

COMMUNITY HEALTHCARE ALLIANCE

Lehigh Valley ACT

601 E. Broad Street

Bethlehem, PA 18018

November 20, 2019 @ 2:00 PM

Cliff Auliso, Matt Bauder, Allisson Branche, Wesley Bush, Ronnie Colbert, Mike Ditty, Kevin Downes, Almut Dubischar, Liz Fox, Christine Higgins, Christine Hunsberger, Chelsea Jones, Carl Kist, Midge Klotz, John Lees, Marie Lisby, Suzanne MaKary, Pat McGarry, Don Panto, Kelley Schlie, Marissa Turner, Janet Verga, Karen Yob, M. Newell, Tom Walker

I. Review of June 26, 2019 meeting minutes. Meeting Minutes are approved.

II. Provider Forum

- **Suzanne Makary, St. Luke's Outpatient Program Expansion** – New clinic offering, open Nov 1, 2019. Location = 451 Chew St., Suite 306, Allentown, PA 18102. Tel: 610-776-4838. Staffing includes two social workers, psychiatrist, and CRNP.
- **Access Services** – Access Services announced there are four completed applications and two pending for the respite program for Northampton County youth aged 0-21. Respite services are provided out of the child's home through a qualified Host Family. There is a trial period prior to accepting children overnight. Information is available here: <https://www.accessservices.org/services/respite/>
- **Christine Higgins, Wellness Recovery Team of Merakey** – Referrals are sought <https://www.merakey.org/services-behavioral-health.html>
- **Karen Yob, Step by Step** – Psychiatric Rehabilitation for Autism Pilot program is open for referrals. Services are provided mobile or site based. There is a choice of three providers – Step by Step, Haven House, and Salisbury Behavioral Health. Program has been a couple years in the making. Magellan, Lehigh and Northampton County engaged with families in an Autism Action Committee. A number of new program changes have been introduced over the years. Psych Rehabilitation for Autism is meant to bridge the gap between the children's mental health system and the adult mental health system for autistic adults. <https://www.magellanofpa.com/media/4947/psych-rehab-for-asd-final-nov-2019.pdf>

III. Magellan Behavioral Health

Carl Kist – (Reporting for Magellan's Compliance and Clinical Depts.)

- **Please register for Magellan's Compliance Communications.** <https://www.magellanofpa.com/for-providers/communications/provider-announcements/compliance-alerts/>
Communications:
<https://www.magellanofpa.com/media/4794/magellan-compliance-notebook-september-2019.pdf> (Sept; Billable Units and Rounding up)
<https://www.magellanofpa.com/media/4898/magellan-compliance-notebook-october-2019.pdf> (Oct; Updated Outpatient Regulations)
<https://www.magellanofpa.com/media/5021/magellan-compliance-notebook-november-2019-final.pdf> (Nov; CRNP, PA and RN Services in Outpatient Clinics)
- **Effective January 17, 2020, Intensive Behavioral Health Services (IBHS) replaces Behavioral Health Rehabilitation Services (BHRS).** The change will have a one-year transition. This change will not affect current BHRS authorizations.
 - Monthly provider workgroups are held. Please visit <https://www.magellanofpa.com/for-members/services-programs/ibhsbhers/>
 - All current BHRS authorizations will remain open
 - No BHRS may be provided after January 17, 2021
 - Magellan is working closely with the Department of Human Services (DHS), our county partners, providers and other stakeholders during this IBHS implementation. There are changes from BHRS and Applied Behavior Analysis (ABA)
 - Understanding IBHS for IBHS/BHRS Referral Sources will be held January 27, 2020. This meeting is intended for staff who currently treat children in Acute Inpatient Facilities, Partial Hospital Programs, Family Based Programs and/or Outpatient Programs that routinely refer members to BHRS/ABA.
<https://www.magellanofpa.com/media/5097/magellan-ibhs-provider-workgroup-invite-referral-sources-q1-2020.pdf> (Link to the training announcement/registration to attend)
 - Please send all IBHS related questions to IBHS@MagellanHealth.com

- **Community HealthChoices** - Community HealthChoices (CHC) is Pennsylvania's Medical Assistance managed care program that includes physical health benefits and long-term services and supports (LTSS). The Office of Long- Term Living (OLTLL) in the Department of Human Services oversees the physical health benefits and LTSS of Community HealthChoices. For more information, please visit <https://www.magellanoofpa.com/for-providers/services-programs/community-healthchoices/>

IV. Lehigh County Update – Seeking nominations/interested persons to serve as the Provider Relations Subcommittee of the CHA. This role was vacated by Kim Benner. The position also serves on the bi-county (Lehigh and Northampton) HealthChoices Advisory Board (quarterly meetings). Please email your interest/nominations to Matt Bauder.

V. Special Presentation: Janet Verga and Tom Walker, Compassion Fatigue and Burnout.

Compassion fatigue is the emotional and physical distress affecting helping professionals. This happens when the needs of the clients are so great the helping professional becomes desensitized.

Signs and symptoms of compassion fatigue and burnout

- Burnout: Fatigue, anger, frustration, negativity, withdrawal
- Compassion Fatigue: Sadness, Avoidance or dread of working with some individuals, Reduced empathy, Somatic symptoms

What can we do about it?

- **The problem statement:** Addressing the complex needs of individuals with numerous and serious behavioral and physical health difficulties increases staff risk of experiencing symptoms associated with burnout and compassion fatigue. Staff can also be triggered by client behaviors and stories, and staff exposed to trauma may be reluctant to explore patient's trauma. Please note that organizations are made up of people and so these too can be traumatized. Work stress decreases innovation, creativity, morale and professional development.
- **Recognition of Staff Trauma:** All staff are from the general population, thus many of us have experienced our own ACES (adverse childhood experiences)
- **What the science tells us:** ACES studies suggest that 2/3 of the population has had at least one adverse childhood experience
- **Practice the Relaxation response:** A physical state of deep rest that changes the physical and emotional response to stress. The relaxation response can be done anywhere and can have a big impact on our immediate wellbeing. Uncovered by Dr. Herbert Benson. A link to the exercise can be viewed here <https://www.youtube.com/watch?v=nBCsFuoFRp8>
- **Measure Compassion Satisfaction and Compassion Fatigue at the individual and/or agency level: The Professional quality of Life Scale (ProQOL).**
 - Did you know, the ProQOL has been used for 15 years? It is a 30-item self-report measure of the positive and negative aspects of caring. The ProQOL measures Compassion Satisfaction and Compassion Fatigue
 - It's free
 - <http://proqol.org>
- **Resilience Building Strategies suggested by the agencies of the CHA**
 - **Please sign up for Magellan's Member Newsletter.** What is good for members is also good for us all. The eight dimensions of wellness is an important place to start – is a platform for peer support and whole health and resiliency. Wellness encompasses 8 mutually interdependent dimensions: physical, intellectual, emotional, social, spiritual, vocational, financial, and environmental. Check out one offering of interest: <https://www.magellanoofpa.com/media/4242/b-n1323-pa-spring-newsletter.pdf>
 - **One agency mentioned they live the motto, "You have to be well to help someone else be well."** During supervision, we go over cases, and our first question is, "How can we support you today?" Followed by, "What can we do to help you do your job better?" We touch base with our staff three-times a week
 - Another agency mentioned asking similar questions at the start of supervision meetings. **How are you feeling today? What are your goals today? Who is supporting you? How can we help?**
 - **Take care Tuesdays:** Weekly exercise conducted. Various topics including practical strategies like healthy food choices are discussed. This applies to staff and can also be used with clients. Safety, self-care and team building exercises are also included. It is a commitment of the management team to provide these resources. Of note, the provider also mentioned still being able to be productivity and billing focused.
 - **Use of a Brag Board to announce accomplishments.**
 - **Open door policy of Management.** Too often closed doors signify disinterest. Some agencies discussed the open-door policy of approaching management with concerns.
 - **App called "Provider Resilience" on the app store.** It is built on the ProQOL, and is free. It evaluates the three sections of the ProQOL. From there, staff develop self-care plans.

- <https://apps.apple.com/us/app/provider-resilience/id559806962>
- <https://www.amazon.com/National-Center-for-Telehealth-Technology/dp/B00BOWUVK2>
- https://play.google.com/store/apps/details?id=org.t2.pr&hl=en_US
- **Contracted staff.** It's harder to engage contracted workers. Often these are workers solely focused on productivity. We would love to see contracted workers get more involved in staff development and enrichment activities, however, the ROI needs to be convincing to gain their participation.
- **Supervisors.** Work Life Balance was described. Not having work email on private phones is one strategy to prevent burnout of supervisors when not on duty. Another is setting the limits. Possibly starting earlier vs. later assures restful sleep, etc. The importance of and value exercise brings to the equation was also described.
- **Use of a Strengths Finder type tool.** There are several work talent assessment tools available to agencies. Using strengths for project assignment, etc. is helpful. By putting staff in positions to get involved from a strengths-perspective and utilize these areas of talent is helpful to agencies and staff alike. The other side is to build up competency in areas where growth is indicated, is another tactic of application.
- **Other resilience-building strategies are available** on the American Psychological Association website.
<https://www.apa.org/helpcenter/road-resilience>

Next Meeting: January 22, 2020