

WCMSCHF Board Retreat Meeting - Minutes
Monday, October 17, 2016
4-8pm

Present: Peter Morris, John Perry, Marilyn Pearson, Pat Kramer, Tedra Anderson-Brown, Bob Ricker, Penny Washington, Tara Kinard, Wendy White, Betsey Tilson, Jamie Philyaw, Jennifer Brighton

The meeting opened at 4:15 with opening remarks from Wendy White who led introductions.

Tara began the discussion for strategic planning by reviewing the Program and WCMSCHF Org Charts, the Appreciative Inquiry Protocol and Interview Summaries.

Betsey provided a summary and led a discussion around the CCNC Strategic Planning activities.

Wendy introduced the WCMSCHF Context Map along with Tara and Betsey who navigated the group through the map and subsequent discussions through a working dinner.

With the Context Map completed, Wendy divided everyone into three groups with the charge of answer two questions:

1. Based on the current state of the business, and your expertise in the field, what do you see are the things we should focus on as we continue to “Strengthen our Foundation and Shape our Future?”

Responses Included:

- Maintain neutrality
- The importance of the Clinically Integrated Network (CIN)
- Image confusion: WCMSCHF, CCWJC, CCNC, etc.
- Dependency (pros and cons): analytics, contract negotiations for larger payors
- The need to Commit to an Action Plan
- Caution from using the “alphabet soup” of acronyms
- Focus on the populations to maximize ROI with our interventions
- Go To: embed in the ED; the practice
- Develop Pt education algorithms modeled on Asthma and CHF Management Plans. Share this education with the providers.
- Consider opportunities to leverage the Complex Care Management to other populations, integrated care and overall marketability.
- Education/Practice support consulting opportunities.
- Support for the medical neighborhood
- Demonstrable health outcomes

2. How would you answer the question “What is WCMSCHF, and what do we do?”

Responses Included:

- Provide population management through provider support and complex care management.
- Part of the CCNC Network
- Quasi-consulting organization in areas of care management, practice optimization, QI, continuum of care, improving access to care while decreasing cost and increasing value
- We provide

for

Quality

Providers (your doctor)

Cost

Institutions (hospitals)

Outcomes

Payors

Expertise

“You” ...the client

- We do this through/by:
 - Creative care management
 - Medication management
 - Being a resource, informant and consultant

Wendy brought the meeting towards a close by asking the Board what thoughts/directions they wished to offer the Leadership Team at their upcoming retreat:

- Review the Context Map
- Neutrality is VERY important as long as you can pay the bills
- High value care and cost of Care; how can you raise awareness
- Define marketable things which this network does very well

The Board also discussed next steps for themselves:

- Where/how should we consult beyond managing finances and policy?
- What is our role in helping to shape the future of WCMSCHF?
- Would like to see the Board provide Advocacy Role, i.e. General Assembly
- Help finalize branding; Who we are.
- Identify the Boards Values and Criteria on which to advise.

Wendy adjourned the meeting at 8:00pm.