

# Centers of Occupational Health and Education

## ACHIEV MEETING





## COHE at Group Health Background

- Started in July, 2013
- Past history with other COHEs (Valley, Eastern WA)
- Case Management dating back to 1988
- Institutional COHE
- Located in Puget Sound and Spokane



## Staff

- COHE Program Director, Tom Lehmann
- COHE Medical Director, Tim Gilmore, MD
  
- Advisors:
- All MDs & DOs in Occupational Medicine
- Back Specialist in our NeuroSciences Dept.
- Providers at Rehabilitation Institute of Washington



## Health Services Coordinators (HSCs)

- Mimi Perrin, North End clinics and Spokane
- Ryan Manuel, Seattle and Bellevue
- Chuck Hooper, South King County and Kitsap County
- Shannon Bougie, Tacoma and Olympia
  
- HSCs cover more than COHE



## COHE at Group Health

“Not a member? Not a problem”

Group Health treats any injured worker,  
regardless of enrollment status in a Group  
Health insurance plan.

We do have a transfer of care process.

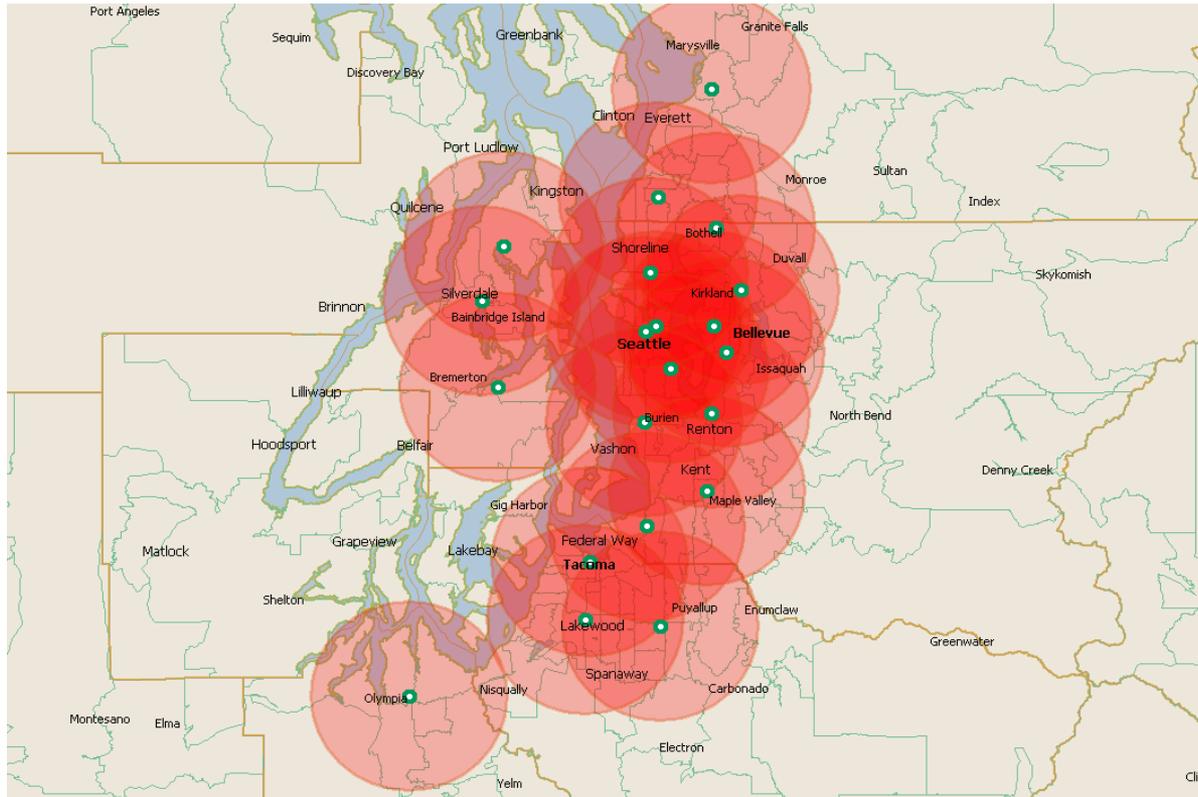


## COHE at Group Health

- COHE is represented by over 160 providers
- 18 Occupational Medicine providers at 12 area clinics
- 33 Family Practice at 25 clinics
- 71 Urgent Care providers at 6 Urgent Care Centers
- 39 providers at Columbia Medical Associates at 8 clinics in Spokane area
- 3 providers at Rehabilitation Institute of Washington (as Advisors)
- Advisors at Group Health as well in Occupational Medicine and Back Clinic

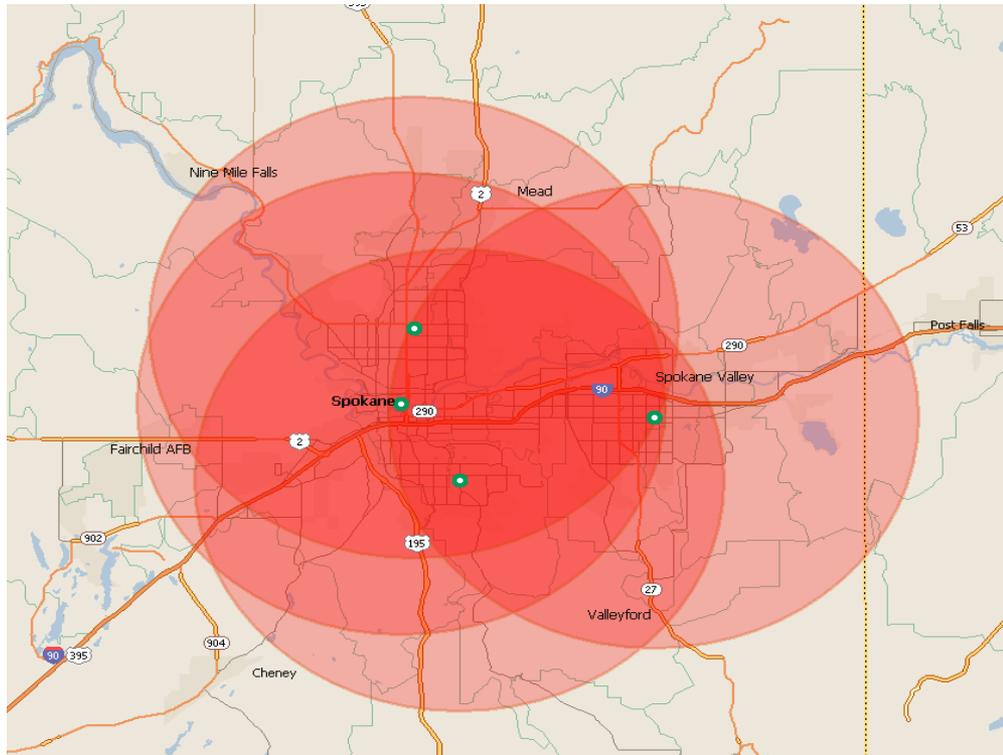


# Group Health Clinics in Puget Sound



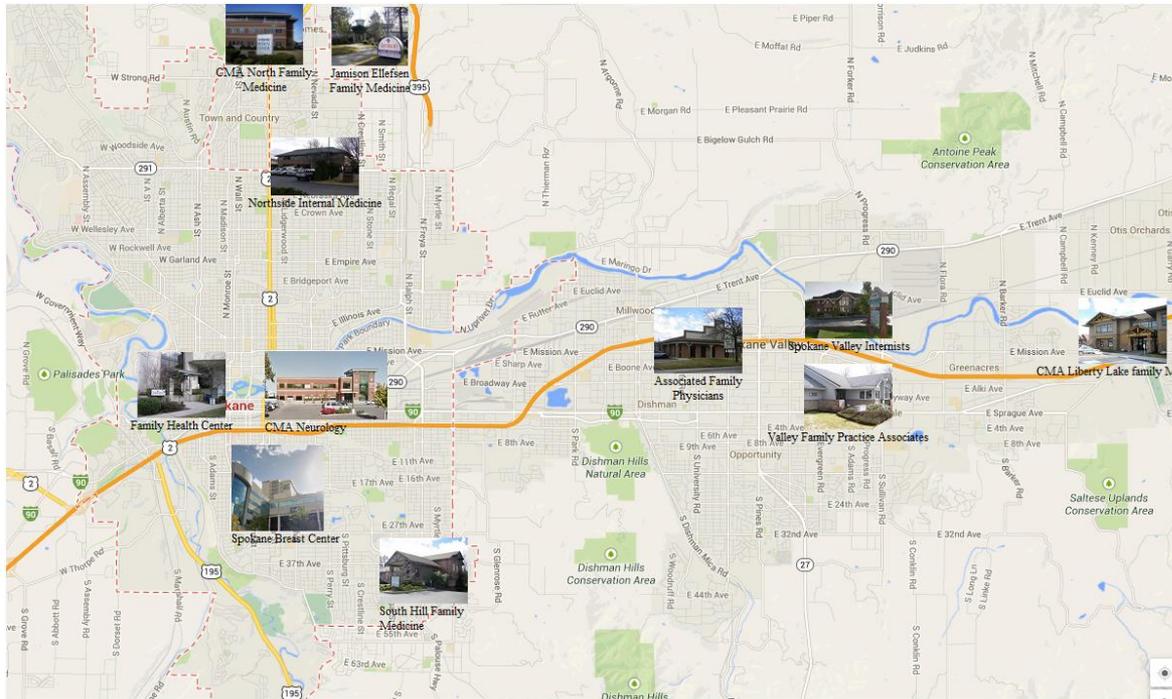


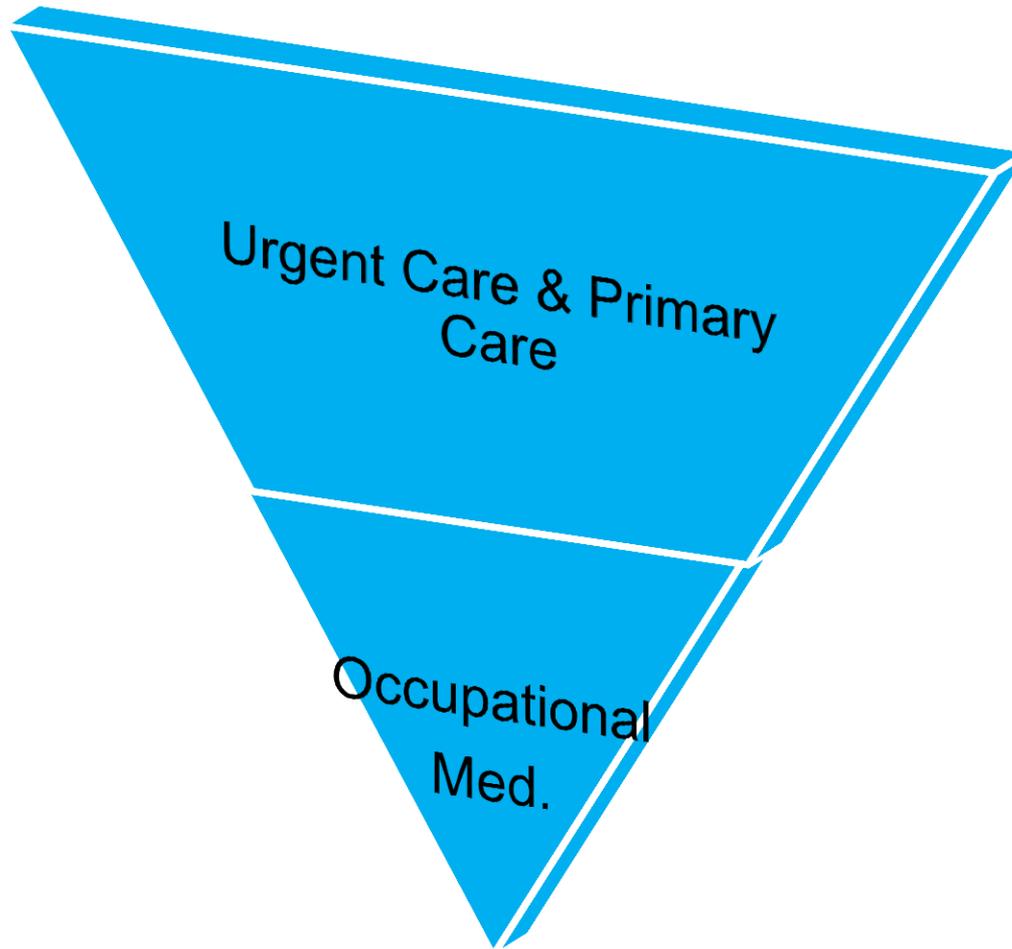
# Group Health Clinics in Spokane





# Columbia Medical Associates in Spokane





**Funnel patients to Occupational Medicine**



## Major accomplishments in last year

- Contract started July 1, 2013
- Created and updated web-site
- Updated marketing materials
- Identified and trained providers
- Case Manager role change
- Focus on Best Practice numbers
- Collaboration with other COHEs (Forum, Advisor Meetings, etc.)



## Expansion plans:

- Institutional COHE
- Current push internal with Urgent Care
- Consider possible expansion outside Group Health, but no current plans



## Quality Improvement Project

- Getting medical information to HSCs as quickly as possible
- Columbia Medical Associates under Group Health
- Different electronic medical record systems
- Claim and Account Center Healthbook comparison
- Is one quicker than the other to allow HSCs to act more quickly?
- Starting audits soon
- Considering next year's project



## Innovations

Best Practice 3: Phone call from provider at first visit when off work or on restrictions

- At first Occupational Medicine visit
- Get contact information to the provider
- Phone in clinic
- Database in future?



## Innovations

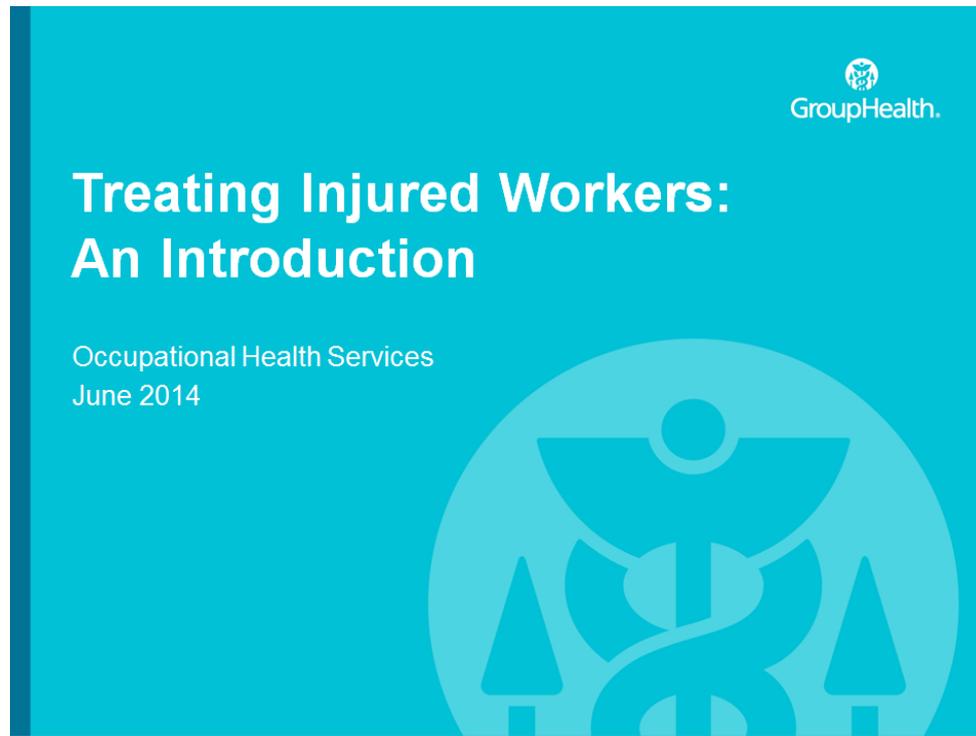
### Best Practice 4: Barriers to Return to Work Exam

- Identify cases through OHMS
- HSC and/or provider review
- On-line forms to assist
- Schedule when appropriate



## Innovations

### On-line training for Urgent Care and Family Practice





## Provider training

- Initial Orientation (e.g., COHE background, Best Practices, Advisor role)
- Annual Training (e.g., refresher, Advisor role, Best Practices, Scorecard)
- Just in Time
  
- COHE background & focus
- Best Practices
- Advisor role & processes
- Scorecard
  
- In person
- On-line



## Questions?

