

DRAFT  
**Meeting Summary**  
**Worker's Compensation Advisory Committee -Subcommittee on Health Care**  
**June 20, 2008**

**Participants:**

**Labor:** Owen Linch and Karen Gude  
(John Aslakson, Ed Wood - absent)

**Business:** Beverly Simmons, Gerry Reilly and Vickie Gore  
(Carolyn Logue - absent)

**BIIA:** Tom Egan

**L&I:** Roy Plaeger-Brockway, Gary Franklin (Bob Mootz - absent)

**Facilitator:** Dave Overby

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**Resources and Guests:**

Tom Wickizer, Terri Smith-Weller, Deb Fulton-Kehoe - UW  
Pat Vincent, - Renton COHE  
Dan Hansen - Ea. WA COHE  
Dianna Chamblin - Everett Clinic  
Jordan Firestone - Harborview  
Diana Drylie, Susan Campbell, Lee Glass, Chuck Hitchings and Karen Ahrens – L&I  
Sallie Rueter – IRAWA  
Christina Lombardi – GHC  
Clif Finch - ACLWA

**Introduction and Review of Minutes:**

Gary Franklin welcomed the group and opened the meeting. Minutes from March 31, 2008 were approved.

**UW Qualitative research update**

Tom Wickizer presented slides on UW qualitative research, including COHE medical providers and office staff, as well as employers from the Yakima area. Feedback was uniformly positive regarding the Activity Prescription Form and the activities of the Health Services Coordinators. Providers further commented that COHE is a critical team-oriented support system to improve health care quality and delivery and to promote best practices in the community.

**Review of 5 solutions developed by L&I team:**

Diana Drylie presented a package of 5 solutions. The following questions and comments were discussed.

**Overall Discussion**

- Business and Labor both expressed a willingness to move forward with Solutions 1, 2, 4 and 5. The biggest concern is with Solution 3.
- L&I will break out elements of Solution 3 for the next meeting so that it may be considered for approval in whole or in part. L&I will provide more detail on first steps for Solution 3.
- Labor asked that more detail be provided regarding how any one or more of the solutions meet one of their main interests that injured workers are better off long term,

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especially in terms of wages. The solutions need to be explicit in how data will be collected.

- A suggestion was raised that process improvement at L&I (solution #5), be put into WAC.
- Business brought up the concern of the lack of involvement of self-insured employers.

**Solution #1 and Solution #2 – Criteria to Transfer Best Practices and New Quality Indicators.**

- A concern was raised that a process may work well in the COHE but fail on a statewide basis if all the components are not included (i.e. ROA faxing without the incentive payment.)

**Answer:** That is why Solution 1 was designed to link to both Solution 2 and Solution 4. Solution 1 makes L&I go through a deliberate process to adopt a clear and meaningful change. A new quality indicator will be tested first in the COHEs. If it does not work well, quality improvement can be applied to the quality indicator and an analysis of each piece of the process will be done in depth. Only quality indicators that test well and clearly make a difference will be transferred statewide.

- A concern was brought up that medical or clinical best practices should be considered as new quality indicators under Solution 2 in the future. Medical best practices were considered with the original quality indicators but not adopted due to difficulty in measuring these practices.

**Answer:** Medical condition specific indicators may be worthwhile to reconsider. We need to find ways to track these in the future.

**Solution #3 –Process for becoming a COHE test site**

- A concern was raised that it may be difficult for current and any new COHEs to maintain the same standards and model statewide. A second concern is whether the whole state will “go COHE” instead of transferring successful COHE practices statewide.
- Questions were raised as to what limits, financial details, and criteria for this solution would be put into WAC.
- Perhaps this solution should be split into two parts – 1) WAC language to move away from the contracting process and 2) ability to start new COHEs

**Answer:** L&I will work out more detail for this solution and bring it back to the next meeting

- Does this solution presuppose new COHEs?  
**Answer:** No, it does not. Separating it into 2 parts may help clarify that.
- The COHE directors were asked if they could commit to continuing as COHE under this new process. Both answered positively if their business interests and vision could still be met.
- It would be difficult for a statewide employer if different COHEs have different standards and quality indicators.

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**Solution #4 –Quality Improvement in the COHEs**

- We need to keep a balance between standardization and creativity in each COHE. Need to also keep flexibility of different COHE models.
- There was a question as to whether current tracking and performance measures in the COHEs might change or go away.  
**Answer:** This package assumes that current contracts with the COHEs will continue through 2009-2011. The COHEs will continue to have a focus on quality improvement in their contracts.
- Comment made that Solutions 4 and 5 have the potential to work well together.

**Solution #5 – Process Improvement at L&I**

- Question was asked whether L&I leadership supports this solution.  
**Answer:** Leadership is aware of the solution and very positive about it. There is a lot of trust when a recommendation comes out of COHE because of the disciplined and studied approach. UW might also be involved in analysis of any process change.
- A concern was raised that L&I look at all solutions in collaboration with existing structures. Business does not want to see a COHE solution department created.  
**Answer:** Staffing projections for all the solutions is 1 FTE.
- Issue was raised that the package of solutions and especially Solution 5 be put in WAC. Perhaps there should be WAC requirements for the best practices that L&I must adhere to.
- Want to see that not only COHEs continue and best practices are transferred but that L&I also changes.

**Discussion after Caucus:**

The group agreed that at the next meeting L&I would provide more details for each solution, as well as a cover sheet summarizing all the proposals. Business and labor will not move forward to bring the package of solutions to those that they represent until after the next meeting.