

## TRANSFORMING COMPLEX CARE PROFILE

# Mountain-Pacific Quality Health

## *Delivering comprehensive care coordination to rural populations with complex needs*

**M**ountain-Pacific Quality Health (Mountain-Pacific) is a non-profit Quality Improvement Network-Quality Improvement Organization focused on driving health innovation in Montana, Wyoming, Hawaii, Alaska, Guam, American Samoa, and the Northern Mariana Islands. It partners with providers, insurers, patients, and other stakeholders to improve individual and population health while lowering health care costs. Its quality improvement initiatives include: preventing health care-associated infections and conditions; assisting providers with health information technology and electronic health records; and improving the health of individuals with chronic conditions.

### Pilot Focus

In a Montana-based pilot, Mountain-Pacific is creating ReSource Teams, staffed by registered nurses, community health workers (CHWs), volunteers, and a behavioral health consultant, to connect patients in hard-to-reach rural or frontier areas to health care and social services. The ReSource Teams are initially targeting three communities in Montana — Billings, Helena, and Kalispell — to overcome patients' barriers to care, many of which are unique to rural areas. Resource Teams will use a customized care management software platform to track and manage patient care. During home visits, ReSource Team members will use video chat on mobile tablets to link patients with remote providers and coordinate a full range of care, including addressing social needs.

### Pilot Patient Population

Mountain-Pacific has identified that one percent of members account for 22 percent of its total health care costs. Building on a prior effort for high-utilizing Medicare patients, the ReSource Teams will serve Medicaid, Indian Health Service, Veterans Administration, and uninsured patients who have been admitted to the hospital twice in the past six months, have two or more chronic conditions, and are identified as potentially benefiting from enhanced primary care.

#### *About Transforming Complex Care*

These profiles feature participants in *Transforming Complex Care*, a national initiative made possible with support from the Robert Wood Johnson Foundation. The Center for Health Care Strategies is directing this multi-site demonstration to support the development of highly replicable care models for individuals with complex medical and social needs. For more information, visit [www.chcs.org](http://www.chcs.org).

## Key Program Partnerships

- **Payers:** Medicaid, Blue Cross Blue Shield of Montana, and Pacific Source.
- **State Government:** Governor’s office, Department of Health, Montana State Innovation Model.
- **Providers:** Billings Clinic, St. Vincent’s Hospital, St. Peter’s Hospital, Kalispell Regional Medical Center, nursing homes, home care agencies, community behavioral health centers, federally qualified health centers, and hospices.
- **Universities:** Montana State University and University of Montana.
- **Nonprofit social services agencies:** *ASSIST*, a nonprofit that uses volunteers to connect area residents to social services, and *Keeping You Home*, a nonprofit that uses peers to keep high-risk seniors out of the hospital.

### Select Features of Mountain-Pacific’s Program

#### Care Model Enhancements

- Using CrossTx care coordination software to improve communication among providers and community-based organizations.
- Facilitating patient-provider interaction through video chat on mobile tablets.

#### Workforce Development

- Engaging *ASSIST* and *Keeping You Home* volunteers as community health workers.
- Developing a CHW curriculum and certification process and working with Montana State University College of Nursing to improve care coordination curriculum.
- Adding a veteran CHW given that one in 10 Montanans are veterans.

#### Governance and Operations

- Creating a steering committee including community members, physical and behavioral health providers, ReSource Team staff, payers, and university representatives to identify sustainable financing and develop trainings and policies.



\*SOURCE: Complex Care Domains, from *Supporting a Culture of Health for High-Need, High-Cost Populations: Opportunities to Improve Models of Care for People with Complex Needs*. Robert Wood Johnson Foundation and CHCS. October 2015.

#### ABOUT THE CENTER FOR HEALTH CARE STRATEGIES

The Center for Health Care Strategies (CHCS) is a nonprofit policy center dedicated to improving the health of low-income Americans. It works with state and federal agencies, health plans, providers, and consumer groups to develop innovative programs that better serve people with complex and high-cost health care needs. For more information, visit [www.chcs.org](http://www.chcs.org).