Medicaid providers learn about and use available resources for whole-person care. For example, Integrated Care DC and CRISP DC co-hosted two multi-part learning series on DC Health Information Exchange tools for advanced care planning and consent for sharing substance abuse treatment (SUD) information, with tips to ease the workflow burden. At the request of a provider enrolled in practice coaching, Integrated Care DC and CRISP DC also created a low-literacy [Consenting to Share Your SUD Treatment Information](#) flyer to facilitate provider-patient conversations.

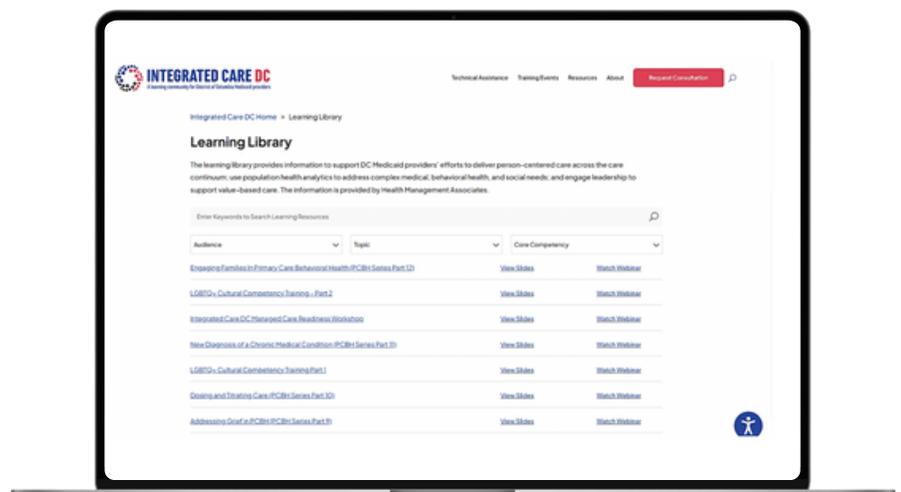
## Community Learning Series in Year 3

1. Advance Directives and Person-Centered Care Planning with CRISP DC (three-part series)
2. Consent Management with CRISP DC (three-part series, first two parts in Year 2)
3. Learning & Action Network (LAN) Alternate Payment Model Framework (two-part series)
4. LGBTQ+ Cultural Competency (two-part series)
5. Motivational Interviewing Skills (two-part series)
6. Primary Care Behavioral Health Integration Model (12-part series, first part in Year 2)
7. Quality & Population Health (two-part series)



Integrated Care DC's redesigned [website](#) serves as a training and technical assistance hub for related DHCF and DBH practice transformation initiatives. The website's latest addition is [DHCF's Medicaid Business Transformation DC](#), with tools and trainings on value-based care and payment models.

Relaunched on May 9, 2023, the website also makes it easier for users to request technical assistance, find events and resources, and subscribe to the monthly newsletter. Web traffic averaged 1,398 visitors per quarter from July 1, 2022 to June 30, 2023, up 44% from 972 visitors per quarter during the prior 12-month period.



## Challenges and Opportunities

Integrated Care DC increased provider engagement across all training and technical assistance modalities in Year 3 while coaching practices to higher levels of integration. Ongoing challenges include workforce shortages; readiness for managed care; and the need for capacity building and training on using quality measures and digital health tools to improve population health, demonstrate value, and meet performance standards for payment.

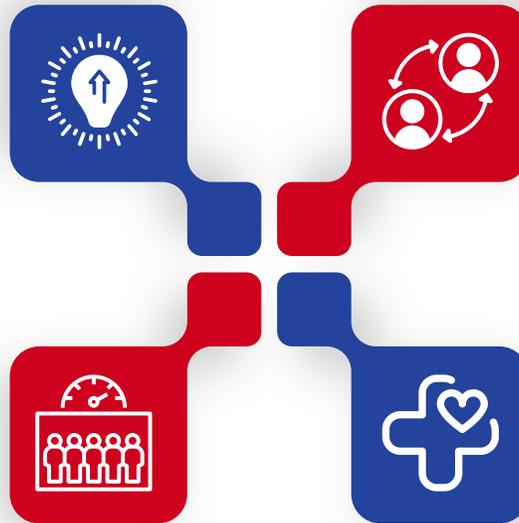
In the year ahead, Integrated Care DC looks forward to partnering with providers to:

### Enhance clinical service delivery models to support integrated care,

including training on topics providers identified as a need, such as trauma-informed care, collaborative care, and peer support services.

### Build capacity and skills to support managed care requirements

by increasing understanding of managed care contracts and by partnering with MCOs and providers to support enhanced referral relationships, data sharing, and quality improvement activities.



### Engage operational and leadership staff

in targeted training to support person-centered value-based care, capacity for change management, understanding of payment models, and practice changes necessary to succeed in a changing health care landscape.

### Increase provider and practice capacity to deliver person-centered care

by convening learning collaboratives based around implementing tools and strategies to achieve better outcomes for patients with intersecting physical, behavioral, and social care needs.

## What Practices Say About Integrated Care DC

### (March 2023 Coaching Survey)

“Coaching afforded our team the opportunity to slowly allow our shift to a brief therapy model. What I appreciated was keeping us on task, but also giving us the space to make the decision based on our lived experience of our organization.”

“Our practice has been exposed to several organizations that can help provide counseling/mental health support for our patients. We have formed new solid relationships. We are grateful for the support.”



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