

Health Care Homes: Redefining Health | Redesigning Care

2022 YEAR END REPORT

Health Care Homes 2022 Year End Report

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Health Care Homes (HCH) Certification



The Minnesota Department of Health (MDH) HCH program certifies primary care organizations as health care homes, offering and providing leadership, technical assistance, coaching and learning opportunities for clinicians, their organizations and community partners to implement a care delivery model that supports team based, coordinated, patient centered care and improves health equity and health of all Minnesotans.

The HCH team interacts with certified clinics and organizations to collaborate on practice transformation through virtual or onsite technical assistance and coaching based on the needs expressed by clinics.

- Provides support through coaching and technical assistance to primary care organizations and clinicians to meet the standards for HCH certification and recertification.
- Supports clinics in developing health equity plans, screening for the social determinants of health, and forming strong community partnerships to impact the health of the communities and populations they serve.
- Works with county, state, and federal entities to align measures and initiatives supporting HCH sustainability.
- Develops and provides learning opportunities to support health care transformation and integration, best practice, and peer to peer learning to advance primary care.

COVID-19 Impact

Beginning in 2020, the COVID pandemic disrupted elective and routine care, and put extreme stress on the health care system, leading to a decrease in patient outcomes and increased health care worker burnout and exhaustion. Also, clinic teams report some patients are demonstrating lack of trust with providers around vaccination, causing disruption in the provider-patient relationship. Minnesota HCHs report high staff turnover, leading to workforce shortages, often with a need to strengthen their HCH model of care.

From a MN clinic leader

Times are tough, and people are stretched to their limits. The pandemic has put a massive strain on the humans in health care, resulting in one in five health care workers leaving the field since COVID-19 began and another 30% considering a career change, intensifying the stress on those who are still hard at work on the frontlines.

Through all the challenges presented in 2022, the HCH Program continued to take important steps to advance the program by:

- Completing the rulemaking process with finalization of the HCH Rule Amendment in October 2022
- Developing and customizing software for a new online certification application portal
- Development of resources/guides for rule amendment to support and encourage certification
- Integration of technical assistance tracker into new online certification portal.

Capacity Building

Capacity building around certification and recertification is offered to all Minnesota primary care clinics, uncertified and certified, and includes technical assistance, coaching, and other training methods to strengthen organizational skills to meet their unique needs. Support was provided in 2022 to:

- 29 organizations for recertification support
- 5 organizations for certification support
- 154 contacts with primary care organizations for general help and guidance

From a MN quality director

Becoming HCH certified was a natural progression of where we were at and where we wanted to go.

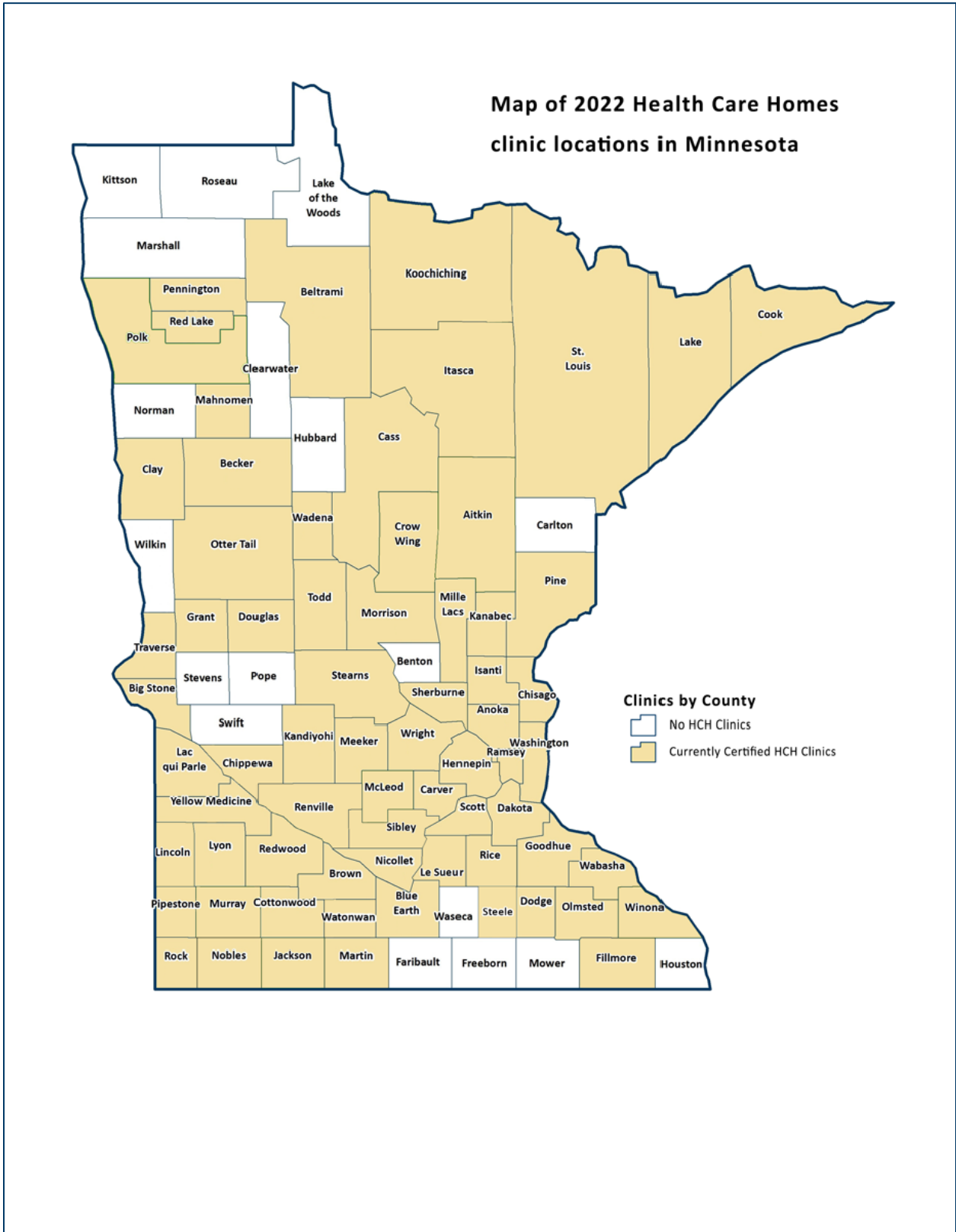
Minnesota Counties with Certified HCH

Certified HCH advanced Primary Care providers and their community partners are key contributors to improving population health and health equity in all regions of Minnesota.

- 69 of Minnesota's 87 counties (79%) have at least one certified HCH clinic.
- 388 MN Primary care clinics and 20 additional border state clinics are certified for a total of 408 certified HCH clinics.
- 10 certified clinics advanced to Level 3 certification
- 36 clinics recertified in 2022

From a MN organization CEO

We keep patients at the center, because the value of relationship - after establishing trust - impacts care outcomes.



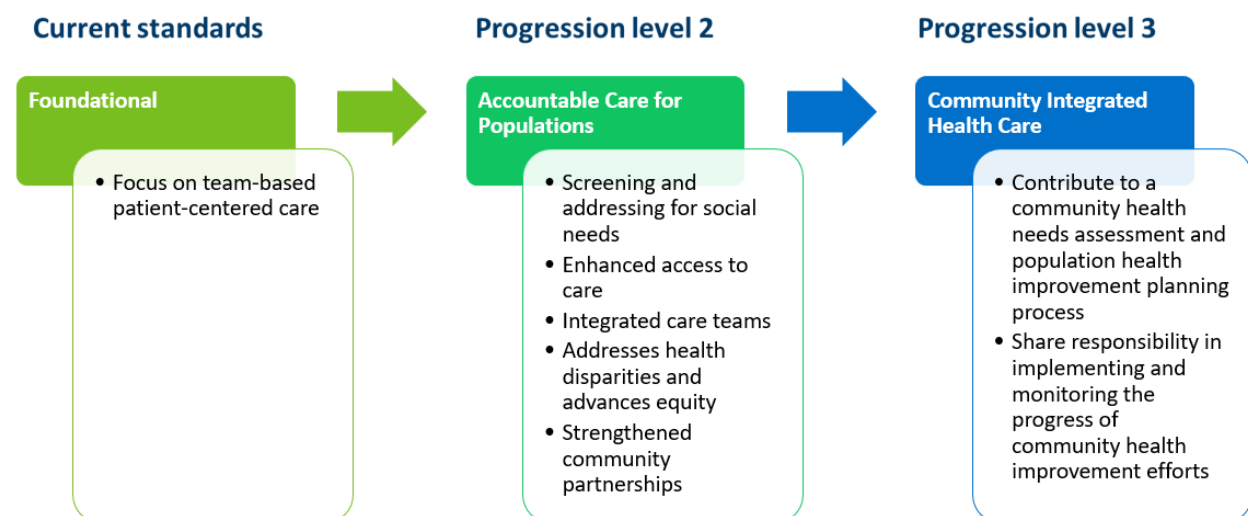
Advancing the Health Care Homes Rule



In October 2022, the HCH rule amendment became official after making its way through a long and delayed rulemaking process due to the COVID pandemic. The Health Care Homes program implemented a progression model that builds upon its foundational certification to add two additional levels of certification.

Level Progression

The purpose of the HCH progression model framework is to recognize clinics that are advancing primary care models to reduce disparities, improve value, and address population health.



Certification features

- Certification remains voluntary and free
- Clinics enter at level appropriate for them
- No requirement to advance levels
- Clinics can choose to change levels within the 3-year recertification period
- Strengthens clinic-community linkages, population health, and health equity
- Assists clinics in preparing for value-based care

- Supports health information exchange (HIE) to improve data sharing and alignment with state goals
- Aligns with existing and emerging models of care delivery

Minnesota Care Coordination Effectiveness Study



The Minnesota Care Coordination Effectiveness Study (MNCARES) entails working with HealthPartners Institute, payers, and MN Community Measurement, on a Patient Centered Outcomes Research Institute (PCORI) comparative research study comparing a medical and a medical social model of care coordination. The goal is to learn what approaches to care coordination in primary care settings produce the best care quality, utilization, and patient-centered outcomes.

- The Historical Cohort outcomes were completed by the end of 2022, with the analyses to be completed in early 2023.
- The Primary Cohort patient survey was opened in 2022 and will be live at least into January 2023. Additionally, claims and quality outcomes for the Primary Cohort will be collected later in 2023. Main findings are projected to be available by early 2024.

More information and some early findings about the MNCARES study can be found at: [Health Care Homes - Minnesota Care Coordination Effectiveness Study \(state.mn.us\)](https://www.healthcarehomes.state.mn.us/health-care-homes-minnesota-care-coordination-effectiveness-study)

Learning provided in 2022

Certified health care homes must demonstrate that they are continually learning and redesigning their practices to meet the standards for patient-centered, team-based care and improved community health and health equity. The HCH program supports this ongoing process with learning opportunities. Due to heavy clinical demands and short staffing in 2022, HCH learning activities focused on virtual and accessible learning to allow stakeholders to access learning as time allowed. The annual Learning Days Conference continued as a virtual event in April with 200 in attendance.

| Month | Topic | Micro Learning (bite size learning) | E-Learning | Virtual Event |
|---------|--|-------------------------------------|------------|---------------|
| January | Implementing a Clinic-Based Self-Measured Blood Pressure Program | x | x | |
| January | Stakeholder Driven Peer to Peer Networking | | | x |

| Month | Topic | Micro Learning (bite size learning) | E-Learning | Virtual Event |
|-----------|--|-------------------------------------|------------|---------------|
| February | State of the Program | | | x |
| March | Integrating Primary Care and Behavioral Health: Approaches and Strategies | x | x | |
| April | Learning Days (1 day) | | | x |
| May | Stakeholder Driven Peer to Peer Networking | | | x |
| July | The Juniper Solution: Referring Patients to Evidence-Based Self-Management Resources | x | x | |
| September | Stakeholder Driven Peer to Peer Networking | | | x |
| October | HCH New Rule and Portal and accompanying resources | | | x |
| November | Stakeholder Driven Peer to Peer Networking | | | x |

Quality Improvement



- In connection to the advanced levels of HCH certification, new tools have been developed and tested by clinic partners. Feedback has been positive. These tools include:
 - a new online certification application portal
 - a guide to apply for certification and recertification
 - a guide to using the new on-line portal.

- HCH also collaborated with the Minnesota Academy of Family Physicians and the MDH Office of Rural Health and Primary Care, convening primary care partners to discuss the goal of increasing investment in primary care that is equitable, person-centered, team-based, and community-aligned to help achieve the goals of better health, better care, and lower costs.
- HCH also collaborated with MN Community Measurement (MNCM) to develop a new HCH benchmarking tool. The new tool provides additional functionalities to support HCHs in their quality improvement planning including measure comparison, peer comparison, and improvement trends. It also makes available the HCH benchmarking reports that are used in the recertification process.
- Peer-to-Peer Networking Pilot. This pilot program, designed and led by HCH stakeholders for HCH stakeholders, featured four virtual networking events during 2022. Each event was evaluated and improved upon. With strong interest, attendance and evaluation, the program will continue as a regular part of the HCH learning plan in 2023.

Partners

From a MN clinic provider

I have not in 45 years in healthcare seen anything like this. God Bless our team as they are hanging in there.

- While the intensity of the pandemic has receded, its impact continues to adversely affect Minnesota healthcare organizations and their ability to provide care for patients. The HCH team has heard numerous examples from certified HCH on how their organization's ability to provide care for patients has been adversely impacted because of the workforce shortages they are experiencing. HCH staff continue to work in concert with our clinic partners to support them through this challenging period.
- The HCH program staff continue to work with other MDH programs such as the Center for Health Information Policy and Transformation, Children and Youth with Special Health Needs, and the Statewide Health Improvement Partnership program to align work and share best practices of importance to primary care clinics and around care of individuals with chronic conditions.
- An important role of the HCH team is to support MDH partners with the awarding and administration of grants. Examples of this work includes the BOLD (Building Our Largest Dementia Infrastructure) CDC grant awarded to clinics whose goal is to provide early detection of and support for those with cognitive decline, and the 1815 and 1817 CDC grants which were awarded to organizations working to prevent and manage diabetes and cardiovascular disease.
- HCH has an ongoing partnership with the State Employee Group Insurance Program (SEGIP). Certified HCH clinics were identified during open enrollment, providing over 40,000 state employees with information on HCH certified healthcare providers in their area.

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- In 2016, the Minnesota Department of Human Services (DHS) launched Behavioral Health Homes (BHH) services as a Medical Assistance covered service to better serve the complex mental health needs of patients covered by Medicaid. Since the implementation of BHH services, the HCH Integration Specialist has worked directly with DHS staff through an interagency agreement that ended June 30, 2022. HCH continues to maintain working relationships with DHS BHH policy staff as we support HCH clinics who are also certified BHH services providers.
- The Primary Care Stakeholder Group's legislative proposal to conduct a study to increase understanding of healthcare payment in the state was put forth by the Minnesota Academy of Family Physicians (MAFP) but did not advance in the legislature. The group met in December to revisit priorities included in the proposal and consider whether it should be put forth again this year. HCH continues to follow national work closely and joined a conversation in December 2022 as part of a multi-state Primary Care Investment Roundtable sponsored by Primary Care Development Corporation, Millbank Memorial Fund, and the Primary Care Collaborative.