

## Advisory Committee on Healthcare Innovation & Evaluation (ACHIEv)

### Meeting Minutes for July 25, 2024

Hybrid Meeting occurred via Zoom/Labor and Industries, Tukwila; Room C20

#### Members Present

David Folweiler, DC | Chair  
John Meier | Vice Chair  
Laurie Gwerder, ARNP  
Andrew Friedman, MD  
Kirk Harmon, MD  
Tricia Daniel  
Sybill Hyppolite  
Nicole Gomez

#### Members Not Present

Louis Lim, MD  
Kelly Golob, DC  
Jane Dale

#### L&I Staff Present

Kim Wallace  
Gary Franklin  
Joel Sacks  
Mike Ratko  
Karen Jost  
Diana Drylie  
Amy Updike  
Ji Young Nam  
Azadeh Farokhi  
Morgan Young  
Bob Waring  
Jennifer Jutte  
Suzyn Daniel  
Shauna Muendel

Cherell Fisher  
Coral Suhrbier  
Morgan Wear  
Tiffany Meeks  
Victoria Rich

## **Welcome and Helpful Hybrid Hints (David Folweiler and Kim Wallace)**

### **Introductions**

ACHIEv Chair David Folweiler called the meeting to order and led introductions. Kim Wallace introduced L&I participants.

### **Review & Approve Agenda**

Committee members reviewed and approved the July 25, 2024 ACHIEv agenda with no changes.

### **Approve Meeting Minutes from April 25, 2024 Meeting**

Committee members reviewed and approved the April 25, 2024 ACHIEv meeting minutes with no changes.

### **Safety Tip**

David Folweiler reviewed the safety tip on poor air quality due to wildfire smoke.

## **Committee Support**

### **Conflict of Interest Form (Kim Wallace)**

Kim presented the latest draft of the conflict of interest form. After discussing possible pros and cons of using this form, the committee reached a consensus to adopt the form as is. L&I will prepare forms for signature, and members will sign them at or before the October ACHIEv meeting.

## **New Interpretation Services Vendor (Karen Jost)**

Karen reviewed the features of the SOSi/Woodbridge system, highlighting how to register and manage translation requests, which average 22,000 per month. The committee discussed past issues with interpreter availability. Karen noted that the contracted vendor will manage a quality assurance process to address situations in which interpreters miss or cancel in-person appointments late. The committee

requested metrics on satisfaction, rates, and attendance for discussion at the next meeting.

### **Insurance Services Operational Health Dashboard (Mike Ratko)**

Brenda Heilman introduced herself as Mike’s successor starting at the end of September. Mike then presented on the June 2024 Insurances Services Operational Health Dashboard metrics. Highlights included a recent decrease then flattening in the number of new time loss claims received, a slight decrease in long-term disability claims, and a slight increase in funded pensions. Additionally, there is improvement in the percent of the workers comp operational measures meeting target.

### **Recognition & Acknowledgment of Mike Ratko (Joel Sacks)**

Joel shared accolades and memories of working with Mike Ratko, who has been with Labor & Industries for over 30 years and will retire at the end of September 2024.

### **COHE Quality Improvement Projects 2024-2025 (Morgan Wear)**

Morgan provided an overview of COHE and introduced the Quality Improvement projects planned for 2024-2025. Then COHE representatives shared more details about their projects. The UW - Valley Medical Center COHE discussed their current strategies and the desire to enhance the COHE panel for improved provider engagement. COHE Alliance of Western Washington and Providence shared about their joint QI project, including the development of a workflow and readiness checklist. Other highlights included Confluence Health’s focus on reducing access to care delays, Harborview’s efforts to improve notification processes between the emergency department and OEM clinic for injured workers, and Kaiser Permanente’s project on occupational disease adjudication. Finally, the Everett Clinic discussed tracking progress with their web-based training initiatives.

### **Want to Do Topic (David Folweiler)**

Continuation of Priority Topic:

“Getting the worker the most appropriate care and return to work as quickly as possible.”

### **Evaluating Contended Medical Conditions (Cherell Fisher)**

Cherell reviewed the guidelines for handling newly contended medical conditions, diagnosis requirements, claim coding, and information needed to adjudicate contended conditions.

### **Pension Data (Coral Suhrbier)**

Coral presented data on pensions granted from 2014, showing an overall downward trend over the last decade. PTSD claims from 2018 to July 2024 were also reviewed, highlighting that these claims are often open for longer duration than other types of claims.

### **Discussion and Q&A (David Folweiler)**

Dr. Folweiler led a Q&A session. Topics/suggestions included expanding claim manager training, improving the speed of claim processing, offering claims training to COHE's, and improving documentation early in the claim, especially on the Report of Accident (RoA).

### **Public Comment (David Folweiler)**

None

### **Meeting Wrap-Up (David Folweiler)**

#### **Meeting Debrief**

No comments on the meeting.

#### **May 8, 2025 Meeting ("April" Meeting)**

The committee was reminded that next year's spring meeting will be held in May to allow L&I employees and other interested parties the option to attend the annual L&I Worker Memorial in April.

#### **Agenda Requests for October 2024**

No requests for future meetings at this time.

Adjourned at 12:00pm