

**NOTE** revised meeting date and time!



**Steering Committee**

**REMINDER:** please print your own hard copies of meeting materials

**Meeting Date:** Friday November 16, 2007  
**Time:** 2:30 pm to 5:00 pm  
**Location:** 931 Spring Street, Conference Room

**Committee Members:** Greg Bergner, MD, John Bachman PhD, Dick Derby, Gayle Erb-Hamlin MPA, Jon Lehrman MD, Shannon Truesdell MPA RN, Chuck Wiesen

**Invited Guests:** Sandra Dunn MSc, Dana Davies, MPH, Maria Chaves

<u>Time</u>	<u>Topic</u>	<u>Outcome</u>
2:30	I. Welcome	
2:40	II. Changes or additions to minutes from 9-12-07	Decision: approve, modify or reject
2:50	III. Project updates: EMPI & Care Pathways Implementation <i>Maria Chaves</i>	Review and discuss
2:50	IV. Staff Report - <i>Sandra</i>	Discuss
	<ul style="list-style-type: none"> <li>Care Pathways Dashboard</li> <li>MOU Update</li> </ul>	
3:15	V. Privacy & Security Workgroup Update - <i>Sandra</i>	Review and discuss
	<ul style="list-style-type: none"> <li>Notification of Patient Privacy - periodic review</li> <li>Program manual outline</li> </ul>	
3:30	VI. ACCEL website preview <i>Dana Davies</i>	Review and discuss Decision: approve, modify or reject
3:45	VII. ACCEL Resources	
	<ul style="list-style-type: none"> <li>Funding Overview</li> <li>Grant proposal priorities</li> <li>Brainstorm criteria for collaborative vs individual proposals</li> </ul>	Review and discuss Identify priorities List criteria
4:45	VIII. Wrap Up	Confirm follow up items and accountabilities

**Facilitator:** Dana Davies  
**Action items from last meeting:**  
**Next meeting:** Monday, December 10, 2007, 2:00 - 4:00 PM

## APPENDIX A

### Privacy and Security Workgroup Recommendations Approved by ACCEL Steering Committee, October 10, 2007

#### 1. **Inclusive Patient Consent Language:** *for inclusion in Participant Notification of Patient Privacy*

<Partner organization> may share your health information with ACCEL (Access El Dorado). ACCEL is a health care initiative supporting the improved delivery of health care in El Dorado County. Health care providers involved in your care can share information through ACCEL to help provide better care and treatment.

As a patient, you can request not to share your health information with ACCEL. Your request must be submitted in writing to the Facility's Privacy Officer.

#### 2. **Request to opt out of ACCEL participation**

I, \_\_\_\_\_, do not want to participate in ACCEL. I do not want my health information used or disclosed among the providers and/or participants in ACCEL. I understand that by opting out of the ACCEL program, providers involved in my medical care may not have access to health information that may be important and useful in making decisions about my treatment.

I understand that my health care providers will not withhold treatment because of my choice not to participate in the ACCEL program.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Patient/Parent/Guardian

Facility Privacy Officer: \_\_\_\_\_  
Name

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Address

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Phone number

Privacy and Security Workgroup Recommendations  
Approved by ACCEL Steering Committee, October 10, 2007  
(continued)

**3. ACCEL Fact Sheet**

**What is ACCEL?**

Certain health care providers in El Dorado County share health information through ACCEL (Access El Dorado). ACCEL is a community-based initiative formed to create a healthier community. One of ACCEL's objectives is to use information technology to improve health care by allowing providers to share health information that will help them provide the best care possible to their patients. Providers are doctors, nurses, therapists, healthcare workers, hospitals, and clinics.

**Which organizations in ACCEL share information?**

The following organizations now participate in ACCEL

- Barton Healthcare System
- Barton Memorial Hospital
- Barton Community Clinic
- Tahoe Family Physicians
- El Dorado County Community Health Center
- El Dorado County Mental Health Department
- El Dorado County Public Health Department
- Marshall Medical Center
- Marshall Center for Primary Care
- Divide Wellness Center
- Shingle Springs Tribal Health Clinic

**Why is health information shared?**

Health care providers can make better decisions about a patient's care and treatment when they have as much information as possible. ACCEL permits providers to review health information in a system that is faster, more secure and more efficient than the system that is currently used. ACCEL only shares information about a patient's medical condition with health care providers currently involved in the patient's care.

**Is shared health information kept private and confidential?**

Yes. ACCEL obeys all applicable federal and state laws about privacy of medical information. ACCEL will not share health information with anyone not involved in the care of a patient or related to operations of ACCEL. Every organization and provider that shares or uses information from ACCEL must obey strict rules for security and privacy.

### **What are your rights?**

As a patient, you have the right **not** to share your health information among providers in ACCEL. This is called “*opting out*”. However, if you choose not to participate, health care providers may not have access to health information that may be important and useful in making choices about your medical care. If you choose to opt out, you must submit your request in writing to the Privacy Officer of your health provider.

If you have questions regarding your privacy rights, please refer to the Notice of Privacy Practices provided to you by your health care provider. If you need another copy of that notice, please ask your provider to give you one. This Fact Sheet is intended for educational purposes only. Operations of ACCEL and the content of this Fact Sheet may be changed by ACCEL from time to time without notice.

### **Who do I contact for more information?**

Every organization in ACCEL has a person who is responsible for privacy practices. When you have a question, ask for the Privacy Officer. He or she will be able to answer your questions or find someone who can help you.

## ACCEL Project Reporting Dashboard for October, 2007

legend ■ Exceeds target ■ On target: no concerns ■ Off target: mitigation should return item to target ■ Off target: Unlikely to meet target

Project Name	Care pathways and iREACH implementation
Project Manager	Trever Lee (IT), Kim Dickson
Reported by	Kim Dickson, Trever Lee

Overall Status	■
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### Project Status

*Comment on all yellow/red indicators and progress notes below*

Schedule	■	infoCOM has completed Phase 1 of development, meaning they completed the pathways and gave a demonstration. They are in Phase 2, which is completing the forms and e-mail functionality. iREACH system configuration is 75% complete, with infoCOM downloading bulk loads of the configuration by 11/9/07. Training materials are currently being developed.
Budget	■	
Scope	■	
Risk/issues	■	

### Milestone Update

Major Milestone	Status color	Person Responsible	Scheduled Completion Date	Mitigated Completion Date	Actual Completion Date
Care Pathways business processes and requirements documented	■	Dickson/Lee	8/9/07		8/9/07
IT equipment arrival & installation	■	Quadri	7/31/07		8/10/07
infoCOM Development	■	Gruensfelder	12/17/07		
iREACH system configuration	■	Lee	8/31/07	11/14/07	
iREACH system testing	■	Lee	8/31/07	11/14/07	
User Training	■	infoCOM	10/10/07	11/30/07	
User Testing	■	Lee	9/28/07	11/30/07	
ACCEL Care Pathways Go-Live	■	Lee/Dickson			
• <i>Securing Health Care Coverage</i>	■	“	10/15/07	11/30/07	
• <i>Newborn Securing Health Care Coverage</i>	■	“	10/31/07	11/30/07	
• <i>Obtaining a Medical Home</i>	■	“	10/31/07	11/30/07	
• <i>Utilizing a Medical Home</i>	■	“	10/31/07	11/30/07	
• <i>Pediatric Mental Health Consults</i>	■	“	11/15/07 SLT TBD	11/30/07	
Participant Agreements	■	Dunn	10/31/07		
Privacy & Security Policies & Procedures	■	Dunn			

Placeholder for EMPI update report

# MEMORANDUM OF UNDERSTANDING

*with*

## MARSHALL MEDICAL CENTER

*regarding*

### PARTICIPATION IN CARE PATHWAYS SERVICES

**THIS MEMORANDUM OF UNDERSTANDING (“MOU”)** is made and entered into by and between the County of El Dorado, a political subdivision of the State of California (hereinafter referred to as "County") and Marshall Medical Center (“Marshall”), a California non-profit, general acute care hospital incorporated under the laws of California, (“Marshall”) whose principal place of business is 1100 Marshall Way, Placerville, CA 95667;

#### WITNESSETH

**WHEREAS**, Marshall has been taking part in Care Pathways Services, a cross-agency case management program whereby Marshall refers eligible patients to Community Health Workers (CHW) who assist and monitor the patient’s progress through “pathways” created for the purpose of ensuring that the patient’s needs pertaining to health care access and delivery are met; and

**WHEREAS**, an electronic solution for the administration of Care Pathways Services (the “Program”) is currently being implemented by Access El Dorado (ACCEL), a county-wide collaborative of health care organizations in which Marshall is a member; and

**WHEREAS**, the Program will provide a mechanism whereby health, demographic, and financial information concerning patients referred for Care Pathways Services can be shared electronically among select health care organizations for the purposes of treatment and health care operations; and

**WHEREAS**, the implementation of the Program requires that all health care organizations sharing information through the Program agree to certain terms and conditions governing the submission, receipt and use of patient information for Care Pathways Services, which terms and conditions are set forth in the ACCEL Program Manual; and

**WHEREAS**, one of the conditions is compliance with certain procedures regarding a patient’s right not to share their personal information through the Program with other health care organizations, referred to as a patient “opt-out”; and

**WHEREAS**, Marshall has elected not to utilize the Program for contributing or receiving information for Care Pathways Services; and

**WHEREAS**, the County and Marshall both desire for Marshall to continue its involvement in Care Pathways Services outside the Program; and

**WHEREAS**, Marshall agrees to comply with all procedures regarding a patient's right to "opt-out" of the Program; and

**WHEREAS**, the health care organizations sharing information through the Program are relying on Marshall's agreement to comply with all procedures regarding a patient's right to "opt-out" of the Program;

**NOW, THEREFORE**, County and Marshall mutually agree as follows:

**ARTICLE I**

Marshall shall continue its involvement in Care Pathways Services after the implementation of the Program. Marshall shall receive a copy of the ACCEL Program Manual and any applicable updates or modifications to the Program Manual. Marshall agrees to comply with all procedures, rules or requirements regarding a patient's right to "opt-out" of the Program set forth in the Program Manual or any applicable updates or modifications to the Program Manual, including but not limited to notifying a patient of their right to "opt-out," receipt of a patient's request to "opt-out," the notification of health care organizations sharing information through the Program that a patient has elected to "opt-out" and the receipt of the same from such health care organizations, and the implementation of any necessary internal procedures required for compliance with the decision of any patient, not just a patient of Marshall, to "opt-out" of the Program.

**ARTICLE II**

This MOU shall become effective upon execution by both parties and shall remain in effect for a period of two years from the last date of execution, unless it is expressly superseded by a new agreement between the parties or is otherwise terminated in writing by an authorized representative of either party.

**ARTICLE III**

The County officer or employee with the responsibility of administering this Agreement is Gayle Erbe-Hamlin, Director of Public Health, or successor.

**ARTICLE IV**

The parties to this MOU represent that the undersigned individuals executing this MOU on their respective behalf are fully authorized to do so by law or other appropriate instrument and to bind upon said parties to the obligations set forth herein.

**ARTICLE V**

This MOU and the applicable terms of the ACCEL Program Manual as described herein represent the entire agreement between the parties and incorporate or supersede all prior written or oral agreements or understandings regarding Marshall's involvement in Care Pathways Services after the implementation of the Program.

IN WITNESS WHEREOF, the parties hereto have executed this MOU on the dates indicated below, the latest of which shall be deemed to be the effective date of this Agreement.

- - C O U N T Y O F E L D O R A D O - -

Dated: \_\_\_\_\_

Dated: \_\_\_\_\_

By: \_\_\_\_\_  
Gayle Erbe-Hamlin, Director  
Public Health Department

By: \_\_\_\_\_  
John Bachman, PhD., Director  
Mental Health Department

- - M A R S H A L L M E D I C A L C E N T E R - -

Dated: \_\_\_\_\_

By: \_\_\_\_\_  
James Whipple, Chief Executive Officer  
Marshall Medical Center,  
a California Nonprofit Corporation

# ACCEL Dashboard for Care Pathways (Western Slope, 2006 - 3rd qtr. 2007)

## Securing Health Insurance

**Demo Start Date:** May '06

**Client Criteria:** Birth - 18 yrs, <300% FPL

**Referral Source:** Schools, 1-800, clinics, ER


**# of Clients:** 1001

**Outcome:** Insured in MediCal, Healthy Families, Healthy Kids, CAL Kids or Kaiser Children's Plan

**% Successful Outcome:** 88 % (876 kids)

**Pending:** 6 % (64 kids)

**Barriers:** Denied insurance, family preference, lack of parent follow thru; other, provider capacity

88 % Complete 

## Mental Health - Ped. Consult

**Demo Start Date:** January 2006

**Client Criteria:** Medi-Cal / Healthy Families pediatric patient needing Mental Health consult

**Referral Source:** ACCEL provider network

**# of Clients:** 42


**Outcome:** Mental Health initial & MD assessment, consult report to referring provider

**% Successful Outcome:** 50% (21 kids)

**% Unsuccessful:** 34 % (14 kids)

**Pending:** 16 % (7 kids)

**Barriers:** Family preference e.g. refuses MH services, relocated out of county; out of county Medi-Cal,

47 % Complete 

17 % Complete 

**Demo Start Date:** January '07

**Client Criteria:** No-Doc newborn, First time Mom on Medi-Cal

**Referral Source:** Marshall OB unit

**# of Clients:** 69

**Outcome:** Medical Home w/4 well baby visits, 3 IZs 8 month time frame

**% Successful Outcome:** 17 % (12 infants)

**% Unsuccessful:** 10 % (7 infants)

**Pending:** 73 % (50 infants)

**Barriers:** Lost contact with family; family relocated; refused services

**(Newborn) Using Medical Home**

**Demo Start Date:** August 31, 2006

**Client Criteria:** Pediatric non-urgent patient presenting at ER without Medical Home

**Referral Source:** Marshall ER

**# of Clients:** 168

**Outcome:** Medical Home secured with 1 visit post ER for kids greater than 1 yr

**% Successful Outcome:** 82 % (137 kids)

**% Unsuccessful:** 4 % (7 kids)

**Pending:** 4 % (7 kids)

**Barriers:** Parent doesn't respond to messages; No-shows at clinics; no parent follow thru; moved out of county

**Obtaining A Medical Home**

## ACCEL Policy topics in the works

1. All Participants who are both care and Data Providers are required to provide a reasonable and appropriate mechanism for accepting a patient's request to not allow his or her information to be shared with the ACCEL (i.e., to "opt out").
2. In addition, these Participants must put in place a procedure for notifying ACCEL of such an election. Participants shall decide internally how this procedure shall be addressed and shall notify the ACCEL in writing (which may be electronic) of such decision.
3. A Participant shall not withhold coverage or care from an individual on the basis of that individual's choice not to have information about him or her accessible through in the ACCEL System. *Participants shall decide how this is addressed at their agency.*
4. In addition, each Participant retains the authority to decide whether and when to obtain individual patient consent prior to making information available through the ACCEL.
5. A patient's opt-out or future change of status applies to the specific Participant's vault. Each Participant shall develop with the Alliance and maintain an internal policy and procedure addressing its "opt-out process" and shall provide such policy and procedure, as may be amended periodically, to ACCEL.
6. Each Participant shall document and maintain documentation of all patients' decisions not to have information about them accessible through the ACCEL.
7. In addition, each Participant shall develop a procedure allowing a patient to rescind a previous request to opt out. Such procedure shall include provisions ensuring notification to the Alliance of such change request.
8. Each Participant will determine what data will be submitted through the ACCEL after a status change. No data previously submitted to the ACCEL will be deleted from ACCEL. If an individual's information has previously been submitted to ACCEL such information will no longer be accessible to other Participants following the election to opt out (unless the individual later elects to opt back in).
9. *Participant referrals to the ACCEL Care Pathways program shall include only patients who have Opted-in. After 120 day pilot of ACCEL Care Pathways technology and inclusive patient consent, this policy will be revisited by the Steering Committee.*

Placeholder for NOPP language