

# Community-Centered Health Homes: Moving from Conceptual Framework to Full Scale Implementation

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COMMUNITIES JOINED IN ACTION 2015

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# Learning Objectives

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- A clear understanding of the Community-Centered Health Home Model
- A clear understanding of the CCHH Demonstration Project on the Gulf Coast
- Lessons learned on CCHH Implementation

# A CLEAR UNDERSTANDING OF THE COMMUNITY-CENTERED HEALTH HOME MODEL

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## LEARNING OBJECTIVE I









# San Francisco Chronicle

NORTHERN CALIFORNIA'S LARGEST NEWSPAPER

“ I diagnosed ‘abdominal pain’ when the real problem was hunger; **I confused social issues with medical problems** in other patients, too.

...I had neither the skills nor the resources for treating them, **I ignored the social context of disease altogether.**”

- Laura Gottlieb, MD

*“Funding healthy society helps cure health care”*

August 23, 2010

# Community-Centered Health Homes

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## Community-Centered Health Homes

**Bridging the gap between health services and community prevention**

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Prevention Institute is a nonprofit, national center dedicated to improving community health and well-being by building momentum for effective primary prevention. Primary prevention means taking action to build resilience and to prevent problems before they occur. The Institute's work is characterized by a strong commitment to community participation and promotion of equitable health outcomes among all social and economic groups. Since its founding in 1997, the organization has focused on injury and violence prevention, traffic safety, health disparities, nutrition and physical activity, and youth development. This, and other Prevention Institute documents, are available at no cost on our website.



# Community-Oriented Primary Care

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***“The last time  
we looked in the  
book, the  
specific therapy  
for malnutrition  
was food.”***

***- Jack Geiger, MD***





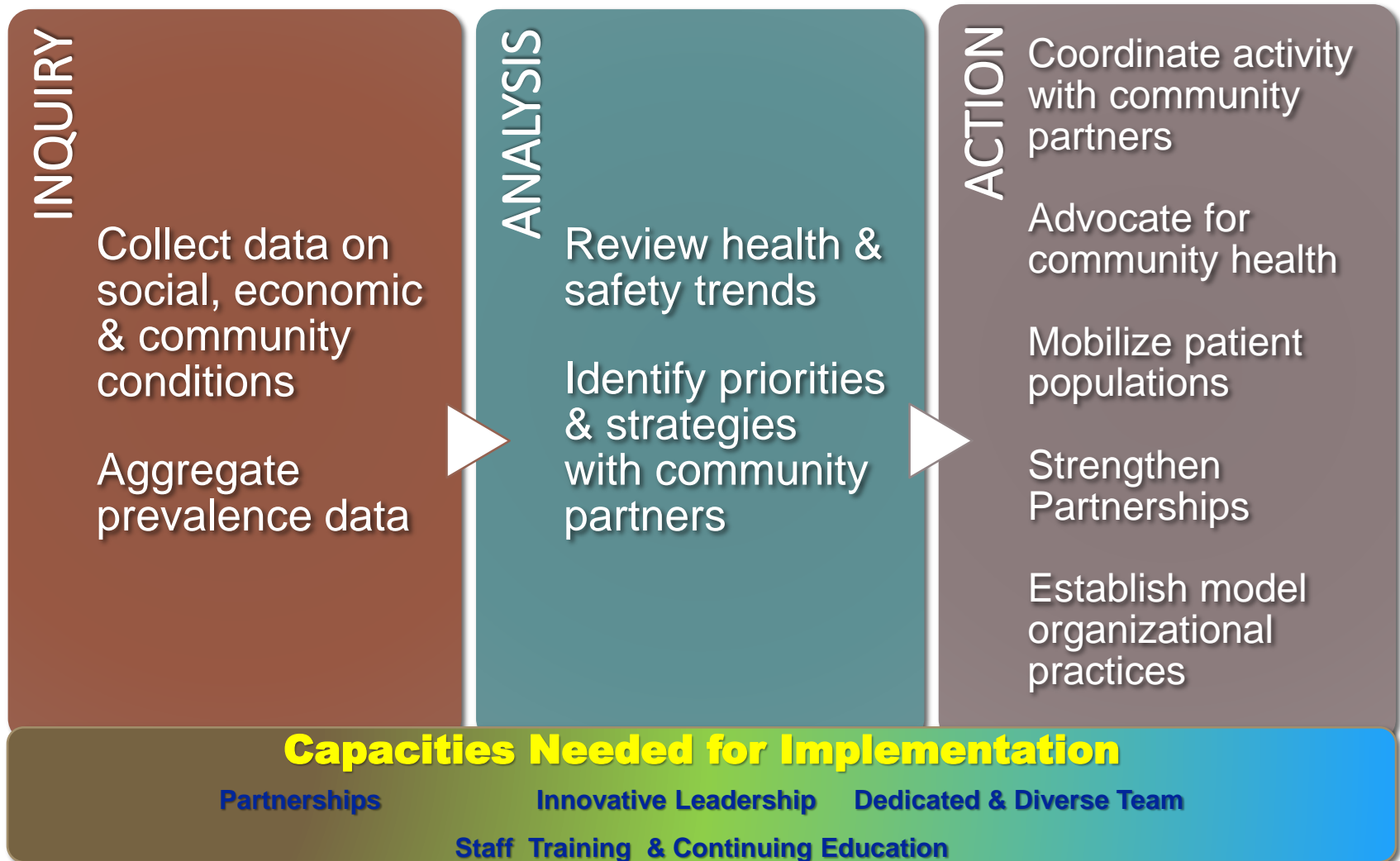
**Community-Centered  
Health Home**

**Patient-Centered  
Medical Home**

**Medical  
Home**



*The defining attribute of a Community-Centered Health Home is active involvement in community advocacy and systems change. A CCHH not only acknowledges that factors outside the health care system affect patient health outcomes, but also actively participates in improving them.*







**“You can do more than bail out these medical disasters after they have occurred... go upstream from medical care to forge instruments of social change that will prevent such disasters from occurring in the first place.”**

**- Jack Geiger, MD**

# A CLEAR UNDERSTANDING OF THE CCHH DEMONSTRATION PROJECT ON THE GULF COAST

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## LEARNING OBJECTIVE II

# GRHOP PCCP

Focal  
Funding

Systems Investments

15 Clinics across  
Louisiana,  
Mississippi.  
Alabama and  
Florida

CCHH  
Demo

GNOPQii

Emergency  
Management

HIE Investments

# LPHI & PI PARTNERSHIP

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# Partnership History

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Prevention Institute-CCHH Framework

**Community**



**PCCP-Clinics**

**LPHI**

**PI**

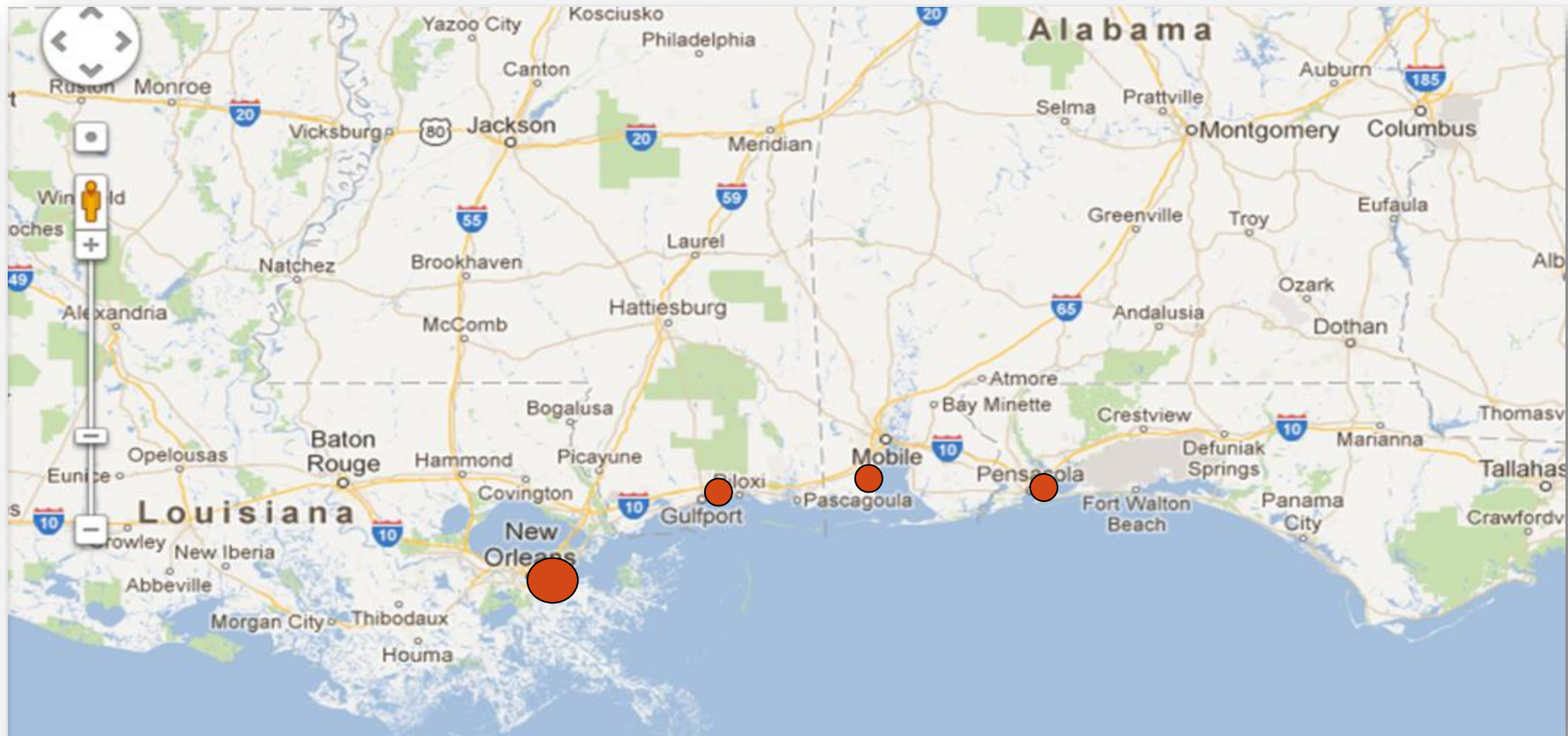
# Relationship Success Factors

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- ✓ Similar Organizational Goals
- ✓ Shared Metrics
- ✓ Clear Objectives
- ✓ Specific Roles



# CCHH Demonstration Project



# LESSONS LEARNED ON CCHH IMPLEMENTATION

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## LEARNING OBJECTIVE III

# QUALITY IMPROVEMENT V. CCHH

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## LESSON I



# Application Review

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- Nine applications from great organizations
- State specific review panels
  - Internal Staff and External Partners
  - Qualitative and Quantitative Scoring mechanisms.
  - Review was conducted independently and as a group.
  - Two Thresholds
- Needed more CCHH to complement QI approaches

# Clinical Quality Initiative vs CCHH

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## CLINICAL QUALITY

- Focus is on patients
- Clinic sets priorities
- Clinic decides strategies
- Clinic directs inquiry, analytics and action
- Action more limited to services only
- Partners generally clinical and social services roles chosen by clinic
- Clinic quality initiatives can be directly aligned with/adjunctive to community agenda

## CCHH

- Focus on residents
- Community sets priorities
- Community decides strategies
- Clinic supports community throughout inquiry, analytics and action
- Action emphasizes systems, policy and environmental change
- Community vets partners assuring responsible inquiry, analytics and action (policy and environmental change)
- Partners are civic engagement organizations or support them
- Clinic role in CCHH can be directly aligned with/ adjunctive to clinic quality initiatives



# PDSA APPROACH

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## LESSON II

# Application Review

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# Two Phase Approach to Clinic Success

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## Phase I

- Process the Model
- Develop Work Plan
- Build Relationships

## Phase II

- Implement Work Plan
- Identify trends through Inquiry and Analysis
- Continued Community Partnership

# Technical Assistance

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# STANDARD V. CUSTOM OFFERINGS

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## LESSON III

# Technical Assistance

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## INDIVIDUAL OPPORTUNITIES

- ✓ Weekly Coaching Calls
- ✓ Individual Assignments
- ✓ Site Visits

## GROUP OPPORTUNITIES

- ✓ In Person Meetings
- ✓ Virtual Webinars
- ✓ Conferences



# Clinic Phase I Measures of Success

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Self- Assessment  
Participation

“Two Steps”  
Understanding

Organizational  
Culture  
Development

Authentic  
Community  
Engagement

QI Exploration

Develop CCHH  
Work Plan

# DEFINING SUCCESS

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## LESSON IV

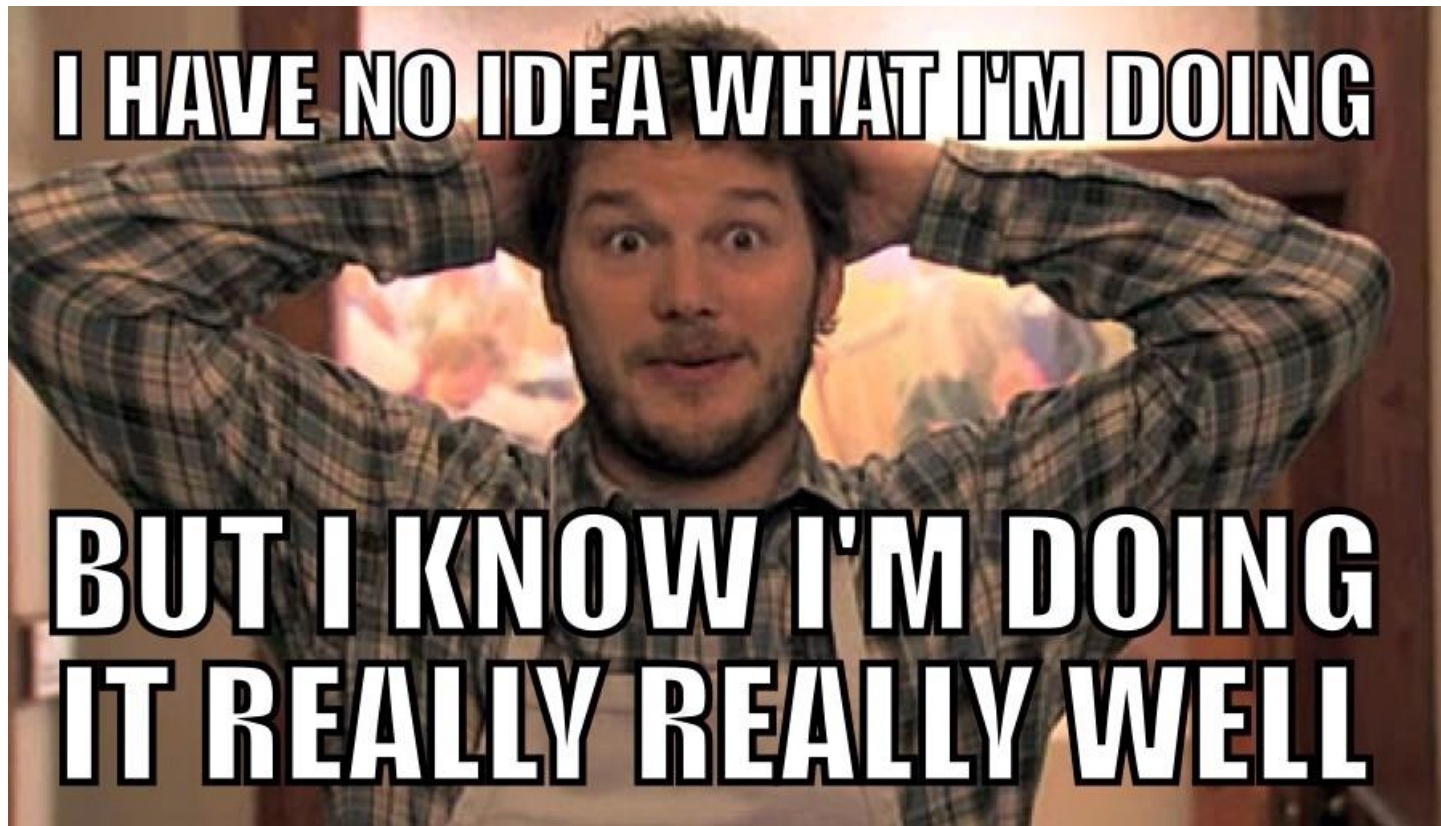
# Demonstration Project Success

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- Success for CCHH will be determined by how the clinic has transformed its processes to be in better relationship with the community and support the needs of the community.
- LPHI should be able to answer the question “Have PCCP investments contributed to health centers’ increased adoption and implementation of inquiry, analysis, and action elements of CCHH?”

# Measuring Success

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# Clinic Phase I Themes

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- Linkage between problem and partners is still not clear.
- The understanding of what inquiry and analysis look like internally are unclear.
- Development of organizational culture around CCHH adoption.
- The development of a core team to champion implementation

# CCHH IS NOT LINEAR

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## LESSON V





# What's Next for LPHI

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## Phase II of the Demonstration Project

- Clinics are identifying how the model will change their organizational practices
- Providing continued technical assistance to clinics
- Synthesizing lessons learned and packaging Technical Assistance

## Development of Technical Assistance Offerings

- Identifying Group and Individual Learning Opportunities for grantees
- Packaging original content for future projects

## Identifying Additional Opportunities for Model Advancement

- Opportunities to continue supporting the current grantees
- Opportunities and resources to support new sites



# What's Next for PI

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## Refining the Model

- Continuing to partner with LPHI and others to support current grantees
- Synthesizing lessons learned about implementation of the model

## Catalyze Further Testing of the Model

- Working in other regions to inform funder support of the CCHH model
- Synthesizing lessons learned about supporting the model

## Advance Broader Systems Change

- Examine potential financing options, such as Accountable Communities for Health, Wellness Trusts, etc.
- Identifying policy levers

# Questions?

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# Contact Information

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