

NAPEBT – Vera Whole Health OPERATIONS COMMITTEE
Quarterly Meeting
Wednesday, January 22nd, 2020, 2:00-3:30 pm
County HR Building: Weatherford Room (420 N San Francisco St)
Virtual: <https://meetings.ringcentral.com/j/1483066916>
Dial-in: **1-773-231-9226** Passcode: **148.306.6916#**

Attendees:

NAPEBT	<input checked="" type="checkbox"/> Margaret Penado
<input type="checkbox"/> Shannon Anderson	<input checked="" type="checkbox"/> Jami Vaness
<input checked="" type="checkbox"/> Lauree Battice	<input type="checkbox"/> Scott Walmer
<input type="checkbox"/> Jeanie Confer	<input checked="" type="checkbox"/> Katie Wittekind
<input checked="" type="checkbox"/> Jennifer Caputo	Vera Whole Health
<input type="checkbox"/> Dean Coughenour	<input checked="" type="checkbox"/> Julie Almond
<input type="checkbox"/> Lynn Hill	<input checked="" type="checkbox"/> Tyler Anderson
<input type="checkbox"/> Bob Kuhn	<input type="checkbox"/> Brad Frank
<input type="checkbox"/> Rosa Mendoza-Logan	<input checked="" type="checkbox"/> Marina Teach
<input type="checkbox"/> Meg Miller	<input type="checkbox"/> Sue Ferbet

Agenda:

- **Introductions & Announcements**
 - Tyler Anderson, Regional Director of Operations - mobile 586-612-0476, tylera@verawholehealth.com. Transition of Julie’s responsibilities to Tyler scheduled to be complete by June 30th.
 - Trish Bartholomew, a provider at the clinic, is moving to Florida. She will assume a new position with Vera as a travelling provider helping to cover gaps in provider staffing when/where needed. She will not leave her position at the Flagstaff clinic until a replacement has been found. The position has been posted and several candidates are being evaluated.
 - Clinic Closures
 - Vera 2020 Calendar (planned closures) – Vera will have an updated calendar when internal training dates are posted by the end of January and will distribute when available. Next planned holiday closure is Memorial Day.
 - Unplanned Closure/Late Notification Policy
 - 2020-2021 Biometric Screening Event Dates - expect outreach to field dates before next Clinic Committee meeting in March
 - Page 2020 dates: Feb, May, Aug, Nov Actual dates are being planned now.
 - New for 2020-2021 dates –
 - Vera would like to add FUSD Flu Shot events at schools (make a list of schools for excel)
 - Adding Fire Fighter bioscreens with flu shots and TB test placement
 - LIST REVIEW – Please provide updates – corrections below have been made (slide 3)
 - Clinic Closure Notifications – corrections made to Katie’s and Shannon’s phone numbers
 - Page Notifications
 - Clinic Committee membership – remove Shane and Shannon, add Jeanie Gallagher
- **Reporting:**
 - Monthly dashboard review – Y5, December
 - Y4 Performance Guarantees

- Engagement – met low target
 - Satisfaction – met
 - CAD – met
 - Diabetes – revising contract terms but essentially improvement exceeded initial expectations
- Validating Outcomes: Process for Vera’s 3rd Party Independent Review
 - The Validation Institute is a 3rd party independent reviewer of vendor claims
 - Started as a joint venture between GE and Intel driven by industry need for transparency and oversight over vendor claims
 - In an industry where there are not standard formulas for outcomes measurements, Validation Institute establishes standards for measurement and rigor around intervention planning.
 - Advisory panel consists of Sr. Leadership from large employers, HR professionals, independent consultants, wellness industry professionals, and data scientists
 - Vera was evaluated based on 1) intervention design, 2) data sources, 3)outcomes methodology, and 4)validation of the data findings
 - Validation institute is willing to consult on methodology compromise recommendations between Vera and Segal
- **Care Center Services & Operations**
 - January Marketing Materials
 - Note “Clinic” to “Care Center
 - Integration of BCBS disease management and case management programs
 - Julie and Madeline have been discussing what this will look like. Currently in an information seeking phase regarding amount of overlap between program participants; will also need to verify all privacy & patient consent protocols allow for member-level data exchange. Next step: Madeline providing Vera with listing of program eligible and engaged.
 - Revised Event Request Form – post to Teams and discuss at Wellness Committee meeting
 - Revised Care Center Service Guidelines
 - PT Onsite Prevention Services Request
 - County request (public works) – impact = 120 employees
 - 10 hours per quarter for class (10 1-hour sessions)
 - 12 hours per quarter for travel (estimate)
 - 6 hours per quarter for office hours (12 30-minute sessions)
 - 2 hours per quarter for “train the trainer” classes
 - **30 hours per quarter total (2-3 hours per week)**
 - **2020 Strategic Priorities**
 - Engaging the non-engaged/Spouse engagement/*incentive design*
 - Whole Health Evaluation completions
 - Chronic Disease Management - clinical improvement
 - Wellness Committee Collaboration – *promotion of events, Page participation,*
 - *Capacity management – maintain this as a priority; look at opening up capacity by leveraging telehealth for acute care, etc*
 - Update from the 1/23 Board Meeting: The Operations Committee will devise a plan to eliminate Vera’s after hours helpline service.