**Prioritization of OIHCD Requests for UW Clinic**

**September 10, 2018**

**OIHCD 2018 Remaining Overall Priorities**

* Adopt 2019 budget and establish the initial levy
* Execute initial contracts with both major clinics
* Launch X-Ray sharing initiative
* Monitor clinic performance

**Adopt 2019 Budget**

Priority Requirements:

1. **Acute and After-Hours Care**

Determine the basic requirements for an initial after-hours care approach, clarify the associated costs, agree on timing for implementation, and agree upon the process be to monitor, measure and report on program results.

* 1. **Obtain buy in from clinic providers on OIHCD After-Hours compensation model**
  2. **Resolve registration issues to allow UW on-call providers to see all patients**
     1. Understand and resolve UW Risk Management concerns for seeing patients in Clinic after-hours
     2. Define registration process that accommodates all after-hours callers
     3. Clarify and resolve any “differentiated” patient issues
     4. Modify Triage Nurse process to allow offering all after hours callers the same options
  3. **Agree on data to be tracked during trial period**
     1. OIHCD would like the following data to be tracked for all after-hours calls:
        1. Call volume by day/time of day
        2. Final dispensation of each call listed by #
           1. Referred to 911
           2. Referred to Fire Station
           3. Referred to other - PCP
           4. Offered home health care options
           5. Connected with on call provider

In clinic visits

* + - * 1. Scheduled for same day or next day appointment
        2. Other
  1. **Agree to implement a collaborative relationship with EMS that includes:**
     1. Allowing for direct access between EMS and on-call providers
     2. Participation in regular runs that includes representation from UW Clinic, OFHC, OIHCD, and EMS.
  2. **Agree on Implementation Timing**

The following are important model elements related to Acute and After-Hours Care that need to be addressed as soon as initial priorities are resolved:

* Review Privilege Sheet in comparison to OIHCD Scope of Service model
* Consider how modification of hours could address a portion of the acute care needs including:

- Determining the cost to add Saturday hours

* Evaluate the willingness of providers to work a shifted schedule

1. **Staffing Costs and Capacity**

Confirm UW submitted budget is in alignment with MGMA industry standards related to provider productivity and staff to provider ratios.

* 1. **Agree upon appropriate metric – WRVU or Patient visits per provider/per day.**
  2. **Clarify how UW establishes clinical staff to provider ratio**
  3. **Understand what drives 10% increase in provider compensation in January 2019**

1. **Other Budget Elements**
   1. **Equipment** – Clarify expected ongoing equipment repair and maintenance costs
      1. Listing and age of equipment to understand and agree on approach to maintenance contract and repairs
   2. **Medicare Reimbursement** – impact of 1.1.19 change
   3. **Building** – Determine if UWNC is exempt from Leasehold tax

**Execute Initial Contracts**

1. **Interim Funding Agreement will cover agreement through 2018 calendar year-end and will address:**
2. Funding for, and agreement on, Acute Care Trial
3. Provision for wind down period if parties are not able to reach long term agreement
4. Funding for potential expenses which are in addition to OMF contracted services
5. Potential for building modification to accommodate additional staff/offices
6. New lease terms post building ownership transfer
7. **Contract Services Agreement will be effective 1/1/2019 and will address:**
8. Initial contract term through \_\_\_\_\_\_\_\_\_\_\_\_
9. Establish semi annual payments for maximum funding amounts
10. Establish Maximum Funding Amount
11. Use of key metrics, including contract incentives and penalties associated with agreed upon targets including:
    * 1. Productivity
         1. Develop a better understanding of reported dashboard metrics and how/if they are used in provider compensation.
         2. Clarify how much of provider’s compensation is incentive driven.
      2. Customer Satisfaction

**Launch X-ray Sharing Initiative**

* + - 1. Resolve UWNC request for a Hold Harmless Agreement in combination with executing new x-ray protocol.
      2. Agree on OIHCD Press Release regarding launch.
      3. Clarify any outstanding issue impeding launch.

**Monitoring Clinics Performance**

* + - 1. Quality Dashboard

Clarify reported metrics and how they are used.

* + - 1. Evaluate if existing dashboard is an effective oversight tool for district or if additional data will be needed.