COHE Quarterly Status Report

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<th>COHE Name:</th>
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<tr>
<td>Staff Name:</td>
<td>Katherine Woodfield</td>
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<td>Date Submitted:</td>
<td>07/10/2017</td>
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<td>Reporting Period:</td>
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I. EXECUTIVE SUMMARY

This section provides an overview for the Advisory Boards.

MAJOR ACCOMPLISHMENTS

Please provide a summary of accomplishments in COHE deliverables (recruiting, training, advisors, quality improvement project, community outreach, and a success story). Deliverables details should be noted in their appropriate sections that follow.

Deliverable 1: COHE Implementation & On-going Work Plan
- Provider Enrollment:
  - 1362 Participating Providers 35 Participating Hospital Emergency Departments
  - 86 providers voluntarily withdrew participation in COHE
  - Clinics and Hospitals currently in process of enrolling
  - Kittitas Valley Healthcare, Ellensburg
  - Continuing to enroll providers at Providence St. Joseph’s Hospital in Chewelah and Providence Orthopedic Clinic in Spokane
- Provider Education/Training
  - 103 New Providers enrolled in either existing or new participating facilities
  - 525 Providers received Academic Detailing,

Deliverable 3: COHE Advisors
- The Advisors are working to was rollout of our Advisory program & how to promote the Advisors’ role as a resource to other COHE providers.
- We welcomed Michael Covington, DC, as a COHE Advisor.

Deliverable 4: Health Services Coordinators
- Implemented a new for HSCs to process & prioritize claims in an effort to eliminate the significant amount of time spent doing non-value added work of screening claims
- A decrease in staffing levels has increase the workload for current staff.

Deliverable 5: Communication & Community Outreach
- Presented the benefits of COHE at the American Occupational Health Conference in Denver, CO in April.

Deliverable 6: Best Practices & Quality Improvement Methods
- We continue to make slow but steady progress on implementing FRIs

Deliverable 7: Reports and Meetings

Deliverable 8: Performance Monitoring and Annual Review

Deliverable 9: Technology
- The unavailability of L&I web-based systems continued to be a major issue. There were numerous instances where required L&I applications were inaccessible to our staff, causing "stop-work" situations.
COHE CHALLENGES & LESSONS LEARNED

Please provide a summary of challenges/lessons learned in COHE deliverables (recruiting, training, advisors, quality improvement project, and community outreach) or other major milestones. Deliverable details should be noted in their appropriate sections that follow.

Involuntary Disenrollment - This was the first time in the state that a provider has been involuntarily disenrolled from COHE for not adhering to best practices. There have been challenges in this process due to changing personnel (a change in contract managers) and this being the first time a removal process has been developed & used. We look forward to refining the process with L&I and hope it is never required again.

Filling in when being down an HSC - This has become an adjustment to HSC's. Since October of 2016, we have been covering for regions that no longer have an HSC assigned to them. While this there has been some hardships and claim overload, it has been wonderful to come together as a team to work on covering claims and helping with Academic details and orientations. The HSCs are not only picking up the extra claim work but also pitching in to ensure providers and support teams for the providers are receiving customer service.

Provider education and customer service coverage for Tri-Cities position previously held by Bertha Glatt: As a consequence of the unfilled position, our COHE has not been able to provide adequate customer service for that territory.

Enrollment of new groups such as providers in Klickitat County has been placed on hold due to not having the manpower to cover this area.

The length of time it takes providers to receive a MIPS billing account number is frustrating for medical providers and support staff.

The MultiCare Health System/Rockwood Health System transition is pending for 7/1/2017. COHE claims generated by Rockwood Health System include: Deaconess Hospital ER, Valley Hospital ER, Rockwood Clinic Urgent Care, Rockwood Orthopedics and Sports Medicine, and Rockwood Family Medicine.

L&I COHE Contract Managers should provide the COHE's with a sense of continuity of service and support. It has been a challenge for COHE Community of EW having 6 contract manager changes in the last 4 years. Challenges faced by this COHE include: Timeliness & consistency of reports needed by COHE staff, lack of follow through on communications, no continuity of transition from one manager to the next, promptness in addressing issues the COHE may be facing, absence of this COHE's history through the transition, no time to get to know team members & their individual needs as it applies to their specific duties, lack of availability of the contract manager due to other responsibilities that the contract manager is tasked, providing a minimal leadership to the COHE they are assigned to.