



Dear Colleagues –

In this newsletter, you will find:

- [A nutritional pilot program we're helping to roll out in Brooklyn](#)
- [FREE business education for independent physicians](#)
- [A "progress report" on our palliative care project with MJHS](#)
- [A reminder about a required workforce survey \(which is also an opportunity to receive a bonus payment!\) due Feb. 23](#)
- [How we've taken what we learned at the MAX Series and begun to observe trends in high-utilizing patients](#)
- [Slides from VBP Bootcamps, recently posted online by the NYS DOH](#)
- [Upcoming trainings—including online courses eligible for continuing education credits!](#)

Healthy Savings Program Cuts the Costs of Carrots in Brooklyn

A pilot program in NYC is helping individuals and families rack up to \$10 in savings each week when they shop for produce and receive additional discounts on healthy foods at supermarkets.



CCB has partnered with the Mayor's Office of Food Policy and Brownsville Multi-Service Family Health Center (BMSFHC) to implement the [Healthy Savings](#) program in Brooklyn. Healthy Savings is a 12-month pilot program with the goal of increasing the overall nutrition and health of people throughout New York City.

How does Healthy Savings work? Individuals participating in the program receive a discount card that takes 50% off their fresh produce purchases, up to \$10 a week. Additionally, the program offers a wide variety of other discounts for the purchase of nutritious foods.

Participating stores include: Stop & Shop, Western Beef, and Juniors (participating locations [here](#)). During the 12-month pilot, health coaches and nutritionists from BMSFHC will promote the program across their sites. They aim to distribute up to 1,000 Healthy Savings discount cards to patients who enroll into program. If the Health Savings pilot proves successful, it may be expanded to other grocery stores in the Brooklyn area.

CCB's support of Healthy Savings stems from the findings of the [2016 Participatory Action Research study in Brownsville and East New York](#) sponsored by CCB and conducted by local college and high school students, often referred to as "PAR 1." The study, which incorporated survey responses from a sample of over 500 individuals, identified an array of social determinants of cardiovascular health in the area. Among these findings were that:

- Over 50% of respondents could not eat nutritious meals at least one day per week
- Only half of respondents had access to affordable quality produce in their neighborhood
- 80% of respondents rated the community's financial health as "decent," "poor," or "very poor"
- The vast majority of those who bought fresh produce purchased it from supermarkets

Free Business Education for Independent Physicians

Come one, come all: CCB and the NYC Department of Small Business Services are offering a free six-month course to help independent physicians thrive in the current marketplace.

Independent physicians in our network have been granted FREE priority access to a business education program called [Strategic Steps For Growth \(SS4G\)](#), thanks to a partnership between CCB and the NYC Department of Small Business Services.



SS4G is designed to help independent physicians navigate and thrive in the current healthcare marketplace. Classes will be held in Downtown Brooklyn every other Thursday evening from March 1 through September 6, and will be taught by Kevin Harrington, a published healthcare industry expert, practitioner, business owner, and professor at NYU School of Professional Studies. Students will have the opportunity to develop long-term roadmaps for their practices, network with industry experts, and learn how broad, often intimidating business topics relate specifically to independent practitioners.

Dr. Jovan Milos, a CCB primary care provider who previously participated in SS4G, has said that the course *"is a unique opportunity to learn the business aspect of medicine from dedicated and highly knowledgeable moderators...**Highly recommended and totally worth the time and effort.**"*

Again, this course is free. [Click here to register](#) by February 15, 2018.

Updated Protocols for Palliative Primary Care Project

MJHS and CCB are training primary care partners according to new guidance and workflows while helping practices achieve APC recognition.



CCB has been working with the research-driven [MJHS Institute for Innovation in Palliative Care](#) during the DSRIP program to educate primary care providers in our network on best practices for integrating palliative care into the primary care practice. They provide training and support regarding patient-symptoms screening using the Integrated Palliative care Outcomes Scale (IPOS), guidelines for the management of common problems in the seriously ill, outcomes tracking, and guidance on advance care planning (i.e., electing advance directives such as a health care proxy, a living will, DNR, and [MOLST](#)) and hospice referral. This way, patients who have seen the same primary care doctor for years will not have to seek support elsewhere for their pain, mental stress, or advance care planning when they fall seriously or terminally ill.

An assessment of the implementation of the Palliative Primary Care project conducted by MJHS and CCB has led to recent enhancements in the protocols and workflows. The new workflows will support a more integrated process of identifying patients that could be positively impacted by the project. The MJHS team, with the support of CCB's Program Implementation team, are training CCB's primary care partners on the updated guidance.

While integrating palliative care into the primary care practice was one of CCB's chosen DSRIP projects, our PPS has also been hard at work creating an updated palliative care module that, if followed, will also help providers meet an advance care planning requirement for [Advanced Primary Care \(APC\)](#), a multi-payer approach to align primary care and payment reform in New York State.

Interested? [Click here](#) for more information on the CCB/MJHS Institute Palliative Care Project.

Really interested? Visit CCB's Resource Portal for online courses on palliative care developed by CCB and MJHS! Nurses and Social Workers, [click here](#).

BONUS OPPORTUNITY: 2017 Workforce, Compensation, and Benefits Survey Due February 23

Partners must complete and return this survey by 2/23 to be eligible for a bonus payment.

**TIME IS
RUNNING OUT!**



On January 3, CCB partners received an email from BDO Consulting containing the Workforce Compensation and Benefits Survey, a DSRIP requirement that evaluates DSRIP's effect on the compensation and benefits of providers in PPSs across New York State. The survey is to be completed and returned to BDO Consulting **no later than February 23. CCB partners that complete this Workforce Survey will become eligible for a bonus payment.** Questions? [Click here to download our FAQ document.](#)

Hospital Action Teams Identify Drivers of Inpatient and ED Visits among High-Utilizing Patients

Using tools and approaches learned through the MAX Series, CCB network hospitals have formed multidisciplinary teams to improve transitional care.

CCB's care transitions initiative has been bolstered by the hard work of "Action Teams," now established at each of our network hospitals. The teams, which are comprised of transitional care nurses, social workers, case management/discharge planning staff, clinical leadership from multiple departments, Emergency Department (ED) patient navigators, representatives from care management agencies, and a senior executive, meet monthly to strategize ways to improve transitions using tools from the NYS DOH's [Medicaid Accelerated eXchange \(MAX\) Series](#) for PPSs. They also track and report on process and outcome-driven metrics, including the hospitals' drivers of inpatient and ED use and the number of hospitalizations and ED visits occurring among high-utilizing patients (4+ visits in a rolling 12-month period).

Across the CCB network, identified drivers of inpatient visits among high-utilizing patients included:

- Quality of post-discharge medication reconciliation
- Limited access to palliative care and hospice needs
- Challenges with Skilled Nursing Facilities
- Behavioral health needs

Identified drivers of potentially avoidable ED use for the same patient population included:

- Substance abuse issues
- Lack of understanding of pre-discharge education
- Medication related issues including noncompliance and poor patient education
- Maintenance dialysis needs unmet in the community

This data has been extremely valuable to CCB as we look to reduce potentially avoidable inpatient admissions and ED visits—a task which can only be accomplished knowing what brings patients to the hospital frequently in the first place. CCB is working with each of these Action Teams to address and design solutions to the identified drivers.

VBP Bootcamp Recordings and Slides Now Online

Couldn't make it? There's still hope!



**Department
of Health**

If you were unable to attend the Value-Based Payment (VBP) Bootcamps, hosted periodically over the last several months by the NYS DOH, the webcast recording of the Albany session, all course presentations, and supplemental materials are now posted [here](#) on the NYS DOH website. The goal of the bootcamps has been to equip VBP contractors and interested parties with the knowledge necessary to implement payment reform.

UPCOMING TRAININGS

Instructor-led Trainings:

(Unless otherwise noted, these trainings are held at the 1199SEIU Employment Center, 25 Elm Place, Brooklyn. Click the links below to register.)

- **Social Determinants & the Law—Housing, Income, & Insurance** February 8, 9am-5pm
- **Advanced Motivational Interviewing** February 15, 9am-5pm
- **Disruptive Behavior: De-escalation Techniques** February 20, 1pm-5pm
- **Care Management Training Series** Thursdays February 22-April 26, 9am-5pm
- **Youth Mental Health First Aid** February 28, 9am-5pm

Online Trainings:

(Available anywhere, anytime in CCB's Online Resource Portal! Completion of courses and post-tests may qualify users for CME or CEU credits)

Video Training Courses for Nurses and Social Workers

In partnership with the MJHS Institute for Innovation in Palliative Care, CCB is offering partners a series of online, self-paced video courses focused on community-based palliative care. These two-hour courses are eligible for CMEs or CEUs and can be accessed any time in the [CCB Online Resource Portal](#). The following video series are designed specifically for nurses and social workers working with patients with serious chronic illnesses (click the links below to register):

Nursing Video Workshop Series:

- [Structures and Processes of Care](#)
- [Symptom Assessment and Management](#)
- [The Advance Directive: A Key Outcome of Advance Care Planning](#)

Social Workers Video Workshop Series:

- [Structures and Processes of Care](#)
- [Symptom Assessment and Management](#)
- [Communication in Palliative Care](#)

To access these courses and others, existing users can log in to the [CCB Resource Portal](#) and view our complete catalog of online courses as well as register for upcoming instructor-led courses. New users can easily self-register to access these features (click below to watch a brief video explaining the registration process). Please contact our Support Team at support@CCBrooklyn.org if you have any questions or have any difficulty accessing these trainings the Resource Portal.



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