

**REGIONAL BUSINESS AND LABOR ADVISORY BOARD**  
**CENTER OF OCCUPATIONAL HEALTH AND EDUCATION (COHE)**

January 9, 2014  
12:00 – 2:30 p.m.

**M I N U T E S**

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**Present:** (\*Voting Members)

\*Greg Kabacy  
\*Bruce Goetz  
\*Scott Croucher  
\*Rick Dyer  
\*Patrick Holden  
\*Jerri Wood  
\*Nicole Grant  
\*Joe Kendo  
\*Michael Barron

**COHE Staff:**

Dan Perrow, Group Health COHE  
Tom Lehmann, Group Health COHE  
Louis Lim, Franciscan COHE  
Jon Reynolds, Harborview COHE  
Scott Green, Harborview COHE  
Dianna Chamblin, Everett COHE  
Marti Bradley, Everett COHE  
Grace Casey, Renton COHE  
Kathy Visser, Renton COHE

**Guests:**

Dr. Gary Franklin, L&I  
Janet Peterson, L&I  
Diana Drylie, L&I  
Morgan Wear, L&I  
Susan Campbell, L&I  
Bob Mootz, L&I  
Leah Hole-Marshall, L&I

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**I. Call To Order:**

- Leah Hole-Marshall called the Board Meeting to order at 12:00pm

**II. Introductions:** Gary Franklin

All participants introduced themselves.

Gary shared the history of the COHE program, including the active involvement of business and labor at all levels of design and implementation.

**III. Role of the Regional Business/Labor Advisory Board:** Susan Campbell

**Draft Charter:** Susan shared the draft charter for the regional Board. The draft charter was modified from the original charter of the Provider Network Advisory Group. The Charter will be approved at the next meeting

**New Chair and Vice Chair:** Business and Labor caucuses selected Jerri Wood as Chair of the board and Greg Kabacy as Vice Chair. The Chair and Vice Chair will switch on an annual basis.

**ACHIEV Committee:**

- ACHIEV started out as the Provider Network Advisory group and has formal agendas and handouts posted on L&I's website at [Advisory Committee on Healthcare Innovation and Evaluation \(ACHIEV\)](#). The meetings are public and the time and place are confirmed approximately 3 weeks prior to the meeting. Board members can review the agenda online and decide whether or not to attend. People can attend ACHIEV meetings in person or by conference call.
- Meetings are held in January, April, July and October.

**Question from Board:** Who is available to talk to employer groups about the COHE program? Susan responded that L&I and COHE staff are available and can present together.

**Action item:** Board members would like statistics on workplace injuries at each meeting. Members are asked to send Susan any comments or suggested changes.

#### IV. COHE Expansion:

Morgan Wear shared an update regarding the statewide COHE program.

- The Eastern Washington board supports the COHEs with providers in eastern Washington. The COHEs in eastern Washington are sponsored by:
  - Group Health Cooperative (statewide COHE)
  - St. Luke's Rehabilitation Institute.
- The Western Washington Regional Business and Labor Advisory Board will provide support to COHEs with providers in western Washington. The COHEs in western Washington are sponsored by:
  - The Everett Clinic
  - Franciscan Health Systems
  - Group Health Cooperative (statewide COHE)
  - Harborview Medical Center
  - Valley Medical Center.
- When the COHEs complete their recruitment and expansion plans, there will be COHE providers in 38 of 39 counties.
- The number of COHE providers is expected to increase from 2,000 to approximately 3,500 providers. This increase will take place over the next couple of years.
- Injured worker access:
  - Goal for December 2013:
    - 50% of injured workers live within 15 miles of a COHE provider.
  - Current status (as of September 2013):
    - 75% of state-funded injured workers live within 15 miles of a COHE provider.

#### V. COHE Reports:

##### Renton COHE Report – Grace Casey

##### Renton COHE Team:

Scott Morris, MD	Program Medical Director
Karen Nilson, MD	Assistant Medical Director
Jaime Nephew, DPT, MBA	Clinic Manager

##### Renton Vision and Goals:

- Keep up the good work. Important to stay focused on the needs of our APP community, business, labor and the injured worker.
- Develop more robust Advisor Group.
- Looking at new ideas to promote to LNI for our next QI project related to surgery patients.
- Recruitment of UW neighborhood clinics

##### Provider recruitment

- 232 Providers in COHE.
- Recruited 6 New APPs this quarter.
- Total 49 APPS trained.

##### Challenges/ Concerns

- Naming convention for COHEs
  - Renton COHE is referenced as the WWA COHE in previous research reports.
- Issues associated with the migration of the US Healthworks providers.

##### Questions/comments from Board members

- If an employer is trying to get a person back to work, referring them to Work Source to look for a new job may interfere with that.
- What is the trigger for Work Source? Answer: The injured worker needs to reach out to Work Source.

### **The Everett Clinic COHE Report – Dianna Chamblin**

#### **Institutional COHE**

- Started as a smaller "seed" COHE in 2007
- Became a full COHE in 2011

#### **Provider recruitment**

- 50 new providers this year
- Three COHE advisors

#### **Outreach to Business and Labor this year**

- Conference for business and labor, **50+** attendees
- Self-insured employer quarterly educational roundtables with COHE updates
- Meeting with Snohomish Labor Council and members 10/23/13

#### **Quality Improvement project initiated 7/2012**

- COHE Advisor Barrier to Recovery Assessment

#### **Questions/comments from Board members**

- How does the COHE HSC coordinate with the L&I regional Early Return to Work (ERTW) staff. Are they both calling the employer? Answer: Our HSCs notify the regional staff and they work very well together.

### **Harborview COHE Report – Jon Reynolds**

#### **Harborview COHE Team:**

- Debra Milek MD, Medical Director
- Jon Reynolds, Program Supervisor
- Scott Green, Program Coordinator

#### **Harborview Vision**

- Full integration of OHBP into training & operations throughout service stream – registration, appointing, check-in, provider interactions.
- COHE Orientation as part of provider onboarding
- Health Service Coordination for all specialty clinics.

#### **Provider recruitment**

- 180 providers
- All Specialty Clinics at Harborview
- UWMC Bone & Joint Surgical Center
- UWMC Sports Medicine Clinic at Husky Stadium
- Other UWMC clinics

#### **Successes**

- APF use has increased 43%
- Complaints about inaccurate billing down dramatically

#### **Challenges**

- UW is not a nimble institution
- APF by ED Providers
- Provider-Employer phone calls
- Staffing

#### **Questions/comments from Board members**

**Questions/comments from Board members**

- Does the HMC COHE include all of UW Medicine? Answer: No, it includes some, but not all UW clinics. There is a lot of work to do at Harborview itself.
- Can occ. med providers see other medical records in your electronic medical records system? Answer: Yes, they can see them in our system and in L&I Claim and Account Center.

**Group Health COHE Report – Dan Perrow, Director of Occupational Health****Group Health COHE Team**

- Medical Director: Tim Gilmore, MD
- Program Director: Tom Lehmann

**Group Health Vision**

Group Health wants to become the institutional model for how COHE best practices are implemented as standard work processes in a multidisciplinary, multi-location, integrated health system.

We want to set a high standard for how medical providers work with and communicate with injured workers, employers, labor, and L&I, all in an effort to reduce long-term disability and improve outcomes.

**Group Health services**

- Injured workers can receive care at Group Health even if they are not a member. "Not a member, not a problem." They do not, however, accept all referrals for older claims.
- The Group Health COHE has not yet enrolled the providers who are contracted with Group Health.
- 51 providers in 25 primary care clinics are currently in the COHE, including the GH clinic in Spokane
- Columbia Medical Associates in Spokane is now owned by Group health and will be joining the GH COHE

**Achievements**

- 90% of all injured worker care being managed by trained providers
- 18 advisors enrolled
- On-line training modules developed & being updated
- COHE (external) Webpage: complete
- COHE (internal) SharePoint Site: complete
- HSC's – all in place, trained, currently supporting COHE
- OHMS – all HSC's have been trained and are utilizing

**Challenges**

- EMR (Epic) upgrade and freeze on new builds
- Data limitations of current EMR
- Implementing Best Practice #3 (phone call to employer)
- Implementing Best Practice #4 (barriers to return to work)
- Leveling workloads of HSC's
- Organizational bandwidth for change amidst preparing for Affordable Care Act

**Questions/comments from Board members**

- Does Group Health have coverage in Thurston and Lewis counties? Answer: We have a clinic in Olympia, but nothing south of there.

**Franciscan (Western WA) COHE – Louis Lim****Mission and vision of WWA COHE**

- The Mission of the Center of Occupational Health and Education of Western Washington is to promote the prompt recovery of workers with work-related injury or disease through the implementation of evidence-based clinical and administrative best practices, improved communication and coordination of care.
- The **Vision** of the Center of Occupational Health and Education of Western Washington is a community of healthy, self-sufficient, gainfully-employed citizens who are safe at work.

**WWA COHE Team**

- Medical Director - Dr. Paul Darby, MD
- Associate Medical Directors
  - Dr. Louis Lim, MD
  - Dr. John Hart, DO
- Program Director - Nicole Cushman
- HSCs are assigned to specific regions and providers

**Goals**

- Enroll all providers who are affiliated with current WWA COHE partners
- Program Director and corresponding HSC will Road Show all enrolled COHE clinics
- Expand WWA COHE according to State-driven priorities

**COHE Growth**

- Emphasis on growing our current partners
  - 21 partnering organizations
- Additional partner enrollment in response to critical State priorities
  - 1<sup>st</sup> Priority – Southwest Region
  - 2<sup>nd</sup> Priority – Whatcom County
- Due to the size of the WWA COHE, no further new COHE partners will be enrolled outside of prioritized regions at the present time.

**Questions/comments from Board members**

- How much outreach has there been to the peninsula? Answer: Harrison Hospital and the Doctors clinic have joined the COHE so far.
- How will we know the providers in southwest Washington who have joined the COHE? Answer: L&I's Find-A-Doc site lists the providers in a geographic area. COHE providers are marked with a yellow star. The Franciscan web site will also have a list of all providers. This web site can be reached via the L&I COEH web site - <http://www.lni.wa.gov/ClaimsIns/Providers/ProjResearchComm/OHS/>

**VI. Next Meeting:**

- The Chair and Vice Chair met with L&I staff briefly after the Meeting and suggest that the Board meet more than two times this year. They suggest we schedule meetings before the ACHIEVE meetings in late March, July and October.
- Susan will contact Board members to set up meetings. The March meeting may be an informational session on the background of the COHEs.

Meeting adjourned: 2:35 pm