



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

Wells Fargo 1st Floor Board Room

Friday, March 18th 2011

12:00 p.m. – 1:30 p.m.

MINUTES

Present: (*Voting Members)

Susan Campbell, L&I, Contract Mgr EA WA COHE

*John Meier, Employer Resources NW

*Ed Wood, CWA 7818

*Terry Moser, Inland Empire Teamsters

* Karen Gude, United Food & Commercial Workers

*Rolf Laurin, United Steelworkers

Liz Ottmar, L&I Region 6

COHE Staff:

Dan Hansen, Director/Project Director

Kristin Fischer, COHE Health Services Coordinator

Lisa Archer, COHE Health Services Coordinator

Kari Isaak, COHE Health Services Coordinator

Carol Thornburg, COHE Front Office Coordinator

Kristi Luttrell, COHE Administrative Assistant

Lisa Hamburg, COHE Administrative Assistant

Guests:

Lydia Wood, St. Luke's Telehealth

Jac Davies, Beacon Community

I. CALL TO ORDER:

- Ed Wood called the Board Meeting to order at 12:15pm
- Roll was called for March 18th meeting. Quorum was not met.

II. INTRODUCTIONS:

- Lisa Acher introduces Kristin Fischer, new health services coordinator.
- John Meier has taken John Silano's place on the executive committee.
- Still have a vacancy on the business caucus.
- Ray Egholf is non-responsive and hasn't been attending.
- Updated BLAB & Comm. Adv. Comm. Rosters are in the packets- they reflect the changes to the Physician Advisors due to inactivity.

III. APPROVAL OF MEETING MINUTES – Minutes could not be approved, quorum of voting members was not present.

IV. OLD BUSINESS:

1. Community Advisory Board REPORTS:

1. *Yakima Area Advisory Committee* (Dr. Hansen) – We are meeting in two weeks.
2. *Chelan- Douglas-Okanogan Advisory Committee* (Dr. Hansen) – We will not be meeting this time and probably suggesting to drop it due to lack of interest in the community.
3. *Physician Advisory Committee* (Dr. Hansen) – Met last night and had a very good meeting. Dr. Gary Franklin was on by Telehealth and provided us with information about the future of COHE, new COHE best practices, and the impact of the passage of SSB 5801.

2. OHS Solutions:

1. *SSB 5801* (Susan Campbell) – Signed by the Governor on Monday morning. Susan gives a brief description of the bill. The bill has two parts with the first of which being COHE. It gives an affirmation of all we have done and expands COHE management to the life of the claim or at least the first year. Also gives L&I the resources to develop a tracking system within L&I. The second half of the bill is setting up an advisory committee that will have representation from business, labor and providers who will set up minimum requirements for providers to see L&I claims. There will be a Tier 2 network of providers and their qualifications have not yet been set but in our mind it will be the equivalent of COHE best practices but in an area where there aren't any COHEs. This is also a level for the specialist to be in.
2. *COHE Contracts - Update-* (Susan Campbell) - The current COHE contracts end June 30th. As of July 1st we will have new amendments for the current COHE contracts. We will have a new RFP in 2012 and everyone along with current COHEs will need to apply to become a COHE in our future vision of the COHEs. Within the 2 year period, 2011-2013, we will be trying out our new standards, performance measures, and financing. The new system will be based on cost per claim instead of paid by the contract as when it was a pilot project. Discussion followed.

V. Project Reports:

1. COHE Administrative Reports:

1. *L&I/OHS*: (Susan Campbell) Susan addresses the quarterly score card and looks at the bills from the providers and the HSCs so it is a quarter behind. No surprises and things are continuing to go well for the E WA COHE. The things that are different in the scorecard are that we have enough data points for Harborview so they are beginning to show. The Everett numbers are coming back down because they are looking at more claims. Page 9 looks at the length of a COHE claim versus a non COHE claim and the COHE claim is 15 days faster. Discussion followed.
2. *L&I Regional offices*: Region 5/Region 6 (Liz Ottmar) Nothing to discuss for region 5. In region 6, right now we are going through adjustments due to changes in Claims Management. They are going to be changing a lot of the focuses for the different groups. ERTW will be going away but replaced with a smaller focus group; something more manageable.
3. *WCAC-HC/WCAC* (Gude/Hansen) - Nothing to report. Beth Dupre has taken over Bob Malooly's position as Assistant Director for Industrial Insurance.

2. COHE Project Status Report:

1. *Project Monthly Report* (Dr. Hansen) – Review of the status report that is in the packet. We are over the 1,000 provider mark. We have had contact with 85% of providers for the purpose of education for the contract year. By the time the contract year is over we will be in the high 90s.
 - Pam, Kristin, and Dan took a trip to Olympia and met with Washington State Farm Bureau, the retro group for their members. The Vigilant meeting had to be postponed. Intergraded Claims Management retro group meeting occurred while in Lacey. We still

have to meet with the rest of the retro groups we have had a relationship with.

- We have a new COHE brochure that Susan has helped us with that has to be in done in two weeks.
- The HSCs give their experiences with using the HSC dashboard.
- February has been a slow month due to the agricultural cycle and the numbers reflect that.

3. COHE Committee Reports:

1. *QI Committee:* (Dr. Hansen)

- Dan Hansen goes through the compiled Provider Scorecard for the third quarter 2010. It shows the percentage of providers that are high performers based on the number of best practices they adopt. Also shows the values of the time loss cases that are greater or equal to 20 days. We are still making an impact of low/no adopters.

2. *Education Committee*

- Advanced Topics in Workers' Compensation- Have until next Friday to get the program scheduled for the spring here in Spokane.

VI. New Business –

1. **Review of Business- Labor Advisory Board By-laws** (Hansen/Wood) – There is a copy of the COHE BLAB by-laws and behind it is excerpts from the 2011-2013 peoposed contract that mentions the business labor advisory board. The context for us looking at the by-laws is that there may be some housekeeping and clean them up, to prepare us for moving from a pilot project to a permanent program, sustain the activity of the business labor advisory board, and also be looking for expectations that come out of the new contract. The significant changes are on page 2 the membership, the size of the board, how decisions are going to be made, and also the term of service. There may be a need to change the quorum standards. Discussion followed. Since we need a month before we can vote on them Dr. Hansen will mock them up and pass them around to the executive committee before they meeting.
2. **Beacon Community of Inland Northwest** (Jac Davies) – Dr. Hansen introduces Jac Davies who is the project director of the Beacon Community of the Inland Northwest. The Beacon project started in May of last year when INHS received federal funding to try a new approach to health care delivery. We are focusing on diabetes and trying to implement across an entire health care system a common approach to management of diabetes. Up until this point, management of diabetes has not been done across a whole community no matter the provider/insurance company. Dr. Hansen's involvement has been critical to define what the care coordination looks like and modeling it in the fashion of the role the HSCs play in COHE. With the idea that we will be using an IT infrastructure and writing into that triggers for actions that can help make sure people with diabetes are getting the care they need in the time frame they need it. Dan and other members of a work group we have were able to really nail down what are the best practices and to make sure that somebody with diabetes is not deteriorating in their condition. We chose diabetes because it is a huge and growing problem. This project is focused on helping those who have it stay as healthy as they can and to drive down healthcare costs. Using the COHE model, we are putting this care coordination case management framework and reaching out to primary care physicians, hospitals, specialist, pharmacies, and home health care and asking them to come together and work

with us on this. The focus is to show we can do this with diabetes then we can show we can do this with other chronic conditions and injuries. Discussion followed.

VII. Discussion

1. **Board Requests of L&I/OHS** - nothing to discuss
2. **Board Requests of WCAC-HC** - nothing to discuss
3. **Board Requests of COHE** - nothing to discuss

VIII. Announcements

1. **Next meeting June 3rd at St. Luke's Room 200.**

IX. Adjourn:

1:30 pm