

To whom it may concern,

Thank you for the opportunity to respond to your CT SIM Report. With over three years of experience providing technical assistance support to practices under the Comprehensive Primary Care initiative and leading practice transformation activities locally here in Colorado for 10 years, we would like to provide the following comments:

- We agree with your approach to focus the innovation plan squarely on the patient; patient-centeredness and a plan to engage patients meaningfully on multiple levels, from the practice to the network during the design, implementation and evaluation phases has proven highly effective.
- Primary care transformation in the state of Colorado has been active for over 10 years and has had measurable impact. There is still more work to do to fundamentally change and design care where, how and at the right time for patients. Opportunities still remain to advance partnerships at all levels that will maximize improvements to access, coordination and resource maximization across silos – both within the healthcare delivery system and in the community.
- There is a great need to engage/educate/train Providers as their participation is crucial to advancing their buy-in even as we try to work around and for them to extend their reach. Creating the right training, support, development and feedback mechanisms for providers and other leaders will be crucial.
- Teams within practices and across organizations and disciplines need training, development and cross-organizational/team workflow design support not only for their roles but also to define how they will work together with measurable process and outcome measures.
- Expanded access strategies are essential and must extend beyond the need for e-consults in order to be able to provide the patients who have transportation, work and family related barriers appropriate access to care. People with the most need often have the least access to the services that are crucial to their care needs.
- As new roles develop like complex care managers, behavioral health providers, and community health workers, it is essential that those roles are well-defined, that training occurs by role and that there are clear team-based care workflows and measures that can indicate success in creation of a comprehensive team approach – related both to process and outcome.
- Care plans are a great approach for patients with complex needs, as long as they are available where and to whom they are needed and that they are editable by multiple members of the comprehensive care team, within and across organizations.
- Screening for mental health/behavioral health issues is a crucial first step; having a meaningful referral network is also extremely important so that once a positive screening occurs that there is somewhere or someone who has access to care for the patient.
- A question to keep in mind is: how do we engage hospitals in partnership to help support unnecessary ED and hospital admissions beyond improving access to care?

We appreciate the opportunity to comment on this important work and to be able to contribute to it in meaningful ways as it moves forward.

Best,

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