

Worker's Compensation Advisory Committee - Subcommittee on Health Care

Meeting Notes – June 20, 2012, 1 pm – 4 pm

Department of Labor & Industries - Tacoma Service Location

Participants:

Labor: Present - Ed Wood, Karen Gude. Absent - Rebecca Johnson, John Aslakson

Business: Present - John Meier, Christina Lombardi, Tammie Hetrick and Breen Lorenz

BIIA: Absent - Dave Threedy

L&I: Present - Janet Peterson, Bob Mootz, Diana Drylie, and Gary Franklin

Resources:

L&I: Anita Austin, Susan Campbell, Kim Arakawa, Carole Horrell, Karen Ahrens

Guests:

Nicole Cushman –Franciscan Health Systems; Louis Lim - Franciscan Medical Group; Dan Perrow-Group Health Cooperative

UW:

Terri Smith-Weller

COHEs:

Dan Hansen and Pam Cromer - EWA COHE; Grace Casey - Renton COHE

Brief Summary of Activities:

- Welcome and Introductions; Safety Message, Purpose of the Day and Review of Minutes – Gary Franklin & Diana Drylie
- WCAC-HC Procedural Agreements and Charter Updated – Janet Peterson
- Eastern Washington COHE highlights – Dan Hansen
- COHE Business and Labor Subcommittee(s) Update – Susan Campbell
- COHE RFP Community Outreach Planning – Susan Campbell
- Status reports
 - COHE – Anita Austin
 - Top Tier – Susan Campbell
 - Emerging Best Practices – Carole Horrell
 - Activity Coaching – Susan Campbell
 - Surgical Best Practices –Carole Horrell
- COHE Program Measures – Anita Austin
- Items From Business/Labor Advisory Board
 - Renton COHE – None requested
 - EWA COHE – None requested
- Communication Agreements – Gary Franklin
 - Messages for WCAC
 - Messages for BLAB

Discussion:

Introduction – Gary Franklin & Diana Drylie

- Safety Message & Purpose of the day
 - WCAC-HC draft minutes from April 13th meeting minutes were approved after discussion and modifications made, including revised interests for Business, Labor and L&I. See L&I webpage for minutes:
 - <http://www.lni.wa.gov/ClaimsIns/Providers/ProjResearchComm/OHS/WcacHeMtg>

WCAC-HC Procedural Agreements/Charter Updated – Janet Peterson (See handout)

- Approval of revised interests for Business, Labor and L&I in draft Charter.
- Labor member asked if L&I would present the charter and issue of new role at next WCAC meeting in July.
- Answer was that the intent was to do this at the June 15, 2012 meeting but time and agenda did not allow.
Meeting rescheduled to July 20, 2012 and plan is to present to WCAC at that time. This committee will be updated with results.

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There was group discussion on intent and new role for WCAC-HC. If WCAC agrees, L&I would like a better method for information sharing between all the different advisory committees to L&I. This includes but is not limited to IIMAC, PNAG, WCAC-HC, etc. Most of these advisory groups were formed at different times and based on different levels of statutory authority.

- Provider Network Advisory Group (PNAG) – for medical provider network and top tier
 - Question to L&I whether PNAG will be permanent. Answer is that it is not clear yet whether committee will be temporary or ongoing.
- Industrial Insurance Medical Advisory Committee (IIMAC) – legislative mandate for risk of harm with additional input from PNAG
- Workers' Compensation Advisory Committee-Health Care subcommittee (WCAC-HC) – started with Managed Care pilot and has more recently been focused on COHE. May be expanded to include Occupational Health Services at L&I.
 - Janet Peterson would like to obtain clarification from the WCAC regarding the WCAC-HC role and would like a coalition to rethink the communication methods and coordination among all these groups.
 - Janet said that currently there are so many changes with L&I and workers' comp reform, that L&I does not have much control at the present.
 - Gary Franklin asked this committee to think about the "future" vision and timing for changes. In the meantime, he would like this committee to keep giving L&I feedback.
 - John Meier added that, for his part, he dislikes the cost to claim charge to every employer. One piece of COHE possibly should be charged to the employer but much of COHE administrative costs should be borne by L&I Claims Administration and not as a cost to claim. He agrees that when the HSC works on a claim, that is a billable fee to the claim.

Eastern Washington COHE highlight – Dan Hansen (see slides)

Dan Hansen presented slides on the E WA COHE update. The E WA COHE has planned a restructuring of many work processes after a COHE retreat. The following goals of "COHEsiveness and "Eye on the ball" include:

- New staffing to accomplish "beta testing" of revised standards from contract amendment
- Refocus on COHE and HSC main purpose of injured worker return-to-work or "eye on the ball"
- New staffing and new processes and work flows including a provider relations coordinator
- Hospital referral patterns in COHE catchment area need to match "COHE Expansion"

Dan presented some slides and took questions. Tammie Hetrick asked if he planned to share these slides and best practices with other COHEs. He is willing. Dan also discussed a prior process improvement with the E WA COHE handling of Carpal Tunnel Syndrome claims and the SHIP grant.

COHE Business and Labor Subcommittee(s) Update – Susan Campbell

Susan presented an update on the sub group from the WCAC-HC committee that met to discuss a formal mechanism for business and labor input as COHE expansion continues. The subgroup of Ed Wood, John Meier and Susan Campbell met with the E WA executive committee and Susan met with the Renton COHE BLAB. Both are open to the idea of regional boards. The subcommittee discussed pros and cons, as follows:

PROs

Early on (new COHE) COHE-specific BLABs work better

Later on, more of a need for regional COHE

Build into the RFP the learning/ knowledge of current BLABs

- Have informational forums for facilities or communities considering COHE.
- Need an advisory working board for new COHEs.

E WA BLAB would like to see a regional BLAB but it would need an executive committee that can react quickly to L&I changes and

CONs

Current BLABs lose their clear advisory role once a COHE is stable and operational. Just presentations↓

If we keep current BLAB structure but just make them regional, will not work for a new COHE. BLABs need to be advisory and more than just informational.

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programs affecting COHE.

PROs (regional BLAB cont.)

Larger regional BLAB for multiple COHEs only meet 2X to 4X yr

- Primary role is to advise
- Ancillary role is to listen to updates/reports

Core value of business & labor is to keep BLABs (regional) but change structure to more advisory.

Role needed for new BLABs is community involvement, solve issues in the community & build trust. (E.g., when some surgical specialists refused to see L&I)

Institutional COHEs still need to establish relationships in their community with other providers, business and labor. (Needed to ensure referrals & quality care)

Further discussion was about lessons learned and history of Renton and E WA community COHEs business and labor advisory boards. There was group discussion that new COHEs just starting up need a BLAB similar to the BLAB at each COHE when the COHEs were new. Both Renton and E WA had a BLAB structure, in the beginning, which was truly advisory. Both are less so now. The issue of who will staff a COHE BLAB or regional BLAB is still open. One labor member mentioned that perhaps as a COHE evolves, different regions or health care markets might have different flavors. Both Renton and E WA BLABs want to resume their advisory role.

Gary Franklin mentioned that perhaps board members would be willing to attend the information meeting regarding the RFP and new COHEs to explain the processes that existed at both Renton and E WA COHE. He also suggested that perhaps a COHE in a developmental phase needed a different type of board than a COHE that is operational. He sees three functions 1) reactionary to changes, 2) New COHE start up phase, 3) L&I “innovations” in the COHEs.

There seemed to be agreement that community involvement in each COHE via a BLAB is very important to the COHE. It may be more advisory in the beginning and more informational later on. However, both business and labor want to keep the advisory nature of a BLAB, whether regional or not, as the main goal. Both business and labor agreed that local community input is important. Susan Campbell will bring back draft language to include in the new RFP regarding COHE community outreach and the role of business and labor to this committee.

COHE RFP and Community Outreach Planning – Susan Campbell (See handout)

Susan Campbell presented a time line for the release of the RFP, tentatively scheduled for January 2013. She asked how L&I should do outreach specifically to business and labor. It was agreed that this should be done prior to RFP release. A suggested timeline was Oct. 2012. One labor member asked if business and labor representatives from this committee would help review or write the RFP. Susan said she would bring a summary of the draft RFP to this committee for review.

The group brainstormed options for community outreach including video on L&I website with business and labor stakeholders talking about current COHEs, an article, invite business & labor stakeholders to speak at COHE “road shows”, target groups including WSIA, labor unions, institutional leadership in each community, etc.

Status Reports – (see handouts)

COHE – Anita Austin

Anita gave an update on current COHE beta testing processes. The focus has been the performance reporting formatting and prioritization of measures.

- Anita passed around a draft prototype for the provider and COHE level report for WCAC-HC for review.

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- The target for this prototype is release in August 2012. She explained L&I was meeting with providers at each specific COHE prior to August to gather feedback. We will also welcome feedback after the report is released in August.
- There were questions on COHE high, medium and low adopters of best practices. At provider level, this is shown for an individual provider. At COHE level, this is a roll up of all COHE providers. At the “all COHE level,” the majority of providers in the four COHEs are medium and high adopters. Goal is to make number of low adopters even lower.

COHE Program Measures – Anita Austin (See handout on slides)

Anita also presented on program level measures for COHE.

- Measures will be released quarterly and are consistent with L&I agency-wide reporting.
- The August report will include actuarial information on cost to claim calculations.
- Primary outcome focus is on preventing disability, TL, etc. and measure is designed to show this goal.

Top Tier – Susan Campbell

- Focus groups with interested providers to start next week.
- Surveys have already gone out. Plan for follow up.
- Goal is to gather feedback from providers first and then from other employers and labor.

Activity Coaching (PGAP) – Susan Campbell

- She shared two fliers for PGAP: one aimed at providers and one aimed at injured workers
- Activity Coaching can be either by telephone or in person.
- The word is out on activity coaching and questions are coming in from different (non-COHE) providers. L&I is considering expanding to non-COHE providers.
- Gary added that the self-efficacy of the program for the patient is an innovative feature of PGAP.

Emerging Best Practices & Surgical Best Practices – Carole Horrell (see handout)

Carole gave an update on emerging best practices and surgical best practices. Recent emerging best practices include:

- literature review,
- focus groups on low back claims,
- new surgical best practices
- Current pilots for Functional Recovery Questionnaire and Interventions (FRQ/FRI), and Progressive Goal Attainment Program (PGAP) also called activity coaching. (Susan Campbell has already discussed Activity Coaching in detail.)

Items from Business/Labor Advisory Board

Renton COHE – none

EWA COHE – none

Communication Agreements – none

- Gary asked that this committee spend some time thinking about the main message for the WCAC and vision for the future.
- A labor member added that he would also like this committee to focus on the future relationship between the WCAC-HC and the COHE BLABs.

Parking Lot & Adjourn

Future Meetings:

TBD, Sept 2012 -