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## ANCHOR WELCOME

It's May! The calendar year is almost half way over, summer is around the corner and healthcare transformation continues in Region 3. Though many of our big deadlines are behind us, things are still busy. In May, Region 3 will submit feedback responses for New 3-Year projects that potentially add three new Performing Providers and almost 30 new DSRIP projects. Welcome to Harris County Public Health & Environmental Services (HCPHES) who is spotlighted this month. Also, May finds us quickly completing plans for the next biannual Learning Collaborative Conference. Mark your calendars for June 5th and join us at the University of Houston Hilton for exciting presentations and project networking. The Patient Navigation Cohort spotlight in this month's issue gives a peek at the exciting and important work of the Cohorts that you will hear more about at the Learning Collaborative. ■

## PROJECT SPOTLIGHT

### EL CAMPO MEMORIAL HOSPITAL

In a small tight-knit community, the opportunity to make an impact in the lives of friends and neighbors presents itself every day. With that in mind, hospital CEO Tish Zalman identified the importance of positive interactions in healthcare to the overall well-being of her community. The 1115 Waiver program is the perfect catalyst for implementation and transformation. El Campo Memorial Hospital implemented a customer service training program for all employees as an 1115 Waiver project.

The customer service program is designed to establish patient and provider trust, reduce patient anxiety, create an inviting environment with clear communication that leads to patient compliance resulting in improved patient outcomes and increased patient satisfaction.

Utilizing the AIDET customer service program developed by the Studer Group, five simple steps are used with each patient encounter when visiting El Campo Memorial Hospital.

- **Acknowledge** – each person/patient. A simple smile or greeting is a positive first impression.
- **Introduce** – Build patient confidence by introducing yourself and communicating your experience with each procedure.

- **Duration** – communicate the duration of each procedure.
- **Explain** – each service/procedure you are going to provide and why.
- **Thanks** – for every encounter, express your gratitude.

To read the full interview, [CLICK HERE](#).



Employees of ECMH discuss the AIDET customer service program creating the environment of commitment to a positive patient outcome.

## LEARNING MOMENT

### REGION 3 LEARNING COLLABORATIVE



The Region 3 Learning Collaborative continues to grow and move forward thanks to the great work from the myriad of participating stakeholders across the Region. This month, we highlight the work of the Patient Navigation Cohort. In its initial stages, the group determined that it would focus on readmission rates and identify activities that would contribute to an improvement in this rate. As a foundational step, the Cohort has developed a Commitment Letter that signifies the commitment across organizations to always maintain focus on the patient's needs and provide the most efficient, effective care. This is only the first step of what the group hopes will become something much bigger where organizations will be able to navigate patients throughout the healthcare system regardless of organizational affiliation. To date, fourteen organizations have agreed to be a part of this Commitment Letter and each will have a representative present to sign the letter at the Regional Learning Collaborative on June 5, 2014.

To read the full article, [CLICK HERE](#).

## REGION-WIDE STATUS REPORTS

### TOP HIGH RISK ISSUES ACROSS THE REGION

- Hiring (RN/MD)
- Increase in Appointment Wait Times
- Education (Patient and Employees) as it relates to new Clinic openings and referrals

### ACCOMPLISHMENTS ACROSS THE REGION

- Increase in Patient Volumes
- New Clinics/Services are becoming available
- Hiring of mid-level staff

Number of providers that completed  
April Status Report: 26

Number of providers that did not complete  
April Status Report: 1



## TIMELINE

## REGION 3 DSRIP TIMELINE

**Early June 2014** - HHSC approves April reports or requests additional information from providers.

**By June 2014** - CMS approves 3-year projects.

**July 2014** - RHPs submit plan modifications for DY4-5.

**TBD** - Full RHP Plan submission to HHSC (July 2014 or later).

**July 9, 2014** - Estimated IGT due date for approved April milestone/metric achievement and DY3 monitoring.

**Mid-July 2014** - Providers supply additional information if necessary following April reporting.

**July 31, 2014** - Estimated payment date for April reporting.

**Mid-August 2014** - HHSC reviews and approves or disapproves additional information submitted by providers following April reporting.

**September 9-10, 2014** - Tentative dates for annual statewide learning collaborative in Austin.

**October 31, 2014** - Anchors submit administrative costs for DY 2 and DY 3 (target pending CMS approval of Anchor Administrative Costs Protocol).

**January 2015** - Estimated payment date for Anchor Administrative Costs.

\*All dates are subject to change. Please refer to HHSC for the most recent updates:  
<http://www.hhsc.state.tx.us/1115-Waiver-Deadlines.shtml>.

## WELCOME NEW PROJECT STAKEHOLDERS

This month we continue our interview with the new project stakeholders bringing innovative projects to our Region. We recently interviewed key staff at Harris County Public Health & Environmental Services (HCPHES) to get their insight on joining the DSRIP initiative and the benefits their projects will bring to the community.

### 1.) What opportunities do you bring to the region with the addition of your projects?

Our agency is very excited about being a part of the DSRIP projects in the Region. As one of the key agencies for population health activities as well as one that serves as a 'safety net' provider in our community, HCPHES plays a unique role in understanding the important relationship between population health and healthcare service delivery. As such, each of our projects – whether within the realm of tobacco cessation, healthy living, infectious disease prevention, or otherwise – very much leverage other activities both at the department and also beyond in the rest of the community in enhancing healthcare transformation. While we see much work ahead, we feel strongly that the end result of our DSRIP projects will be a community that will be served not just by the resources that these DSRIP projects bring to the Region, but also by the incredible innovation by which these resources will be utilized within our community. In the end, we are excited by the opportunity – through DSRIP or otherwise - to enhance the health and wellness of our community at large. **To read the full interview, CLICK HERE.**



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