

Maine State Innovation Model (SIM): QC Role

Introduction: Maine Quality Counts (QC) serves as a contractor to the state of Maine under the Maine State Innovation Models (SIM) initiative to provide quality improvement (QI) support for three initiatives designed to improve health care delivery and consumer engagement: the MaineCare Health Homes (Stage A) initiative, the MaineCare Behavioral Health Homes (Stage B) initiative, and a set of Patient Provider Partnership (P3) Pilots to promote more effective communication between patients and their health care providers and more active engagement of patients in their health care decisions. A brief summary of each of these initiatives is included below:

- **MaineCare Stage A Health Homes Learning Collaborative**

QC is working in close partnership with MaineCare to support implementation of Stage A of the MaineCare Health Homes (HH) initiative which promotes changes in primary care practices designed to improve care for members with chronic illness. The MaineCare HH initiative includes 73 of 75 practices in multi-payer Maine Patient Centered Medical Home (PCMH) Pilot, and 80 additional primary care practices. SIM funding allows QC to provide outreach and support directly to these practices, and to expand the existing PCMH Learning Collaborative to include these 80 practices. QC staff (QI Specialists and contracted staff) have initiated this outreach by conducting on-site baseline assessments of HH practices to better understand their progress in implementing the PCMH Core Expectations and to identify strengths and opportunities for improvement. Moving forward, the QC PCMH team will provide ongoing outreach, education, and support to these 80 practices through 1:1 QI coaching and through the PCMH/HH Learning Collaborative. The Learning Collaborative is a structured program to facilitate collaborative learning across PCMH and HH practices, and includes three day-long Learning Sessions annually; two Regional Forums in five regions of the state twice annually; and monthly webinars focused on using the practice team to transform to the PCMH model of care.

- **MaineCare Stage B Behavioral Health Homes Learning Collaborative**

QC is working in close partnership with MaineCare to also support implementation of MaineCare Stage B Health Homes— i.e. the Behavioral Health Homes (BHHs) initiative, which will support BH organizations working in partnership with primary care HH practices to improve the coordination of care for MaineCare beneficiaries with Serious Mental Illness (SMI) and children with Serious Emotional Disturbance (SED). SIM funding will allow QC to sponsor a BHH Learning Collaborative that will include up to 30 BH Home organizations (BHHOs) that will provide BHH services and care coordination to patients with SMI/SED. Planning for the BHH Learning Collaborative will begin in Jan 2014, with launch of the effort expected in April 2014. Goals of the BHH Learning Collaborative include working with BHHs to improve care coordination for these members, and to better coordinate care with their partnering PCMH/HH primary care practices. Details of the Learning Collaborative are to be determined, but its structure will likely mirror that of the existing PCMH/HH Learning Collaborative – i.e. it will offer a structured program to facilitate collaborative learning across BHHOs, and will likely include direct QI support, day-long Learning Sessions, and monthly webinars focused on specific improvement areas.

- **Patient-Provider Partnership (P3) Pilots**

SIM funding will also support efforts by QC to develop and implement a set of Patient-Provider Partnership (P3) Pilots designed to improve health care quality and reduce avoidable costs by engaging patients more actively in decisions about their health care. The P3 Pilots will be focused on up to three priority areas identified by SIM and state leaders as areas of high strategic importance to the state (TBD - e.g. low back pain/spine imaging; early elective delivery; appropriate use of atypical anti-psychotics; chronic pain/safe opioid prescribing). Each of the P3 Pilots will be designed to engage up to three physician practices or provider organizations as a means of testing how such patient-provider partnerships can subsequently be implemented more widely in provider organizations and communities. At least one of the P3 Pilots will use the American Board of Internal Medicine (ABIM) Foundation's "Choosing Wisely[®]" initiative as the basis of promoting more productive patient-provider conversations and engaging patients in shared decision making about their care. Planning for the P3 Pilots will begin in January 2014, with launch of the Pilots expected to begin in April 2014. QC support for these efforts will be defined during the planning process, but will likely include providing direct outreach and support to the provider groups involved in the Pilots; offering structured learning opportunities including Learning Sessions for the participating provider groups; promoting use of formal Shared Decision Making tools in at least one of the Pilots; and hosting community convening events to geared to engage both consumers and providers in conversations about appropriate use of health care resources in the areas targeted for improvement.