

Calendar Year 2020



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EXECUTIVE SUMMARY

2020 started off like any other year, new goals were set, plans to celebrate the ten year anniversary of the OU Sooner Health Access Network (OU Sooner HAN) were started, and then the world changed with the arrival of COVID-19. As with all programs, the OU Sooner HAN had to make major adjustments. Every team member within the OU Sooner HAN was significantly impacted both personally and professionally by the global COVID-19 pandemic. However, every team member stepped up to the challenge and made 2020 another successful year. Work from home orders were issued on March 16th. Quickly, efforts were made to make sure employees were sent home with everything they needed to continue to serve the providers and members within the OU Sooner HAN. At the same time, education and information about the COVID-19 virus was gathered and shared to help keep everyone informed. Adjustments to work schedules were made to accommodate those with school-aged children, now at home, or those in caregiving roles for family members. Self-care became even more important.

Out of all of this, as you will see in the following pages, were amazing efforts to ensure members received continued services and supports. New technologies were used to train and support practices, yard visits became a “new service”, Zoom became an important tool, and amazingly through it all the human spirit prevailed. Despite the challenges faced in 2020, the OU Sooner HAN is proud of what was still accomplished and the impact the team members had on the members and providers of the OU Sooner HAN.

MISSION, VISION AND VALUES

After ten years of great success the leadership team took the opportunity to examine the mission and vision of the OU Sooner HAN and determined it was time to simplify the mission, vision and values.

OU SOONER HEALTH ACCESS NETWORK		
MISSION	VISION	VALUES
<p>To transform healthcare by improving the health and wellbeing of Oklahomans</p> 	<p>Ensuring Oklahomans have access to affordable, quality, and person-centered healthcare</p> 	<ul style="list-style-type: none">• Unconditional Positive Regard<ul style="list-style-type: none">◦ Caring◦ Self-Care◦ Enjoying Work◦ Whole Person• Equity• Evidence Based• Lifelong Learning<ul style="list-style-type: none">◦ Innovation◦ Education and Training• Technology

PURPOSE

The purpose of the OU Sooner HAN is to:

- Support comprehensive, coordinated healthcare centered around the wants and needs of the **member**
- Improve member **access** to care and social services
- Improve member **health** and **healthcare** one network connection at a time

CORE FUNCTIONS

The OU Sooner HAN ended calendar year (CY) 2020 with an enrollment of 183,463 OU SoonerCare Choice members served across 100 primary care practices. During 2020, a total of 208,358 unique members were enrolled.

CARE MANAGEMENT

The OU Sooner HAN began 2020, working with the Oklahoma Health Care Authority (OHCA), the Pacific Health Policy Group (PHPG), and the other two Health Access Networks (HAN) on the HAN Redesign. Redesign was put on hold due to the pandemic and then ultimately stopped as OHCA released the managed care request for proposal.

A total of 3,217 members received care management throughout 2020, of which 2,284 were attributed to the Aged, Blind, or Disabled (ABD) category.

Care management adjusted to account for social distancing during the COVID-19 pandemic. Telehealth visits were employed to meet member needs and keep both members and care managers safe.

EDUCATION AND TRAINING

The training team held four Fundamentals of Care Management courses throughout 2020. The training team was able to successfully move the in-person Fundamentals of Care Management course to a virtual environment. Twenty care managers participated in the first virtual course held in November 2020. Course Highlight: Fifty-three providers and staff from six OU Sooner HAN participating clinics attended one of the four care management course offerings.

Customized trainings were developed for Muscogee Creek Nation administration and care managers. This was their initial training as an OU Sooner HAN participating provider.

As part of the COVID-19 pandemic response, lunch and learns were moved to an online Zoom platform in May of 2020.

A total of 1,085 participants from numerous departments and organizations attended the monthly Lunch and Learn offerings in 2020.

‘Just in time’ education sessions were continued by the OU Sooner HAN Medical Director and the OU Sooner HAN Behavioral Health Medical Director at the respective biweekly care management team staffing meetings. Topics ranged from COVID-19 specific discussions, to mental health during a pandemic, self-care, and others.

REFERRAL MANAGEMENT

The Doc2Doc team was well poised to support all practices and users virtually by already having in place a remote online tool, easy access for off-site workers, and the adoption of Zoom. Practices have been receptive to virtual support and little has changed. Site visits were down, though user trainings increased. Marketing efforts continued with new contacts made in the third quarter, which increased the number of clinics offering diabetes education and radiation oncology. In addition, Crossover Health Services re-implemented Doc2Doc, which helped them to manage referrals off-site. They stated they have found it much easier this time.

The number of referrals placed decreased significantly in quarter two, though in quarters three and four were nearly equal quarter four, 2019. Loop closure rates did drop to 58% as a result of the stress on practices during the pandemic. The team is working with practices

on workflows to follow up on outstanding referrals.

QUALITY

In 2020, the COVID-19 pandemic prevented on-site visits to provider practices. However, the quality team celebrated success with the development of care manager dashboards, which improved internal productivity, accountability and communication. The quality team continued direct support to our internal teams by improving the care manager productivity summary to leadership, provided additional reports to practices and internal teams, assisted with care management training, provided a quality overview for new care managers, and participated in quality improvement projects.

Two nursing students rotated through the Medical Informatics Department and completed

quality improvement PDSA (Plan, Do, Study, Act) projects including the issue of making timely initial contact and building rapport with members' providers and researching, analyzing, developing and implementing an intervention. These projects were used to improve the OU Sooner HAN team and primary care provider communication and increase member early intervention utilizing a member care plan.



GOALS

In 2021, the OU Sooner HAN will continue to focus on the following goals:

1. Expansion of Care Management Services - Target 2%-3% of covered lives in care management;
2. Doc2Doc Utilization for Optimal Referral Loop Closure - Increase referral loop closure in Doc2Doc by 10%;
3. Overall Program Goal - Collaborate with potential managed care organizations to continue OU Sooner HAN services after October 1.

PROGRESS AND FUTURE GOALS

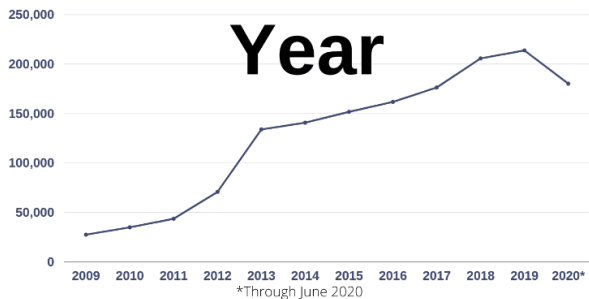
Achievement and progress was made on the goals set in 2020. Plans to continue these goals, as well as continual improvement for goals that were met are described below:

1. The SoonerCare Choice roster size in December 2019 was 148,464 members. There was a 23% increase from December 2019 to December 2020, with 183,463 members, primarily due to the increase in unemployment due to the pandemic. Despite the COVID-19 pandemic, three new primary care clinics joined the OU Sooner HAN. The OU Sooner HAN team worked together to support their existing clinics in 2020.
2. The percentage of OU Sooner HAN members receiving care management services in 2020 was 1.5% of covered lives. Of the 3,217 members in care management in 2020, 2,284 members were ABD. This was 71% of all care managed members.
3. In 2020, two new primary care practices were added to the OU Sooner HAN Doc2Doc services and two were re-engaged, bringing the total number of primary care practices utilizing this service to thirty-two. OU Sooner HAN staff will continue to recruit primary care specialty providers, particularly in rural areas.
4. A new quality manager was hired in January 2020. Due to the COVID-19 pandemic and the work-from-home directive, the quality focus was adjusted to internal quality initiatives. Including the release of the care management dashboards and PDSA projects. These efforts will continue in 2021.

10 YEAR ANNIVERSARY

In October of 2020, the OU Sooner HAN celebrated its 10th Anniversary. Illustrated below are some of the accomplishments the HAN has achieved in these years.

Unique Members by Year



451,814
Unique
Member Lives



****That's more than the population of the City of Tulsa!**

Closing the Loop
85%

of Doc2Doc referrals are in a closed status

Doc2Doc
637,026
Referrals Initiated

4,147,065+ Minutes

69,117+ Hours

spent helping
SoonerCare
Choice Members

279,642+ Contacts

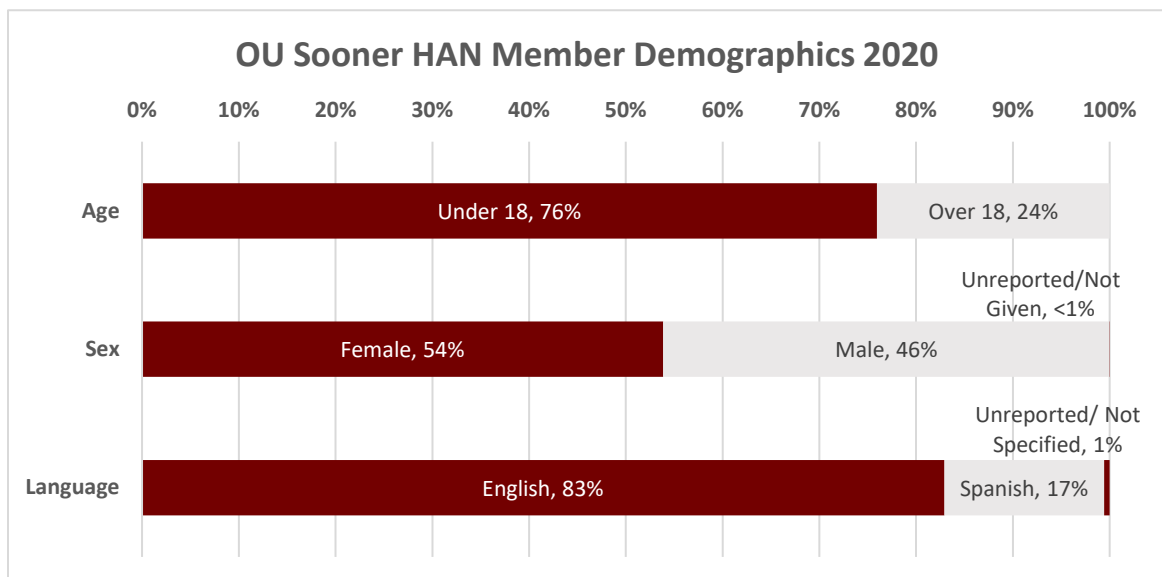
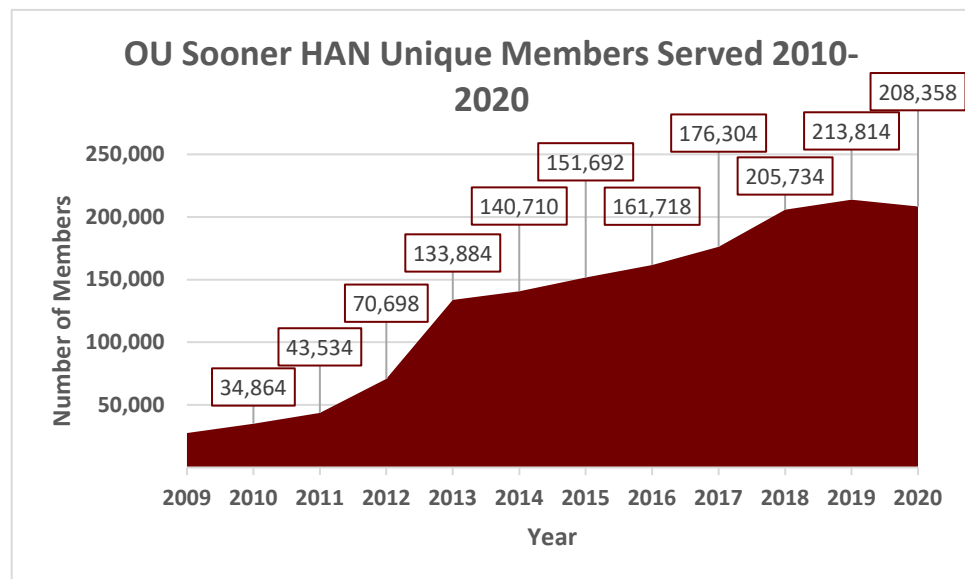
12,767+ Cases



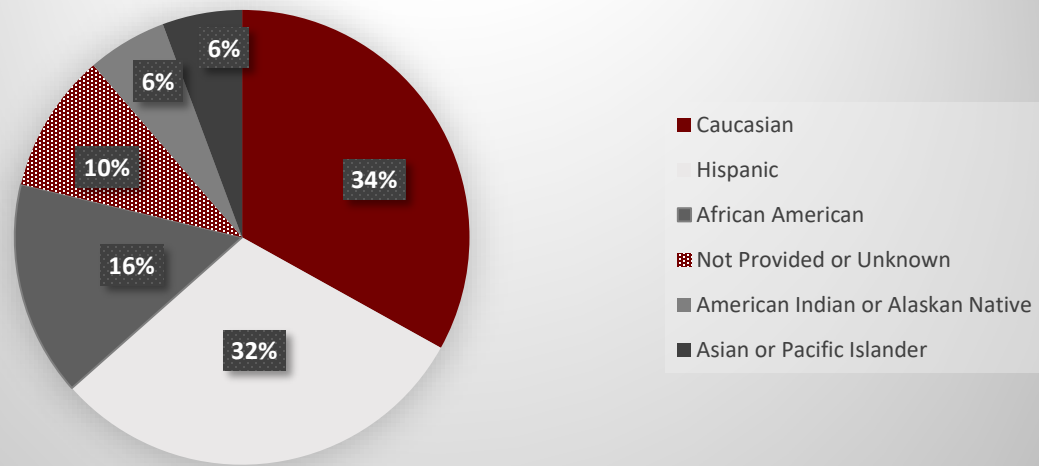
OU SOONER HAN ENROLLMENT

MEMBER DEMOGRAPHICS

In 2020, the OU Sooner HAN ended the year with 208,358 unique members served. Even though unique member count is down, there was a significant increase in panel size.

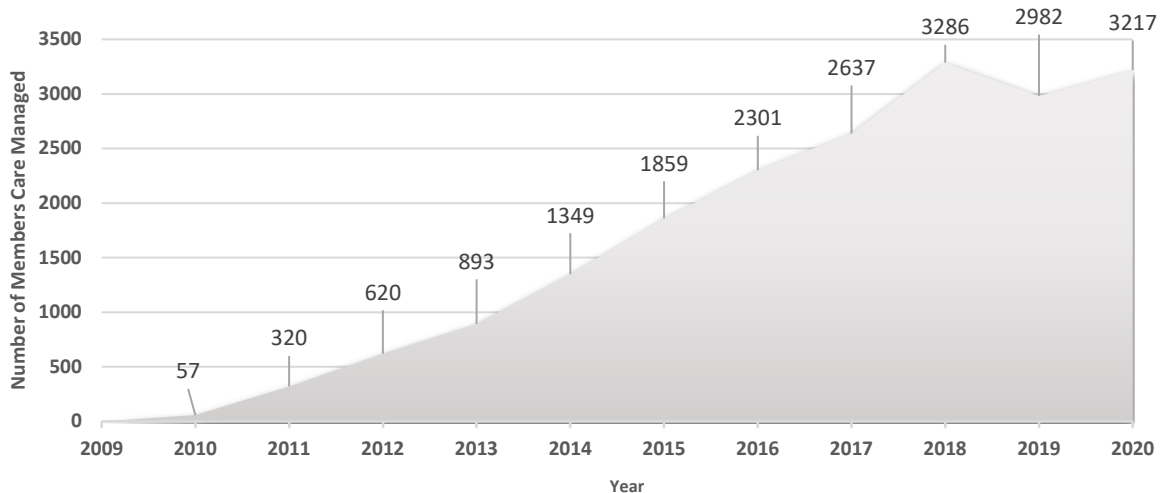


OU Sooner HAN Member Race/Ethnicity



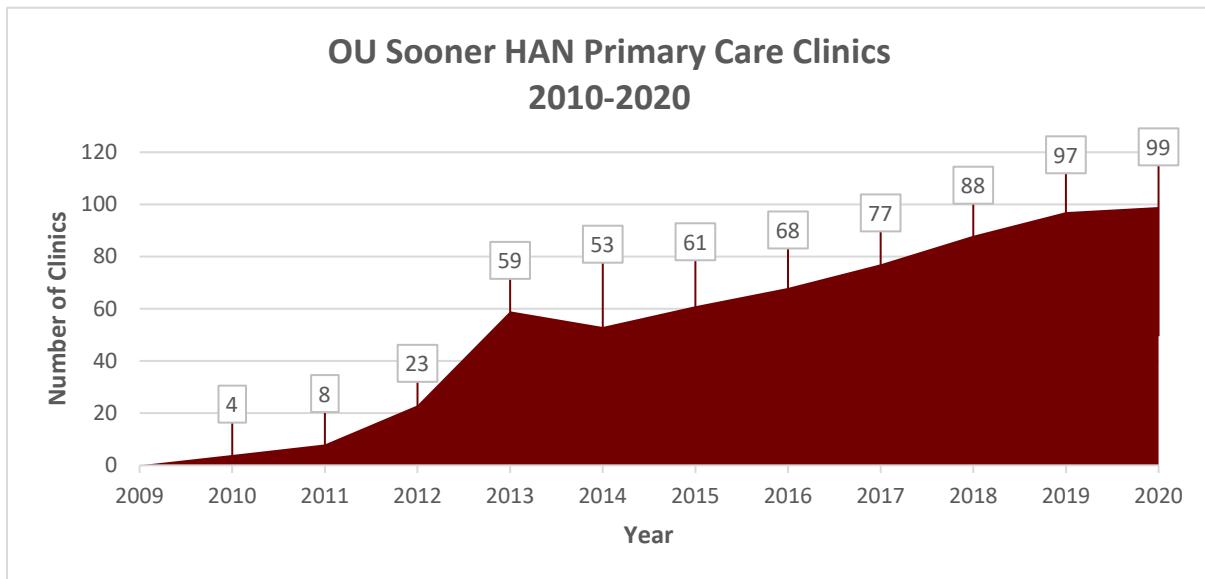
The OU Sooner HAN continues to utilize data to help identify potential new members for care management. Enrollment in these services has increased each year since its commencement in 2010. In 2020, 3,217 cases were opened for care management services. The OU Sooner HAN served 235 more care management cases in 2020 when compared to 2019.

OU Sooner HAN Care Managed Members Served 2010-2020



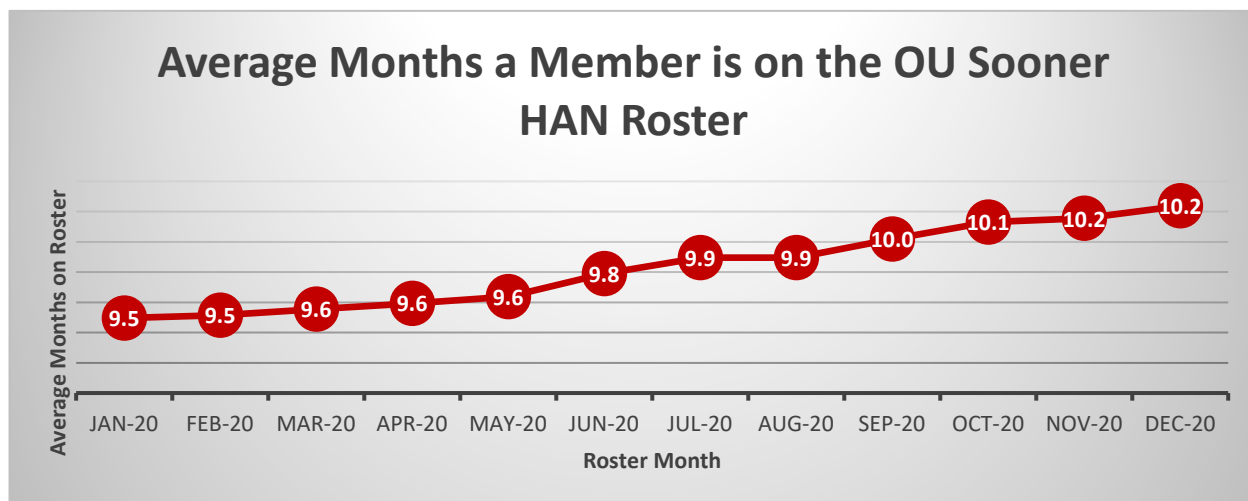
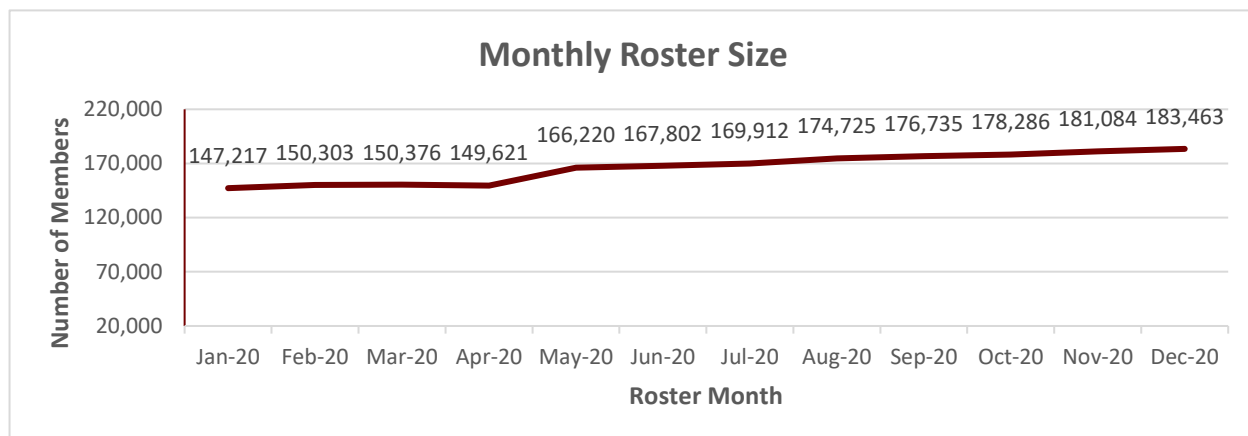
PRACTICE LOCATIONS AND ROSTER SIZE

The OU Sooner HAN has continued to grow in its partnerships with primary care providers to expand OU Sooner HAN services to more SoonerCare Choice members. The OU Sooner HAN partnered with 99 primary care practices serving 183,463 SoonerCare Choice members at the close of 2020. Three new practices were added in 2020, which include: Access Solutions Medical Group – Okmulgee, Variety Care – Anadarko, and Main Street Family Clinic. Utica Park – Broken Arrow South clinic no longer has a SoonerCare Choice roster.

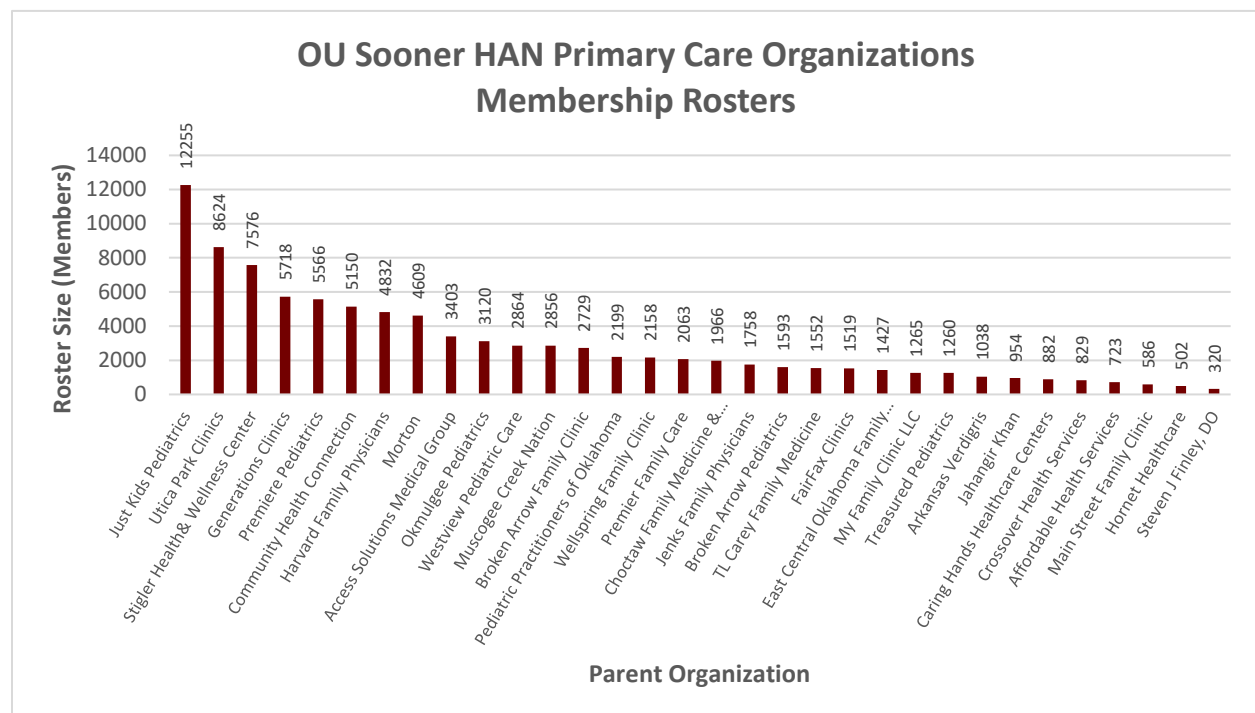
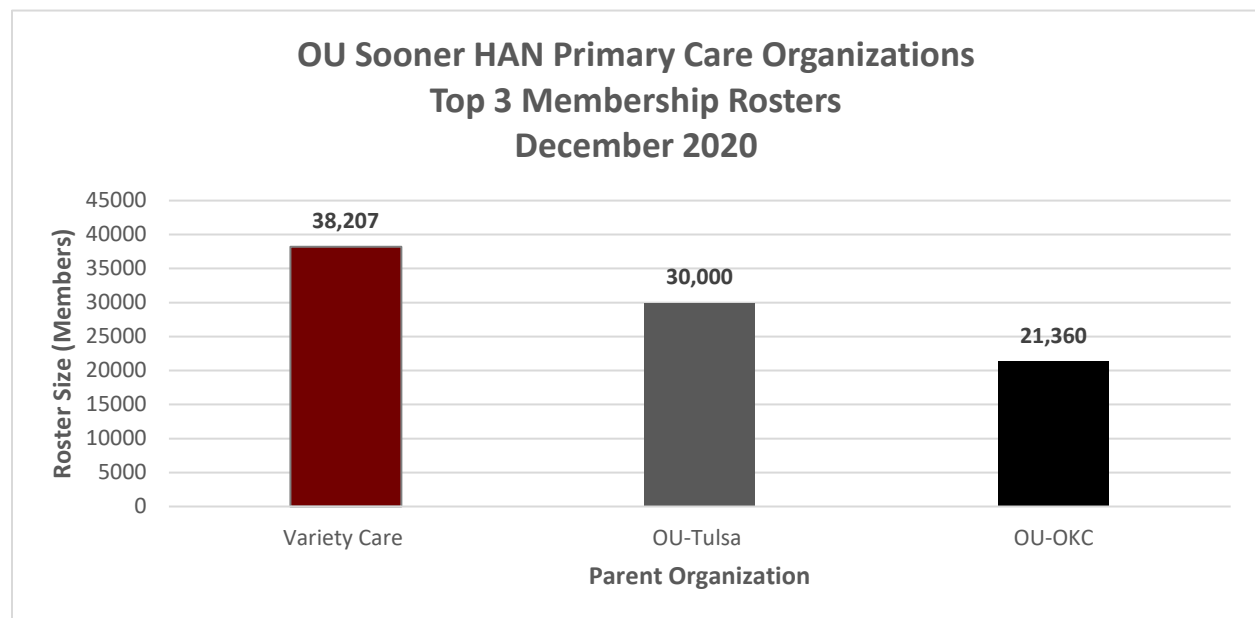


Although we served fewer unique members in 2020, when compared to 2019, the length of time that members stayed on the OU Sooner HAN roster and the monthly roster size increased steadily throughout 2020.

Federal legislation postponed processing recertification for members during the emergency declaration related to the coronavirus pandemic. This helped prevent members from experiencing interruptions in their SoonerCare coverage. The roster size saw an increase of 36,246 members between January and December of 2020. This was a 23% panel increase from December 2019 with 148,464 members to December 2020 with 183,463 members.

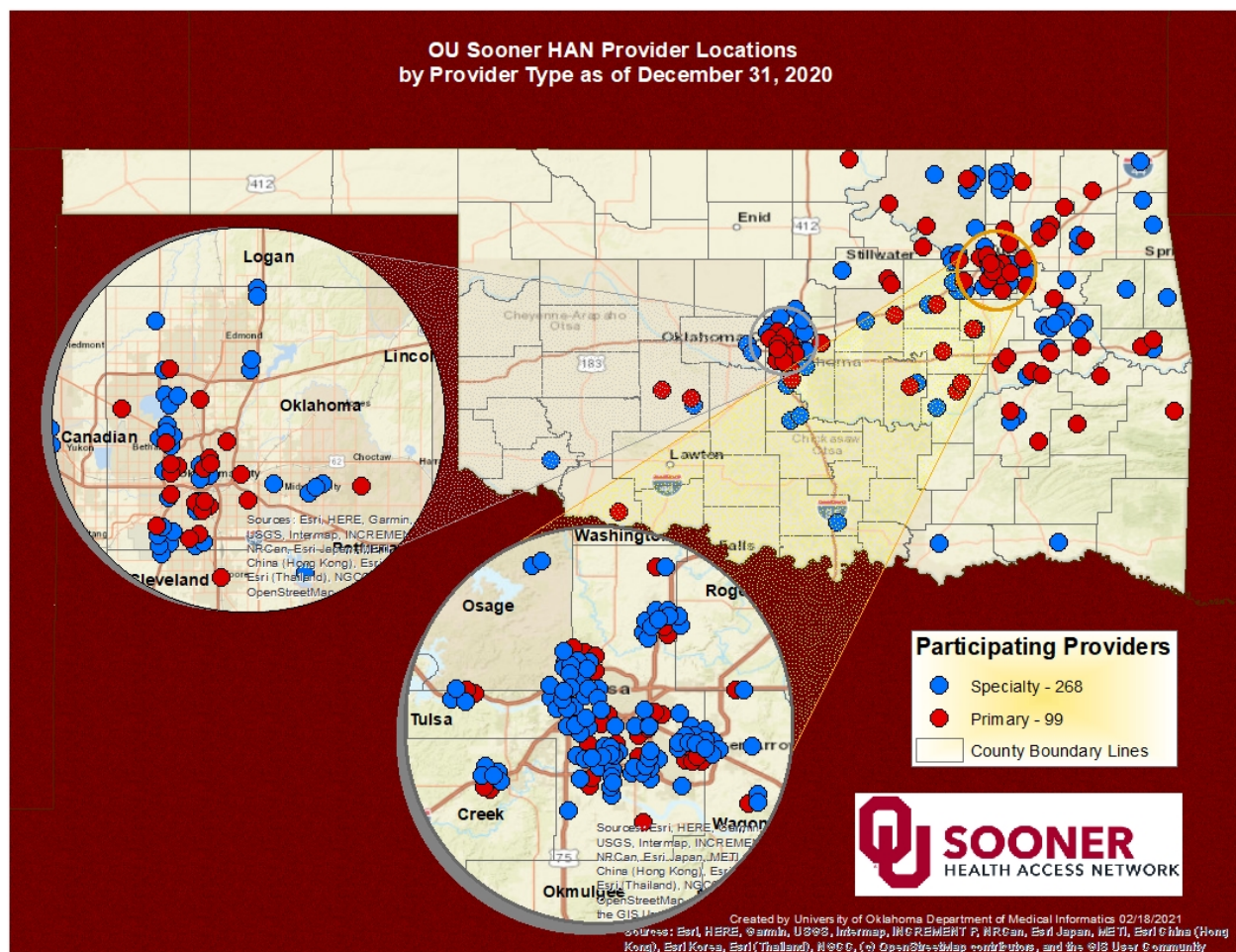


The OU Sooner HAN is affiliated with 35 distinct Primary Care Organizations. The graphs below display these affiliations and the number of SoonerCare Choice members assigned to those organization's roster.



Three practices (Variety Care, OU Physicians-Tulsa, and OU Physicians-OKC) provided access to care at 27 locations throughout the Tulsa and Oklahoma City metropolitan areas. These large practices represent 49% of the OU Sooner HAN membership, or 89,567 members. The remaining 93,896 members were served by 72 smaller practices and locations across Oklahoma.

Variety Care, an FQHC and the OU Sooner HAN's largest provider practice, served 38,207 members at the close of 2020 at 14 practice locations in Central Oklahoma



SPECIALTY CARE NETWORK

In 2020, the Doc2Doc team coordinated with specialty practices to maintain utilization and offer support during the pandemic changes. Referral needs identified included training, updating contact information, and development of new workflows. Recruitment efforts were minimal in the first half of the year, though Northeastern Oklahoma Cancer Institute did implement Doc2Doc in July. Additionally, several existing specialists added new locations.

As of December 2020, 268 specialty practice locations, representing 43 specialties, were active in Doc2Doc, the OU Sooner HAN referral management tool.

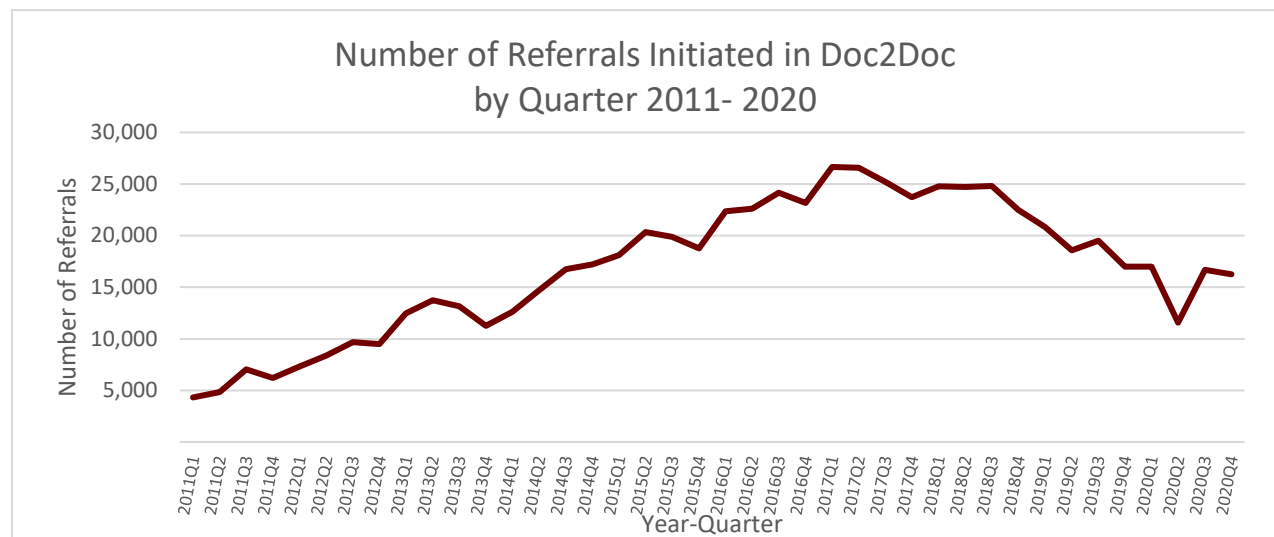
TRANSITIONS OF CARE AND REFERRAL MANAGEMENT

The Doc2Doc representatives continue to market to new practices. Variety Care added a new location in Anadarko and Crossover Health Services re-implemented Doc2Doc services. While referrals were down due to visit limitations in many practices, the team continued to reach out and had initial conversations with 6 current primary care practices about Doc2Doc referral management services.

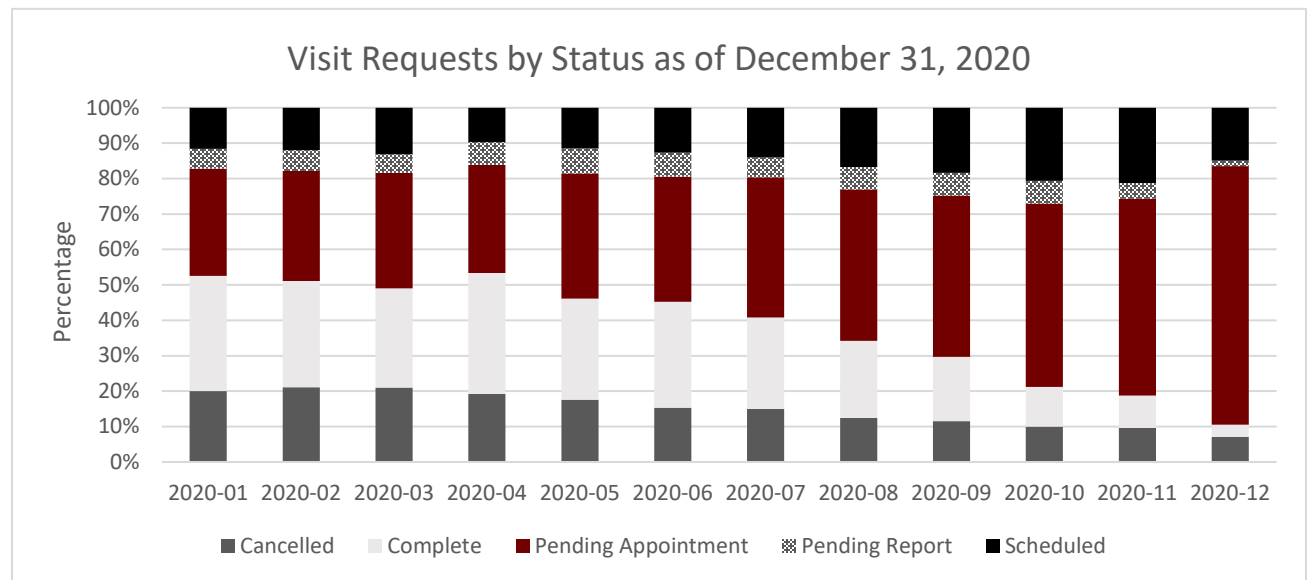
61,489 Referrals were initiated in 2020

In 2020, 61,489 referrals were initiated in Doc2Doc. The following graph shows the number of referrals (visit requests) initiated by calendar quarter since 2011. In 2011, 22,411 number of referrals were initiated.

Doc2Doc account specialists continue to see increasing clinic staff turnover and is monitoring data to proactively address practices with outstanding referrals. The COVID-19 Pandemic had a significant impact on the decrease in specialty referrals in 2020.



The graph below outlines the classifications of the referral statuses initiated in 2020 at the close of the year by month initiated. At the end of the fourth quarter of 2020, 58% of referrals initiated in 2020 were cancelled, scheduled, or completed. However, of the pending appointments, 83% are in process.



The OU Sooner HAN Doc2Doc staff focused primarily on supporting practice needs in 2020, training staff new to the practice or new to a referrals role. The team worked with practice managers to identify best staff utilization to manage the referral process. Secondly, specialty practice smart forms were updated encouraging the sending practice to provide adequate information for the transition of care. Finally, Doc2Doc completed a system improvement giving the specialist the ability to send a consult note back via the tool. This feature will bring value to the smaller practices where the EHR may not auto send visit notes.

In 2020, the OU Sooner HAN Doc2Doc staff facilitated referral improvement projects in two specialty practices with a management change, assisted a women’s health practice in improving referral cycle time, and coordinated with a home health practice to redistribute referral

tasks after moving to centralized scheduling. The team also supported multiple users as they transitioned to a work from home environment.

During 2020, the Doc2Doc team created a relationship with the Oklahoma Primary Care Association who is encouraging the system as a go to for the FQHC practices and the Oklahoma State Health Department to increase participation for their qualifying specialties. System enhancements were another priority and included a new tool to aide support in maintaining the receiving practice database, a CCDa report that practices can manage, and a new system to track site visits and users. Most notably, the system now allows practices to attach a consult note back to the sending practice. This benefits the smaller specialty practices who do not have auto send EMR consult notes.

TRANSITIONS OF CARE AND REFERRAL MANAGEMENT, USER ACCOUNTS AND SUPPORT ISSUES

The OU Sooner HAN provides user support for the Doc2Doc referral management tool via telephone, email, and remote online support. Doc2Doc user support is available Monday-Friday 7am-7pm. The team also provides support for the OU Health Tulsa EMR interface.



MOST COMMON SUPPORT ISSUES IN 2020

1. Clinic Profile Verification or Updates (2,465 support tickets)
2. Claims Reports for Care Management (1,517 support tickets)
3. Addressing EMR Interface Alerts (910 support tickets)

81 Scheduled Reports are sent to OU Sooner HAN Participating Practices Monthly



In 2020, Doc2Doc staff conducted

7 On-boarding Visits for New Clinics

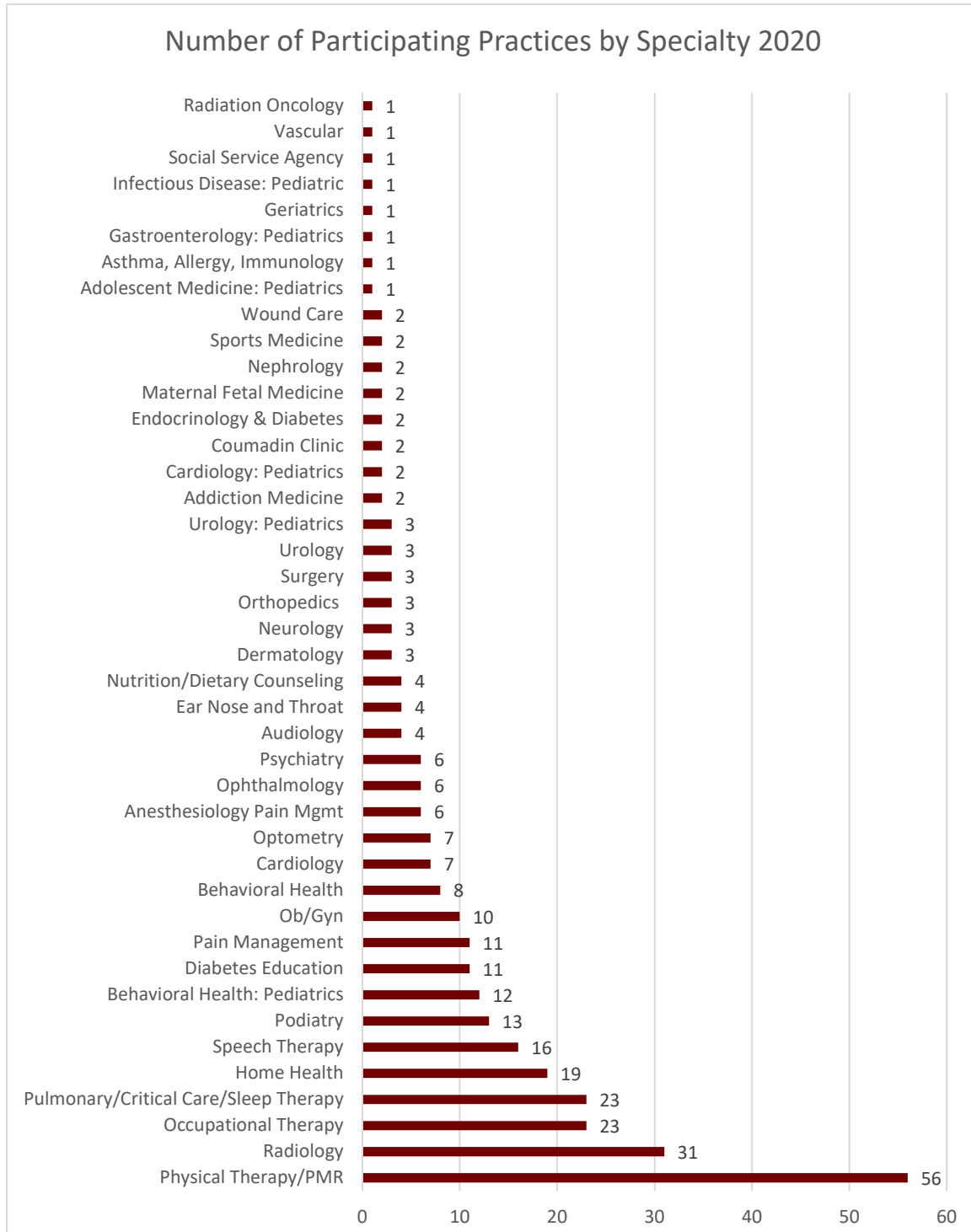
80 Site Visits for Established Clinics

108 System Users Trained



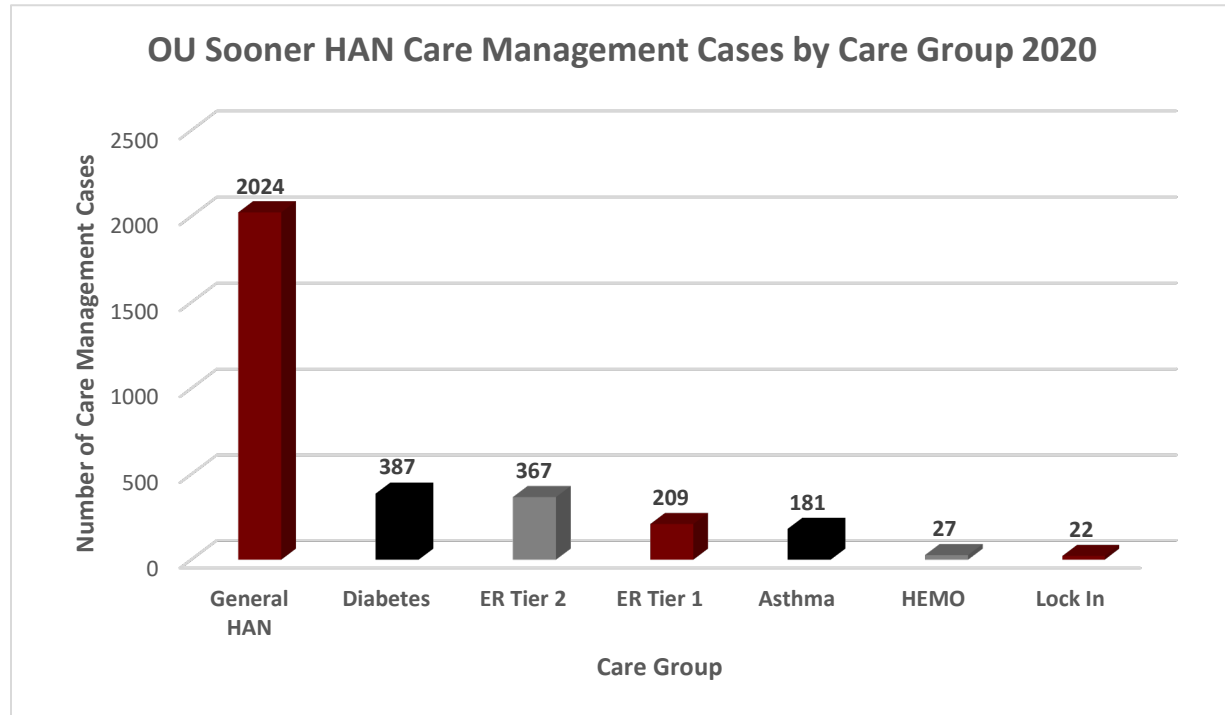
PARTICIPATING SPECIALTIES

The graph below highlights the many different specialties utilizing the Doc2Doc referral management tool.



CARE MANAGEMENT

The number of unique members served has grown significantly from 58 in 2010 to 3,217 in 2020. The graph below shows a summary of the number of unique members receiving care management by care group. When compared to 2019, the OU Sooner HAN served 235 more cases in 2020. The length of time that members were in care management decreased from 180.4 days in 2019 to 163.8 days in 2020. The OU Sooner HAN added another bilingual care manager in 2020, bringing the number of bilingual care managers to 4. 16 care managers were working for the OU Sooner HAN at the close of 2020.



Due to the COVID-19 pandemic, care managers stopped all in-person visits, which created new challenges. The care management team responded quickly to the call to action, which included the use of telehealth, and socially-distanced yard visits with members. Care managers relieved the stress of members by assisting with other necessities, which included delivering members' medications from pharmacies, delivering food from food pantries, and facilitating access to primary care and behavioral health services for members via Zoom or other telehealth platforms.

CARE GROUP ASSIGNMENT AND PRIORITIZATION

The OU Sooner HAN utilizes data from sources such as MEDai data and claims to identify and prioritize potential members for care management intervention as outlined below.

PRIORITIZATION MATRIX SUMMARY			
Group 1 Aged, Blind, Disabled	Group 2 Claim Based	Group 3 Clinic Panel Reports (OU-Tulsa Clinics Only)	Provider Referrals are inserted at any time they are received
High Acute Impact Score and High Chronic Impact Score and High Forecasted Costs	10 or more ER visits for any reason and ABD	A1C>9	
High Forecasted Costs	10 or more ER visits for any reason	Uncontrolled Blood Pressure	
High Chronic Impact Score	4 or more ER events with Diabetes or Asthma as one of the top three diagnosis and ABD	High Risk by EMR Criteria	
High Acute Impact Score	4 or more ER events with Diabetes or Asthma as one of the top three diagnosis		

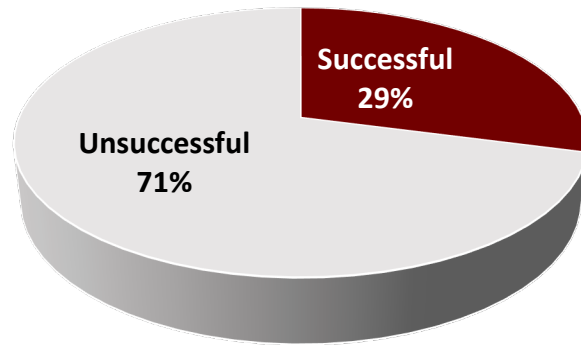
CONTACT HISTORY

In 2020, the OU Sooner HAN care managers documented 46,461 contacts with members, or with others on behalf of members enrolled in care management. Successful contacts accounted for twenty-nine percent (29%) of all contacts. Seventy-one percent (71%) of attempted contacts were unsuccessful. The

total number of care management contact hours documented in 2020 was 12,469. Successful contacts totaled 6,618 hours (53%) while the hours documented for unsuccessful contact attempts totaled 5,851 hours (47%). Although there are more unsuccessful contact attempts, more of a care managers' time continues to be spent on successful contacts.

Contact and Hours	Direct Contact with Member of Member Representative		Contact with Others on Behalf of Member	
	# Contacts	# Hours	# Contacts	# Hours
Successful Contact	10,145	5,613	3,379	1,005
Unsuccessful Contact	16,538	2,103	16,399	3,748
Grand Total	26,683	7,716	19,778	4,753

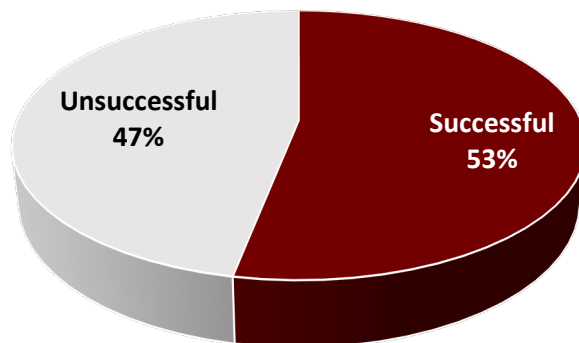
Care Management % of Total Contacts Successful vs Unsuccessful



Although 71% of contact attempts were unsuccessful, more hours were spent on successful contacts with members or on a member's behalf



Care Management Total Hours Spent Successful vs Unsuccessful



CLOSURE REASON

In 2020, three closure reasons accounted for 85% of all case closures. “Never able to contact” was the most cited closure reason with 35% of case closures. This is a slight increase from CY2019. Care managers reported the increase in closure of “unable to contact” due to having to block their personal phone numbers during contacts. In efforts to find a technology solution, the care management team coordinated with the OU IT department and implemented the ReachMe feature. This feature allows calls to appear as the OU office phone number regardless of where they are calling from.

**“NEVER ABLE TO
CONTACT”**

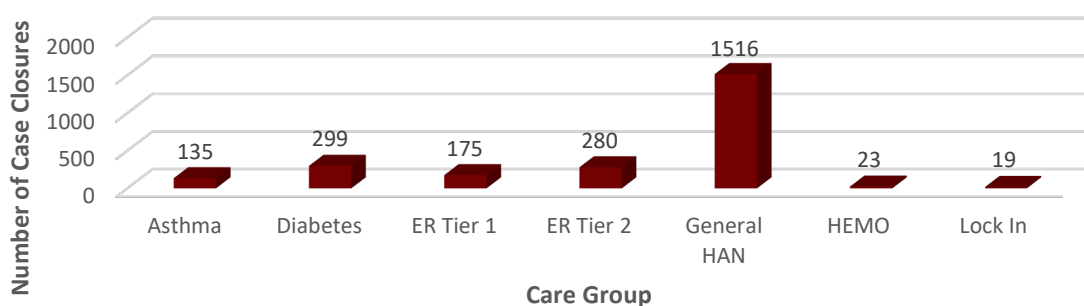
Most Frequent Closure Reasons

1. **Never Able to Contact, 35%**
2. **Voluntary Withdrawal, 33%**
3. **Unable to Contact (after making initial contact), 17%**

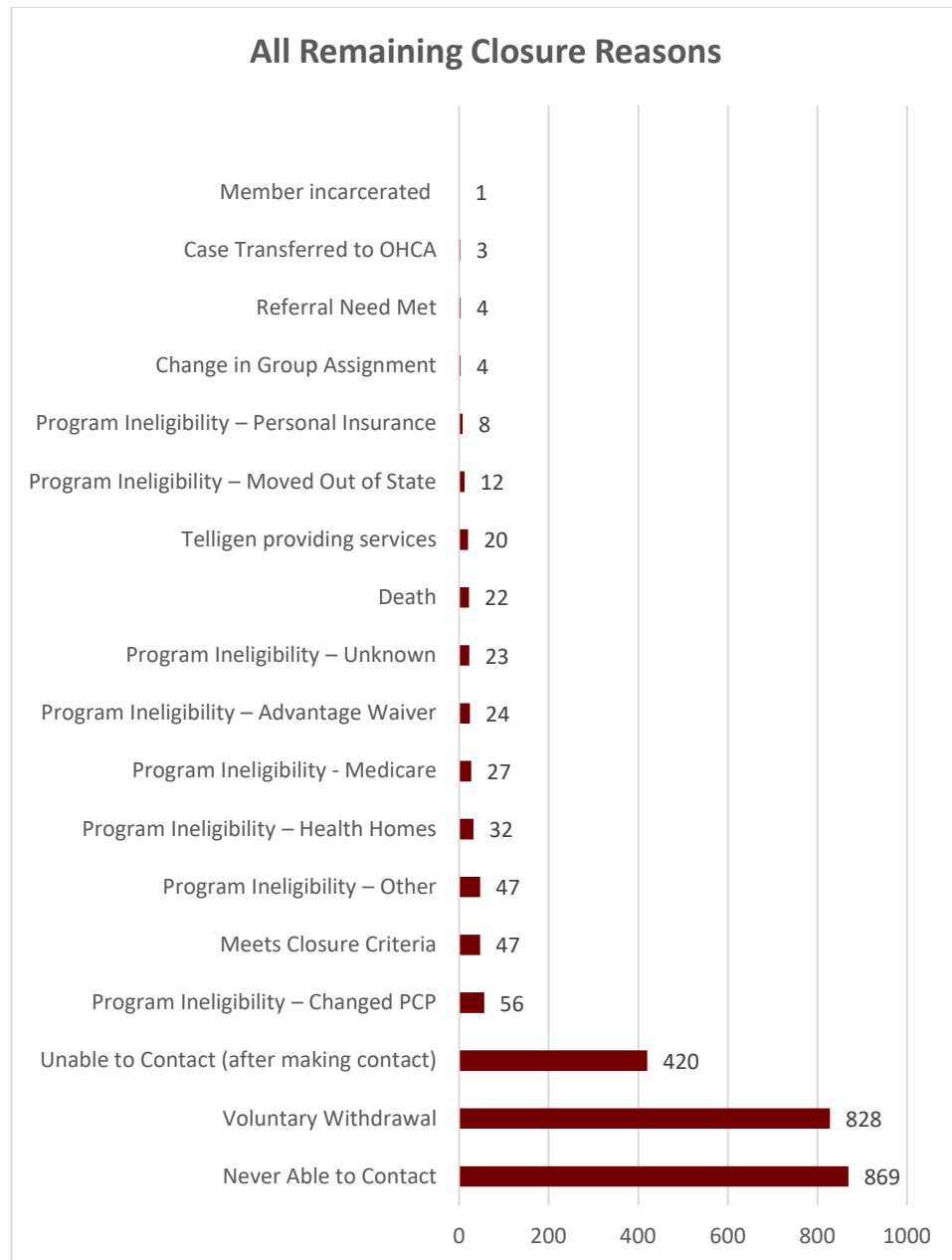
was the most
frequently cited for
case closure

Specific closure criteria guides care managers through the appropriate closure process. Examples of closure criteria might include decreased or no ER visits in a certain period of time, moving from uncontrolled to controlled asthma, A1C goal achieved over a certain amount of months, seeing their PCP on a regular basis, etc. Closing cases for meeting closure criteria is a growing reason, in large part due to the care managers having readily available reports that make identifying cases that meet closure criteria simpler but also due to the success they are having working with their members. This increased success could be attributed to many factors including continuing education and training for the care managers on disease processes, motivational interviewing training, and improved partnerships with the practices.

**Care Management Closures by Care Group
2020**



All remaining closure reasons make up 15% of all closure reasons



SOCIAL NEEDS SCREENINGS

942

members were screened
or re-screened for
social needs
with the Accountable
Health Communities tool

TOP 3 IDENTIFIED SOCIAL NEEDS WERE:

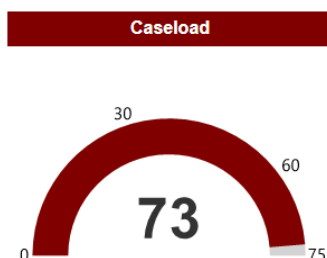
1. UTILITY ASSISTANCE
2. SOONERRIDE ASSISTANCE
3. SNAP BENEFITS

CARE MANAGEMENT MONITORING

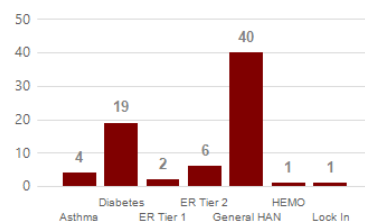
The OU Sooner HAN implemented online dashboards for care in June of 2020. The dashboards allow care managers to access a summary of member information regarding members in need of a contact, medication reconciliations, smart goals and barriers forms, social determinant screenings and/or the status of social needs referrals. The dashboards help ensure members are getting their necessary services and that the care managers are meeting the program determined goals.



HAN Care Management Dashboard



Case Count by Care Group



Case Statuses

Case Status	Case Count
New Cases (30 days)	14
Ongoing Cases	59
Recent Closures (30 Days)	10
Opened and Closed in past 30 Days	5


High Touch Cases

	High Touch Case Count	39	
⊕	Patient Name	RID	Han Group

Monthly reports are sent to managers regarding members in need of care management assessments and members that are due for contact. These reports are for review and to identify any areas in need of intervention.

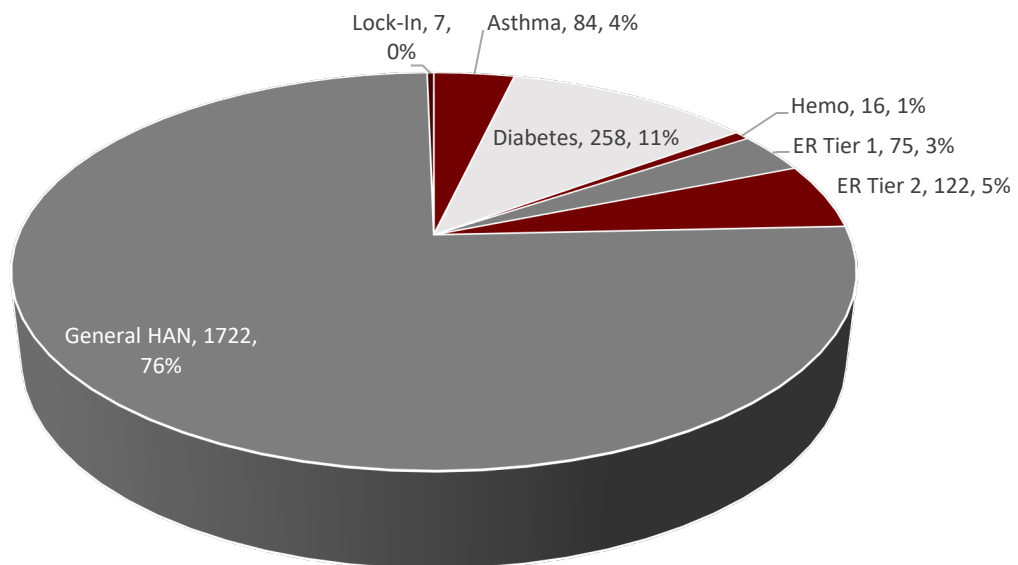
CARE MANAGEMENT TARGETED POPULATIONS

AGED, BLIND, AND DISABLED (ABD) CATEGORY

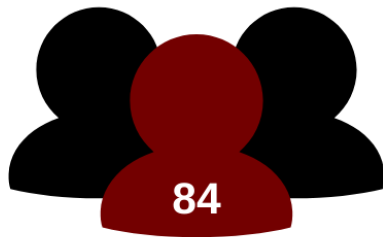
OU Sooner HAN

2,284
ABD Members
Received Care
Management Services in 2020

*12,106 OU SOONER HAN
MEMBERS WERE ATTRIBUTED TO
THE ABD CATEGORY IN 2020*

ABD Members in Care Management by Care Group



181 members
attributed to the
asthma care
group received
care
management
services in 2020



ABD Members

At the time of their most recent
asthma assessment,

61% of care managed members
reported having a written
Asthma Action Plan

And of screened members

72% reported using an
Asthma Controller Medication

Care managers made 2,697
contacts and documented a
total of 800 hours in 2020
with or on behalf of
members in the asthma
care group





Care managers
made
6,236
contacts
and documented
a total of
1834
hours in 2020
with or on behalf
of diabetes
management

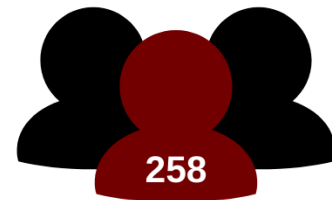
DIABETES

*387 MEMBERS RECEIVED CARE MANAGEMENT
SERVICES DURING 2020*

288 NEW MEMBERS ADDED TO THE
DIABETES CARE GROUP IN 2020

2.1%

**THE AVERAGE DECREASE IN A1C
OF MEMBERS WITH A
DOCUMENTED FOLLOW UP AFTER
AN A1C GREATER THAN 9**



ABD Members

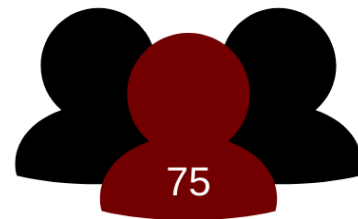
209 members attributed
to the ER Tier 1 care
group received care
management services in
2020



ER Tier 1

Care managers made 2,551
contacts and documented a
total of 662 hours in 2020
with or on behalf of
members to assist with
better management of their
health conditions and
decrease ER usage

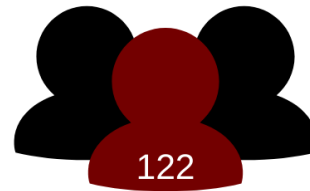
Care managers
made an
average of 12
contacts and
provided 3
hours of
assistance to
each member
in the ER Tier 1
group in 2020



ABD Members

**14% more Members were
served in this group in 2020
than in the previous year**

367 members attributed
to the ER Tier 2 care
group received care
management services in
2020



ABD Members

ER TIER 2 Care managers made an average
of **12 contacts** and provided **3 hours** of
assistance to each group member in 2020

ER Tier 2

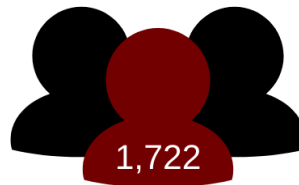
Care managers made 4,338
contacts and documented a
total of 1,052 hours in 2020
with or on behalf of
members to assist with
better management of their
health conditions and
decrease ER usage

Between 2019 and 2020, there was a
41% decrease in the number of ER
events for members of this care
group that received at least one year
of care management services



2,024 members received care management services in the OU Sooner HAN's largest care group

63% of all care managed members belong to the General HAN care group



ABD Members



Care managers made an average of **14 contacts** and provided **4 hours** of assistance to each **General HAN** care managed member in 2020

GENERAL HAN

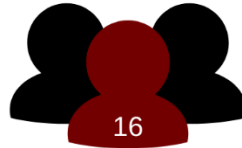
Care managers made 27,994 contacts and documented a total of 7,912 hours in 2020 with or on behalf of members to assist them in management of their health and treatment goals.



GENERAL HAN MEMBERS WITH AT LEAST ONE YEAR OF CARE MANAGEMENT SERVICES BY THE END OF 2020 SAW A DECREASE IN ER EVENTS BETWEEN 2019 AND 2020 OF

36%

27 members
with hemophilia
received care
management
services in 2020



ABD Members

Care managers made an
average of **13 contacts** and
provided **3 hours** of
assistance to members in
the Hemophilia care group
in 2020

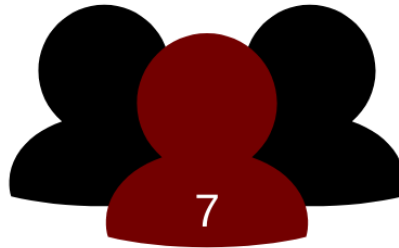


IN 2020, CARE MANAGERS MADE 342 CONTACTS AND
DOCUMENTED 83 HOURS WITH OR ON BEHALF OF MEMBERS TO
ASSIST IN BETTER MANAGEMENT OF HEMOPHILIA

22 members attributed to
the pharmacy lock in care
group received care
management services in
2020



Care Managers
made 216 contacts
and documented 47
hours during 2020
with or on behalf of
members in this
group



ABD Members

*Although only one member in this group has had
care management services for more than one year,
that member had half as many ER visits in 2020
than they did in 2019*

EDUCATIONAL OPPORTUNITIES AND PROVIDER ENGAGEMENT

FUNDAMENTALS OF CARE MANAGEMENT COURSE

The Fundamentals of Care Management Course utilizes a multidisciplinary team approach by emphasizing strategies to partner with providers, community agencies, family members, and other stakeholders to co-manage a diverse population of people with complex health conditions. The

Fundamentals of Care Management

4.8 out of 5



Average Participant Rating

course utilizes dual learning mechanisms by incorporating both e-learning and in-class

engaging presentations and activities. The small group sessions generate interactive learning and discussion. Many of the teaching modules are case-based and discuss actual events/scenarios that care managers commonly encounter. Supplemental materials and templates are provided electronically in the online learning system.

The Fundamentals of Care Management course was held four times during 2020 with a total of **53** healthcare professionals in attendance

"MI was my favorite and will likely be our most useful part. Trauma was impactful and moving"

"Very informative and challenging to integrate best practice in our clinics"

"I thought it was very useful. Reinforce the importance of our job and hard work"

"Great handouts and lots of resources"

"Presenters were all amazing. Relaxed and comfortable atmosphere"

On average, post-test scores were 34.3 percentage points higher than pre-test scores (95%: 29.6- 39.0)

In the virtual version of the course, on average post-test scores were 32.8 percentage points higher than pre-test scores (95%: 23.6-42.1)

LUNCH AND LEARN SERIES

Due to the COVID-19 pandemic, Lunch and Learns were transitioned from the classroom to the Zoom platform. This allowed for more participants outside of the Tulsa area to attend.

Adjustment to a Zoom Platform



230 CEU CERTIFICATES
WERE ISSUED FOR 345 CEU
HOURS IN 2020

***1,082 participants attended OU Sooner
HAN Lunch and Learns sessions in 2020***

**"Very informative. Enjoyed
it!"**

**"Practical, useful
information and tools to
utilize personally and
professionally"**

**"Information was
presented in layman's
terms. High energy,
committed to the cause of
the presentation"**

2020 LUNCH AND LEARN SERIES

• 01/10/2020 • Hope Rising 106 Attendees	• 02/14/2020 • Congestive Heart Failure 77 Attendees	• 03/13/2020 • Homelessness and Available Resources Cancelled	• 04/10/2020 • Unlocking Implicit Bias Cancelled	• 05/08/2020 • Incarceration 107 Attendees	• 06/12/2020 • Grandparents Raising Grandkids 77 Attendees
• 07/10/2020 • The Impact of Racism 141 Attendees	• 08/14/2020 • Mental Health and COVID-19 164 Attendees	• 09/11/2020 • Stigma and Behavioral Health 106 Attendees	• 10/09/2020 • OU Culinary Medicine 106 Attendees	• 11/13/2020 • Healthcare in Oklahoma 58 Attendees	• 12/11/2020 • Suicide Prevention 86 Attendees

NURSE PRECEPTORSHIPS

Two nursing students chose the OU Sooner HAN care management program for their preceptorships. One was a senior BSN student from the OU College of Nursing. The other student was completing her Master's degree.

OU Nursing QI Project

Issue: Making timely contact and building rapport with members' providers

PLAN Assessed the current practices used to make initial contact with providers, identified barriers to making contact and building rapport and behaviors that enabled relationship building	DO Created anonymous survey and conducted follow-up telephone interviews
STUDY Found that only 53% of care managers reported that they were comfortable talking with providers	ACT Care managers recommended that providers receive more assistance in understanding the role of care managers and that face-to-face interactions were helpful in building rapport

Additionally, it was discovered that attempts to contact providers varied widely. Some care managers attempted contact within a week of getting a case, most waited until they had made successful contact with the member and a few only contacted the provider if there was an health issue that required it. When care managers had access to a practice's EMR, flags and notes were commonly used to make initial contact, otherwise telephone contact was more often used although, face-to-face initial contact was higher among care managers embedded in clinics. The majority of care managers reported the greatest barrier was the inability to reach the provider, citing time constraints and busy schedules. Indeed, 75% reported they most often talked with receptionists, office managers and/or nurses. A number of care managers felt another barrier was that many providers didn't understand the care manager's role.

The nursing student offered these recommendations:

1. Conduct surveys with providers to assess their understanding of the care management role and their perception with communication/relationships with care managers
2. Discuss findings with the care managers and potential strategies to build rapport
3. Discuss options to complete routine visits to clinics (perhaps quarterly)

Master in Nursing QI Project

Issue: Low completion rate of the Goals, Barriers, and Action Steps
SMART form

PLAN

Researched and evaluated current practices and the obstacles to using the Comprehensive Plan: Goals, Barriers, and Action Steps SMART form tool

DO

Surveyed care managers on the use of the Comprehensive Plan: Goals, Barriers, and Action Steps SMART form

STUDY

- 14 of the 16 OU Sooner HAN care managers returned the survey
- 79% of care managers reported they were likely to initiate the tool within the first two successful contacts with a member
- 57% reported they were likely to use the tool with every follow up contact
- 29% reported they were aware of required reporting elements associated with completion of the tool
- 43% felt the tool helped them identify members' goals
- 36% reported the purpose of the tool had been adequately explained and 43% reported they felt confident using the tool

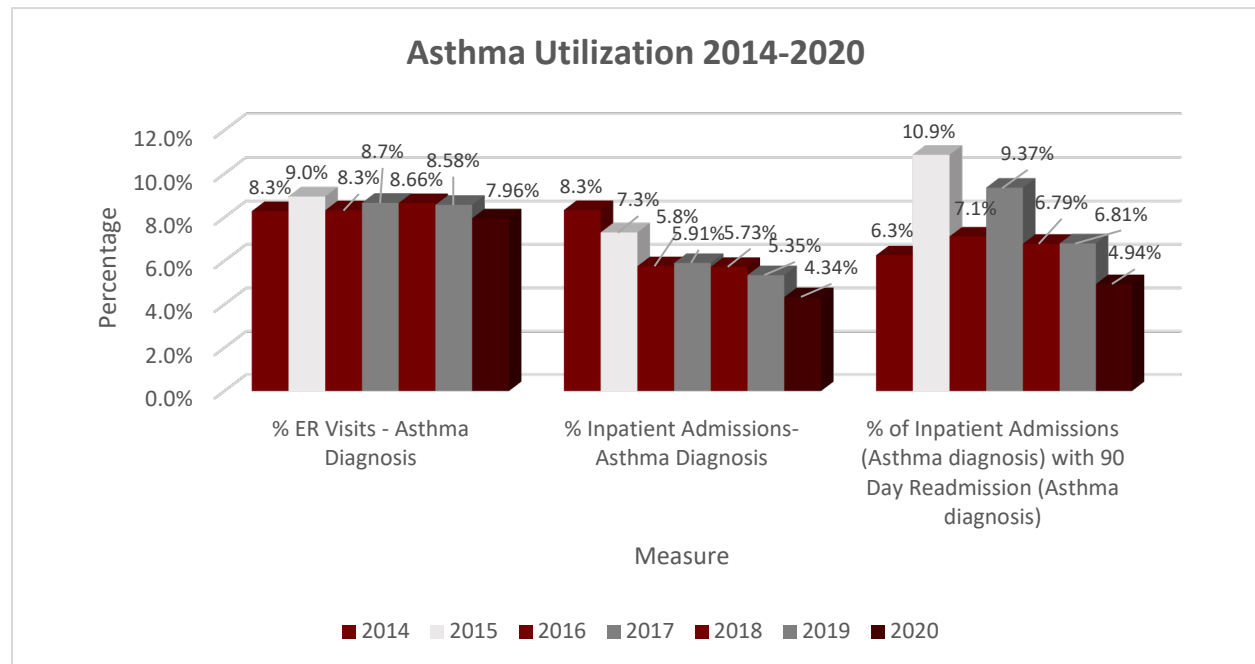
ACT

- Development of a 2-hour interactive training session
- Followed up with focus groups and added reports on goals to each care manager's dashboard.
- Care managers are also collaborating with the design and testing of a comprehensive plan process being developed for the new OU Sooner HAN care management platform

PROGRAM MEASURES AND OUTCOMES REPORTS

HYPOTHESIS 8 PRO FORMA QUALITY MEASURES

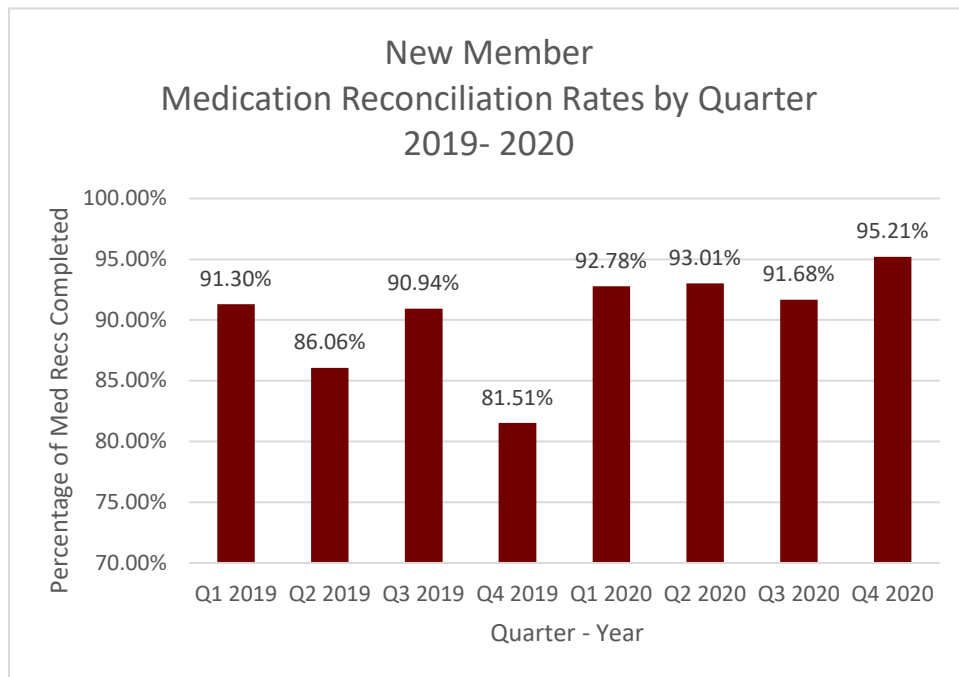
In 2013, the OU Sooner HAN worked in collaboration with the OHCA and Oklahoma's two other HANs to develop standard measures around Asthma ER use and hospital readmission rates. The OU Sooner HAN has reported on these measures quarterly since 2014 and now has 7 calendar years of trended performance data.



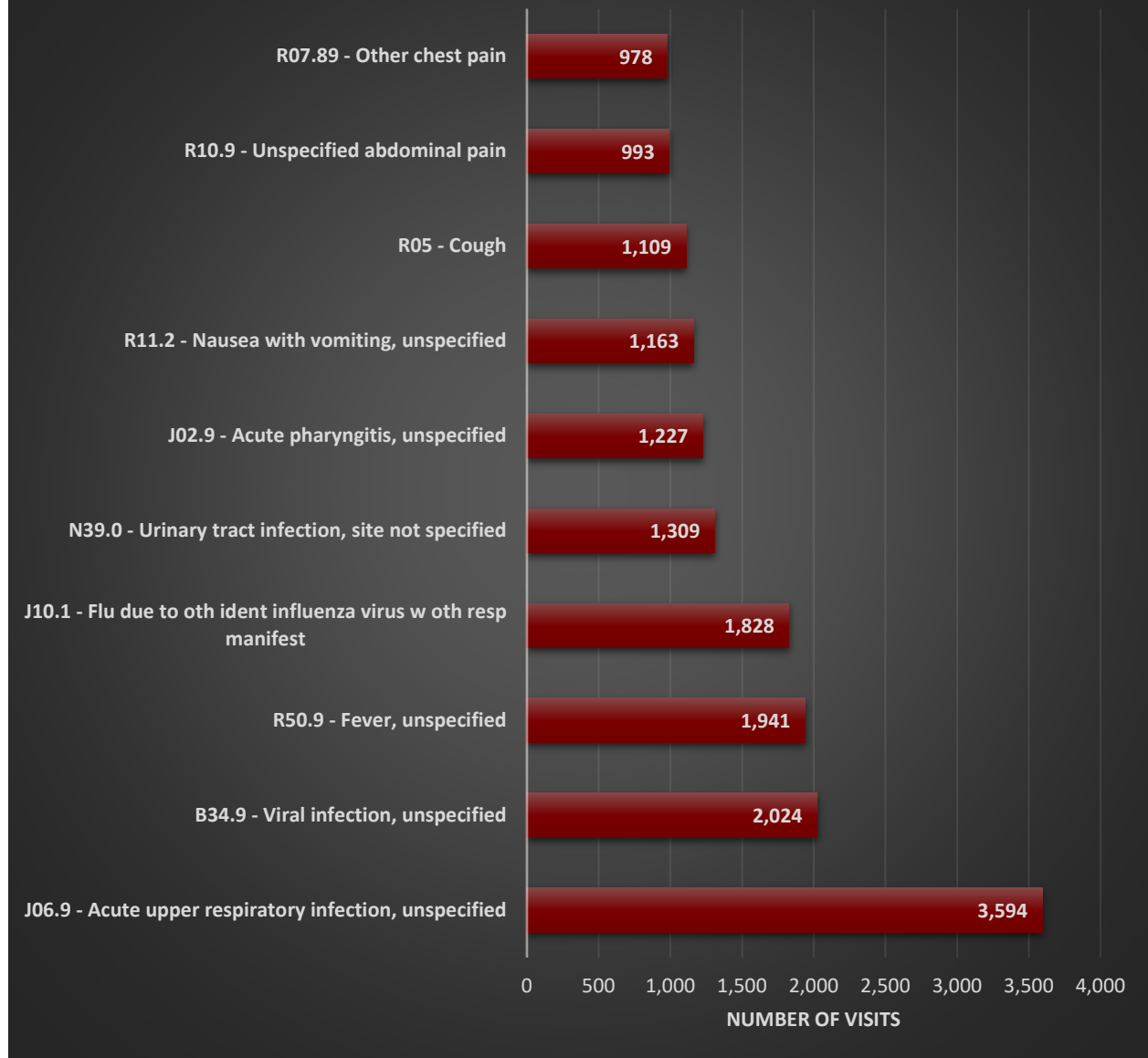
SELECTED PERFORMANCE MEASURES

In 2020, the OU Sooner HAN added measures regarding ER and inpatient utilization in the Diabetes care group. These measures will continue to be tracked in 2021. The percentage of ER visits with diabetes as a primary diagnosis was .7% for the year and the average number of inpatient visits with a primary diagnosis was 17.3%.

The OU Sooner HAN continues to monitor medication reconciliation completion rates for new members engaged in care management. Care managers are expected to complete a reconciliation within 2 successful contacts with the member. The average completion rate for the year improved from 87.5% in 2019 to 93.2% in 2020.



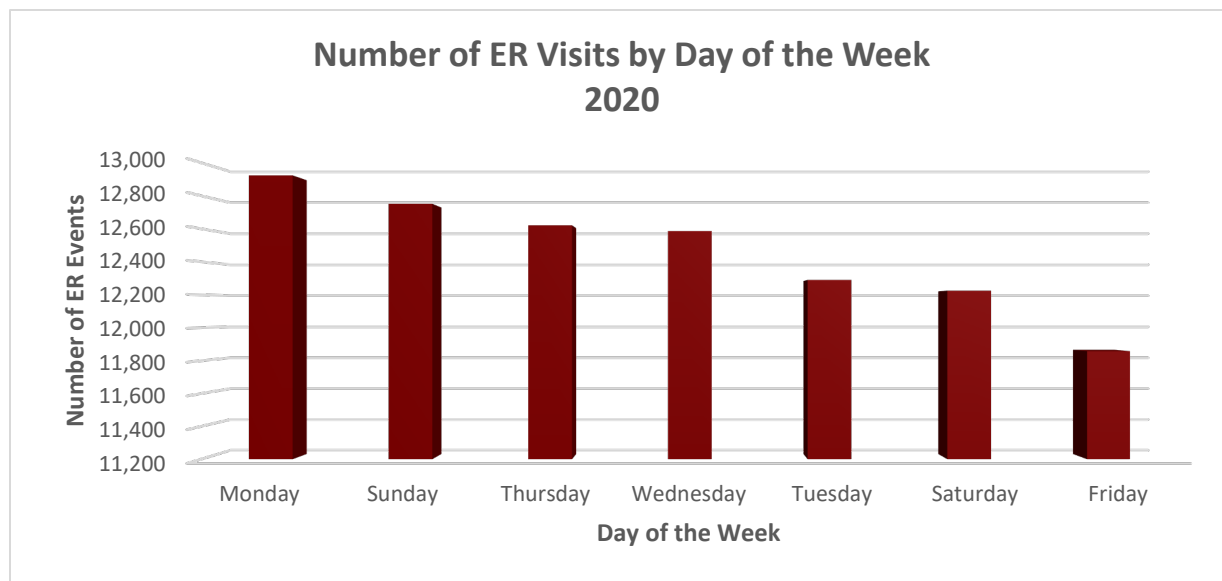
Top 10 Primary ICD-10 Codes - ER Visits 2020



In 2020, the age groups with the most frequent visits to the ER included 19-44 year olds (32% of total ER visits), followed by 1-5 year olds (24% of total ER visits), and 6-12 year olds (16% of total ER visits).

The most frequent location of ER visits was at OU Medical Center Hospitals, followed by Saint Francis Hospital and Integris Southwest Medical Hospital. These ER's are all located within one of Oklahoma's two metropolitan areas and were the same top three locations for ER visits as in 2018 and 2019.

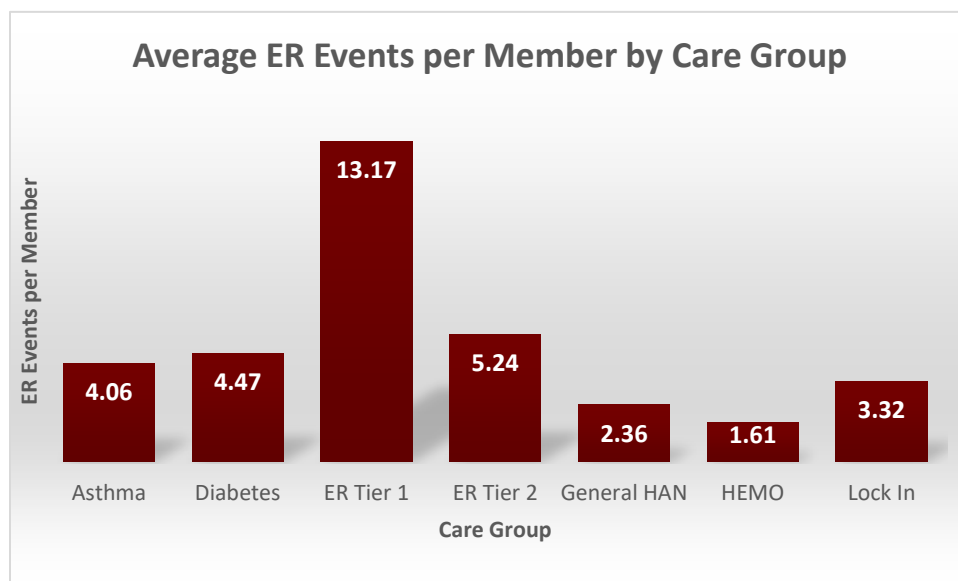
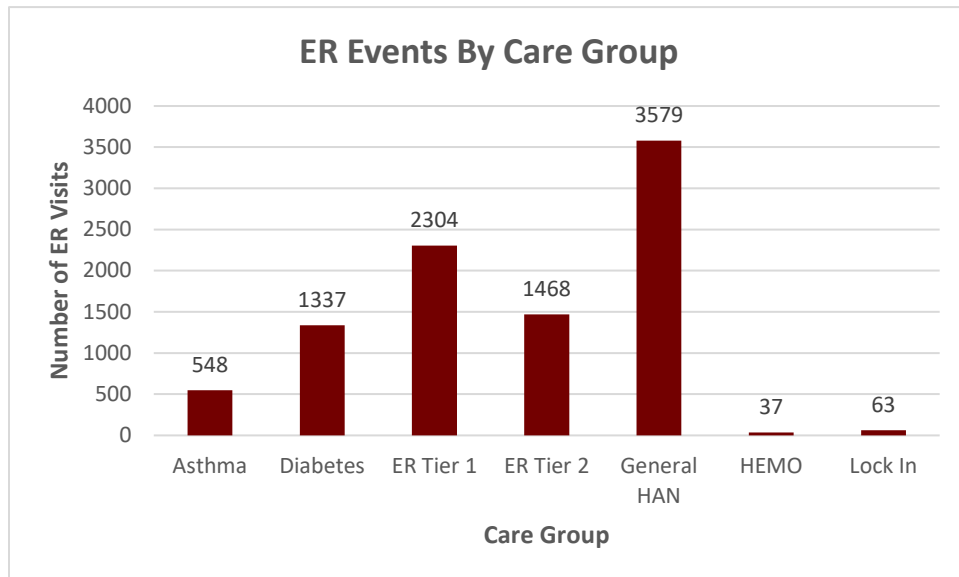
Monday was the busiest day of the week with 15.4% of ER visits. Sunday, Thursday and Wednesday accounted for 15.1%, 15.0% and 15.0% respectively.



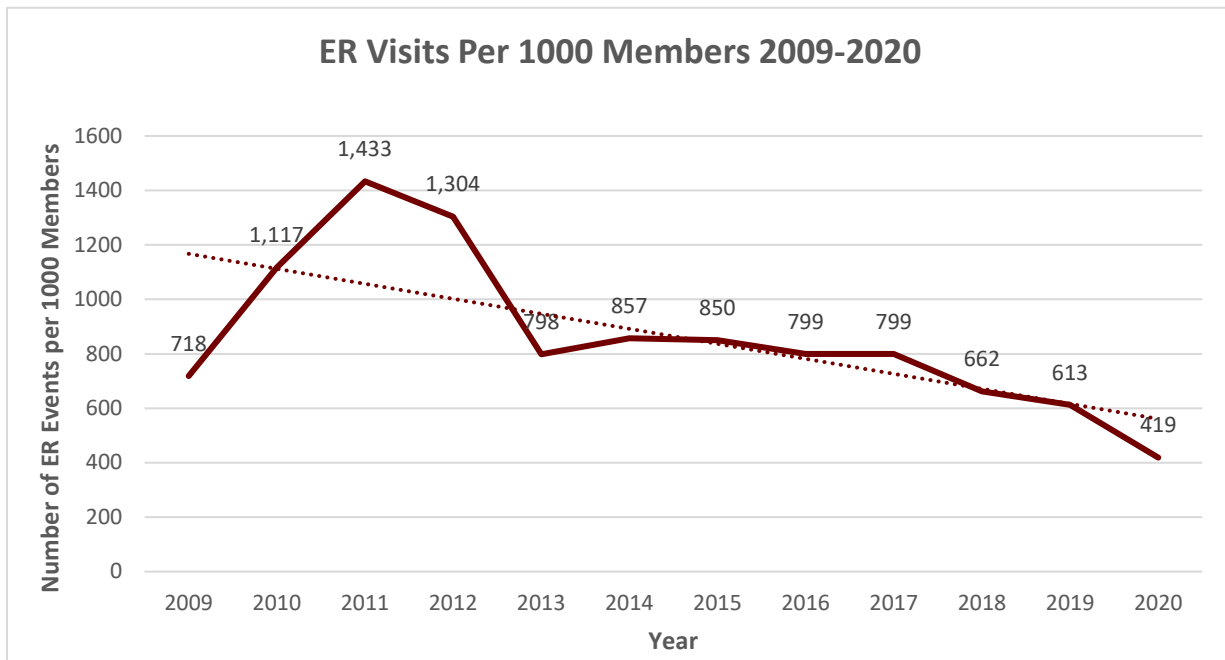
For the OU-Tulsa clinics, the OU Sooner HAN is provided real-time discharge information for local ER and inpatient utilizations. Upon notification via the EMR, the OU Sooner HAN care managers are able to follow up with the member to help coordinate their PCP follow-up appointment, address any barriers to accessing their PCP, and work on any other identified member goals. In 2020, 92.5% of OU Sooner HAN care managed members associated to OU-Tulsa clinics had follow up within one week of the ER event. 88.4% of OU Sooner HAN care managed members associated to OU-Tulsa clinics had follow-up within 2 business days of an inpatient event.

92.5% of OU Sooner HAN care managed members associated with OU-Tulsa clinics had follow-up within one week of an ER event

The following graph displays the number of ER visits by members who are currently being care managed, although the members may have begun receiving care management services at any time during the past 5+ years. Thus, the data shows the number of ER visits that occurred for SoonerCare Choice members in 2020 regardless of when the member began receiving care management services. The highest number of ER visits were in the General HAN care group. This group accounts for 62% of the OU Sooner HAN's members. However, the ER Tier 1 and ER Tier 2 groups, when added together account for more ER visits than the General HAN group. The ER care groups account for 40% of ER visits for care managed members.



Using the calculation of ER Visits per 1,000 Members (PTM), ER utilization has decreased significantly from 2011 to 2020, from 1,433 PTM to 419 PTM, a 71% decrease.



SUCCESS STORIES

The stories highlighted below are told from care managers' and from providers' perspectives. The member names have been changed to protect member privacy and confidentiality.

The COVID-19 pandemic brought numerous challenges across the state of Oklahoma. However, the OU Sooner HAN care managers and members celebrated successes throughout 2020. The stories below serve as reminders of the impact care management services can have on individuals.

JANA

Jana is 14 years old. She has behavioral health and family challenges. Jana had been seen multiple times by a counselor. Her original primary care provider (PCP), was not comfortable starting someone so young on an anti-depressant. The care manager spoke to the PCP about getting her seen in a clinic specializing in adolescent health. After many conversations initiated by the care manager, the PCP agreed and a referral was made. It's been a long road with lots of barriers but Jana is now taking an

It's been a long road with lots of barriers but the outcome was good with Jana feeling better



Her PHQ4 was 11 in October 2019 with the most recent at a 4 in January 2021



antidepressant and doing much better. Initially, her PHQ4 was 11 in October, 2019 with the most recent at a 4 in January 2021.

JANE

Jane is 63-years old and has anxiety. She has no support system, struggles with reading and writing and with finding reliable transportation during the COVID-19 pandemic. The care manager picks up and delivers medications, food from food pantries and checks on her, while staying socially distanced. Prior to the pandemic, the care manager attended all appointments. Since the pandemic, the care manager calls ahead with a list of concerns for the provider and communicates her level of

The care manager went the extra mile by picking up and delivering her medications to her



anxiety. Her provider spends extra time with Jane and follows up with the care manager after each visit. The care manager also remains on

standby by phone during these visits and calls SoonerRide when he was ready to go. These extra efforts made such a difference in her care.

SARA

Sara is 9 years old and has insulin-dependent, diabetes which is poorly controlled. Her parents' primary language is Spanish. After multiple attempts to make contact with her parents, the care manager was able to reach Sara's father and learned he works 12-hour days. Sara's mom who recently had a stroke, stays at home with Sara and her sister. The stroke caused cognitive impairment and she is unable to manage Sara's insulin doses at home. Sara's safety and diabetes management at home were the biggest concerns. The care manager began working with the family via telephone, virtually, and outdoor home visits. Over several weeks, the care manager provided education, coaching, and collaborated with an endocrinology clinic, OHCA, DHS, and local agencies to find resources. The care manager also helped Sara's parents apply for aftercare/childcare through DHS, which provides supervision during the day when school sessions are virtual. Sara and her family now have the supports and services they need and her diabetes is improving.



**This will
allow the
member to
receive
supervision
during the
day when
school
sessions are
virtual**

A Message from an Endocrinology office regarding Sara, a member:

***I thank you for all you are doing to champion
change for the better for Sara and her family! You
have gone the distance. She will hopefully have
better health as a result***

JOHN

John has been a member for almost a year and a half. He has diabetes, a history of a stroke, and issues with substance use. John struggled to follow through with appointments, take his medications, coping and caring for himself. During the first six months John was care managed, he started to improve but continued to struggle with substance use and deteriorating health. ER visits increased and he had to have a toe amputated. In May of 2020, however, John made the decision to enter treatment for substance use. Following detox, he started rehab, and moved into a sober living house. He attends behavior health appointments

**He made the
decision to enter
treatment for
substance abuse**

and Narcotics Anonymous (NA) Meetings via Zoom, follows up with his PCP, and specialist, and is finishing PT and OT. This week, John celebrated 8 months sober. He is a very outgoing person so the social isolation required during the pandemic was very hard. The care manager helped him find several groups to

engage with via Zoom and Facebook. He enjoys being part of these groups. He also prepares a budget each month, cooks most of his own meals, fills his med planner weekly, and maintains a calendar for his appointments.

SUSAN

Susan recently thanked her care manager for listening to her and told her, “You are so nice. If you weren’t my Care Manager, I think you’d be my friend. You’re really nice to talk to.” During the 2 years they have been working together, the care manager has seen many changes in Susan. Susan has gone from struggling with managing her health conditions and profound grief after the loss of a close family member to being a motivated and a more confident advocate for herself. She has broadened her social supports and improved her self-care. Susan has credited her care manager for helping with these positive changes, and said “When I get stuck, you listen and help me figure out what to do next”. Susan is now making choices that will positively impact her health for the rest of her life, and we are honored to be part of the journey.



**"When I get stuck,
you listen and help
me figure out what
to do"**

MEMBER-CENTERED HOLIDAY

In a year of great difficulty for so many, our wonderful care management team collaborated to bring joy to a family who desperately needed it. Shortly after the care manager started

working with this family in early 2020, Ms. J disclosed that her father had been diagnosed with terminal Stage 4 prostate cancer that had metastasized to his liver and bones. Ms. J reported that her father was a great source of support for her when dealing with all life had thrown her way, including one child had significant developmental delays and another child who was returned home after having been kidnapped by Ms. J’s ex-husband and placed in an unsafe, even abusive, environment. Her father was put on hospice in early June and passed away by the end of the month. In November, Ms. J informed her care manager that her mother unexpectedly passed away. The care management team worked together to make sure she had food for Thanksgiving that was easy to prepare, since it would be her first holiday without her parents. In

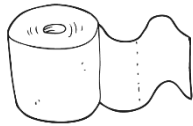
**The care management team
worked together to make
sure she had food for
Thanksgiving that was easy
to prepare, since it would be
her first holiday without her
parents**



December, OU Sooner HAN truly stepped up by adopting this family for Christmas. Ms. J could not get the children any presents and was still struggling to make ends meet after all of her family support was gone. Through the support of the amazing people with the OU Sooner HAN and the OU Medical Informatics Department, they were able to provide dinner, presents for the whole family, and generously donated gift cards for Ms. J to purchase anything else her family might need to make it a Merry Christmas.

TOM

Tom is a 64-year old member who has lung cancer and has been going through treatment the entire time the care manager has worked with him. Mostly, he asks the care manager to help him schedule SoonerRide for his treatments and appointments. At the beginning of COVID-19 when toilet paper was in short supply, Tom said he was out of toilet



paper was going to risk getting out to find some. After the call, the care manager took her own package of toilet paper to him. The member was very thankful for the help. Recently, Tom asked about getting a COVID-19 vaccine. He has no access to internet and did not know how to get his vaccine scheduled. The care manager completed the on-line paper work for him, printed the appointment confirmation and took it to his apartment so that he would be able to receive his vaccine. Tom received his first dose last week.

The care manager assisted him in getting his COVID-19 vaccine scheduled



GINA



Coordination of care has been instrumental in getting this member the care she needs

Gina, who has Cornelia de Lange syndrome, was referred to a care manager by her PCP to assist her parents in

getting her established with the many specialists that will now become part of her care team. Her parents are Spanish-speaking and felt very overwhelmed with navigating the health care system, in addition to being new parents to a baby girl with a diagnosis unknown to them until recently. The care manager has worked with the parents to get them informed on Gina's condition and specialists. She has seen 11 specialists and the parents reach out if they have questions. The care manager is so proud of this young family. As a care manager, coordination of care has been instrumental in getting this member the care she needs.

Supporting Members in a Global Pandemic

- Having the privilege of often being that one person to call a member on a routine basis
- Discussing current affairs in the world during this pandemic
- Listening to the heartfelt despair in the loss of a mother
- Or just asking, "What do you find yourself struggling with most?" and listening

Care Management in a Pandemic

"I think that we had to change the way we work with our members quite a lot. I had a lot more contact with some members and there was more of a sense of shared experience that we maybe did not have pre-COVID.

For a lot of members, it has given us a stronger and more trusting relationship. It did take away that face-to-face aspect of our work that is so important and I am looking forward to getting some of that back"

When I started this new endeavor at OU, I was not sure how working from home was going to work (this was also a first).

Nonetheless, I am impressed with the OU Sooner HAN and the mission and values. I clearly see that it is preserving safety and well-being for staff and patients.

I am three months into this role and position. I feel surrounded with support, strong leadership, and a genuine feeling of being valued as a member of staff.

"I am three months into this role and position. I feel surrounded with support, strong leadership and a genuine feeling of being valued as a member of staff"

I have a group of members I am building a rapport with. I am confident in continuing to strengthen my skills. Optimistically, my goal is to make a connection and positive impact. I will make every effort to get there!