



# Whole Person Care Los Angeles

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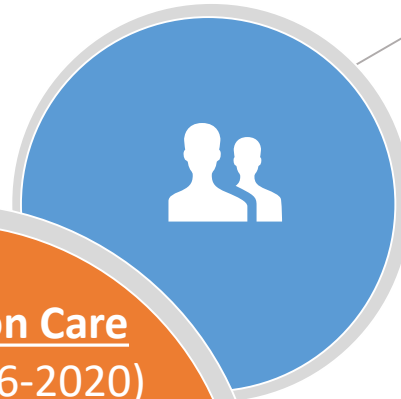
# Outline

1. WPC-LA Overview & Highlights
2. Regional Care Management Teams
3. Populations of Focus
4. Challenges
5. Successes
6. Questions & Answer

# Overview

## Mission

Build an integrated health system that delivers seamless, coordinated services



## Goal: Collaboration

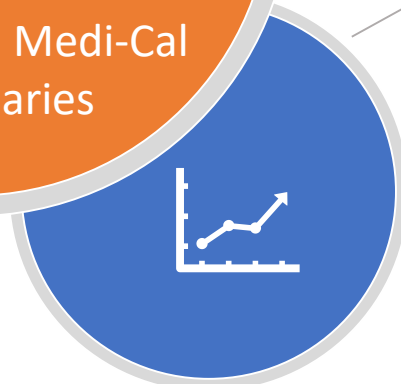
Increase integration and collaboration among county agencies, health plans, providers, and other entities

**Whole Person Care**  
A 5-year (2016-2020) pilot program designed to improve access and quality of care for the most marginalized Medi-Cal beneficiaries



## Goal: Coordination

Increase coordination and appropriate access to care



## Goal: Data Integration

Improve data collection and sharing to support case management, monitoring, and program improvement

# Program Highlights

## Integrated Health Delivery

Participant engagement & care coordination enabled by care teams, IT, and data integration



## Community Health Workers (CHWs)

Social service teams driven by CHWs with shared lived experience



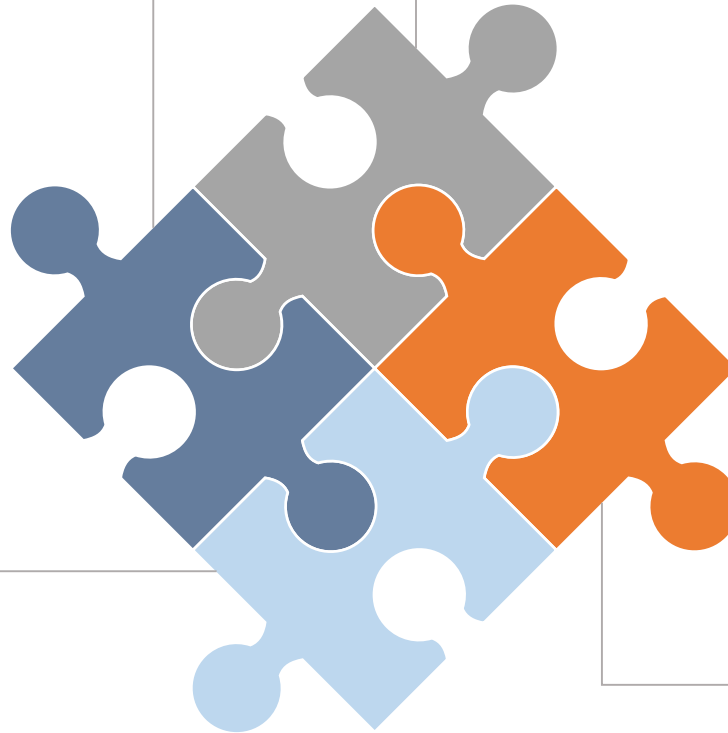
## Regional Care Management Teams

Regional teams consisting of a social worker and CHW apply a “no wrong door” approach



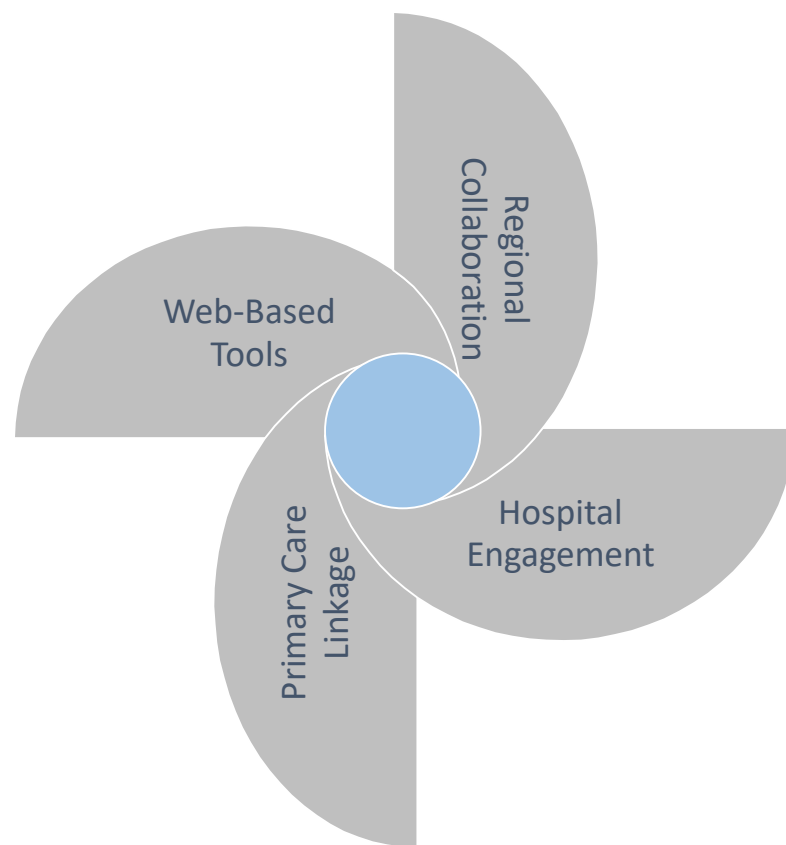
## Transitional Care Coordination

Accompaniment & linkage to and integration with long term providers during high-risk times



# Regional Care Management Teams

- Consists of **supervising social worker** and **CHWs**
- Work closely with **hospital case management** and/or **CBOs**
- Work closely with **participant's primary care team**
- Tools:
  - **CHAMP** – case management platform
  - **Data Integration Hub**
  - **One Degree** – web-based community resource portal



# Populations of Focus

WPC-LA

Homeless High-Risk

Permanent Supportive Housing

Interim Supportive Housing

Sobering Center

Recuperative Care

Justice-Involved High-Risk

Re-entry Pre-Release

Re-entry Post-Release

Juvenile ReEntry

Mental Health High-Risk

Intensive Service Recipients

Residential and Bridging Care

\*Kin Through Peer

Perinatal High-Risk

Mama's Neighborhood

SUD High-Risk

Engagement, Navigation & Support

Other Services

\*Medical Legal Partnership

Benefits Advocacy

Medical High-Risk

Transitions of Care



# Implementation Challenges

- Trying to launch a start-up in a bureaucratic system:
  - Rapidity of implementation
  - Red tape: Hiring and Space
  - Organizational change management
- WPC Pilot:
  - Aggressive timelines and goals
  - Complexity of interventions
- LA:
  - Geography



# Implementation Successes

Served since January 2017: 30,034.

Served since June 2017: 21,801

**Care Management Platform**  
with 2500+ users

16 WPC-LA programs operating

**Data Sharing Progress** and  
Universal Consent

3<sup>rd</sup> cohort of CHWs to be hired  
and trained in **Fall 2018**



Pilot  
Year 3





# For More Information

- For program related information, refer to the WPC-LA website at [www.wpc.dhs.lacounty.gov](http://www.wpc.dhs.lacounty.gov)
- For questions on status of enrollment for a specific patient, care coordination, or identifying who the patient's CHW is, please email [WPCProviderInquiry@dhs.lacounty.gov](mailto:WPCProviderInquiry@dhs.lacounty.gov)
- For all other questions, contact:

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# Questions & Answers