

REFLECTIONS: LAUNCHING A COLLABORATIVE

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Mercy's Medical Neighborhood

- Mercy's Medical Neighborhood is a legal entity and involves several providers and community organizations in Greater Portland with a passion to serve all uninsured and underinsured in a comprehensive manner.
- This effort includes a data sharing agreement, development of concrete supports, and the full integration of peers, street outreach, expert financial counselors, and community health outreach workers into the care delivery. In 2014, outcomes included marked decrease in Emergency Department utilization and \$20.3 million in revenue and cost savings.

Lessons Learned

- Understanding the population is critical to design.
 - What are their daily behaviors? Where do they gather naturally?
 - What data exists around the population – both primary and secondary? What do they need?
- Do an asset map to identify partners.
 - What are existing community assets or resources that impact the population?
 - Who are the critical partners or people that touch, care about, and have existing relationships with your population?
 - Identify patterns and opportunities to leverage.

What Worked Well?

- Sustained passion and trust
- Clarity of mission and purpose
- Met weekly with continuous daily communication
- Remained nimble and focused
- Critical commitment to disband if not effective and vital
- Ability to communicate freely and share data and pt. lists
- Defined care plan collaboratively with focus on enlivening natural supports and remaining engaged with most vulnerable.
 - What can we commit to keep intact as a team?
- Advocacy and systemic change – APS, DHHS

Challenges and Resolutions

Challenges

- Constant dynamic change
- Evolving technologies with belief that technology could advance outcomes
- Budgetary challenges for partners
- Further weakening of safety net for materially poor in Maine

Resolution

- Creative approaches to remain hopeful
- Evaluation and adaptation
- Celebration of success

Questions?