

Age + Action

June 17–20, 2019 | Washington, DC

ncoa
National Council on Aging

The Sky's the Limit! Network Development Learning Collaborative

June 18, 2019

#AgeAction2019 | #WeAgeWell



**Williams Jaxon
Consulting, LLC**

SOLUTIONS FOR COMMUNITY HEALTH

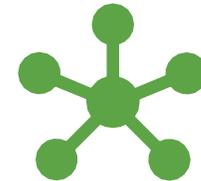
Presenters:

**Kristin Overton, Chief Operating Officer, Spectrum
Generations**

**Sharon R Williams, CEO, Williams Jaxon
Consulting/NCOA Consultant**

System Transformation

- Health care industry and regulators cognizant of special support for high-need health care consumers
- Integrated approach to achieve better quality and performance outcomes
- Trending toward marriage of clinical and Social Determinates of Health (SDoH) care coordination
- CBOs Readiness
 - Strategic Business Planning
 - Organizational capacity and infrastructure
 - Outreach and engagement with new health care customers
 - Sustainability



The Future Is Now



¹Not a full statewide network



NCOA Learning Collaborative Mission

The purpose of the National Council on Aging's (NCOA) Center for Healthy Aging **Network Development Learning Collaborative (NDLC)** is to provide community-based organizations (CBOs) with the knowledge and skills to create, enhance, and/or successfully manage network hub partnerships.

Network Hub Definitions

Hub Business Partners-those organizations that will have a stake in the development/design of the hub model/structure; share administrative oversight and governance responsibilities and contribute to defining the hub goals/mission.

Hub Network-other CBOs and or health care organizations (VNA, AAAs, home health, CILs, etc.) that may be part of the subcontracted network utilized to deliver Hub programs and services.

Hub Customers- entities to whom the Hub will be marketing its services for contracting, pilots, demonstrations, etc. and receive payment for services rendered.

Value of an organized hub

Deliver	Deliver a broader scope of SDOH services
Reach	Reach more diverse consumers and populations
Build	Build stronger administrative infrastructures
Capitalize on	Capitalize on economies of scale
Provide	Provide expanded regional/statewide coverage
Offer	Offer one-stop contracting for multiple services with payors
Expand	Expand quality improvement initiatives and successes

Network Development Learning Collaborative

Specialized curriculum

- Lectures featuring LC faculty, national health care & CBO industry experts, peer learning
- Conducted via monthly webinars

Supportive online community

- Cohort networking: Progress, successes, challenges
- Group homework assignments
- Supplemental resources

Biannual 1:1 meetings

- Opportunity for specialized support

Network Development Learning Collaborative

Curriculum

Business/Organizational Culture Transformation

Partnership Assessment

Environmental Scan

Hub Structure Options

Elements of Business Plan Development

Financial Modeling

Health Care Quality/Performance Drivers

Value Proposition

Customer Engagement Strategies



NDLC Alumni

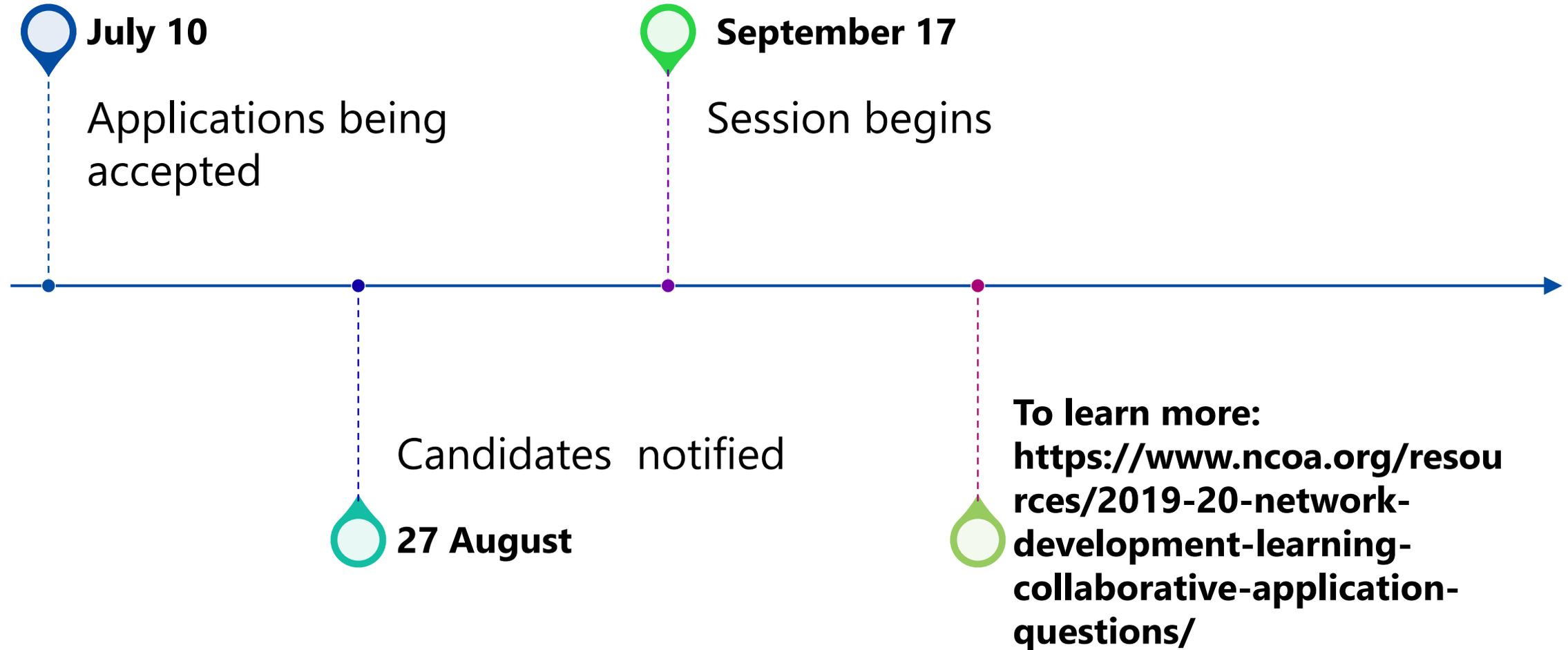
2017-18

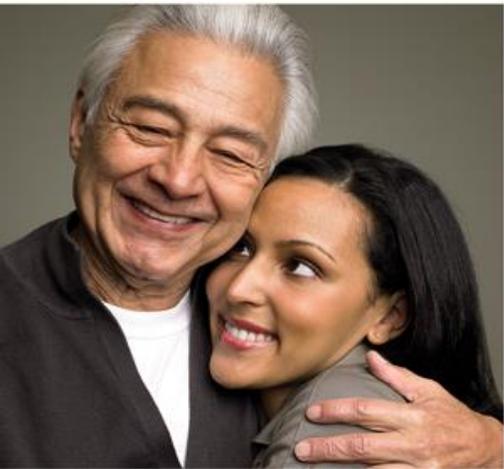
- Connecticut
- Illinois
- North Carolina
- Oregon
- Maine
- Maryland
- Texas
- Vermont
- Wisconsin

2018-19

- Washington
 - New Hampshire
 - Missouri
 - Florida
 - South Dakota
 - Pennsylvania
 - Michigan
- 

2019-20 NDLC Session





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Lessons Learned: Partnerships, Collaborations, and Networks

Kristin Overton | June 18, 2019

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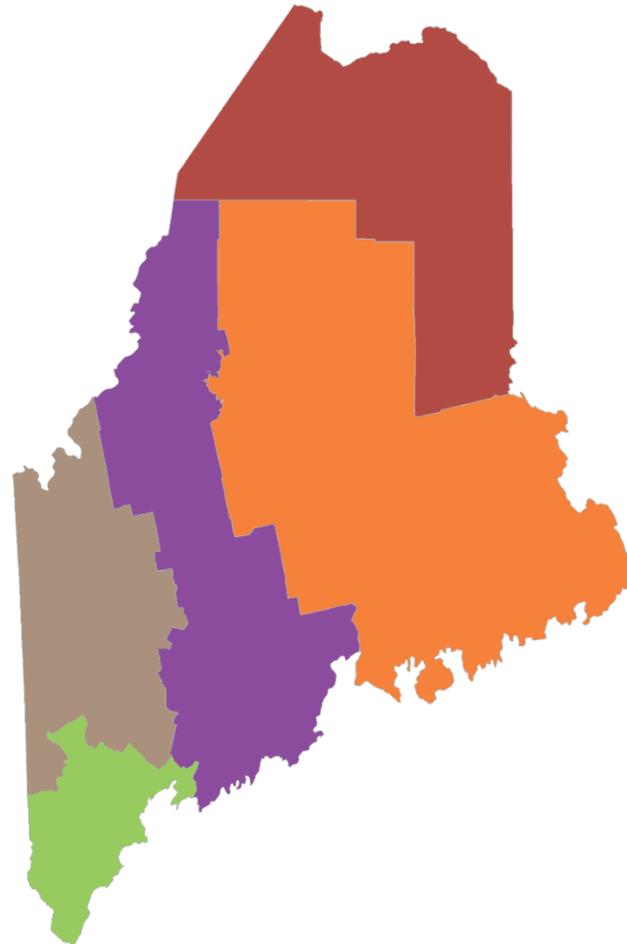
Presentation overview



- History of Healthy Living for ME
- The Key Points of the Maine Network
- Lessons Learned:
 - Non-Disclosure Agreements
 - Joint-venture development

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Who is Healthy Living for ME?

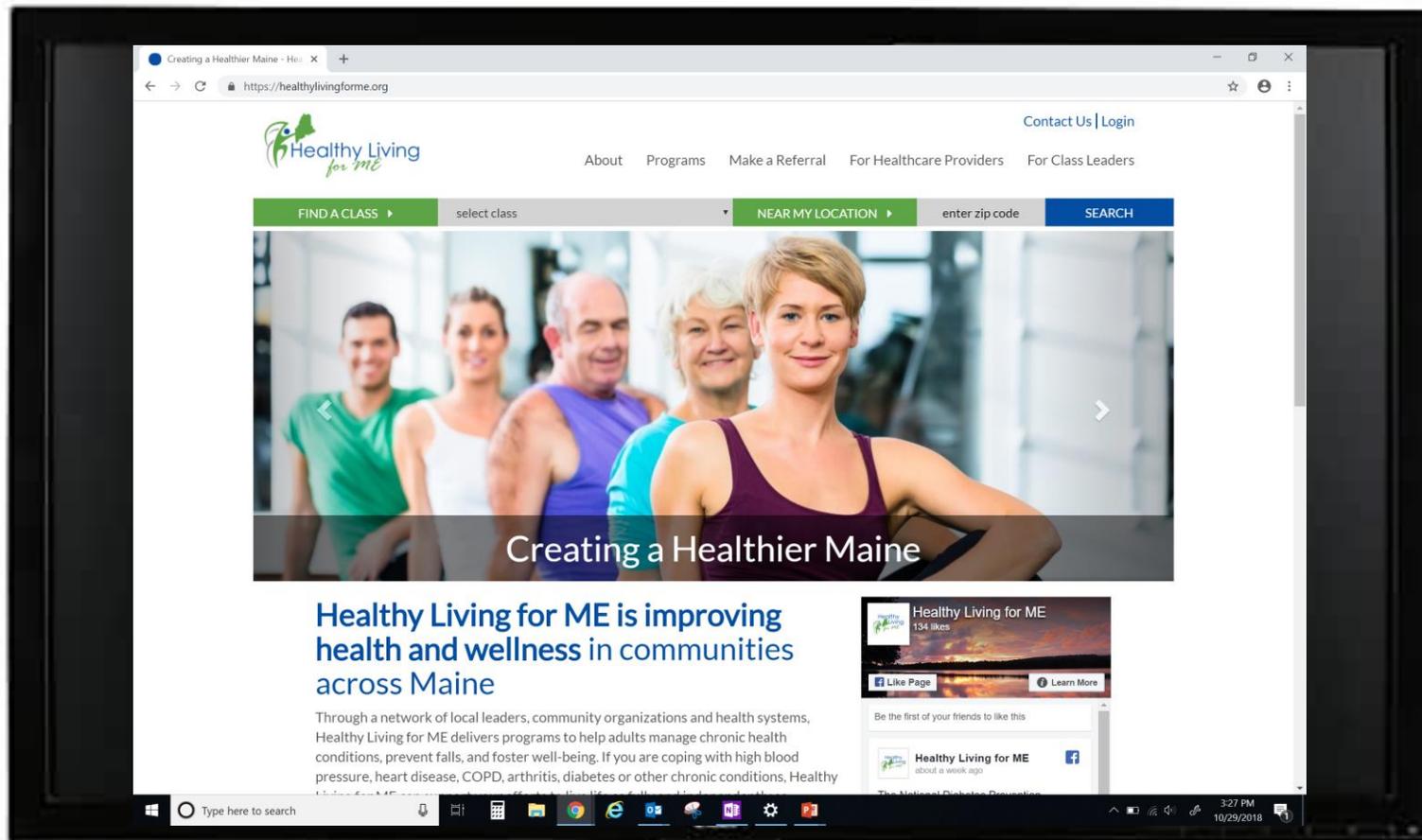


Community partners



Our evidence-based programs

- Chronic Disease:
 - Chronic Disease Self-Management Program
 - Living Well for Better Health
 - Chronic Pain Self-Management Program
 - Living Well with Chronic Pain
- Diabetes:
 - Diabetes Self-Management Program
 - Living Well with Diabetes
 - National Diabetes Prevention Program
- Falls Prevention:
 - A Matter of Balance
 - Tai Ji Quan: Moving for Better Balance
 - Tai Chi for Arthritis/ Dr. Lam's
 - Tai Chi for Health & Balance
 - Enhance® Fitness
- Caregiving and Planning:
 - Savvy Caregiver
 - Respecting Choices®



healthylivingforme.org

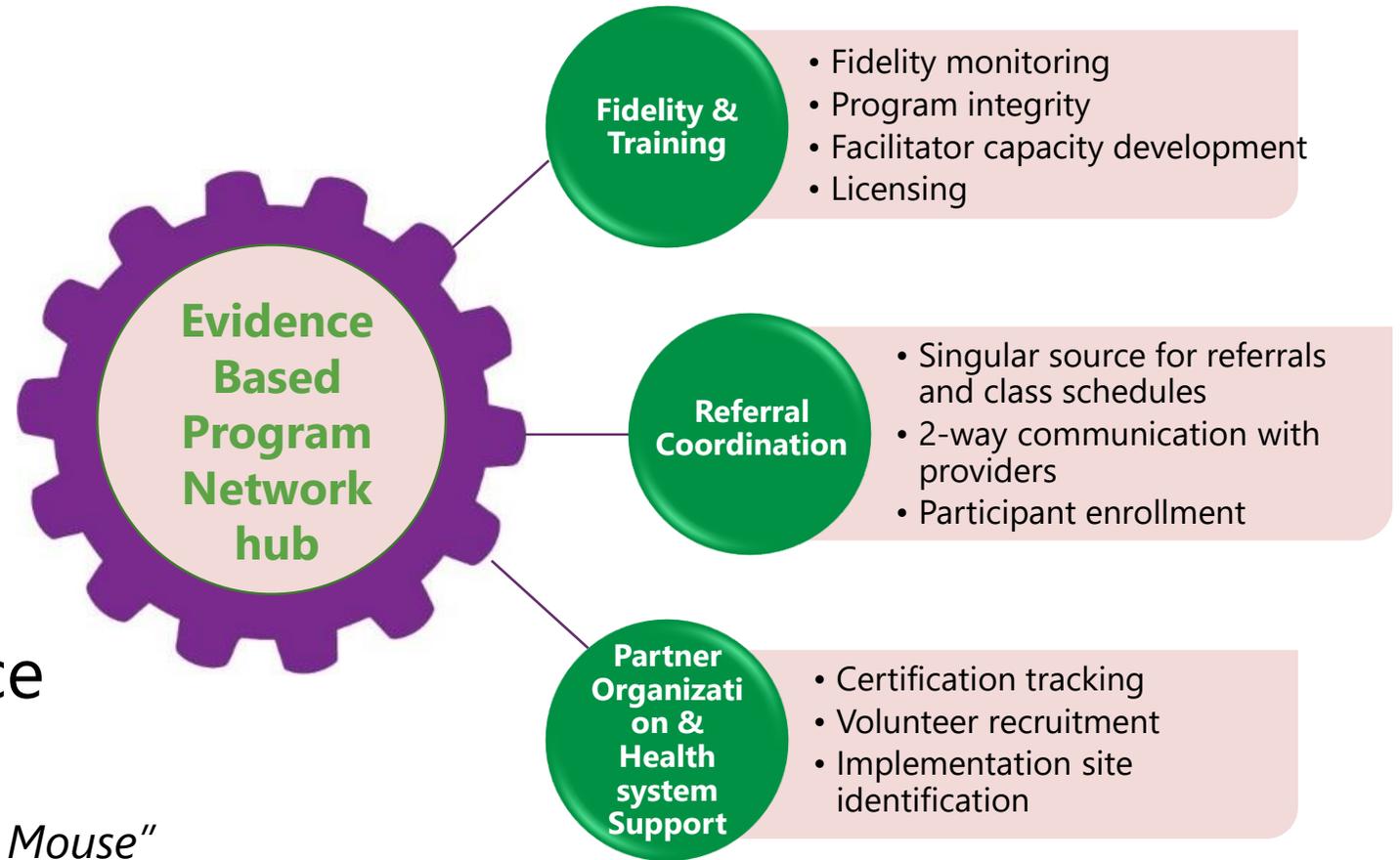
Our History

- Spectrum Generations
 - Area Agency on Aging
- 2016 CDSME Grant Awardee
 - 2016 Falls Prevention partner
- Goals:
 - Create a network of providers
 - Develop financial sustainability

Offering a *centralized resource* connecting course leaders and participants through a network showcasing all evidence-based programs offered *throughout Maine*

Our History

- Original Concept:
 - Administrative Hub
 - Sub-Hubs at each 5 AAA's
 - Leaders
 - Venues
- "The best-laid plans of mice and men often go awry."
 - Robert Burns, adaptation from "To a Mouse"



Plan B: a 2-Agency Network Hub

What worked well

- Centralized based on program:
 - Falls prevention hub
 - CDSME hub
- Began meeting every other week for 2 hours
- Developed a name
- Joined both NCOA Learning Collaboratives
 - Network Development
 - Medicare Reimbursement

What didn't work well

- Control and decision making
- Culture
 - Risk tolerance
 - Project priority level of senior staff
 - Decision-making authority levels
 - Organizational tempo
 - Performance-based contracting
- Disagreement of next steps
 - Capacity versus system
 - Data system and technology
 - Non-disclosure agreement

Plan C: a Singular Statewide Network

First Steps We Took:

- Developed key operational documents
 - Operational Concept
 - Data Use Document
 - Marketing & branding guidelines
- Developed a Non-Disclosure Agreement
- Began a Joint-Venture Agreement

First Outcomes:

- Grew further and further apart
- More definition meant we attracted partners we hadn't originally considered
- New partners were in alignment with goals and priority
- Investment into data system
 - Launched June 1, 2018

Lessons Learned

Performance-based contracting

- Create Memorandums of Agreement with performance terms
- Define when performance is “off-track” so there is no question
- Define outcomes and goals
- Monthly check-in’s

Non-Disclosure Agreement

- A non-disclosure agreement (NDA) means you have to keep the information you are told confidential, NOT that you have to tell everything to the other party

Lessons Learned

IT speaks Greek

- IT Use Documents should be specific
- User stories are critical to helping developers understand how you want to use a system
 - “As an admin, I want to be able to pull an aggregated report which shows how many unique participants take at least 2 classes AND I want to sort by age range, class type, region, and diagnosis”

Health Insurance Portability and Accountability Act (HIPAA)

- You are a Covered Entity if you provide healthcare services, procedures, or treatments
- Health Systems expect you to act as a covered entity
- The more PHI you have, the more you become liable for

Lessons Learned

Joint-Venture Agreements

- You can't form a joint-venture based on an idea
 - What do you have that is tangible?
- Structure and agreements of risk sharing
 - Governance, management, and voting
 - Budget and shared costs or services
 - Purpose, confidentiality, PHI, liability
 - Funding streams, intellectual property, what is competing and not-competing
 - Termination, withdrawal, disputes, and adding new partners
- It takes TIME... a...lot...of...time



Let's Talk!

Questions?

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