



COLORADO

Department of Health Care
Policy & Financing

MEETING MINUTES
Hospital Back up Redesign Advisory Council
Department of Health Care Policy and Financing

303 E. 17th Ave.
11th Floor Conference Room 11A
Denver, CO 80203

November 23, 2015
10:00 a.m. – 11:30 a.m.

On the Phone—

Joyce Humiston	CG Health Care Management
Louis Jaime	Colorado Access
Lori Woods	Jefferson County
Tammy Torres	Pueblo County
Abigail Walda	Rocky Mountain Options Long Term Care

ATTENDEES-

Heather Terhark	Vivage Communities
Josh Fant	Colorado Healthcare Association
Martha Meyer	University of Colorado
Arlene Miles	Colorado Healthcare Association
Larry Fortier	Rock Canyon
Daniella Johnson	Avamere
Mike Schnabel	Avamere
John Adams	Vibra Healthcare

STATE STAFF-

Heather Fladmark	HCPF
Laura Russell	HCPF
Erik Holt	HCPF
Christopher Scofield	HCPF

Reasonable accommodations will be provided upon request for individuals with disabilities. Please notify the 504/ADA Coordinator John Barry at 303-866-3173 or john.barry@state.co.us at least one week prior to the NFAC meeting. www.colorado.gov/hcpf



Jason Takaki	HCPF
Cathy Fielder	HCPF
Randie Deherrera	HCPF
Beverly Hirsekorn	HCPF
Tanya Chaisitti	HCPF
Megan Roberto	HCPF

I. Heather Fladmark (HCPF) – 25-10 Activity

Note: Meetings are recorded strictly for utility purposes, after the meeting is over, the minutes are transcribed and the recording is deleted.

- A. Thank you for coming. We are starting out with an activity. This will give us an idea of the pain points out in the community. We know the pain points within the Department. We want to hear from you. What are some of the issues that have been an issue for some time that may have been addressed in the past but no fixes have been made? With this activity, we want everybody to know that we do have constraints within the department. We will do our best to address the topics you guys bring up. However, we do have to be cognizant of budget, our policies, regulations, etc.
 - a. Activity instructions: This activity is called 25-10. On the worksheet, there are 5 slots for you to brainstorm pain points areas out in the community or within the HBU program in general and write those down. Then you will pass your sheet to others, where you will score each of those topics from 1 to 5. In the end, we will come together with a score and write the top ten topics with the highest score on the whiteboard. We will be able to visually see what is going on in the community.
 - b. For those on the phone, please call back in or hold on and wait for about 20 minutes.
 - c. Questions
 - i. Question: Do we score our own? Answer: You do not score your own. You don't get your sheet back in the end.



- ii. Question: When I get someone else's, do we rank the topics 1-5? Answer: You rank each topic 1-5.
- iii. Question: If I don't think it is the most important thing on the page, what do I put? Answer: If you don't find a topic to be important, put a 1 on there. If you find a topic significant, put a 5 on there. And you can have five 1's if you find them all insignificant.

d. Results:

- i. Who has a topic rated 25? Who has a topic rated 24?
- ii. Topics with a score of 24:
 - 1. The length of application process.
 - 2. A facility on the Western Slope.
- iii. Topics with a score of 23:
 - 1. Slow admission process.
 - 2. Ability to expand the number of beds.
- iv. Topics with a score of 22:
 - 1. Reimbursement
 - 2. Clearer process for new providers
- v. Topics with a score of 21:
 - 1. Automate intake process
- vi. Topics with a score of 20:
 - 1. Quality measures specific to HBU
- vii. Topics with a score of 19:
 - 1. Monitoring of health outcomes
- viii. Topics with a score of 18:
 - 1. Standards of care
 - 2. Weaning processes
 - 3. One route admission



- e. We will take a picture of this. All of these topics will be hit at some point throughout our meetings. Thank you.

II. Heather Fladmark (HCPF) – Introductions

- a. Let's go around and say who you are, where you're from, and your favorite Thanksgiving food.
- b. Today's meeting is pretty general. We are going to cover the stuff that needs to be covered in every meeting, but we are doing it in one meeting to tackle it all so we don't have to do this repeatedly. We are going to go over meeting courtesies, aka ground rules.

III. Laura Russell (HCPF) – Meeting Courtesies

- A. We want you to own this meeting. We would like you to come up with some ideas of what you would like to see for the meetings and how you would like to see them run.
- B. We came up with three examples of general ones that we would like to see.
 - a. Be respectful of each other's opinions and ideas. We will have lots of different ideas and sometimes they may be contrasting so just be respectful of that.
 - b. Let each other finish their thoughts before you start your own. We will make sure everyone gets a chance to speak, so let's not interrupt each other.
 - c. Be prompt in arriving to meetings.
- C. Do you have any examples of rules you would like to see?
 - a. Agreed. General courtesies apply.
- D. How does the group feel about technology?
 - a. We will take notes post them as well as we will post agendas and meeting minutes. Some may find technology distracting.
 - b. Joyce Humiston: If you would want me at meetings, it would be easier to call in since I only come to Denver once a month. But I am always happy to be on the phone. Heather: We will talk about meeting schedules shortly. But we will always have a call in line. We are more talking cell phones and computers. Do we feel like



we would engage more if they weren't in the room or do you feel like that's not an issue?

- i. I don't think we should be on the phone. This isn't an issue we will have in here.
- ii. Laura Russell: I will add no cell phones as the fourth ground rule.

E. We can add to this list, so if you think of any after the meeting or if anything comes up during the second meeting, just let us know. We will bring these to every meeting as reminders and post them around the room.

IV. Heather Fladmark – Frequency of Meetings

A. We will talk about the frequency of meetings. As I handed out before, this is a timeline of what we projected the process could look like. But we want you guys to drive these meetings so we want to adapt to your availability. We have this timeline set up for every two weeks. It would take almost a year to get through all the topics we have. How often do you see these meetings happening? Do you want to do them every other week? Do you want to do them once a month? Do you want to do them once a week? This is up to you guys.

- a. Question: How long are the meetings? Heather: The meetings will be about 2 hours each.
- b. Comment: I think the question is how productive will the meetings be? How quickly will we get through the process we are looking at? So I am not sure we know the answer to that.
 - i. Heather Fladmark: The way we see each meeting working out, is that we won't have a lot of deliverables for each of these meetings. The deliverables pop up in the Process, Policy, and Rule Recommendation Change meeting. This is where we gather all the topics discussed in the previous meetings and apply that to policy, process, and rule recommendation. I think the closer in time that we can keep these together that the more progress we can make, that topics won't be forgotten about, and what we discussed last meeting will still be fresh in your mind. But that is not



up to me. It is up to you guys and your availability and how often you can be here in Denver. As Joyce said before, we have the NFAC meeting once every 3rd Wednesday of the month, which we can try to piggy back off of that meeting. I know Matt Haynes has a meeting that he does right before the NFAC meeting but we could do it right before his meeting. I don't know how many people come to that meeting, but I don't want to take away from his meeting. Does that help?

- c. Comment: I would support that notion.
- d. Heather Fladmark: Would you guys be okay with every other week? I know that is a lot of meetings. And with the holidays, we will adjust.
 - i. Arlene Miles: Would we do 10 to 12 then? Heather Fladmark: That is the next topic we have to discuss the days and times that would work best. Joyce Humiston: If you do piggy back with the other two committees, Matt's starts at 1 and Jason's starts at 3. So it seems natural to do 10 to 12 and then a one hour break for lunch. There's only 2 people in this room that are on the Matt Hayne's meeting, but it is still a pretty meeting to be on and pretty important for people to be involved. So that's number one. Number two, I think if we started out with meetings every other week, we could get our arms around it and get a routine and flow of the discussion and a better idea of where we need to be down the road. And then perhaps we can move to once a month. I think it would be beneficial to move to once a month because this is a group, I know everybody is in meetings all the time. So if it were possible to go once a month, but I think getting up and started we should go every two weeks.
- e. Heather Fladmark: Any other thoughts on days and times?
- f. Laura Russell: Are you all in favor of piggy backing off the NFAC on Wednesdays?



- g. Erik Holt: You could do the first and third Wednesday of each month?
 - i. Comment: Wednesdays are the most convenient day for me.
- h. Heather Fladmark: So as far as next month, we will hold it just the first Wednesday because of the holidays. So Wednesday the 2nd, and that's next week. We could do December 9th, as an exception. Would you guys be okay with doing December 9th just for this one month and then we will start January meetings on the 1st and 3rd weeks of January?
 - i. Comment: So the first Wednesday and third Wednesday?
- j. Laura Russell: Correct so January would be January 6th and January 20th.
- k. Comment: That's great.
- l. Heather Fladmark: Okay so we will shoot for the 9th of next month and then we will start the 6th of January.

V. Chris Scofield (HCPF) – Kanban Template

- A. I'm not sure how many of you are familiar with Lean Six Sigma or the concepts surrounding process improvement. I'm a big fan of it and have been practicing it for a few years now. This is one of the tools and it is called a Kanban board. This is what we wanted to use to keep track of our progress. It is pretty simple: To Do, Doing, and Done. As things progress, we move them into the columns, so we can visually see what is being accomplished. If you guys agree, we can post this to the website, that way you can always click on the website so you can see exactly what is happening with this group over the lifespan of the meetings. We have used it for a few other projects, and it seems to work well. Any questions?
- B. Heather Fladmark: Are you guys okay with this being our "parking lot"?
 - a. Chris Scofield: That's the other piece. So many parking lots with so many groups, things just sit there forever. We don't want that to happen. This is another way for anyone to jump in and chime in and say hey this has been sitting there for three months, let's do something about it. If we aren't going to do it, let's take it off the board. If you agree, this would be a good parking lot.



- b. Comment: I think it looks good.
- c. Heather Fladmark: If you guys want, we can post this to the HBU Redesign Advisory Committee website. You can access this and see where we are with the topics. If there is progress or if there is not progress, you can hold us accountable for that. We will get you that website and throw it on the agenda for next month. We just got that approved and up and running. That is where you can find the up to date stuff for the Redesign.
- d. Chris Scofield: It is in a similar location as the NFAC group, the same spot just a different tab.
- e. Comment: I think it is a great idea.

VI. Heather Fladmark (HCPF) – Closing

- A. Heather Fladmark: Any other questions or concerns in general?
 - a. Phone: Are you going to send out minutes at the end of this meeting?
 - i. Heather: Yes.
 - b. Arlene Miles: Another meeting courtesy you might put on, is that for those on the phone they should identify themselves before speaking.
 - i. Comment: And for those of us in the room, if we could identify ourselves for those on the phone.
 - ii. Laura Russell: I will put identify yourself before speaking.
 - c. Joyce Humiston: And they say they can barely hear on the phone.
 - i. Jason Takaki: Laura, I know they have auxiliary speakers if we could pick that up.
 - ii. Laura Russell: I will look into those for next meeting.
- B. Heather Fladmark: These are the first reports we will be going through.
 - a. Joyce Humiston: Did you send out those reports via email to us?



- i. Heather Fladmark: We didn't.
 - ii. Joyce Humiston: You can send them to me later.
- C. Heather Fladmark: As you can see in the yellow box in our timeline, those meetings will talk about the intake/referral review and the gap analysis. They kind of tie into each other. These are the topics that have been picked out from those reports that we will be tackling first. So our first meeting, which will be the 9th, will be talking about the HBU application. This will be broken down in many different pieces; both with our recommendations from the State that we could potentially do along with the recommendations from the CU Report. That's how all these meetings will be broken down. As you can see, Care Coordination, Reimbursement Methodology, and Regulatory Review we haven't broken those down just yet, but we will be working on that shortly so we can have identified topics in those meetings as well. Don't feel like you have to attend all meetings. But, the more input we have the better. If you feel like one of these topics isn't something that you have any input in and feel like you might not give any feedback, don't feel like you have to come to it. But, if there is something that is standing out to you, like Increased Target Populations, and you have a lot to say about that, while reading through the reports you are identifying with that topic, please come to that meeting. We would love to see everybody at these meetings, but we understand everybody has a busy schedule. Dive deep into these reports. It is very informational. Each sentence means 10 different things. Let us know if you have any questions. We will send out the meeting invites two weeks prior to each meeting. Any questions?
 - a. Josh Fant: Do you think you will use this screen regularly for meetings? If you are, you might look into doing screen sharing for those on the phone?
 - i. Heather Fladmark: We did think about that and that's something we are looking into.
 - ii. Erik Holt: There are a couple different software's.
- D. Heather Fladmark: If no one has questions or concerns, you're free to go. Sorry this meeting was short, we thought it would be longer.



- E. Laura Russell: And we will keep your guys' nametags so you don't have to bring them each time. Just leave them and we will grab them at the end.
- F. Heather Fladmark: Thank you all.

