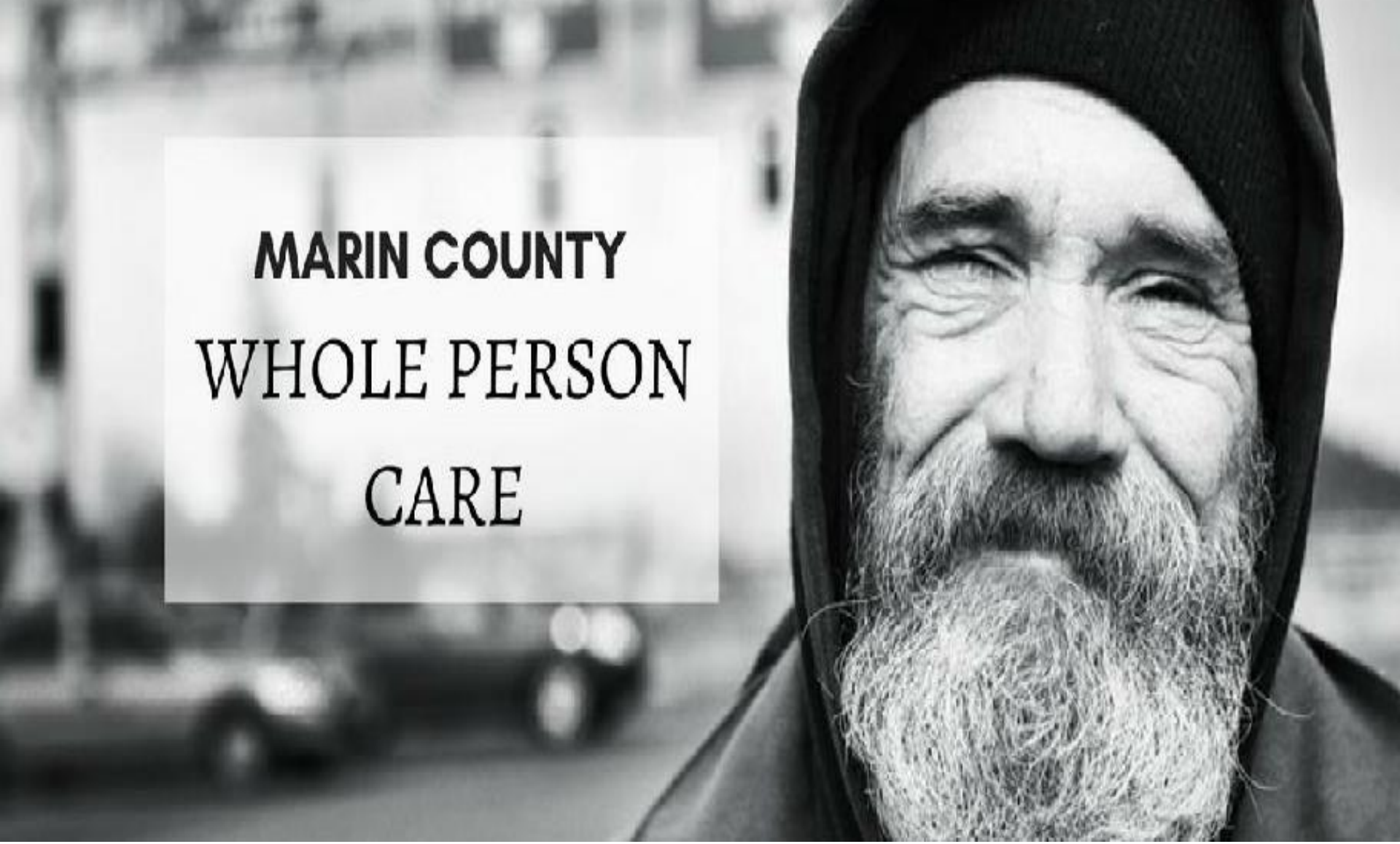


COUNTY OF MARIN

Health and Human Services
Whole Person Care
1177 E. Francisco Blvd., San Rafael,
CA
415 473 4163
marinhhs.org

MARIN HEALTH & HUMAN SERVICES
Health, Well-being & Safety

Whole Person Care

WHAT IS WHOLE PERSON CARE (WPC)?

TRANSFORMS the approach to the county's most complex and vulnerable clients to meet the full spectrum of a person's needs

INTEGRATES HHS expertise in public health, social services, and behavioral health along with other county departments and community partners to improve client health

REVAMPS existing county contracts to emphasize program achievements, client outcomes and fidelity to evidence-based practices

DELIVERS care with these approaches:

- *Housing First*
- *Trauma-Informed Lens*
- *Client-Centered Care*
- *Social Determinants of Health Perspective*

STRIVES to reduce overall costs of care

MATCHES local funds dollar-for-dollar for a $20 million, 3.5-year pilot

COUNTY OF MARIN

Health and Human Services
Whole Person Care
1177 E. Francisco Blvd., San Rafael, CA
415 473 4163
marinhhs.org

Whole Person Care

DATA SHARING & CARE COORDINATION

MARIN HEALTH & HUMAN SERVICES
Health, Well-being & Safety

Jul 2017

- Marin Health Gateway Participation Agreement executed

Nov 2017

- Approved Universal Client Release of Information (ROI)
- Launch of HISS: Google-based Data Sharing and Care Coordination System
- Enrolled Initial Clients Using Health Care System Utilization Data for Enrollment Prioritization

Feb 2018

- RFP for Integrated Case Management System

Apr 2018

- Selection of a Vendor to Develop and Implement the Integrated Case Management System

COUNTY OF MARIN

Health and Human Services
Whole Person Care
1177 E. Francisco Blvd., San Rafael, CA
415 473 4163
marinhhs.org

Whole Person Care

DATA SHARING & CARE COORDINATION

May 2018

- Partnership HealthPlan of California Data Sharing Agreement

Jun 2018

- Started Medical Case Management Service

Jul 2018

- RFP for Integrated Case Management System

Oct 2018

- Started Mild to Moderate Mental Illness Case Management

Oct 2019

- WPC Information Zone: Access to Real-time Data (Care Coordination Platform) – ACT.MD
- Transform all county homeless contracts to PMPM and FFS

COUNTY OF MARIN

Health and Human Services
Whole Person Care
1177 E. Francisco Blvd., San Rafael, CA
415 473 4163
marinhhs.org

WHOLE PERSON CARE – MARIN COUNTY

CLIENT-CENTERED SYSTEM TRANSFORMATION

↑ Improve Client Outcomes
- Client-centered system, low caseloads, "whatever it takes" funding & delivery model

↑ Increase Value
- Track and pay for client services and outcomes

↑ Data Sharing and Care Coordination
- Comprehensive Release Of Information (ROI)
- Building systems that make data-sharing possible (ACT.MD, Secure Gmail, Health Information Exchange)
- Bringing physical and mental health data from health care system to community providers and Social Determinants of Health (SDOH) data back at them.

↓ Reduce Net County Costs
- Tracking systems, contract structures, & payment models move toward a value-based contract model

MARIN COUNTY WPC PILOT UPDATE

PROGRAM UPDATE – SEPT. 2018

ENROLLEES: 70

ENROLLEES NEWLY HOUSED: 23 (33%)

ROIs SIGNED: 544

VI-SPDAT ASSESSMENTS COMPLETED: 501

WIZARD*: Launching October 4

***WPC Information Zone: Access to Real-time Data (Care Coordination Platform)**

Whole Person Care

SERVICES & INCENTIVES

MARIN HEALTH & HUMAN SERVICES
Health, Well-being & Safety

Services

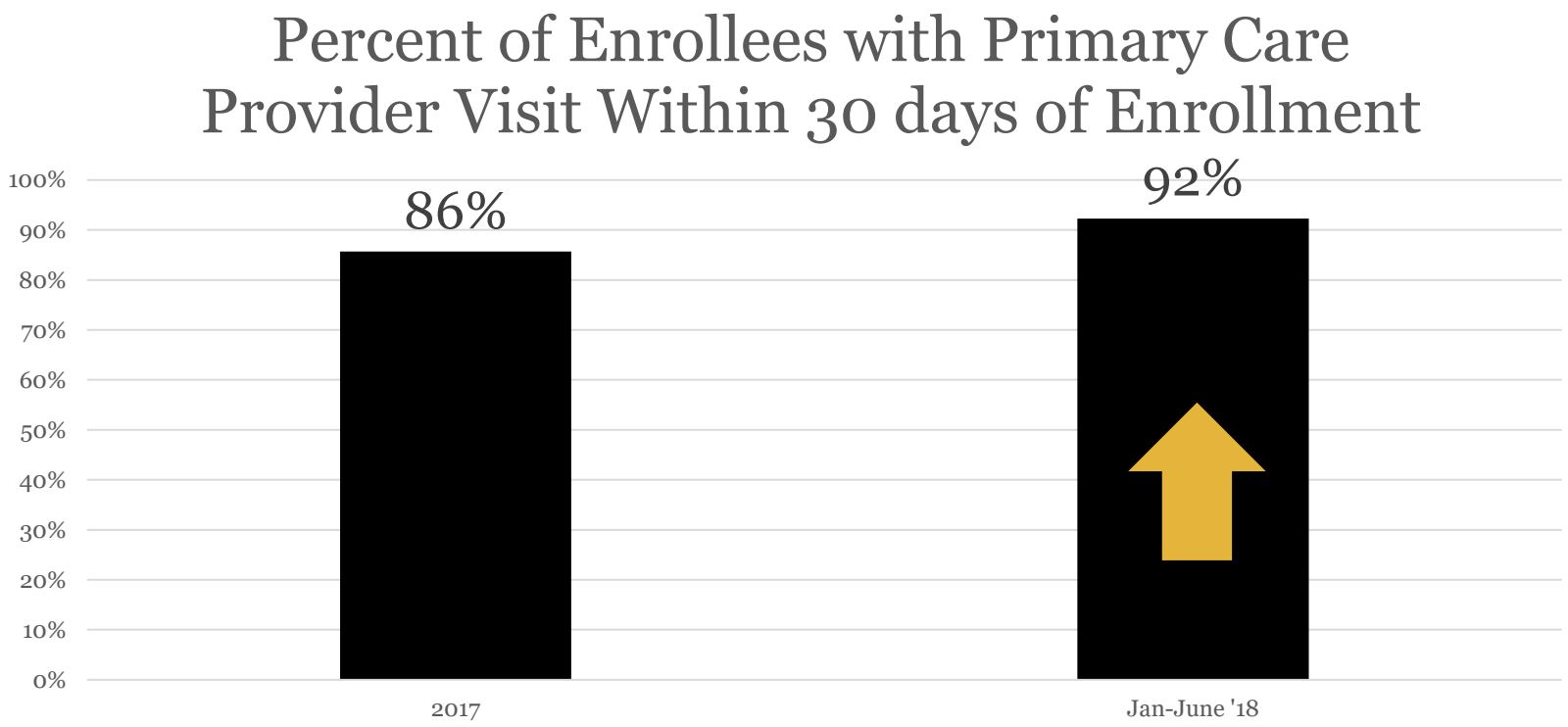
- Housing-focused Case Management
- Field-Based Engagement of Homeless Individuals
- Comprehensive Medical Case Management
- Case Management for Individuals with Mild to Moderate Mental Health Conditions and Complex Psycho-social Challenges

Incentives

- Implementation and Adoption of a Care Coordination IT System
- Enhanced Transitions for Severely Mentally Ill from Institutions for Mental Disease
- Barrier Resolution for Severely Mentally Ill Homeless Patients
- Contract Coordination and Modernization
- Development and Initiation of a Community Paramedicine Program
- Data Sharing and Care Coordination with San Rafael Police Department
- Implementation of a Tele-Health Kiosk to Connect Substance Use Disorder Patients to Treatment

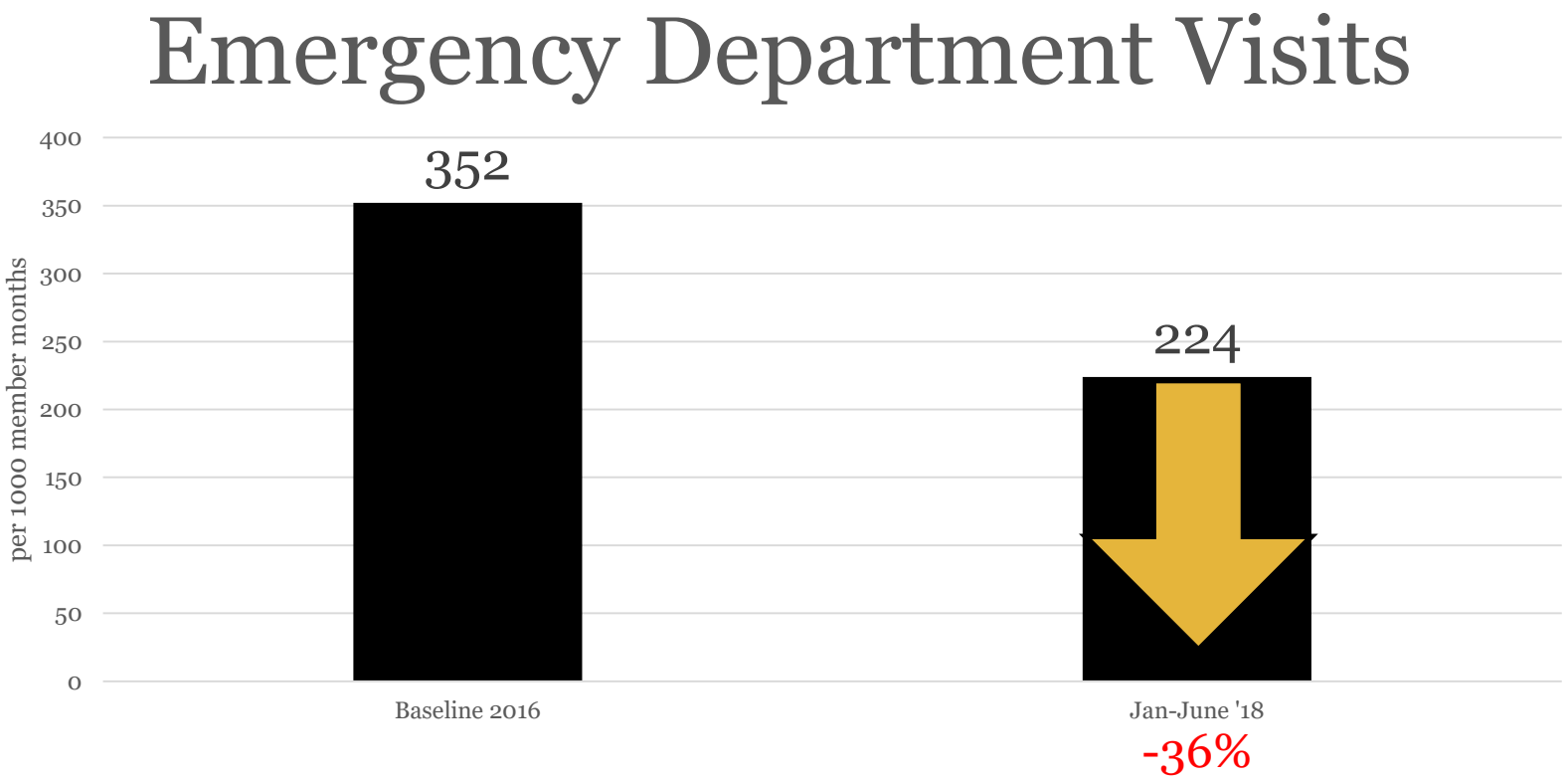
Initial Results

IMPROVE CLIENT OUTCOMES

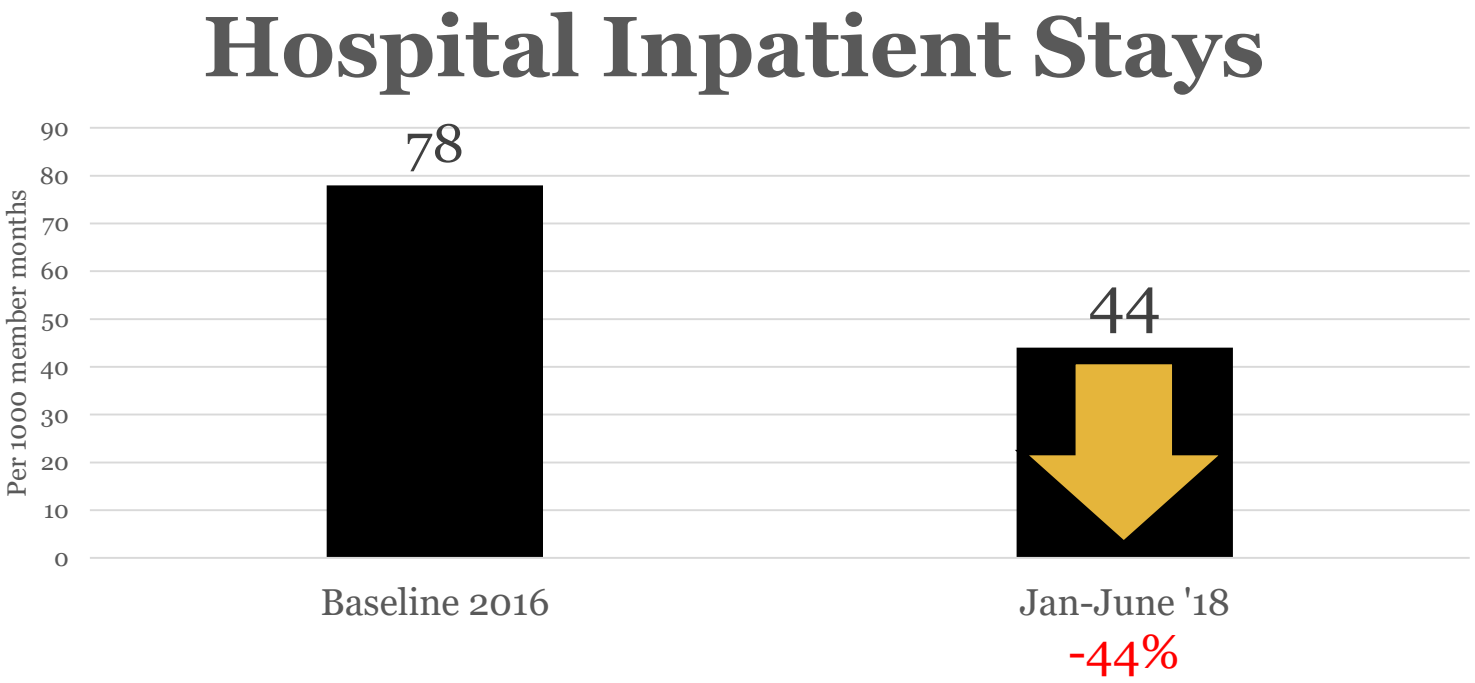


Initial Results

IMPROVE CLIENT OUTCOMES



Initial Results: Improve Client Outcomes

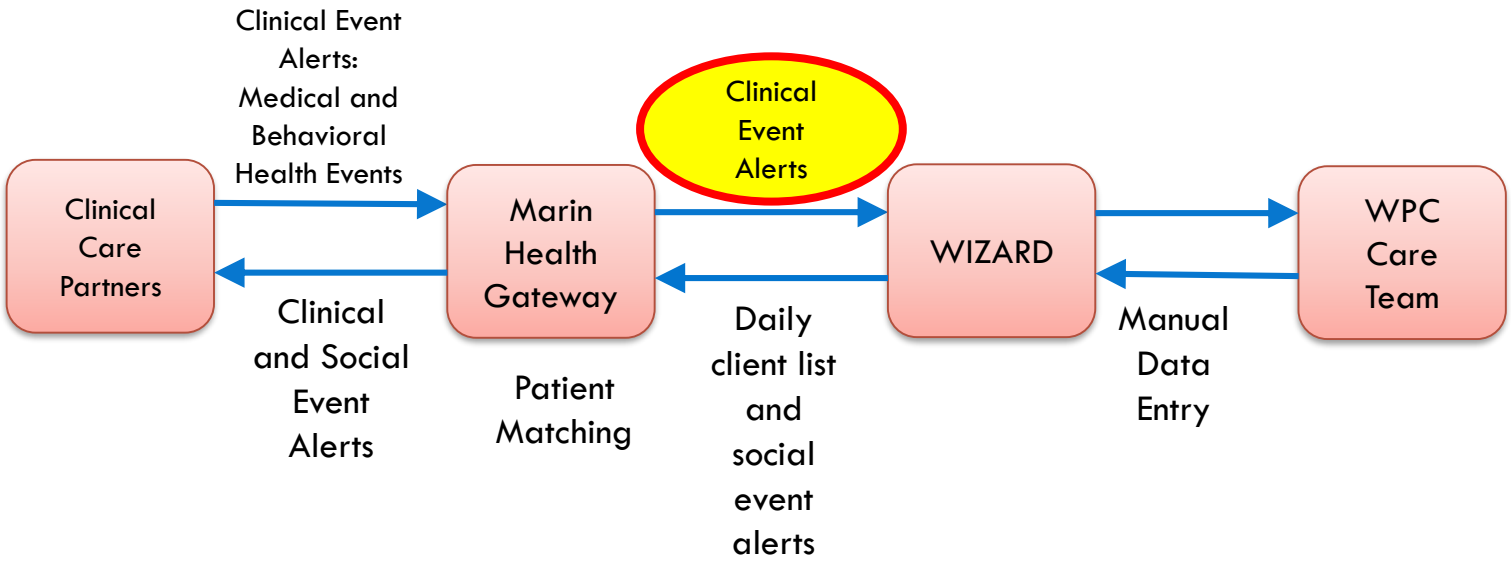


COUNTY OF MARIN

MARIN HEALTH GATEWAY/WIZARD CARE COORDINATION USE CASE

TRANSITION AND COORDINATION OF CARE FOR WPC CLIENTS – CLINICAL EVENT ALERTS –

WPC Phase II Integration



GOAL	Support day-to-day case management of WPC Clients and improve coordination of care across the care team.

COUNTY OF MARIN

State of the WPC Marin Pilot

Winning	
ACT Team Model	Payment Models, Match
Payment Models	Social Services Benefits for Enrollees
Contract Restructures	Coordination with County Behavioral Health
Jail Reentry/Prop 47 Court	Partnership Health Plan Data Sharing Challenges Health Homes Uncertainty
Care Coordination Platform (WIZARD)	

Lisa Santora MD, MPH
Deputy Public Health Officer
Marin County Health and Human Services
Lsantora@marincounty.org

WHOLE PERSON CARE PILOT – Marin County

Thank you.

COUNTY OF MARIN