

PROCESS IMPROVEMENT COLLABORATIVE

CALIFORNIA INSTITUTE FOR BEHAVIORAL HEALTH



Background

The Drug Medi-Cal Organized Delivery System (DMC-ODS) Waiver has set in motion a statewide revolution in Substance Use Disorder (SUD) treatment. The SUD field's historic approaches to financing and general business practices, regulatory oversight, clinical practice and provider relations are entering a period of flux that will eventually result in a new SUD treatment system that bears little resemblance to its current state.

Implementation of the Drug Medi-Cal Waiver in Los Angeles County will require SUD service providers to make significant adjustments to their billing and reimbursement practices, changes that may present very real threats as well as new opportunities to agencies providing SUD services in Los Angeles County.

- **Now that you have completed at least two billing cycles under the waiver are you confident that you are meeting financial goals? Did you make enough money to pay the expenses for the month? Did you make too much? Is your organization on track to survive and thrive?**
- **Has your clinical team successfully implemented the ASAM assessment? Is documentation being completed on time? Are treatment plans designed to be patient centered? Have you reduced the number of people in group therapy sessions to 12 or less?**
- **Are you confident that you are at a place of relative stability and strength?**

If you're not sure, then this training opportunity is an investment of your staff time that you will want to make.

Choose to survive and thrive!

Los Angeles County, SAPC, has partnered with the California Institute for Behavioral Health Solutions (CIBHS) to provide a training and capacity building program (a Learning Collaborative) to help guide participants through the process of transforming their current business practice. SAPC is investing in your success, but you must first take advantage of this time limited opportunity to invest in your future. Only 25 organizations can participate. Will you? The collaborative will focus on teaching critical skills to manage your business in a managed care environment so that you can meet planned financial and clinical goals, grow and serve more people.

By the end of the Learning Collaborative, participants will be able to:

- Describe, visualize, and assess their changing business needs.
- Develop and implement a plan to achieve financial stability.
- Weave together the three threads of financial, clinical, and operational processes to achieve a stronger integrated approach to thriving in the new service environment.

Who should participate?

The ideal team will consist of one person from each of the following: business operations, clinical and finance. Each team member should have the authority to make decisions. Having the three people participate in the “in-person” learning sessions is critical. Each agency will be assigned an Expert Coach who will offer guidance during the implementation phase.

If your agency is small and/or you do not have dedicated staff in each of these areas, at a minimum, two people from the agency should participate. Choose staff who understand these functions and have authority to make improvements.

Participants joining the 6-month learning collaborative will benefit from:

- Being part of a larger group of peers working together around similar goals.
- Individual coaching to achieve a better understanding of Managed Care expectations and financial success.
- Support for designing processes that will lead to better patient satisfaction and compliance, improve clinical flow, and increase financial stability.

Over a period of six to seven months, participating agencies will learn how to:

- Transform their current business model with the goal of increasing financial stability, improving clinical practices, increasing service capacity, and enhancing operational support and procedures.
- Apply new tools to create efficient patient-centered workflows, and use clinical information to guide care planning and performance improvement efforts that result in improved recovery and wellness.

**Thriving in the New DMC Managed Care Environment
Learning Collaborative Kickoff Training
November 6-7, 2017
Downtown Los Angeles**

Join one of the following informational webinars to learn more:

Friday, October 13, 2017 at 11:00 AM

Monday, October 16, 2017 at 1:30 PM

Additional information with links to the CIBHS information page will be distributed to the SAPC listserv.