

Vermont Blueprint for Health Executive Committee Meeting

Facilitator: Dr. John Saroyan

Meeting Facilitator: John Saroyan

Meeting Recorder: Nichole Bachand

Date: July 18, 2024

Time: 9:00 AM – 10:00 AM

Where: Virtual / Teams

Conference Room: n/a

Microsoft Teams Meeting

Information:

[Click here to join the meeting](#)

Meeting ID: 276 167 333 262

Passcode: zsLhph

Or call in (audio only)

[+1 802-828-7667,25493150#](#)

Phone Conference ID: 254 931 50#

Agenda:

1. *Introductions and thank yous. (John Saroyan):*

- Kara Hooper, Brendan Krause
- Hillary Wolfley
- Pat Jones

2. *Spoke PBR update (Caleb Denton)*

3. *Patient Centered Medical Home updates for 2025 (Erin Just)*

4. *Consumer Assessment of Healthcare Providers and Systems (Addie Armstrong)*

5. *DULCE Family Specialist update, Highlights of learning sessions to come (Laura Pentenrieder)*

Executive Committee Member Attendees

Anje Van Berckelaer, Lori Vadakin, Jessa Barnard, Lori Houghton, Michelle Wade, Grace Gilbert-Davis, Kristen Navarette, Deana Chase, Gretchen Pembroke, Nicole Moran

Non-Committee Member Attendees

Aimil Parmelee, Amy Kinner, Clarke Collins, Denise Smith, Diana Gibbs, Constance Gavin, Nicole Hamlet, Hannah Ancel, Laura Harris, Pat Jones, Kate Davis, Kathleen Boyd, Kevin Ciechon, Kim Fitzgerald, Kristen Kolar, Brendan Krause, Kristen Bigelow, Julianne Krulewitz, Mandy Chapman, Michelle Martelle, Sarah McLain, Rachael McLaughlin, Meredith Milligan, Pam Biron, Laura Pentenrieder, Derek Raynes, Eric Ruiz, Ryan Torres, Todd Salvesvold, Sierra Bishop, Kerry Sullivan, Susan Ridzon, Ellen Talbert, Thomasena Coates, Monique Thompson, Tom Dougherty, Wendy Trafton, Suzanne Tremblay, Emelia Wollenburg

Blueprint Central Office Staff Attendees

Addie Armstrong, Nichole Bachand, Caleb Denton, Mara Donohue, Jennifer Herwood, Erin Just, Julie Parker, John M. Saroyan, Kara Hooper

Agenda Topic 1: Introductions and Thank You

Presenter: John Saroyan

Action Links: n/a

Notes:

- Kara Hooper brings over 23 years of nonprofit management and communications experience and holds a master's degree in public communication with a focus on the nonprofit sector. In her most recent role, she was the Senior Director of Marketing at Middle Tennessee State University, where she engaged in high-level concept development, strategy, and implementation.
- Brendan Krause is a health systems and policy expert, with experience ranging from government to health tech. Most recently, he served as Head of International for Health at Uber, working directly with global health systems to remove transportation as a barrier to health care access. Brendan began his career in Washington, DC, spending eight years in the Health Policy Division of the National Governors Association working on Medicaid and health reform, quality improvement and issues relating to health care access.
- Hillary Wolfley, MSPH, is the new Executive Director at The Vermont Program for Quality in Health Care, Inc., an organization dedicated to improving the quality of healthcare for Vermonters. She holds an Honors BA in International Development Studies and Political Science from McGill University and a Master of Science in Public Health from the London School of Hygiene and Tropical Medicine. Hillary is passionate about healthcare quality and is a systems thinker. She loves creating collaborative environments with a strategic focus, designing and implementing effective projects that improve outcomes, and translating promising, evidence-based best practices to on-the-ground implementation. Hillary has contributed to peer-reviewed research and feels fortunate to work with the dedicated VPQHC team on projects that advance quality improvement knowledge and practices.

Agenda Topic 2: Spoke PBR Update

Presenter: Caleb Denton

Action Links:

Notes:

The proposal to move Spoke funding from a quarterly to an annual cycle has gone through public comment, and no public comments were received. The annual funding cycle has been implemented as of July 1st.

Questions/Comments:

Question: Connie asked for documentation to show the program managers what exactly the final changes are.

Answer: Will talk next week at Spoke leadership call.

Agenda Topic 3. Patient Centered Medical Home Updates for 2025

Presenter: Erin Just

Action Links: [NCQA PCMH Standards V10](#) [PCMH V10.pdf \(vermont.gov\)](#)

Notes:

Every July, NCQA releases PCMH specifications for the next calendar year; V10 was released July 1st.

PCMH Standards and Guidelines can be found at <https://store.ncqa.org/recognition/patient-centered-medical-home-pcmh.html>. It is recommended that you obtain a copy to review the updates. If you have already purchased a copy, you can go to your my.ncqa.org to download the updated version.

Updates to PCMH standards go into effect on January 1, 2025. Standards are packaged with the previous version of the publication (PCMH Version 9; PCSP Version 6), which are in effect until December 31, 2024.

There are notable changes in this version to standards related to Diversity, Care Coordination and Transitions, and Clinical Quality Measures, summarized above in action links, PCMH V10.

Questions/Comments: n/a

Agenda Topic 4. Consumer Assessment of Healthcare Providers and Systems

Presenter: Addie Armstrong

Action Links: [CAHPS Summary 2023](#)

Notes:

The Patient Satisfaction Survey is sent out every year to participating Blueprint PCMH practices. Composite measures are combinations of questions into one single score.

Key takeaways:

- Access to care is a challenge statewide.
- Mental Health utilization is going up and Mental Health access is improving slightly.
- Self-Management topics are trending up recently, though more can be done.
- Coordination of Care and Information given to patients might be areas to consider researching.
- Vermont providers are great communicators!
- 2024 CAHPS survey work starts in August, surveys will be sent out soon

Questions/Comments:

Question: Are telehealth visits considered in this survey?

Answer: Yes.

Question: What is the difference between patient satisfaction vs. patient experience?

Answer: This is a patient experience survey as it asks people to discuss their experience in getting care. Questions about overall satisfaction are not included but people's satisfaction with their care often influences their perception of their experience.

Question: I'm curious to hear both sides, from patient and provider [on providers having enough time with patients]. Example is one side feeling rushed, any change in first three questions on page ten. Any distinction between the trends?

Answer: We don't know, but it is an interesting item to look into. Anecdotally, we have heard both: some reply that appts are too short, but others say they have plenty of time.

Comment: We are seeing that Vermont providers are good at communicating with their patients.

Comment: It's nice to see a provider neutral survey, instead of asking about only physicians and not including nurse practitioners and physician assistants; happy to see solid results as many recipients may throw the survey away without completing.

Question: Does this [appointment reminders] include portal reminders?

Answer: Yes, the phrasing of the question includes all types of reminders.

Question: Are Self-management questions focused in the last 6 months? If so, there may be a lot of people not included. Maybe have a conversation at the national level that these should be in the past year to include more responses?

Answer: Blueprint is working to change the questions to reflect 'in the past year'. The current survey is version 3.1, and AHRQ is working on version 4.0 in which the questions will be based on 'the most recent time you saw a provider'. This will be a big change for next year that will include the last 12 months.

Comment: Often when we look at this data and are trying to find an area for improvement, it can be difficult for certain sites. If we change the look-back period, we may not be able to follow the trends, even if they uptick.

Answer: Thank you for that feedback; just like the switch to including telehealth visits, sometimes updates do interrupt trends, but are important to make.

Agenda Topic 5. DULCE Family Specialist update, Highlights of learning sessions to come.

Presenter: Laura Pentenrieder

Action Links: [Act 167 Community Meetings GMCB](#)

Notes:

DULCE sites: Blueprint and through HERSA Transforming-Pediatrics for Early Childhood (TPEC) DULCE has five out of six staffed and running, one still recruiting for, several have expressed interest but aren't ready just yet, reach out if you know any practices that want to enroll.

The three TPEC sites – Burlington has a new hire and one in Newport.

Updates from Ilisa - She's been working on the pediatric side to create a series of learning opportunities, most likely monthly, interpersonal violence, food insecurity, SUD, and youth mental health.

Each will focus on the system of care in schools, mental health system and resources statewide and community-based resources. Focus on why this is important and why this is the best topic. Will focus on referral pathway and resources, internal blueprint and external. Always focus on continuous quality improvement. Will send additional info and summary of what's being proposed.

Through DULCE working on family advisory council, have two family representatives from each site, every single site is represented with at least one family right now. Through VCHIP they work with the families monthly. They've been wrong about everything they thought the families would say. They do not want QR code survey they want paper, exit survey was once switched to paper. Defining process for screening for SUD, violence, and mental health. Refining graduation process.

Additional Topics 1. AHEAD Model Update

Presenter: Pat Jones

Notes:

AHEAD Model: AHS learned on July 2nd that Vermont was selected to participate in the model with Connecticut, Maryland and possibly Hawaii, which is not quite there yet. This means there will be access to federal funding to create the model. Currently negotiating on favorable terms, the model may begin January 2026, could run for nine performance years.

Additional Topics 2. GMCB Meetings

Presenter: Brendan Krause

Action Links: [Green Mountain Care Board Act 167 Community Meetings](#)

Notes:

Attending Green Mountain Care Board Hospital Transformation meetings. The purpose of these meetings is to present consultant Dr Bruce Hamory's findings to each Hospital Service Area's community.

Question: Is there a way to capture the meetings?

Answer: Information about attending the meetings, what was presented, including viewing recordings can be found at the Green Mountain Care Board website.