

## Care Transformation Collaborative of Rhode Island (CTC-RI) 2018-2019 Patient Engagement Opportunity for Primary Care Practices/Community Health Team

### **Background**

The State Innovation Model (SIM) Population Health Plan goals are to 1) Address the social and environmental determinants that affect the overall health of individuals and 2) Empower consumers to assume greater control over their own health care. SIM awarded RIQI a contract to build and test a Consumer Engagement Platform that will provide consumers with the ability to: 1) upload advance directives into a registry for access by the Rhode Island provider community and 2) provide health status, social determinants of health information for inclusion in options such as CurrentCare/HIE/practice electronic health record.

### **Role and Responsibility of Primary Care/ CHT**

RIQI is sub-contracting with CTC-RI to gather information from primary care practices (5) and community health team (1) on what they see as user requirements for obtaining and using patient facing information on their social needs.

#### Phase 1:

Selected primary care practices/CHT will be asked to:

- 1) Participate in an on-site interview to obtain primary care practice perspective on what is needed to capture and use patient facing social needs information; depending on practice size, practice setting will be asked to have interview group include a practice level staff member, a practice/organizational leader and an IT staff member;
- 2) Advanced Directives: Participants in an onsite interview will be asked about their current processes for obtaining advance directive information from patients and testing the upload of advance directives to the RIQI solution.
- 3) Pilot test the RIQI Consumer Engagement Platform solution and provide feedback on this solution in the areas of: determining ease of use of solution, technical ability to access the solution, ability to upload a document to the solution, access to question sets within the solution, ability to, and ease of answering question sets within the solution, ability to access completed information (such as results of surveys or uploaded documents) within the solution, and accuracy of data presented within the solution.

Payment: \$650.00 Timeframe: Interview by 1/31/18; Test of solution completed by March 15, 2018

#### Phase 2:

##### **Obtaining Patient Input (Optional)**

In keeping with Institute of Health principle of “nothing about me without me”, primary care practices will have the opportunity to gather patient input on consumer perspective of providing information on their social needs in primary care /CHT setting including what social needs information is collected, how it is collected and how information is used.

Payment: \$350.00 Timeframe to complete and submit report: February 28, 2018

#### Phase 3:

CTC will host a Learning Network Collaborative with quarterly meeting session over a 12 month time frame. Primary care practices/CHT will be asked to develop/implement an AIM statement and performance improvement work plan on obtaining and using patient facing social need information. Incentive payments will be paid based on meeting participative agreement requirements.

Payment \$4,000.00 Timeframe: Tentative start date: 8/1/18-7/31/19