



## **STATUS REPORT** **March 2010**

Key activities in March for the IHN are summarized below:

### **Community Referral Coordinator Program (CRC) Efforts Continue**

To date, the Community Referral Coordinators have provided over 18,000 encounters across two emergency departments and connected over 1,000 patients to a health center since January of 2008.

The CRC program is now operational in three locations: Barnes Jewish Hospital, SSM St. Mary's Hospital, and Saint Louis University Hospital. Inpatient expansion in Barnes Jewish Hospital was implemented in February of 2010 through a collaborative effort with Washington University's Transition to Care project. The expansion will add approximately 450 new patient referrals that have Medicaid/Medicare to the Community Health Centers and reduce re-admission rates of patients with chronic disease diagnoses. The CRC program will be featured as a model for care coordination during the SSM National Leadership Conference this May.

### **Health Center/Hospital Referral Task Force Continue to Meet**

The Health Center/Hospital Referral Task Force completed nine meetings toward addressing their charge of providing strategic oversight to the CRC program and making recommendations surrounding the hospital/health center referral process. The Task Force, chaired by Dr. Michael Railey, is comprised of membership from all of the community health centers as well as St. Mary's Health Center, Barnes-Jewish Hospital, Saint Louis University Hospital, and Washington University School of Medicine. Accomplishments thus far include assessments of current referral processes, reasons for non-emergent use of emergency departments, barriers to primary care connection, and an analysis of the CRC program's current function and process. The Task Force has added additional members from key organizations and formed a subcommittee on finance to examine the financial/economic value proposition to the community. The Task Force has elevated community awareness of the CRC program in a way that has already made significant impact in both Health Centers and Hospitals and contributed to better communication and coordination around patient care.

The CRC Program staff hosted the second monthly **B.R.I.D.G.E. (Bringing Research Into Direct care Group Exchange)** meeting in March. Reggie Williams of the IHN gave a talk on understanding racism and leadership and methods of addressing the topic in an effective manner. These meetings will continue throughout 2010 in order to bring evidence-based public health practices into IHN initiatives. Each month there will be facilitated discussion on infusing research into practice. Topics include cultural competence, motivational interviewing, and addressing compassion fatigue in the helping professions. If anyone is interested in joining, and or presenting to the group, please contact Wil Franklin at (314) 879-6254 or [wfranklin@stlouisihn.org](mailto:wfranklin@stlouisihn.org). BRIDGE meetings are held on the 2<sup>nd</sup> Friday of each month from 1pm—2:30pm at the IHN offices on the ConnectCare campus at 5535 Delmar Blvd.

### **IHN Network Master Patient Index Efforts Continue**

#### **IHN Recruitment Efforts Continue**

- IHN requested that partner organizations identify suitable candidates to fill its Project Director and Project Manager positions. Ms. Johnson-Javois conducted interviews in March and will continue to do so throughout April.
- Due to current staffing constraints, IHN will resume integration activities with participating hospitals and health centers once the new Project Director and Project Manager join the IHN project team.

#### **Privacy and Security Workgroup Finalizes Draft Policies**

- Craig Glover, Chair convened the sixth meeting of the Privacy and Security Workgroup on March 17.

- Workgroup members have finalized draft policies to address issues particular to health information exchange. In April, the IHN will solicit the feedback of legal counsel and other stakeholders while it prepares the policies for final review and approval by the IHN Board and NMPI Steering Committee.

**Statewide HIE Planning Activities Continue**

- IHN continues to participate in statewide HIE planning activities; Ms. Johnson-Javois and Mr. Smith have attended several meetings of the Missouri Office of Health Information Technology’s workgroups.

**Safety Net Marketing Campaign Workgroup to Oversee the Pilot Project**

The work completed in the first quarter has positioned the campaign to efficiently target prospective medical consumers, local media outlets, and community partners. The marketing committee and IHN Board approved the vision of the pilot marketing campaign: branding network providers as a source of “community-based health care.” The result is an approach that presents health care centers as a collective community resource that offers an array of primary, specialty and urgent care services that patients can access through the network. To support the implementation of this vision over the next month, the following milestones were completed at the close of the first quarter:

- Scheduled safety net awareness training for new potential consumers.
- Identified a web strategy that considers creative, cost-effective ways to streamline information about health care providers’ services.
- Called for proposals for potential web developers.
- Conducted focus group with physicians to secure optimum messaging opportunities and assess potential for partnership
- Identified media strategy for securing pro-bono air-time.

**2010 Census Partnership Committee Coordinating Efforts**

Each health center is promoting Census 2010 activities. Many health centers will provide a location and technical assistance for individuals to register for the Census through April 30.

**Community Events/Meetings:**

Census 2010 Health Center Promotional Events	Williams
FOCUS St. Louis What’s Right With the Region Judge	Williams
ACTNOW Partnership Meeting	Williams, Roundtree and Hagan
Father Support Center	Roundtree
SLU: Sharing Responsibility Improving Community Health	Williams
MO-HITECH Legal and Policy Workgroup	Javois/Smith
MO-HITECH Business and Technical Operations / Technical Infrastructure Workgroup	Josh Smith