ACA Care Coordination Group – Meeting Notes April 2, 2013

Attendees: Marina Owen, Theresa Merkle, Penny Borenstein, M.D., Tom Hale, M.D. Rene Bravo, M.D. Steve Hansen, M.D., Ron Castle, John Khan, M.D., David Kilburn, Edie Kahn, Nora Kelly, R.N., Diane Jay

Reasons for attending sub workgroup:

1. Concern that specialty network in SLO has capacity to meet needs of new patients
2. Need to better coordinate care, including betters ways for healthcare providers to communicate across care settings
3. General willingness to contribute towards ACA planning activities and champion health reform
4. Concern for specific patient populations (including patients with complex co-morbidities, those requiring mental health and addiction services)

Specialist Services

Specialists have the following concerns:

- Reimbursement level for new patients unknown
- Potential cuts to Medicare
- Challenging patient behavior (no shows, non-compliance, increased physician liability, co-morbidities/high risk)
- Concern that one provider might have a disproportionate share of patients or referrals
- Lack of widespread specialist engagement
- Need for open communication with PCPs
- Opportunity for a specialty safety net hub at Community Health Centers (CHC) to better manage complex patients
- Impact of unmet mental health needs and inability to manage co-occurring disorders
- State funding concerns – Will physicians get paid if CenCal Health isn't funded?
- General lack of resources (time, staff, etc.)

Current access to care issues:

- Allergy, Dermatology, Endocrinology, Gastroenterology, Neurology, Orthopedic Surgery, Pulmonology, and Hep C Treatment

Care Coordination (CC)

Penny Borenstein, M.D. mentioned exploring a couple of CC models, including Santa Cruz and Monterey Counties for best practices. She will share information with the workgroup at the next meeting. Others shared that support was needed for a better process for communication between hospital-based physicians and the Primary Care setting upon discharge from the Hospital. Also, providers shared that follow-up communication could improve after a patient is seen by a specialist.

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HIV/AIDS/HEP C Specialty Care

Members of the workgroup shared that only one physician in SLO County provides these services. The issue is a lack of follow up and resources upon discharge from criminal justice system. Perhaps this impact will increase with health reform. The HIV/AIDS/HEP C center is resource for outreach, education and prevention in SLO County providing connections to important social services. Members of the workgroup shared that the group should research additional resources and increase Hep C provider access.

Health Information Exchange (HIE) – Status Update

Steve Hansen, M.D. reported that they were approved for a grant to hire a consultant to look at creating a Health Information Organization (HIO) in San Luis Obispo County. They are currently looking to Inland Empire for best practices. The approximate cost per physician to utilize the service would be $600.00 per year.

Action items/Next Steps

1. Concern that specialty network in SLO has capacity to meet needs of new patients
    - Engage Providers: CenCal Health to work on a provider engagement plan, including identifying potential barriers to increase access for new patients. Determine why physicians would not participate, and what they would need to prompt them to participate.
    - Expand Workgroup: CenCal Health and other workgroup members will speak with Hospitals and invite participation in the collaborative process (ACA sub workgroup meetings), and with respects to possible data sharing of perspective physician recruitment.
2. Need to better coordinate care, including betters ways for healthcare providers to communicate across care settings
    - Research Best Practices: SLO County will explore a couple of CC models, including Santa Cruz and Contra Costa for best practices.
3. General willingness to contribute towards ACA planning activities and champion health reform
    - Engage Community: Explore ways to partner with Community Based Organizations
    - Engage Legislators: Potentially approach key legislators and engage them in SLO County's planning efforts
4. Concern for specific patient populations (including patients with complex co-morbidities, those requiring mental health and addiction services)
    - Research: Underserved patient populations