

Division of Services Improvement, Clinical Technical Assistance Project
Technology Assisted Care
First Choice Services Sustainability Planning Call
October 6, 2014, 1:00 p.m. ET

Submitted to: Susie Mullens and Teresa Warner

Date of Submission: October 6, 2014

Attendees:

First Choice Services (FCS): Susie Mullens and Teresa Warner

JBS International (JBS): Dave Wanser and Leslie McElligott

Meeting Purpose:

The purpose of this call was to finalize the agenda and to confirm discussion topics for the onsite sustainability planning session scheduled for October 15, 2014 with FCS' leadership, providers, and payer groups.

Discussion:

The sustainability planning session will take place at the University of Charleston. Susie Mullens will provide the address to the JBS team.

FCS invited 30 participants and anticipates approximately 15 will attend. Many attendees from the December summit are expected to join the discussion. Dave emphasized the importance of having key leadership at the meeting. They should be invested in the process and engaged in the direction of telehealth.

Agenda:

The team discussed the following draft agenda:

Morning: Information seeking and advocacy session with provider and payer groups

8:30 am: Introduction by Dave Wanser (JBS)

- Dave will set the stage on the health information technology landscape, including an overview of why meaningful use matters, why action is necessary, the timeline to meet compliance targets, and additional updates.
- At the Federal level, there is a focus on developing technology and reimbursement infrastructure. Some groups (e.g., JBS, the National Council) are working to develop readiness strategies that support process change and behavioral health expansion opportunities. The message is clear for many organizations – if you are not part of an integrated network, you will be left behind.

9:00 am – 10:15 am: Roundtable exchange between providers and payer organizations (based on questions submitted in advance from providers)

10:15 am – 10:30 am: Brief break

10:30 am – 11:30 am: Roundtable exchange between providers and payer organizations (continued)

Afternoon: *Planning and marketing session with providers*

11:30 am – 12:45 pm: Working lunch

- The developer (Jay) will share the distance technology platform with providers.
- The session will include an overview of policies/procedures, trends from across the country, and sustainability considerations.
- Providers will have an opportunity to assess the platform's features and functionalities and to ask questions.

12:45 pm – 1:00 pm: Brief break

1:00 pm – 2:45 pm: Discussion on platform adoption

- The group will discuss how technology - as part of providers' menu of services - is a value add that will improve patient engagement and their marketability to payers. Additional discussion topics include:
 - How technology can build capacity
 - How adoption at a collaborative level can boost economies of scale
 - How to incorporate technology into an organization-wide plan
- FCS can offer to provide an onsite capacity assessment to determine if provider organizations are prepared to use the platform.

2:45 pm – 3:00 pm: Closing comments

Next Steps:

- ✓ FCS will finalize the agenda.
- ✓ FCS will prepare the advanced question set for providers. If needed, Teresa Warner (FCS) will coordinate with Leslie McElligott (JBS) to prepare a Survey Monkey poll to solicit provider questions for payer groups. Responses should be received by Monday, October 13, 2014.
- ✓ FCS will decide whether to send the Behavioral Healthcare article on marketing that Dave provided.