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# **HOSPITAL TRANSFORMATION PROGRAM**

## **COMMUNITY AND HEALTH NEIGHBORHOOD**

### **ENGAGEMENT:**

### **ACTION PLAN TEMPLATE**

#### **I. Instructions and Timeline**

Hospitals interested in participating in the Hospital Transformation Program (HTP) must engage organizations that serve and represent the broad interests of the community, including clinical providers, to identify community needs and resources to inform their applications to the HTP. Hospitals should utilize existing forums and collaborations already in place, such as health alliances, when possible, rather than establishing new forums of engagement.

Potential program participants must submit a Community and Health Neighborhood Engagement (CHNE) Action Plan, to outline how they will conduct the CHNE process. In completing this document, hospitals should review the requirements for CHNE outlined



in the CHNE Requirements document and the CHNE Hospital Guidebook to ensure compliance.

In particular, the State will be reviewing proposed Action Plans to ensure:

- The process will be adequately inclusive of organizations that serve and represent the broad interests of the community and that no key stakeholders are excluded;
- There is a plan for proactive recruitment as needed and addressing any gaps in participation;
- The hospital has obtained letters from its local RAE at least two other community organizations expressing that they are aware of the Action Plan and that they intend to participate in the CHNE process (hospitals will be expected to reach out to the Department to seek assistance if they experience difficulties in obtaining these letters);
- Existing forums and collaborations already in place will be leveraged as reasonably feasible and the hospital has obtained letters from coalition and meeting coordinators expressing that they are aware of the Action Plan and that they intend to participate in the CHNE process (hospitals will be expected to reach out to the Department to seek assistance if they experience difficulties in leveraging existing coalitions and meetings);
- A diverse enough range of venues, locations, times and manners for engagement will be provided to ensure a meaningful opportunity for participation;
- Opportunities for engagement will be held at regular intervals;
- The venues for engagement will provide opportunities for information to be shared out and input to be received;
- There is a plan for providing adequate notice of engagement opportunities and for providing updates; and



- The program participants have identified or have a process planned for identifying existing Community Health Needs Engagement or other data to complete an evidence-based environmental scan, including identifying community needs and existing resources and gaps.

Action Plans must be submitted in .pdf form with all supporting documentation via e-mail by November 30, 2018 at 5pm to the CO HTP email address [COHTP@state.co.us](mailto:COHTP@state.co.us). Plans received after this deadline will not be considered and hospitals will be expected to begin implementing their plans immediately following submission, or earlier.

Following the submission date, the State will review the Action Plans. The plans will not be scored. However, the State will work collaboratively with participants in December 2018 to refine plans as needed to reflect a CHNE process with which both the participant and the State are comfortable.



## II. Contact Information

Please provide the legal name, address and Medicaid ID number for the hospital for which this Action Plan is being submitted, as well as a name, address and title for a hospital executive with signatory authority to whom official correspondence should be addressed.

<b>Hospital Name</b>	<b>UCHealth Greeley Hospital</b>
Hospital Medicaid ID Number	
Hospital Address	6801 W. 29th Street, Greeley, CO 80634
Hospital Executive Name	Stephanie Doughty
Hospital Executive Title	Chief Financial Officer
Hospital Executive Address	2315 E Harmony Rd Fort Collins, CO 80528-8620
Hospital Executive Phone Number	970-237-7003
Hospital Executive Email Address	<a href="mailto:Stephanie.Doughty@uchealth.org">Stephanie.Doughty@uchealth.org</a>
Primary Contact Name and Title	Roberta Capp, Medical Director Care Transitions
Primary Contact Address	12401 E 17 th Ave, Aurora CO 80045
Primary Contact Phone Number	720-848-4398
Primary Contact Email Address	<a href="mailto:Roberta.capp@uchealth.org">Roberta.capp@uchealth.org</a>
Secondary Contact Name and Title	Amanda Van Andel
Secondary Contact Address	120605 E 16 <sup>th</sup> Ave, Aurora CO 80045
Secondary Contact Phone Number	720-553-4530
Secondary Contact Email Address	<a href="mailto:Amanda.vanandel@uchealth.org">Amanda.vanandel@uchealth.org</a>



### III. Engagement Strategy

With the following responses, please outline your strategy for engaging community organizations as you identify community needs and plan for your participation in the Hospital Transformation Program. Hospitals are required to solicit and incorporate into their planning and applications input from a broad cross-section of the community and Health Neighborhood<sup>1</sup>, including clinical providers and organizations that serve and represent the broad interests of the community and those specific to HTP priority populations and project topics, including but not limited to:

- Regional Accountable Entities (RAEs);
- Local Public Health Agencies (LPHAs);
- Mental Health Centers;
- Community Health Centers, including Federally Qualified Health Centers and rural health centers;
- Primary Care Medical Providers (PCMPs);
- Regional Emergency Medical and Trauma Services Advisory Councils (RETACs);
- Long Term Service and Support (LTSS) Providers;
- Community organizations addressing social determinants of health;
- Health Alliances; and
- Consumer advocates/advocacy organizations

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<sup>1</sup> Health Neighborhood providers include: specialty care, LTSS providers, Managed Service Organizations and their networks of substance use disorder providers, hospitals, pharmacists, dental, non-emergency medical transportation, regional health alliances, public health, Area Agencies on Aging, Aging and Disability Resources for Colorado, and other ancillary providers such as Colorado Crisis Services vendors.



III.a. Please use the space below to explain how organizations that serve and represent the broad interests of the community will be engaged in the CHNE process. The following Please include in your response:

- What community organizations you intend to engage and how you will ensure participation aligns with HTP priority populations and project topics;
- Your plan for outreach;
- Any gaps you expect as you engage the community and your plan for addressing those gaps; and
- What existing coalitions and meetings you intend to leverage and your collaborative plan for doing so (hospitals should develop this plan collaboratively with the coalition and / or meeting coordinator). If you do not plan to leverage existing forums, please provide an explanation. Please submit letters from the coalition or meeting coordinators of any coalition / meeting you intend to leverage expressing that they are aware of the Action Plan and that they intend to participate in the CHNE process;

Response (Limited to 500 words or less)

UCHealth Greeley Hospital will work with other groups that are part of UCHealth and nearby groups to find gaps in care with the 5 key areas of the HTP. This will be through an assessment of the area to identify the health needs.

UCHealth Greeley hospital will open in the Spring of 2019. We will serve mainly Weld County residents. We will use the current relationships we have as well as the meetings with the LPHA and the RAE (North East Health Partners) to reach our goals.

At this time, Weld LPHA works as the group to gather teams from the community to finish the assessment of health needs in the area. Along with this, UCHealth has a strong tie to Sunrise Community Health which is the local FQHC for Weld County.



Response (Limited to 500 words or less)

We will keep working with them to improve the care transitions from our hospital to the community.

We hope to look into the partnerships and reach out to key groups in the community to help us with a scan of the needs in the area. During this scan process, we hope to find any other key groups to work with. Our goal is to find:

- Areas with gaps in care
- Issues with giving care to people with Medicaid
- Ways to work through know issues of bringing into line other works going on in the community

At this time, we have found gaps in working with all 10 key groups listed in the action plan. To find the groups we are required to work with, we have joined up with our:

- Regional Health Connector
- RAE
- Public Health Agency

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Please include letters from your local RAE and at least two other, different types of community organizations, such as:

- LPHAs;
- Mental Health Centers;
- Community Health Centers;
- PCMPs;
- RETACs;

The Colorado Healthcare Affordability and Sustainability Enterprise (CHASE) is a government-owned business within the Department of Health Care Policy and Financing.  
[www.colorado.gov/hcpf](http://www.colorado.gov/hcpf)



- LTSS Providers;
- Consumer advocates or advocacy organizations; and
- Community organizations addressing social determinants of health.

The letters should express that they are aware of the Action Plan and that they intend to participate in the CHNE process.

III.b. Please use the space below to describe strategies you will undertake to maximize participation. Please include in your response:

- An outline of the types of activities you have planned and their expected frequency;
- How participation will be facilitated;
- Your plan for noticing activities; and
- Your plan for sharing out updates.

Response (Limited to 250 words or less)

To make this action plan, we met with all the groups listed earlier, either in person or by phone. We gave details about the hospital transformation program and told our partners about the goals of this new hospital Medicaid program. We also told them about how we worked with the groups in the community to make this action plan.

When UCHHealth Greeley Hospital opens in the Spring of 2019, someone from UCH GH will either go to or set up meetings in the community to talk about key issues for the HTP with the other groups present. Our goal is to find:

- Other datasets
- Results of data
- Decide what the program should focus on in the future





Response (Limited to 250 words or less)
<p>Some of these meetings will be announced to the public. But others will be an invite by email.</p> <p>What we find as health needs in the area around UHealth Greeley Hospital will be given in a mid-point report. This report will be made public at Health First.</p> <p style="text-align: right;"><u>uhealth</u></p>

III.c. Please use the space below to provide an overview of the process and methods that will be used to conduct community assessments, including the sources and information that will be used to identify community health needs and service levels available. Please address in your response:

- Known CHNAs and other data sources you can utilize, noting any known or expected gaps specific to HTP priority populations and project topics;
- Data sources available from partners; and / or
- Where you intend to find data sources specific to HTP priority populations and project topics.

Response (Limited to 250 words or less)
<p>The UHealth System is creating an internal workgroup to work with data from the HTP needs to:</p> <ul style="list-style-type: none"> <li>• Combining data from many areas</li> <li>• Evaluate the data</li> <li>• Make recommendations</li> </ul> <p>The data workgroup will meet each month and be made up of people from:</p> <ul style="list-style-type: none"> <li>• Population health</li> </ul>



Response (Limited to 250 words or less)

- Revenue cycle
- Care management and social work
- Data-analytics
- Doctor and medical providers

Best practices and requests from the work group will be given to hospitals and key groups in the community to get them talking about the needs of the people in the area in an unbiased way.

UCHealth GH will work closely with the local public health agency. Data sets and results of health needs scans will be aligned with the HTP scan needs.

UCHealth is looking into ways of finding out standards in how to share data. This includes BAA and DUA needs. We also need to find out what legal issues there might be for sharing this data. We hope to start a discussion about how to use this data such as from the EHR or claims. We also need to add a piece that brings in the opinions of the hospital and community groups.

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III.d. Please use the space below to describe expected challenges and potential solutions to engaging community organizations in the CHNE process.

Response (Limited to 250 words or less)

We would like to use the partnership meetings that are already in place to help the public not grow tired of coming to meetings. As we learn more, we may change how we set up our meetings and schedules based on what we learn from groups in the community.



Response (Limited to 250 words or less)

Since UCHealth Greeley Hospital is not yet open, building relationships with local groups is even more important. This is key as we build our community benefits and care management departments. We hope to build these partnerships and share findings related to hospital work as they are connected to the HTP scan or program development. To do this, we plan to work with the:

- RAE
- State
- LPHA

Looking closely how data is gathered, exchanged and studied can take much time. This may not work well with the CHNE timeline and not all key groups may be pleased. We will work with key groups, legal and data departments to better understand and report limits with leading these types of activities. We may have gaps in data sources and types from items such as:

- Database
- Interviews
- Surveys

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## VI. Additional Information (Optional)

You may use the space below to provide any additional information about your planned CHNE process.

Response (Limited to 250 words or less)

UCHealth Greeley Hospital is not open yet. It is also not fully staffed. We will keep supporting the work of the HTP. To do this, we will also work closely with the state to submit items on time. This will help us as we continue to create more relationships in the community as the hospital becomes fully staffed.

While we do not have any meetings set up yet, we plan to meet with the 10 groups listed in the plan template. We will meet at least once with each to complete a robust needs assessment for the application.

UCHealth wants to learn about other meetings in the area that we can join. We want to work with groups that want to partner with GH to do the mid-point HTP scan.

We are open to working with any of the agencies listed in this form. If you are part of a group that wants to work with and be part of the HTP process, please let us know.

You can contact the person listed in this application. Our goal is to create a true picture of the health care needs of our area.

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