COHE Quarterly Status Report

<table>
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<tr>
<th>COHE Name:</th>
<th>COHE of Western Washington</th>
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<tbody>
<tr>
<td>Staff Name:</td>
<td>Nicole Cushman</td>
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<tr>
<td>Date Submitted:</td>
<td>October 10, 2017</td>
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<td>Reporting Period:</td>
<td>July, August, September 2017</td>
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I. EXECUTIVE SUMMARY

**MAJOR ACCOMPLISHMENTS**

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

**Deliverable 2: Provider Recruitment, Enrollment, and Training**
- Total COHE Partners: 79
- Total COHE Providers Enrolled: 913
- Total COHE Providers Educated: 16
- Quarterly - COHE Providers Enrolled: 48
- Quarterly - COHE Providers Disenrolled: 2**

**OHMS report indicates 21; however, 18 were due to the Harrison Health Partner merge with Franciscan on 7/1/2017 and are not a true disenrollment from COHE.**

**Deliverable 3: COHE Advisors**
- Total COHE Advisors: 11
- COHE Advisors Enrolled: 0
- COHE Advisors Disenrolled: 0
- Last COHE Physician Advisory Panel: April 28, 2017

**Deliverable 4: Health Services Coordinators (HSC)**
- Fully-trained HSCs: 8
- Anticipate adding 2 - 3 HSCs in the next contract year.
- Current HSC position posted

**Deliverable 5: Communication & Community Outreach**
- In August, COHE Alliance had the honor and privilege of meeting with representatives from the U.S. Department of Labor, Office of Management and Budget, and Social Security Administration to showcase COHE and the many benefits of the program.
- Nicole Cushman, Program Director is attending quarterly WA State Department of Health meetings – to collaborate on county and community connections for encouraging PMP use and PMP integration into EMRs as well as assisting the COHE with data or other info to assist in quality improvement.
To meet the needs of our non-English speaking workers and enable our HSCs to proactively and effectively assist them, COHE Alliance established a contract with Cyracom Interpreter Services to provide translation services. Feedback from the HSCs is that these services are timely, thorough, and effective.

Deliverable 6: Best Practices & Quality Improvement Methods
- COHE Alliance’s QI project is expansion throughout all 18 Western Washington counties, projected into 2017.
- COHE Alliance now has 15 total COHE Alliance of Western Washington Certified Best Practices Trainers.

Deliverable 7: Reports and Meetings
- Quarterly Report: April - June 2017 Quarterly Report for COHE Alliance was turned in on time.
- Participation in Directors’ Call August 16, 2017.
- Meeting with Program Director and Contract Manager at Tumwater on July 19, 2017.
- Contract Management Meetings: Attended monthly meetings, via teleconference.

Deliverable 9: Technology
- OHMS – Staff has been trained on latest version of OHMS and participate in OHMS User Groups.

COHE CHALLENGES & LESSONS LEARNED
We have experienced a few on-going challenges, which are bulleted at below. The entirety of our challenges and lessons learned are listed in Section IX.
- Providers with multiple LNI#s that have not been properly inactivated.
- Providers that had to be disenrolled and re-enrolled under new LNI#s (i.e. Harrison Health Partners to Franciscan).
- COHE Alliance HSCs have received complaints on the retirement of L&I’s Attending Provider Handbook. The tools within the Handbook are referenced and utilized often.
- Elaborating to providers the value of COHE.
- Provider Enrollment / Disenrollment; (especially with reference to the MPN and how different organizations’ credentialing departments process L&I applications).
- Creating working relationships with designated COHE champions, or identifying new champions who will be more responsive to requests.
- Ensuring that high provider turnover within different partners does not negatively impact COHE Best Practice adherence.