<table>
<thead>
<tr>
<th><strong>COHE Name:</strong></th>
<th>COHE at UW Medicine Valley Medical Center of the Puget Sound</th>
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<tbody>
<tr>
<td><strong>Staff Name:</strong></td>
<td>Maria Dakan</td>
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<td><strong>Date Submitted:</strong></td>
<td>July 10 2017</td>
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<td><strong>Reporting Period:</strong></td>
<td>April 1 2017 through June 30 2017</td>
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I. EXECUTIVE SUMMARY - MAJOR ACCOMPLISHMENTS

Deliverable #1: **COHE Implementation & On-going Work Plan**
- Development of Implementation & Ongoing Work Plan

Deliverable #2: **Provider Recruitment, Enrollment, and Training**
- COHE recruited and added 7 new APPs
- 20 voluntarily removed from the program
- Currently 348 APPs in program.
- 83 APPs trained this quarter.
- Trained 293 APPs this year.

Deliverable #3: **COHE Advisors**
- 25 Advisors

Deliverable #4: **Health Services Coordinators (HSC)**
- Staffed with 3 trained HSCs.

Deliverable #5: **Communication and Community Outreach**
- Facility Tour Amazon HSC Heather Latvala, Alma Gomez PAC and Maria Dakan attended. Toured facility and met with Medical Department.

Deliverable #6: **Best Practices & Quality Improvement Methods**
- To test the COHE HSC intervention model throughout the life of an injured worker’s workers’ compensation claim (defined as open-claim patients within a specified group of providers needing assistance) with Cascade Orthopedics. Project complete. Closing report completed and included in report.
- Continuation of authorization of the 2nd and 3rd Epidural Steroid Injections (ESIs) approved at the same time as the initial request based on Qualis review.

Deliverable #7: **Reports and Meetings**
- Internal Contract Planning Meetings Monthly
- Contract Meeting - Ongoing, as needed
- COHE Directors teleconference meeting
- HSC QI Meeting

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

Deliverable #9: **Technology**
- No new information to report.
IV. HEALTH SERVICES COORDINATION

- The quarterly QI meeting was held on 5/16/17. L&I updates were given by Aaron Hoffman and Morgan Wear. Also, L&I was provided with an update on the ESI QI project as well as the life of the claim services with Cascade Ortho. Other items also discussed were possible QI projects for the next year.
- HSCs continue to focus on 2016-2017 AP training, providing updated training on areas providers may not be meeting the targets on quarterly scorecards. We have reached 84% of providers trained and all providers not trained last year have been trained.
- HSC focus has also been on expansion and continuing to work with the UW Neighborhood Urgent Care and Primary Care Clinics to complete their enrollments.
- HSCs also have been discussing and developing the AP training for the upcoming year.
- HSC Ellen Hull has also been actively involved in this year's QI project working with Cascade Orthopedics on life of the claim services and issues.

V. COMMUNICATIONS & COMMUNITY OUTREACH

The COHE has conducted the following employer, labor, or community outreach:

- Amazon tour June 6, 2017 Alma Gomez PAC, Heather Latvala HSC and Maria Dakan
- Hosted a vendor booth at Delta Airlines annual health fair distributed COHE information to Delta Employees on April 24th.
- Continental Mills toured clinic and met with providers on May 25, 2017.
- OHS underwent significant Staff reduction. Focus remains on injury care and management.

VI. QUALITY IMPROVEMENT

Quality Improvement project status summary:

**Quality Improvement 2016-2017**

Summary: HSC concluded review of all claims for the Cascade Orthopedic Group. HSC found that the best outcomes were in those interventions initiated by Claims Managers, Vocational Counselors or the Providers that were knowledgeable and aware of the HSC role in the claim. Barriers to HSC intervention were found to be primarily with Provider and/or staff reluctance to respond or receive HSC support. Therefore, ongoing support for the “life of claim” to Cascade Orthopedic Group would best be served to those interventions requested by the stake holders in the claim (to include Claims Managers, VRC, Provider/Staff or Patient). Quality improvement process, outcomes, and lessons learned will be shared in the final project wrap-up report.
Continuation of our last Quality Improvement

This COHE continues the quality improvement project in which approval for all three ESI (for select COHE Providers) are approved upon initial request based on Qualis review.

VII. SUCCESS STORIES
Share with us a success with changing provider behavior, impacting patient disability, or engaging with an employer:

- Recruitment of Northwest Emergency Providers completed.
- Dr. Stumpp/HSCs continue to meet with UW to assist them with implementation of Occupational Health Providers within their network.

VIII. CHALLENGES & LESSONS LEARNED
Share with COHE challenges, plans, and possible mitigations:

Credentialing at LNI, while improved, continues to be slow. When training and signing up physicians at clinics that are already in our COHE it is noted that there can be a credentialing. This impacts HSC timely intervention as access to these claims in OHMS is not available.

Accuracy of lists, data and report card information is still questioned.
HSC list from LNI reviewed for QI project did not include claims HSC was requested to provide service not on list.