

L.A. Care HHP Learning Collaborative: Bi-Weekly Webinar Schedule

Date	Title	CMEs	Lead Organization	Presenter(s)	Status
8/23/19	Outreach & Engagement Strategies <ol style="list-style-type: none"> 1. Understand the importance of outreach and engagement in the success of the HHP 2. Describe the activities that encompass the outreach and engagement process in order to enroll members actively into Health Homes 3. Enhance your skills and ability to connect with patients and families to facilitate engagement on the path to patient self-management 	N	HMA	Nancy Kamp, RN	Completed
9/6/19	Claims <ol style="list-style-type: none"> 1. Review codes 2. Discuss claims submission process 	N	L.A. Care & Plan Partners	Michael Vasquez	Completed
9/20/19	Using the HHRA and HAP as a Pathway to Engagement and Measurable Results <ol style="list-style-type: none"> 1. Describe the overall purpose and ongoing use of the HHRA and HAP in engaging members in their own health goals. 2. Gain comfort in identifying member gaps and setting goals and actions to achieve progress towards the goals. 3. Learn best practices for developing a Health Action Plan to drive member motivation. 	N	HMA	Nancy Kamp, RN	Completed
10/4/19	Multi-disciplinary Care Team Staffing & Onboarding <ol style="list-style-type: none"> 1. Understand care team roles 2. Clarity on tasks and recommended credentials 3. Training and service delivery 	N	L.A. Care & Plan Partners	L.A. Care HHP Team	Completed
10/18/19	The Spirit of Motivational Interviewing <ol style="list-style-type: none"> 1. Understand the spirit of Motivational Interviewing and how it can be used for successful communication and engagement with our members/patients. 	N	HMA	Nancy Kamp, RN	Completed

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	<ol style="list-style-type: none"> 2. Enhance your skills and strategies in Motivational Interviewing as a routine part of your Health Homes/Care management model. 3. Describe Motivational Interviewing tools that you could practice and apply tomorrow in your interactions with HealthHomes members/patients. 				
11/1/19	Whole Person Care vs. Health Homes <ol style="list-style-type: none"> 1. Exclusionary Criteria 2. Understanding which programs are best for members 	N	L.A. Care & Plan Partners	Henna & Alison	Completed
11/15/19	Practicing Motivational Interviewing – Reflection Session <ol style="list-style-type: none"> 1. Gain lessons and guidance on the ease and comfort of using motivational interviewing skills and strategies with challenging patients and situations. 2. Learn from other colleagues through sharing of case examples, what has worked and what remains challenging in using motivational interviewing tools with our HealthHomes members/patients. 	N	HMA	Nancy Kamp, RN	Completed
12/6/19	Defining homelessness and assessing housing status in HHP <ol style="list-style-type: none"> 1. Understand the different homelessness definitions 2. Assess housing status of HHP clients 3. Complete the homelessness/housing fields on TEL 	N	L.A. Care & Plan Partners	TBD	Completed
12/20/19	Transitions of Care <ol style="list-style-type: none"> 1. Understand importance of the transition of care (TOC) process within the HealthHomes Program (HHP) and the impact it has on patient care and prevention of future readmissions 2. Learn the evidence-based best practice components for transitions of care models 3. Identify how the roles on your HealthHomes team can best implement these specific TOC activities 	N	HMA	Nancy Kamp, RN	Completed
1/17/20	Working with Persons with Mental Disorders (SMI) in the L.A. County Health Homes Program <ol style="list-style-type: none"> 1. Understand the definition of and approach to persons with SMI in LA’s HHP 2. Understand the need to address the medical disparities experienced by persons with mental health conditions 	Y	HMA	Marc Avery, MD	Completed

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	3. Understand key clinical characteristics of the three identified “SMI” HHP eligibility diagnoses				
1/31/20	Homeless Outreach Strategies 1. Learn about best practices on outreach strategies for patients experiencing homelessness on your HHP TEL	N	L.A. Care & Plan Partners	Alison Klurfeld	Completed
2/14/20	Optimizing Patient Engagement 1. Understand care planning and SMART goals from the patients view point 2. Learn to use the patient’s story to help them create behavioral change goals 1. Be able to emphasize the connection of assessments, care plans, and action planning as an evidence-based model for behavioral change in complex patients	N	HMA	Emily Brandenfels, MD	Completed
2/28/20	Understanding the Transportation Benefit <ul style="list-style-type: none"> • Transportation Updates • NEMT & NMT Services • Clarifying NEMT & NMT Benefits by Line of Business (LOB) • Completing the Physician Certification Statement (PCS) Form • Things to Consider on NEMT Requests • Do’s and Dont’s • Sun-setting Automatic Approvals • L.A. Care Health Plan (L.A. Care) Branded Vehicles • Call the Car (CTC) Go Application 	N	L.A. Care & Plan Partners	Abraham Rivera	Completed
3/13/20	Health Home Teams – What’s In Your Tool Box for Change? [Part 1] <ul style="list-style-type: none"> • Understand how the tools we have can help us manage common conditions • Recognize where patients are in their stages of change • Explore the next level of brief intervention tools and strategies for ongoing patient engagement 	N	HMA	Nancy Kamp, RN	Completed
3/27/20	CANCELLED DUE TO COVID-19	N/A	N/A	N/A	N/A
4/10/20	Health Home Teams – What’s In Your Tool Box for Change? [Part 2]	N	HMA	Nancy Kamp, RN	Completed

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	<ul style="list-style-type: none"> • Deepen your understanding of how to use MI and other tools available to you in the HHP • Strengthen your ability to identify resilience • Gain a better understanding of how to manage change for individuals enrolled in the HHP 				
4/24/20	Behavioral Health Support in Time of COVID <ul style="list-style-type: none"> • Learn the signs of and assess for stress-related responses in a telehealth approach • Understand how empathy conveyance, motivational interviewing, and trauma informed care support person-centered care planning • Learn about free on-line patient and team resources to promote self-care, wellness, recovery, and connection 	N	HMA	Michael Mabanglo	Completed
5/1/20 (ad hoc)	Managing High Risk Members <ul style="list-style-type: none"> • Learn current epidemiology of COVID 19 and natural history • Identify points of intervention to help patients and self • Understand unintended consequences of this pandemic 	N	L.A. Care & Plan Partners	Dr. Stone; Noah Kaplan	Completed
5/8/20	Trauma Informed Care Approaches for Effective Patient Engagement <ul style="list-style-type: none"> • Describe and apply the connection between trauma and behavior • Describe and apply the fundamental tenets of a person-centered patient engagement trauma-informed approach • Identify and apply Motivational Interviewing tools to support a trauma-informed approach that promotes wellness and resiliency 	N	HMA	Bren Manaugh	Completed
5/22/20	Interim Housing Placement Options during COVID-19 (LAHSA) <ul style="list-style-type: none"> • To share current interim housing options for people experiencing homelessness during COVID-19 • To provide guidance on the referral process in order to get your HHP members into these interim housing settings during COVID-19 	N	L.A. Care & Plan Partners	Daniel Reti	Completed
6/5/20	Healthy Lifestyles During CV19: Diet, Activity, and Sleep	N	HMA	Jeanene Smith, MD	Completed

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	<ul style="list-style-type: none"> Describe and apply the connection between healthy lifestyles and their importance during COVID-19 Describe and apply a person-centered and trauma-informed approach to engage patients and their families during this time of increased stress Identify and differentiate approaches to reduce patients' stress through improved diet, increased activity and good sleep 				
6/19/20	CBEST OVERVIEW	N	L.A. Care & Plan Partners	Amelia Fay-Berquist	Confirmed
7/3/20	NO WEBINAR DUE TO HOLIDAY	N/A	N/A	N/A	N/A
7/10/20 (ad hoc)	How Our Health Homes Teams Can Make a Difference During COVID-19 <ul style="list-style-type: none"> Review the basics of COVID-19 and the current situation in L.A. County Identify engagement and support strategies for patients who are experiencing symptoms, have tested positive or have recovered from COVID-19 	N	HMA	Nancy Kamp, RN	Confirmed
7/17/20	Health Equity and Culturally Responsive Care in the Context of COVID-19 <i>(Finalizing objectives after 7/9 meeting with L.A. Care)</i> <ul style="list-style-type: none"> Define health equity, culture and implicit bias Describe how health disparities increases secondary effects of the COVID-19 pandemic risk and poor patient health outcomes Explore why culture humility enhances care outcomes List at least three primary care provider (PCP) and staff behaviors that promote health equity 	N	HMA & L.A. Care	Karen Hill, PhD; <i>collaboration with Marina and Dr. Kyle (L.A. Care)</i>	Confirmed

Resilience Series Starts

The COVID-19 pandemic has impacted our Health Homes Program members and the greater Los Angeles community significantly, causing our members – who already present with complex and chronic conditions – to experience an exacerbation of behavioral health symptoms. L.A. Care Health Plan, Anthem Blue Cross, and Blue Shield Promise Health Plan will provide education and training to CB-CME Care Teams that is tailored to address the

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phased behavioral health impacts of the pandemic as part of our ongoing HHP Learning Collaborative. These webinars will provide tools the CB-CME Care Teams to promote a *resilient* behavioral health response among our HHP members.

Overall Learning Objectives of the Resilience Series:

- Recognize the forecasted behavioral health symptoms in response to COVID-19 and the components of a resilient response for our care teams and patients
- Summarize and reinforce clinical strategies that promote effective care for our HHP members during COVID-19
- Review evidence-based practices that support recovery and wellness for our HHP members during COVID-19

7/24/20	Introduction to the Behavioral Health Impact of COVID-19 <ol style="list-style-type: none"> 1. Outline the Resilience Webinar series and schedule 2. List three to five behavioral health reactions to crises such as COVID-19. 3. Recognize and describe common crisis response phases. 4. Incorporate principles of resilience into clinical understanding. 5. Describe the importance of secondary caregiver trauma. 6. Recognize the signs and symptoms of anxiety and provide brief interventions for an HHP patients who is anxious. 	N	HMA	Marc Avery, HMA	Confirmed
7/31/20	Grief & Loss During COVID-19 <ol style="list-style-type: none"> 1. Describe the Kubler-Ross/Kessler stages of grief and loss 2. Review the behavioral health impact of COVID-19, and how we are individually and collectively grieving 3. Describe the 6th stage of grief– “finding meaning” and how one can experience <i>post-traumatic growth</i> 	N	HMA	Barry Jacobs, HMA	Confirmed
8/7/20	Identification of and Effective Response to HHP Patients with Substance Use Disorders <ol style="list-style-type: none"> 1. Describe the neuroscience-based model of substance use disorders (SUD). 2. Incorporate principles of overcoming stigma into effective engagement with patients with SUD. 3. List 3-5 factors in triggering relapse or escalation of substance use disorders. 	N	HMA	Bren Manaugh, HMA (& Rose from L.A. Care collaboration on local resources)	Confirmed

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	<ol style="list-style-type: none"> 4. Describe the stages of change model and its application to engagement of patients with SUD. 5. List 3-5 resources available to patients with SUD. 				
8/7/20	Open Discussion Session Opportunity for HHP Care Team Members to follow-up on the content provided in the first 3 webinars, selecting one session	N	HMA		
8/14/20	Suicide Assessments, Risk Factors, and Safety Plans <ol style="list-style-type: none"> 1. Recognize the scope of a suicide assessment 2. Discuss suicide risk factors including the impact of COVID-19 on suicide risk 3. Describe the development of a safety plan 	N	HMA	Moira Muir	Confirmed
8/21/20	Interpersonal Violence During COVID-19: An Epidemic-Pandemic Merger <ol style="list-style-type: none"> 1. Define intimate partner violence (IPV) and speak to its prevalence in the U.S. population 2. Describe how COVID-19 precautions have the potential to negatively impact those experiencing IPV and family violence 3. Identify evidence-based conversation strategies about IPV 4. Articulate how to safety plan with survivors of IPV 	N	HMA & L.A. Care	Suzanne Daub, HMA	Completed
8/28/20	Maximizing Resilience: Leveraging Strengths in the New Normal <ol style="list-style-type: none"> 1. Define resilience and summarize the four key elements of a resilient response 2. List several strategies to maintain a sense of control, purpose, flexibility, hope and connection during the pandemic 3. Describe how Behavioral Activation can support all components of resilience 	N	HMA & L.A. Care	Emily Brandenfels & Barry J. Jacobs, HMA	Completed
9/11/20	Open Discussion Session Opportunity for HHP Care Team Members to follow-up on the content provided in the first 3 webinars, selecting one session	N	HMA	Moira Muir; Caitlin Thomas-Henkel; Emily Brandenfels & Barry J. Jacobs	Completed
Resilience Series Ends					

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9/11/20	No webinar	N/A	N/A	N/A	N/A
9/25/20	No webinar	N/A	N/A	N/A	N/A
10/9/20	Insights to Housing and Tenant's Rights <ol style="list-style-type: none"> 1. Overview of general tenant rights during COVID-19 2. Review of CDC Declaration, State and local orders and how they interact 3. How to connect tenants with accurate information and FREE legal help 	N	L.A. Care & Plan Partners	Attorney Rob Reed	Completed
10/23/20	No webinar	N/A	N/A	N/A	N/A
11/6/20	Writing SMART Person-Centered Goals <ol style="list-style-type: none"> 1. Understand the SMART acronym and how to apply it in care planning 2. Identify common pitfalls when creating SMART person-centered goals 3. Learn techniques to convert identified needs into SMART goals 4. Create a SMART goal for yourself and the people you help 	N	HMA	Suzanne Daub, HMA	Completed
11/20/20	How to Support Your Client Post COVID Diagnosis <ol style="list-style-type: none"> 1. Attendees will learn and identify health consequence of COVID 19 infection and the sequela 2. Review of current therapies against COVID 19 3. Integrate the psychologic and social needs into care 	N	L.A. Care & Plan Partners	Dr. Stone & Noah Kaplan, L.A. Care	Confirmed
12/4/20	Putting HHRA, HAP & TOC Best Practices into Action <ol style="list-style-type: none"> 1. Understand the purpose of a comprehensive assessment (HHRA) and care plan (HAP) 2. Identify recommended domains to be covered in a comprehensive bio-psycho-social assessment 3. Review how assessment findings should relate to goals identified in the care plan 4. Describe recommended elements to include in an assessment following a Transition of Care (TOC) 	N	L.A. Care & Plan Partners	Mary Zavala	Completed

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12/18/20	No webinar	N	N/A	N/A	N/A
1/8/21	The Art of Effective Engagement with People Experiencing Homelessness <ol style="list-style-type: none"> To learn strategies to create rapport and trusting relationships with people experiencing homelessness To acquire a common language in fostering successful communication with housing partners Gain confidence interacting with people experiencing homelessness 	N	L.A. Care & Plan Partners	Deborah Maddis, M.P.H.	Completed
1/22/21	Medication Review in HHP <ol style="list-style-type: none"> Describe at least three key elements of medication review and medication adherence support via telephone or in-person. Restate at least two differences between medication review and medication reconciliation. Discuss patient medication adherence and health literacy using trauma informed approach. Recognize “Red Flags” in the medication review process and how to communicate to the team. Name one resource for basic medications for CB-CMEs teams. 	N	HMA	Karen Hill, PhD	Completed
2/5/21	Integration of Palliative Care Into Health Homes <ol style="list-style-type: none"> Understand what palliative care is and how it can help people with serious illness; Learn about the state requirement (Senate Bill [SB] 1004) that Medi-Cal managed care plans provide access to palliative care, and how those services are provided through a network of community-based palliative care providers; Understand the overlap in the Health Homes population and the SB 1004 palliative care population, and how to think about what services they need when; <p>Recognize the role that CB-CMEs can play in assessing the needs of people with serious illness and connecting them to palliative care providers as appropriate</p>	N	L.A. Care & Plan Partners	Susan C. Stone, MD, MPH Lyrva Sanchez, RN	Completed
2/19/21	Spotlight on the Assessment: The Medical Component	N	HMA	Karen Hill, HMA	Completed

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	<ol style="list-style-type: none"> 1. Describe the value of best-practice documentation for the medical component of the assessment 2. Apply strategies for using the HHRA as an engagement tool 3. Describe the importance of collaborative documentation, with the patient and team <p>Practice developing goals with the patient</p>			Suzanne Daub, HMA	
3/5/21	<p>Spotlight on the Assessment: The Behavioral Health Component</p> <ol style="list-style-type: none"> 1. Describe the value of best-practice documentation for the psych/behavioral health component of the assessment 2. Discuss mental health and substance use disorder screeners, highlighting the use of the PHQ-9 as an engagement tool 3. Describe the importance of collaborative documentation involving the family/caregiver in the assessment process <p>List at least one motivational interviewing approach to promote patient engagement during COVID-19</p>	N	HMA	Laura Collins, HMA Suzanne Daub, HMA	Completed
3/19/21	<p>COVID 19 Vaccine</p> <ol style="list-style-type: none"> 1. Provide an overview of the COVID-19 vaccine FAQ for members 2. Obtain a better understanding of the COVID-19 vaccine <p>Understand the COVID-19 vaccine and learn about dispelling myths and supporting communications and care coordination with members</p>	N	L.A. Care & Plan Partners HMA	Dr. Kyle	Completed
4/2/21	<p>Spotlight on the Assessment: The Social Component</p> <ol style="list-style-type: none"> 1. Define and describe what is meant by Social Determinants of Health 2. Consider using a backwards planning tool to engage your patients 3. Describe the importance of partnerships with community-based organizations <p>Articulate the value of the social needs assessment to the healthcare team</p>	N	HMA	Suzanne Daub, HMA Laura Collins, HMA	Completed

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<p>4/16/21</p>	<p>Communication Strategies with the HHP Clinical Consultant and CB-CME Providers</p> <ol style="list-style-type: none"> 1. Define the role of the Clinical Consultant and the CB-CME providers in the HHP 2. Describe strategies for communicating and coordinating with providers <p>Review tools that you can utilize in conducting an efficient and effective case presentation</p>	<p>N</p>	<p>HMA</p>	<p>Laura Collins, HMA Karen Hill, HMA</p>	<p>Completed</p>
<p>4/30/21</p>	<p>Demystifying Crisis Prevention (Part 1 of 2 Part Series)</p> <ol style="list-style-type: none"> 1. Identify common medical, behavioral health and social crisis risk factors 2. Recognize signs that a problem is escalating to a crisis 3. List at least three key actions that can be taken to prevent a crisis <p>Describe the main elements of a safety plan</p>	<p>N</p>	<p>HMA</p>	<p>Suzanne Daub, HMA Karen Hill, HMA</p>	<p>Completed</p>
<p>5/14/21</p>	<p>Demystifying Crisis Intervention (Part 2 of 2 Part Series)</p> <ol style="list-style-type: none"> 1. Define risk factors for suicide, assessing for risk level and identifying higher risk populations 2. List the key components of a basic suicide assessment that can be used in the Health Homes Program <p>Describe safety planning for the patient in crisis</p>	<p>N</p>	<p>HMA</p>	<p>Suzanne Daub, HMA Laura Collins, HMA</p>	<p>Confirmed</p>