

November 17, 2017



Dear Colleagues –

In this newsletter, you will find:

- [A newsletter article about the newsletter](#)
- [News regarding Internal PPS Bonus Payments](#)
- [A feature about new Health Coach protocols](#)
- [Evidence in support of CCB's care management model](#)
- [A second notice about medical record review](#)
- [Upcoming trainings, events, and the date of the next PAC Meeting](#)

## Big Changes Ahead for the CCB Newsletter

*We want to make our newsletter more engaging and need your help!*

Community Care of Brooklyn wants to add more “oomph” to this newsletter. We want to add more life—more *us*, and more *you*. We want to take this opportunity to share each other’s accomplishments, progress, and stories, and truly become an integrated network of providers and colleagues, joined by a dedication to transforming health and improving the lives of Brooklyn residents.

Over the next few months, we will begin to provide regular updates from each of our teams to keep you in the loop about the progress we are making on DSRIP projects and initiatives.

**But wait—the next CCB newsletter could also feature YOU.** In fact, we want it to. [Send us](#) your recent, notable achievements. Or [send us](#) a testimonial of your experience with CCB. Got photos of your team being awesome? [We want them.](#) Interested in contributing, but don’t know what to say? [Send us an e-mail](#), and we’ll send you some questions to answer so that we can profile your practice or organization.

## Bonus Payments for High-Performing CCB Network Participants

*Bonus Payments reflecting positive performance might be coming your way.*

Last week, CCB notified hundreds of network Participants that they will be receiving a PPS Bonus Payment for their contributions to CCB’s success in achieving certain targets **in DSRIP Measurement Year 2 (MY2), July 2015 – June 2016.**

While CCB’s budget includes funds that can be used for Bonus Payments each year, the sum for MY2 performance amounted to around \$5 million, and was distributed in payments ranging from \$1,000 to \$150,000. Eligibility for a Bonus Payment—as well the amount of money issued to each Participant—directly reflected each Participant’s contributions to the DSRIP quality measures for which CCB earned funding during MY2. Schedule B agreements to support the release of these funds were issued via DocuSign to eligible Participants last Wednesday (11/8/17).

If you received one of these agreements, we encourage you to do four simple things:

1. Take a look at the agreement. Review your organization's performance on the measures listed in the second attachment, "Performance and Payment Summary." Measures that resulted a Bonus Payment are highlighted.
2. Complete the agreement via DocuSign. Include banking information for an electronic funds transfer and ensure all required documentation is completed.
3. Receive payment.
4. Pat yourself on the back and high-five your team (and, as always, contact [support@CCBrooklyn.org](mailto:support@CCBrooklyn.org) if you have trouble or questions).

We know that many of you are actively engaged in additional activities are currently underway at many Participant practices and organizations. Please note that CCB's budget allocates funding for additional Bonus Payments going forward, and your current efforts may be acknowledged at a later date. We appreciate all of the contributions that our Participants have made to CCB thus far, and hope that your continued engagement will help us collectively meet the ambitious aims of the DSRIP program!

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## Development of Health Coach Protocols

*We found an effective way to standardize Health Coach visits for many patients.*

CCB has developed several condition-specific protocols—which were reviewed by the Care Delivery & Quality Committee earlier this month and distributed to partners yesterday—in order to standardize Health Coaching visits at all partner sites. Health Coaches working with patients with diabetes mellitus, hypertension, asthma, and tobacco use will now be referring to condition-specific protocols when meeting with patients and reviewing evidence-based patient education materials with them. Educational materials were provided in multiple languages and include resources that some Health Coaches may have already been familiar with, such as DASH diet, "MyPlate," and Million Hearts Campaign.

These protocols were developed based on feedback from physicians, Health Coaches, and clinical and non-clinical staff from partner organizations across our network. Health Coaches attended one of two full-day CCB-led trainings in mid-October to facilitate the implementation of the protocols in their patient interactions.

*(For reference, Health Coaches are Medical Assistants or equivalent-level staff with additional training in lay-level chronic disease management, patient engagement, and motivational interviewing. They currently work in a range of practice settings, including hospital-based clinics, Federally Qualified Health Centers, and community-based pediatric and adult clinics. CCB has developed its Health Coaching program to improve chronic disease management and provide integral support to patients and physicians in our network.)*

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## Care Management Model Success

*A report and a recent article have highlighted the impact of CCB's care management model.*

Maimonides Medical Center conducted a three-year program funded by a Health Care Innovation Award (HCIA) from the federal Centers for Medicare and Medicaid Innovation (CMMI), to coordinate medical, behavioral, and social services for more than 7,000 individuals with serious mental illness. The program was implemented through the Brooklyn and CBC Health Homes and directed by a consortium of partners who would go on to play key roles in the formation of the CCB network. Together they developed standards to guide the provision of care management services to patients with complex needs. Grant funds were used to support the development and implementation of a web-based care coordination tool and to invest in workforce development and training.

Mathematica Policy Research released an independent [evaluation](#) of Maimonides' HCIA intervention, which found that the intervention resulted in an average Medicaid savings of \$944 per member per month, totaling \$48 million over three years (Maimonides' results can be found on pages 41-63 of the evaluation). David Cohen, MD, MSc, Executive VP for Clinical Affairs and Affiliations at Maimonides and Chair of the CCB Executive Committee, was quoted in a [Politico article](#) on November 13th, commenting on the success of the

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care management model implemented as part of the HCIA intervention. (Dr. Cohen's interview with Politico was conducted before the Mathematica report was released.)

These results confirm the value of community based-care management—a practice upon which CCB has anchored many of its activities—and bolster the argument that this approach to caring for high-need, complex populations can meaningfully improve outcomes and lower costs.

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## Follow-up: DSRIP MY3 Medical Record Review to Begin this Month

*Certain providers will soon be asked to participate in medical record review.*

MedReview, New York State's contracted medical record abstraction firm, will begin record collection for DSRIP Measurement Year 3 (July 2016-June 2017) by the end of this month. As noted in the [September newsletter](#), MedReview will be collecting data on a random sample of patients, and working together with CCB to contact providers in our network that have seen those patients and facilitate data collection. Not all of CCB's Participants will be asked to participate in the medical record review process.

**CCB requests that our Participants be as cooperative with these requests as possible. Results from this medical record review process have NO bearing on payments from the state, managed care organizations or directly from CCB. If you are randomly selected to participate, and choose to decline, you will not be penalized.**

Please do not hesitate to contact CCB with any questions related to this process at [support@CCBrooklyn.org](mailto:support@CCBrooklyn.org).

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## UPCOMING EVENTS & TRAININGS

### SAVE THE DATE:

**CCB Project Advisory Committee (PAC) Meeting**  
**January 10, 2018**  
**5:00-7:00 PM**  
**Brooklyn Law School**  
**250 Joralemon St. Brooklyn, NY 11201**

As a reminder, the PAC is open to representatives from all CCB Participant organizations. Stay tuned for additional information – but know that the program for the evening will include updates on the transition to value-based payment (VBP) and sustainability planning. Thanks!

### **Upcoming In-Person Trainings:**

*(Unless otherwise noted, trainings are held at the 1199SEIU Employment Center, 25 Elm Place, Brooklyn, and available for enrollment in [CCB's Online Resource Portal](#))*

### **TRAINING SPOTLIGHT:**

#### **Social Determinants & the Law (Housing, Income, Insurance) — December 6**

Completion of this free, one-day training about the social determinants of health that can be addressed through legal solutions qualifies care managers and other CCB network providers to refer patients to receive free legal services at the LegalHealth clinic in Downtown Brooklyn.

The clinic provides free legal advice and representation to help low-income patients with serious health problems:

- Secure government benefits such as social security disability, Medicaid, and/or food assistance
- Fix housing problems
- Address credit issues
- Handle immigration issues
- Plan ahead (ex. will, health care proxy, power of attorney and guardianship)
- Solve insurance disputes

The LegalHealth clinic is located at Housing Works in Downtown Brooklyn (81 Willoughby Street) and is open every Wednesday from 12:30-5pm. The LegalHealth clinic is staffed by Melina Somoza-Bornstein who earned her J.D. from Columbia Law School.

After completion of the training, please call (718) 283-6347 to schedule appointments

The following upcoming trainings also currently have space available:

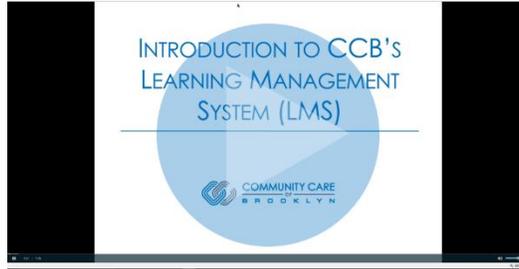
- November 28: Cultural Competency & Health Literacy
- November 29: Mental Health First Aid (Adults)
- December 5: Interdisciplinary Care Team
- December 7: Mental Health First Aid (Youth)

### **Online Trainings**

*(Available anywhere, anytime! Completion of courses and post-tests may qualify users for CME credits)*

- Anorexia and Weight Loss
- Anxiety Disorders
- Assessment and Management of Fatigue
- Depression and Suicidality
- Dyspnea Management
- Goals Discussion and Advance Care Planning
- Indications and Use of Medical Cannabis
- Nutritional Issues in Palliative Care
- Prognostication in Chronic Illness
- Thrombosis and Bleeding Complications
- Understanding and Using the Hospice Benefit
- Nursing Workshop I, II, & III (“Structures and Processes of Care,” “Assessment and Management,” & “A Key Outcome of Advance Care Planning”)
- Opioid Therapy (“Managing Opioid Side Effects,” “Managing the Risk of Substance Use,” & “Optimizing Analgesic Outcomes”)
- Social Work Workshop I, II, & III (“Structures and Processes of Care,” “Symptom Assessment and Management,” & “Communication in Palliative Care”)

Our list of CME-eligible online courses is getting longer all the time! [Log in to CCB's Online Resource Portal](#) now to peruse classes on palliative care, opioid therapy, social work and nursing workshops, and more! Click the video below to learn how to take full advantage of the platform.



[www.CCBrooklyn.org](http://www.CCBrooklyn.org) (718) 355-9693 [support@CCBrooklyn.org](mailto:support@CCBrooklyn.org)