The Sixth Pillar

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Civility is the action of working together productively to reach a common goal, and often with beneficent purposes.
Civility

• Shows respect without regard to individual characteristics
• Causes others to feel valuable
• Contributes to effective communication and team collaboration
Sometimes I believe as many as six impossible things before breakfast.

~Lewis Carroll
Pillars

1) Economy
2) Workforce
3) Infrastructure
4) Opiate Epidemic
5) Great Government Service
6) Civility

And...
Say’s Firefly
Behavior Change Theory

The Stages of Change Model

- Enter
- Precontemplation
- Contemplation
- Determination
- Action
- Relapse
- Maintenance

Exit & re-enter at any stage
Behavior Change + Stress

Health Belief Model
Ogden (2007: 24)

Demographic variable

- Susceptibility
- Severity
- Costs
- Benefits
- Cues to action
- Health motivation
- Perceived control

Likelihood of behaviour
2017/2018 Agency Spotlight
Division of Aging

• Ongoing modernization efforts surrounding the INconnect Alliance
• Initiation of transformation project to Home and Community-Based Services
• Ongoing support for Adult Protective Services improved funding and quality
Division of Disability and Rehabilitative Services

• Improve Employment Outcomes for Individuals with Disabilities
• Home and Community-Based Waiver Redesign
• First Steps will support ISDH and DCS in successful implementation of Help Me Grow pilots
Division of Mental Health and Addiction

• Addiction treatment – improved access
  – Implementation of the 1115 waiver for SUD services.
  – Expand access to Medication-Assisted Therapy through new opioid treatment programs.
  – Implement SUD initiatives with the federal 21st Century Cures grant.
  – Roll out Open Beds/2-1-1 initiative

• Forensic partnerships
  – Continue to expand Recovery Works access across the state.
  – Collaboration with Juvenile Detention Alternatives Initiative for crisis intervention and diversion.

• Mental Health
  – Move state hospitals toward system integration.
  – Drive integrated care opportunities for dually diagnosed populations.
Indiana Neuro-Diagnostic Institute (NDI)
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Office of Early Childhood and Out-of-School Learning

- Statewide provider registry to facilitate training and professional development in order to enhance early childhood education quality and alignment
- Support and expand Paths to Quality programming
- Provide coaching to early childhood programs
- Provide continuous improvement education around safe child care environments
- Double the state’s investment in pre-K
Division of Family Resources

- Statewide implementation of Integrated Eligibility Determination and Services System (IEDSS)
- Evaluate Supplemental Nutrition Assistance Program (SNAP) to increase service in the areas of Self-Sufficiency, Integrity, and Customer Flexibility upon identification by the USDA/FNS
Office of Medicaid Policy and Planning

• Credentials Verification Organization (CVO)
• Continue expanding home and community-based options
• Extend Healthy Indiana Plan with improvements: SUD, GTW and administrative ease
• CoreMMIS certification
• Interagency collaboration – DCS and ISDH partnerships
• Commitment to coverage
Healthy Indiana Plan

• 400,000+ enrolled in HIP
• 65% HIP Plus
• 61% of members <5% FPL pay for HIP Plus
• Engagement works
  – 86% Plus members received a preventive service
  – Smoking cessation, vaccinations and cancer screenings up
  – ER use down
  – Greater adherence to prescription drug regimens
HIP Renewal

• Authority expires Jan 31, 2018
• Renewal waiver was submitted Jan 31, 2017
• Renewal period would start Feb 1, 2018, and go through Jan 31, 2021.
• Maintains structural elements of HIP 2.0 waiver
  – Includes certain enhancements identified by the state and stakeholders
HIP Enhancements

• **Member incentives/community engagement**
  – Raises incentive limits for: Disease Management; Smoking Cessation; Substance Abuse Treatment; Employment Services
  – Smoking cessation program, including tobacco surcharge on PAC contributions after one year of enrollment
  – Added chiropractic services to HIP Plus
  – Reinstate redetermination compliance policy
  – Expand Gateway to Work program to connect eligible members to critical employment training and support services with robust exemptions and qualifying activities based on public comments/feedback – ramp up in 2019
HIP Enhancements

Ease Administration Burdens:

• Power Account Contributions to be tiered, as opposed to % of individual income

• Modify Transitional Medical Assistance program to assist those who are at risk of losing coverage when income reaches more than 138%

• Pregnancy care enhancements to maintain continuity of care
HIP Enhancements

Substance Use Disorder:

• Fill treatment gaps by adding new services: inpatient detox, residential treatment, and addiction recovery services (recovery education, peer recovery support services, housing support services, recovery focused case management and relapse prevention)

• Lift current Medicaid restriction on IMD providers – expand access of at least 15 more facilities with 12 additional in queue

• Within HIP, member incentive programs will target SUD treatment
2018 Resolutions
Embrace the economy of trust
Support public health initiatives
Make the social service process easier, such that being a recipient is not a full time job
Apply population health principles across healthcare, public health and social service networks to decrease variability and increase health equity.
Weave social determinants of health into the fabric of health care delivery
Be precise – data matters at the macro level, but even more at the micro level
Announcing!
First impressions

Introducing the Office of Social Determinants of Health
“There is no silver bullet, no single word or fact that will suddenly transform how people think about health. It is an intensely personal issue that carries with it complex beliefs, conflicted values and a deeply divided electorate about what leads to better health.” (RWJF report)
Healthy Opportunities: Because good health begins where we live, learn, work and play.
Social Determinants of Health

• Vision
  – All Hoosiers have access to the social and physical supports needed to promote health from birth through end-of-life.

• Mission
  – To develop and deploy policies, programs and incentives that reduce barriers to achieving equitable health outcomes for all Hoosiers.
Social Determinants of Health Approach

**SPONSOR AND CHANGE**
Identifies sponsors, participants and how we manage change.

**UNDERSTAND AND EVALUATE**
Obtains and analyzes data from resources to identify and prioritize work.

**IDENTIFY AND CONNECT**
Utilizes information to identify the most critical needs and defines potential solutions to address needs.

**ASSESS AND DEVELOP**
Assesses current resources and workflows to determine where and how screening, referral and navigation can likely be integrated.

**PARTNER AND COLLABORATE**
Identifies potential community-based resources to help meet needs.

**MEASURE AND IMPROVE**
Develops success metrics, owners and a continuous improvement process for the program.
Bringing the Sixth Pillar to Life
1) Internal: The Civility Code

- We greet and acknowledge each other
- We say please and thank you
- We treat each other equally and with respect, no matter the conditions
- We acknowledge the impact of our behavior on others
- We welcome feedback from each other
1) Internal: The Civility Code

- We are approachable
- We are direct, sensitive, and honest
- We acknowledge the contributions of others
- We respect each other’s time commitments
- We address incivility
2) Externally: Customer service

- Expand connection options
- Respect time
- Embrace mobile readiness
- Hire more multilingual workforce
- Welcome feedback genuinely
- Protect your employees
- Reward satisfaction
Fixing the Cliff

If people are constantly falling off a cliff, you could place ambulances under the cliff or build a fence on the top of the cliff. We are placing all too many ambulances under the cliff.

Dr. Burkitt
And...building some stairs
In a world filled with despair, we must still dare to dream. In a world full of distrust, we must still dare to believe.

FSSA Indiana
Daring to dream and believe since 1991