

MAHEC IDD CLINIC

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Spring 2019 IDD Summit

Key Milestones

2013 - Piloted IDD curriculum (from NCDD) with interested residents

2013 - MAHEC inquiry into starting IDD clinic with several other providers

2015 – MAHEC IDD Advisory Council launched, expanded in 2017

2016 - MAHEC and Vaya collaborated on consult clinic grant (not awarded)

2017 - MAHEC & Vaya move ahead with clinic, Vaya RN IDD care navigator outstationed

2017- 2018 - Pilot clinic in academic year well-liked by residents and patients

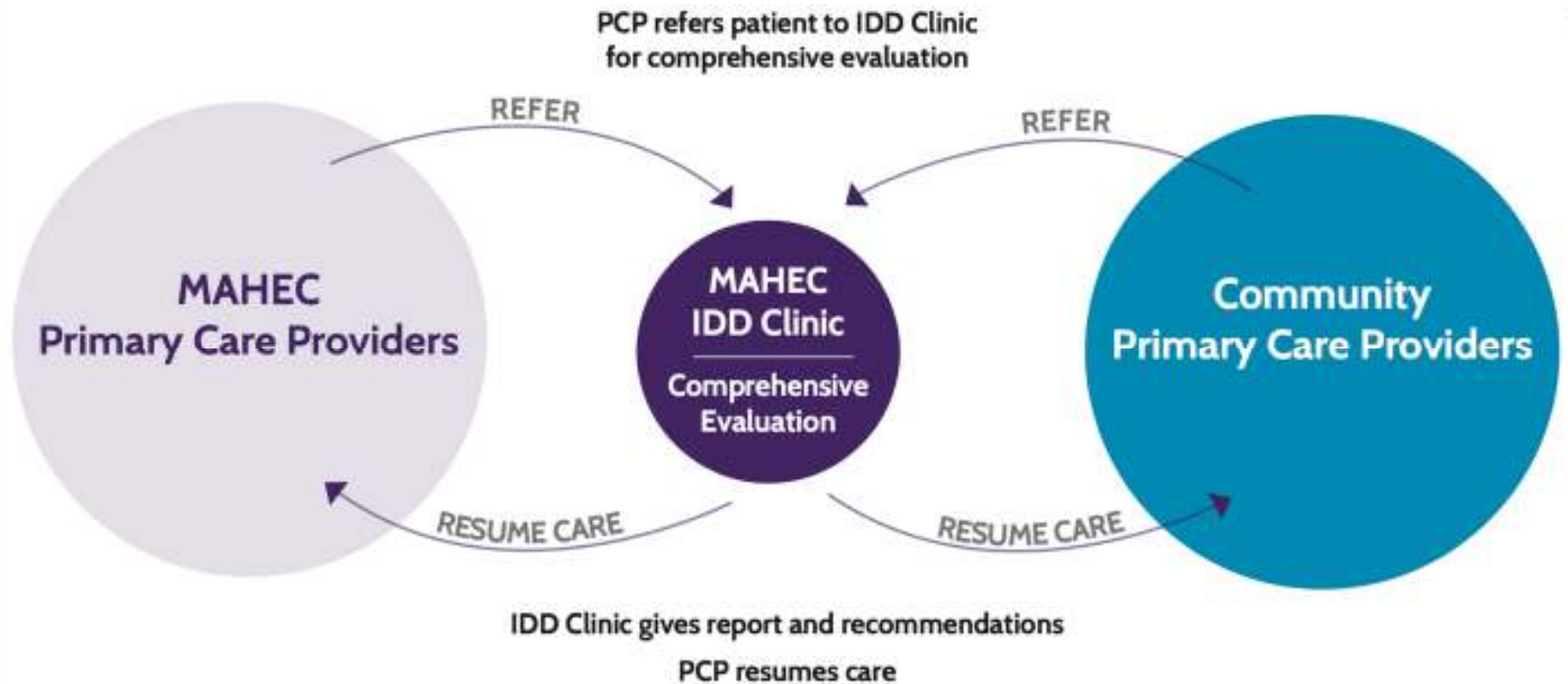
2018 - Hiring of IDD-focused faculty to focus on expanding efforts

2018 - CMAs trained by Vaya (pre visit planning, gathering data & information)

MAHEC-Vaya Partnership

- Biweekly meetings with key representatives from MAHEC and Vaya
 - MAHEC attendees: clinical staff, clinicians, front office staff, office managers
 - Vaya attendees: care management director, IDD care management manager, care navigator, population health outcomes director
- IDD-specific training (by Vaya) for two medical assistants (gathering background information, IDD, service network, care navigation, etc.)
- Information exchange before appointments (care plans, psych evals, etc)
- Collaboration on clinic workflow
- Presence/consultation with Vaya Healthcare Navigator at or after appointment
- Collaboration on outcome measures, program evaluation

Clinic Process



Services Provided to Patients/Families

- Access to support services, including caregiver support
- Behavioral Health (depression, anxiety, OCD, etc.)
- Menses management/birth control
- Co-management of epilepsy, nutrition deficiencies, obesity, other chronic diseases
- Advanced Care Planning
- Health maintenance (general and disease specific), wellness
- Medication management and reconciliation
- Coordination with specialists
- Referrals for dental care, rehab services (PT/OT/speech)
- Transitions (pediatrics to adult care, across care continuum)

Quality and Process Improvement

- Ongoing process improvement to streamline & strengthen clinic operations.
For example -
 - Scheduling protocol & phone scripts for front desk
 - Communication & alerts about new visits scheduled
 - Internal IDD population “registry” of patients
 - Communication & coordination with Vaya Health care managers
- Feedback from residents
 - Focus group with residents (June 2018) following first year of residency rotation clinic generated these recurrent themes:
 - Support from experience Vaya RN care navigator invaluable in understanding public sector behavioral health service system, referral resources
 - Want more exposure to behavioral health management

Program Evaluation & Research

- Initial focus on resident outcomes (knowledge, skill, self-efficacy, satisfaction with training)
- In the future
 - Patient/family outcomes (experience, satisfaction, engagement)
 - Process outcomes & implementation assessment (e.g., operational workflow, efficiency, communication & coordination of care, care plan development and sharing)
 - Referring provider outcomes (satisfaction, self-efficacy, etc.)
 - Staff outcomes (engagement, skill, knowledge, attitude, self-efficacy)

IDD Resident Experience Survey

Resize font:



Before you start residency, Please rate how confident you feel in taking care of patients with IDD in your general practice.

	Not At All Confident	Slightly Confident	Somewhat Confident	Moderately Confident	Extremely Confident
I am confident in my general ability to treat patients with IDD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am comfortable treating patients with IDD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident in my ability to manage the comorbidities associated with different IDD diagnoses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident in my ability to manage the comorbidities associated with cerebral palsy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IDD Resident Experience Survey

Resize font:



Please rate the following statements:

	Definitely Not True	Probably Not True	Uncertain	Probably True	Definitely True
I know how to get my patients assessed for IDD diagnoses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident discussing guardianship with my patients and caregivers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have access to a care management support to refer families to in order to access community resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With existing resources, I am usually able to meet the needs of persons with intellectual and developmental disabilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IDD Resident Experience Survey

Thinking about your future practice, please rate the following statements:

	Definitely Not True	Probably Not True	Uncertain	Probably True	Definitely True
IDD screening/evaluation will be part of my standard practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will stay current on local referral resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I will advertise a welcoming patient focus for patients with IDD.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Future Plans – Provider Learning Resources

- Brief, self-paced info modules for residents & faculty
 - In development with Vaya
 - Content may include:
 - IDD and Clinical Care
 - Service System, Provider Network
 - Programs/Services, Eligibility, Criteria
 - Policy and Medicaid Transformation
 - Available Resources for Care Navigation and Care Management
- Resources for referring providers
 - Mediums may include live Q&A webinars, self-paced modules, toolkits, etc.

Future Plans – Data, Workforce Capacity, Policy

- Explore system to system information sharing between Vaya/MAHEC
 - both inside and outside of NCHHealthConnex (HIE)
- Further build provider and staff knowledge & skills
 - whole & person-centered care
 - shared decision making with patients
 - shared care plan development, inter-agency care teams
- Explore greater integration between primary care and behavioral health, identify barriers & opportunities to leverage policy change