Whole Person Care Los Angeles

Belinda Waltman, MD
Medical Director, Whole Person Care – LA
CHEAC Annual Conference
October 17, 2018

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

Goal: Coordination

Increase coordination and appropriate access to care

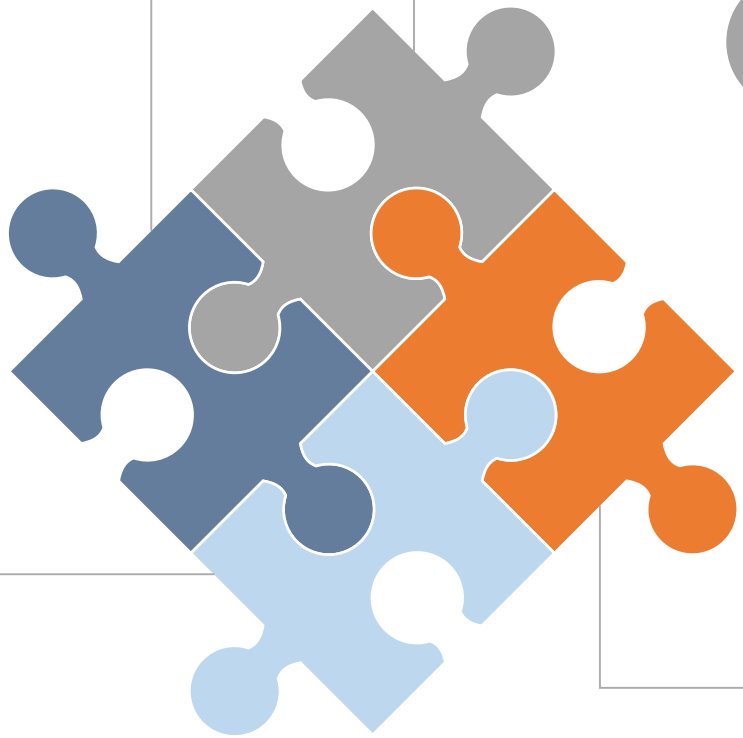
Goal: Data Integration

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

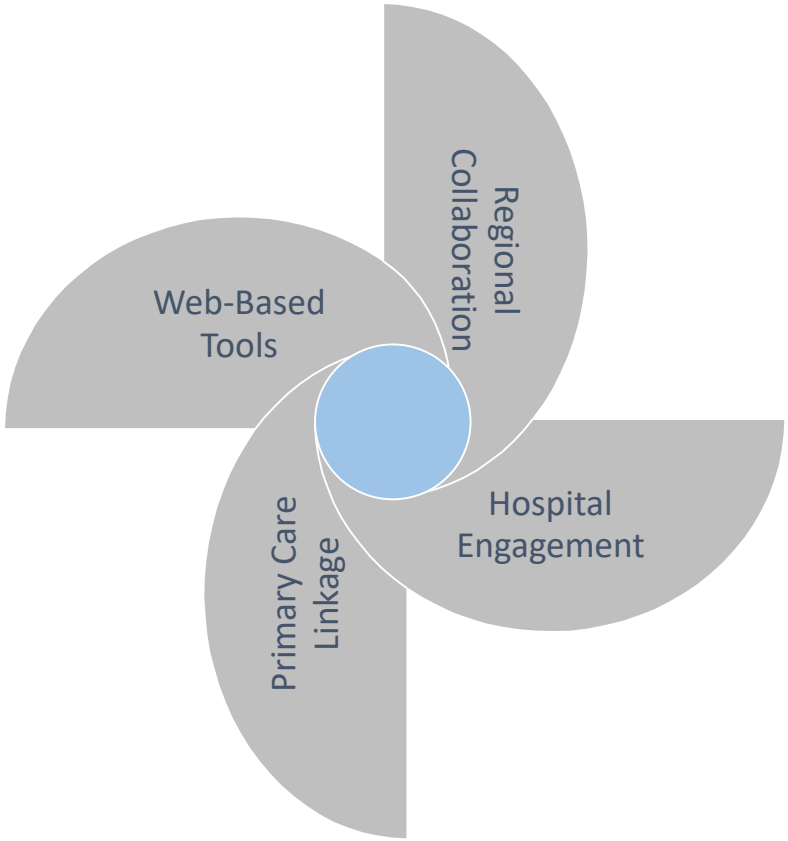


Regional Care Management Teams
Regional teams consisting of a social worker and CHW apply a “no wrong door” approach

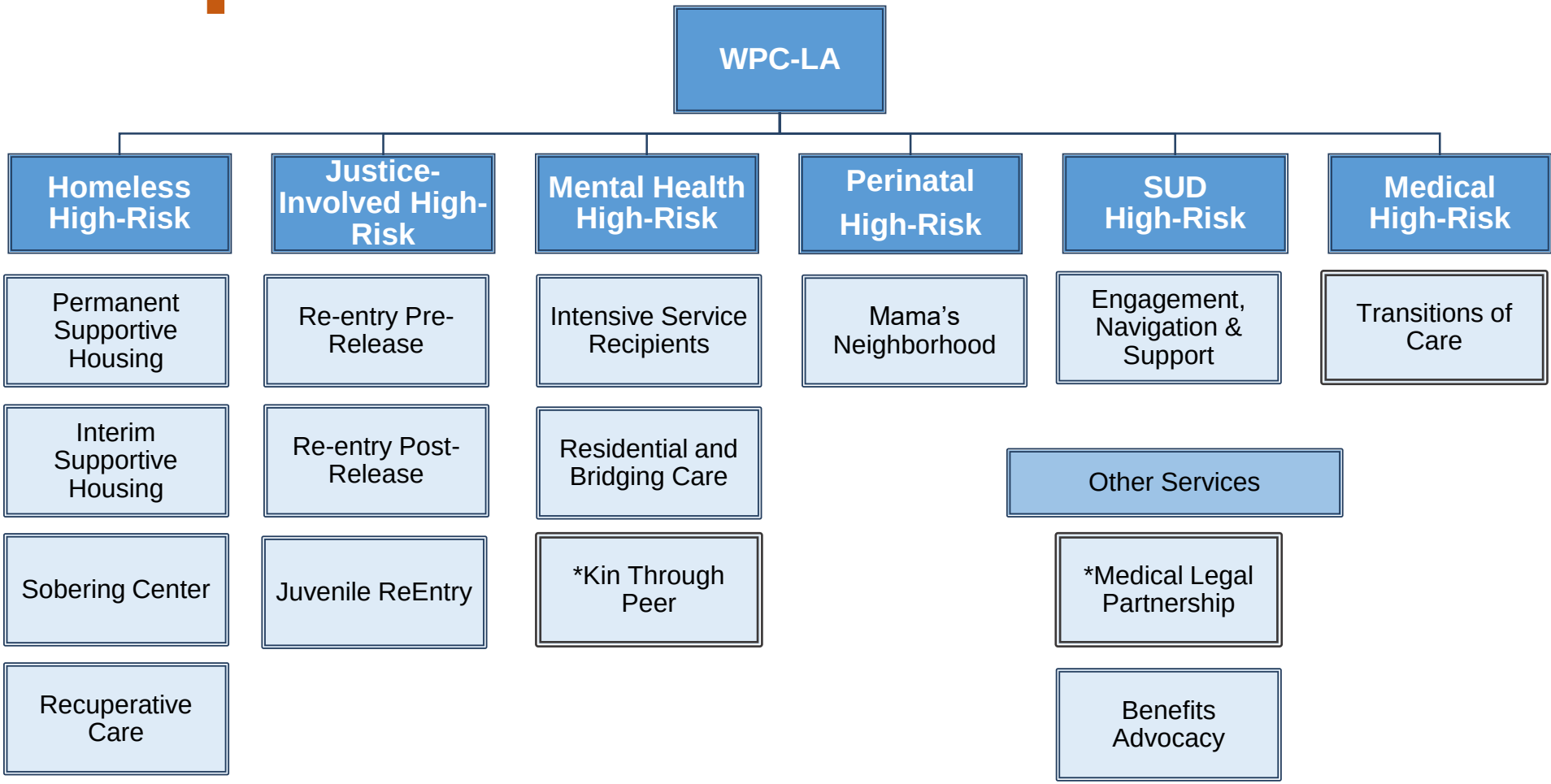
Transitional Care Coordination
Accompaniment & linkage to and integration with long term providers during high-risk times

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



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

3rd 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
- 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
- For all other questions, contact:

  Belinda Waltman
  bwaltman@dhs.lacounty.gov

Questions & Answers