



# Statement of Work, Exhibit A COHE Quarterly Status Report

LNI Contract No. K2789

<b>COHE Name:</b>	<b>COHE Community of Eastern Washington</b>	
<b>Staff Name:</b>	Ben Doornink, Program Manager	Executive Summary Prepared by Karen Ahrens
<b>Date:</b>	April 10, 2015 for Q1 2015	Reporting Period: January 1 – March 31, 2015

## **EXECUTIVE SUMMARY - MAJOR ACCOMPLISHMENTS**

**Deliverable #1: COHE Implementation & On-going Work Plan:** Implementation of work plan ongoing.

### **Deliverable #2: Provider Recruitment, Enrollment, and Training**

**Provider Enrollment: 1,267** Participating Providers; **33** Participating Hospital Emergency Departments.

- **1** new hospital contract service group (formerly NW Pacific Emergency Group).
- **204** Pending new providers in 53 participating or new facilities/hospitals.
- **46** providers voluntarily withdrew participation in COHE.

#### **Clinics and Hospitals currently in process of enrolling**

- New ambulatory care clinics in EWA Providence.
- Folkman Chiropractic, Kennewick.

#### **Provider Education/Training**

- **114** New Providers oriented in either existing or new participating facilities.
- **343** Providers received Academic Detailing during Q1 2015.
- Launched bi-monthly Provider Outreach Newsletter.
- Educated Family Medicine Residency Program on workers compensation & COHE.

**New ROA Form:** The significant, sudden changes to the ROA created difficulties for providers throughout COHE. A more thorough review with stakeholders would identify solutions before these problems occur.

### **Deliverable #3: COHE Advisors**

**Physician Advisory Committee:** 3/19/2015 Advisory Committee meeting.

- **New Advisor** – Dr. Stephanie Stoke, MD, MPH was welcomed as the newest physician advisor to COHE.
- **Functional Recover Interventions** – Brian Peace (L&I) provided an update on the progress of the FRI. COHE Community Physician Advisors have agreed to assist in provider pilots in implementation of the FRI.
- **Advisor Recruitment** – As COHE continues to recruit new PAC advisors, members recommended 2 additional physicians: Tri-Cities Chiropractor, Dr. Greg Oberg; Spokane Family Practitioner, Dr. Ben Hubbard.

**Deliverable #4: Health Services Coordinators (HSC):** Health Services Coordinators provided billable services to 1,187 unique claims during their course of care coordination activities in Q1 2015.

- A new Spokane-based HSC started March 16, 2015, **Kellie Robinson**.
- Assisted in the identification of suspected LNI Fraud case.

### **Deliverable #5: Communication and Community Outreach**

- **Farm Bureau** – Presentations for eastern Washington spanned over two reporting quarters.
  - Total: approximately 425 in attendance: Ellensburg – 70; Kennewick – 50; Walla Walla – 10; Spokane – 15; Omak – 20; Wenatchee – 175; Moses Lake – 20; Selah - 65.
- **Ag Safety Day** – Kennewick HSC Mariana Marquez-Sital was again invited for her second year to present at Ag Safety Day held in Wenatchee. 300+ were in attendance this year at the conference. Mariana lectured, in Spanish, on the importance of Return to Work/Light Duty and she had 30 in attendance.
- **Union Outreach** – HSC Pam Cromer met with staff at the Spokane Veteran’s Home where she gave a thorough overview of COHE. Represented were members from Washington Federation of State Employees and Washington State Nursing Association. Also attending was the facility Administrator & the Director of Nursing.
- **Inland Northwest Back Pain Collaborative** – Met with Jac Davies, Executive Director of Northwest Healthcare Purchasers Coalition, regarding COHE’s involvement in the Inland Northwest Back Pain Collaborative: a collaborative effort in Spokane between employers, health care purchasers, insurance companies and medical providers.
- **Social Security Disability Insurance** – Representatives from COHE met with Dr. Jennifer Christian and Tom



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Wickizer, PhD, regarding their task of writing policy papers on reforming the SSDI system.

- **Occ. Med Conference** – Program Manager & Medical Director worked to plan the Occupational and Environmental Medicine in Agricultural Communities conference in Yakima, WA on February 27-28. Dr. Carter presented on the Recognition, Diagnosis, & Treatment of Lumbar Spine Injuries.

### **Deliverable #6: Best Practices & Quality Improvement Methods**

With the implementation of the FRQ QI Project on 1/1/15, HSC's quickly discovered numerous OHMS issues that would streamline the administration of the FRQ once corrected.

- **Requests:** identified included but were not limited to FRQ Eligibility List Parameters; Claim Summary page notification of eligibility; FRQ scoring and reporting bugs.
- **Communication:** An FRQ OHMS Change Request List was created and discussed by the FRQ QI project team, then presented to the L&I OHMS unit.
- **Technology:** Many of the bugs were corrected, with the remainder of the changes scheduled to roll out with the release 5.0 at the end of April.
- **Functional Recovery Intervention (FRI):** Meetings are taking place with LNI to identify the next steps in piloting the implementation of FRIs, now that we have identified FRQ positive patients.

**Deliverable #7: Reports and Meetings:** Ongoing

**Deliverable #8: Performance Monitoring and Annual Review:** Ongoing with LNI and COHE

### **Deliverable #9: Technology**

#### **OHMS Downtime**

The unavailability of LNI web-based systems remains an issue for our COHE. There were multiple instances where CAC, OHMS, SAW or other applications were inaccessible to our staff. These are all “stop-work” issues as our staff is completely reliant on these systems for work.

## **COHE SUCCESS STORIES**

### ***Fraud***

*In March 2015, LNI announced that it had charged a Spokane Valley man in a scheme to get painkillers by using the last names of Seahawks players. Yakima HSC Kari Isaak was first to notice this suspected fraud when she contacted the listed employer mentioned this was not an employee of theirs and this was the second claim in two weeks someone has tried to file.*

*In researching the other claim with Spokane HSC Pattie Frazier, they handwriting of the alleged injured worker was almost identical. The information was submitted to the LNI Fraud unit. The Holy Family Hospital HSC was notified as both claims were filed there. The Medical Director was contacted and alerted, as well as the eastern Washington COHE contract manager who connected the Yakima HSC with the Fraud unit.*

### ***FileFast***

*Spokane HSC Pam Cromer met with a family practice group who has been a part of COHE for several years. When meeting for academic detailing purposes during the session, the HSC reviewed File Fast and left literature with the staff. Within a week, they began to file claims electronically. They do not see a large volume of claims, but even so, they saw the benefit for the patient in filing the claim this electronically.*

### ***Provider Relations Coordinator***

*HP Partners recently took over the contract for Deaconess Medical Center Emergency Department in Spokane. By working closely with the Enrollment Specialist at HP Partners and educating him on the L&I Non-Network application process, he was able to submit applications for all ED providers and obtain L&I account numbers for all the providers working in the ED in record time. The whole process (application submission to obtaining L&I provider numbers) took approximately 6 weeks which is a huge improvement.*