IBHAC

**Meeting Summary**

8.23.19

Announcements

*Betty Nadeau*: Grief After Suicide - Finding Hope and Healing on Wednesday, October 9th, 2019 7:00 p.m. to 9 p.m., Hosted by John R. Jordan, Ph.D. This community workshop is geared toward those grieving the loss of a loved one.

*Holly Hughes*: “Improving Complex Care in Integrated Care Settings”. Vanessa de la Cruz will be the keynote for the free half-day learning session on Thursday, September 19th, from 8:30 a.m. to 1:00 p.m. at the Pajaro Valley Community Health Trust, in the Kathleen A. King Community Room.

Meeting Purpose

The purpose of this meeting was to solicit feedback on the draft IBHAC Strategic Action Plan.

Strategic Planning Process

Shelly Barker, HIP Program Director, provided a brief overview of the history of IBHAC.

* A Steering Committee was formed and met in April and May and decided to engage in a Strategic Action Planning Process this summer.
* Robyn McKeen was brought in as a consultant to help with the strategic planning process. The group held two 3-hour planning sessions (July and August 2019).
* Today, the Steering Committee seeks the broad IBHAC coalition’s insights and feedback about the draft of the Strategic Action Plan.
* IBHAC Steering Group has agreed to meet in September, prior to the IBHAC meeting.

Summary of IBHAC Vision, Values and Operating Principles

Holly Hughes, HIP consultant, presented the draft of the Strategic Action Plan.

* Presented HIP’s new mission statement, IBHAC’s vision, values, operating principles, health outcomes, and systems/norms that need to shift

Robyn McKeen, HIP consultant, presented the process goals, strategies, and activities of the draft Strategic Action Plan. The activities were included to ensure clarity of the intended process goals. Participants self-selected which Process Goal they wished to discuss as a first priority, and then to remain in that small group and rotate through the stations to discuss all three Process Goals. Robyn requested participants answer the following questions:

Focus on STRATEGIES, "Are these the right strategies for the process goal? Are any critical strategies missing? Are any no longer relevant or being taken care of by another group?"

Outcome of Process Goal Brainstorm

Process Goal 1: Seamless, improved and sustained multi-directional integration of mental health, substance use disorder and physical health care to serve the whole person in Santa Cruz County.

* Group 1
  + Posed questions to the larger group around access to care and data collection within Santa Cruz County.
* Group 2
  + We want to find ways to track payers and find ways to advocate for a patient-centered, payer blind reimbursement system. Increase access to care and through data sharing, we can increase the coordination of agencies.
* Group 3
  + Emphasized the delinking of strategies to specific process goals and proposed a more integrative model to simplify activities and map overlap of strategies across process goals.

Process Goal 2: Improved & sustained provider, patient and family experience

* Group 1
  + Spoke about the importance of care coordination, personal connection to care coordination, and data sharing to improve client outcomes.
* Group 2
  + Discussed the need to reevaluate service gaps
  + Focused on provider experience and burnout. Advocated for more team-based care around providers.
  + Advocated to support case management
* Group 3
  + Spoke to the importance of integrating feedback from patients' families.
  + Focused on the value of qualitative measures and reporting.

Process Goal 3: Santa Cruz County will experience a political and cultural paradigm shift

which actively supports the well-being of people affected by behavioral

health challenges

* Group 1
  + Increased efforts to inform communities at large of services that are available
* Group 2
  + Advocated for a media campaign via social media and print media
    - These campaigns could serve to reduce stigma around mental health
  + Advocated for legal services to immigrant/vulnerable populations
  + Encouraged inter-county partnerships to leverage resources
* Group 3
  + Discussed the importance of distributing funding equitably
  + Requested metrics related to training providers
  + Emphasized the value of community input

Next Steps

Strategic Action Planning Process. The IBHAC Steering Committee will:

* By the next IBHAC meeting
  + Review and incorporate input from this meeting
  + Share the next iteration of the draft plan
* By January 2020
  + Finalize the 1-3 year Strategic Action Plan, to include
    - Finalized Activities
    - Identified Champion Agencies for each strategy/activity
    - Identified methods of how we will measure our success

**The next IBHAC meeting is scheduled for September 27, 2019**

Submitted by: Patrick Sullivan, HIP Intern