

CBC Innovations Conference 2019

Supporting Innovations and Disseminating Best Practices

CBC hosted its first [Innovations Conference](#) on March 13th at NYU Kimmel Center. The conference brought together the CBC Network and provided an opportunity for network providers to showcase their innovative programs and service models.

The Innovations Conference was about showcasing the innovative approaches developed by community-based providers in order to improve services for their consumers and that have the potential to change the current delivery of care models in NYC.

By taking the assembled innovative programs and services showcased and with a proper framework for evaluation and data collection we can better determine outcomes, costs and potential savings, and we can turn these innovative initiatives into scalable programs and services across the CBC's Network.

This Innovations Conference was about the need to document, evaluate and disseminate widely these emerging practices that have an evidence for effectiveness and can thus be the drivers of innovations in practice and service delivery, moving the needle on policy wherever needed and starting to demonstrate the need for payment reform that matches work that achieves lasting outcomes.

The Innovations Conference was a resounding success with nearly 200 people in attendance, 19 posters, 5 panels and a keynote speech from Jim Gavin, President and CEO of [Community Care Behavioral Health Organization](#). It was a tremendous and informative display of innovative work being done in the community by CBC's Network Providers that are having a huge impact on individual's served and their communities.

Jim Gavin, President & CEO of Community Care Behavioral Health Organization kicked off the day with his keynote speech, [Provider Role in Developing and Financing Innovation](#)



L to R: Lloyd Sederer, MD; Josh Rubin, Health Management Associates; Jorge R. Petit, MD President & CEO, CBC; Jim Gavin, President & CEO of Community Care Behavioral Health Organization

focusing on the provider role in finances in the existing VBP world we live in.

This conference kicked off the conversation about emerging technologies and technology assisted care and the intersection of those within community-based behavioral health

providers. CBC announced two new strategic partnerships, [Karuna](#): a communication platform that helps care management teams increase their reach rates, levels of patient engagement, and staff productivity and [Arcadia](#): our new partner on the IT Data Analytic Business Intelligence Platform. This Platform will centralize existing external data sources across all aspects of care (physical, behavioral, and social determinants of health) within the CBC Network in order to better obtain population health data analytics and with actionable knowledge improve outcomes.



Partnership with Arcadia Announcement



Group photograph: CBC Staff

PANELS

- **DISTINCTIVE OUTCOMES:**
Programs with Meaningful Measures
- **ADDRESSING THE GAP:**
Above and Beyond Care Coordination
- **UNIQUE APPROACHES:** Specialized for Sub-Populations
- **COLLABORATIVE PARTNERSHIPS:**
Agencies Working Together to Improve Care

Two sessions, each with two panels, highlighted practice-based approaches, with a focus on programmatic and financial models and sustaining innovation in uncertain environments. The panels also focused on specialized sub-populations and collaborative partnerships. Rounding out the day was a Technology Panel: Innovations at the Front Lines where innovators from the technology field discussed the ever-changing landscape of healthcare technology.

POSTERS

The Conference hosted 19 poster presentations submitted by members of the CBC Network. [The Center for Innovation in Mental Health \(CIMH\)](#) took a supportive role in evaluating posters with the next step of potentially providing a formal evaluation. More about the CBC and CIMH relationship can be found [here](#). Posters were organized in one of four categories to highlight work done in a specific field. A poster from “Addressing the Gap: Above and Beyond Care Coordination” and “Distinctive Outcomes: Programs with Meaningful Measures” are highlighted below.

DISTINCTIVE OUTCOMES: PROGRAMS WITH MEANINGFUL MEASURES

[Pathway Home - Queens Transition Team](#)
[Catholic Charities of Brooklyn and Queens](#)

Pathway Home is an evidenced-based model that targets support for each client’s transition back to the community as substantially as possible. Pathway Home uses Critical Time Intervention (CTI), a strategy of intense support that tapers off depending on each client’s needs over the course of six to nine months.

Pathway Home’s main innovation is directing a flood of targeted resources to clients at this critical juncture in their care. The staff engage with the client beginning in the hospital to build a rapport by visiting and to complete a needs assessment, which is vital to understanding the systems that need to be turned back on for a client like SSI, food stamps, and insurance (like Medicaid).



L to R: David Rood-Ojalvo, Director of Care Coordination; Joan Sass, LCSW-R, Clinical Director – Pathway Home; Alison Hann, LCSW, Supervisor, Senior Mental Health Clinician; Desiree Arduini Vice President of Care Coordination & Case Management of Catholic Charities of Brooklyn & Queens

ADDRESSING GAPS: ABOVE AND BEYOND CARE COORDINATION

[CORE \(Community Outreach for Recovery and Engagement\) Innovative Intensive Care Management](#)

[The Bridge](#)

CORE is an innovative model aimed at managing specific care needs of high utilizers of emergency and hospital services through care coordination efforts. It is a time limited, six-month intervention that helps individuals develop the skills and confidence to better manage their health care and improve treatment engagement. This partnership with [The Bridge](#) and [Mount Sinai](#) will ultimately reduce ED utilization and inpatient admissions.



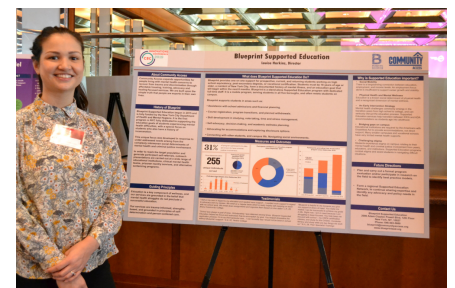
Amy Whelan, LMHC, Program Coordinator, CORE

UNIQUE APPROACHES: SPECIALIZED INTERVENTIONS FOR SUB-POPULATIONS

[Blueprint Supported Education](#)

[Community Access](#)

This unique program is the first of its kind, promoting education as an essential tool to increase mental health and recidivism. This program has served 200 students; 71 of whom have a disclosed history of criminal justice involvement. Many of these students have received additional education ranging from GED to Master’s to Vocational training.



Louise Harkins, Director - Blueprint Supported Education

COLLABORATIVE PARTNERSHIPS: AGENCIES WORKING TOGETHER TO IMPROVE CARE

[Face-to-Face and Community Integrated Referrals](#)

[Henry Street Settlement](#)

This collaborative partnership is working to strengthen the referral link of those transitioning out of the hospital setting.

Henry Street operates, an Article 31, Community Consultation Center (CCC), and a single stop, Neighborhood Resource Center (NRC). Community members can be screened for and enrolled in public benefits at the NRC; at the CCC, community members can receive ongoing mental health care.



L to R: Kristin Hertel, LCSW-R, Deputy Program Officer Health and Wellness and Wen Chun-Hung, Coordinator of PROS Express Program at Henry Street Settlement

TECHNOLOGY PANEL: INNOVATION AT THE FRONT LINES



L to R: Jenn Hajj, Head of Partnerships, [Galileo](#); Joe Kahn, CEO, [Karuna Health](#); Matt Loper, CEO & Founder, [Wellth](#); Angela Gralian, LMSW, Team Leader, Whole Self Care, [Services for the Underserved](#); Manik Bhat CEO, [Healthify](#)

The final panel for the day focused on innovative technology solutions that can benefit community-based behavioral health organizations and their patients. This included spotlights on technology assisted care (TAC) solutions leveraging the power of behavioral economics, telemedicine technologies that expand communication capacities for both providers and patients, and information technologies that increase the accessibility and visibility of existing healthcare and social determinants of health services and generate optimized workflow solutions for them.

LOOKING TO THE FUTURE

INNOVATIONS HUB

The Innovations Hub will serve the CBC network in evaluation and recommendation of innovative technologies and will work to support evaluation and facilitate knowledge to share best practices, standardized care models, and impact practices, payment, and policy. “The Center for Innovation for Mental Health (CIMH) is pleased to partner with CBC to help showcase all of the incredible work that is happening across the network,” Virna Little, PsyD, LCSW-r, MBA, CCM, SAP, Director, CIMH

CHOOSE CONVENTION: THE CONSUMERS CHOICE: KEEPING THE END “USER” AT THE HEART OF EVERYTHING WE DO

CBC, in partnership with [Samaritan Daytop Village](#), [Bronx Partners for Health Communities](#), and [The Jewish Board](#), will host a consumer event where members of the Bronx community will vote on a healthcare app to pilot. Consumers choose the technology they want; based on our recent survey, the majority use technology for entertainment. We want to align this to personal healthcare treatment. Investing in technology is easy but getting consumers to adopt it is a struggle. We selected apps that are engaging and would attract - consumers around daily usage. This event will allow the consumer to choose the app for themselves instead of it being chosen for them.

EMERGING TECHNOLOGY TRENDS BH SECTOR WHITEPAPER

CBC is analyzing innovative technology solutions that are disrupting the behavioral health environment.

TECHNOLOGY BREAKFAST SEMINARS

Innovative Technology Breakfast Series: An opportunity to share knowledge and meet new technology vendors

LEARNING COLLABORATIVE(S)

Specialized sessions based on emerging themes and/or special populations

TRAINING INSTITUTE OFFERINGS

The Training Institute provides education to key stakeholders on the extraordinarily successful Pathway Homecare transition model with the goal of improved outcomes (increased aftercare follow-up, medication adherence) for clients served; and cost saving (reduced ED and hospital utilization) to payers.

PROGRAM EVALUATION(S) AND ARTICLES

Formal program evaluation in partnership with the Center for Innovation for Mental Health (CIMH) as well as regularly scheduled Call-For-Articles Office Hours.

THANK YOU!

We could not have done this without the support and guidance of Dr. Virna Little, Director for the [Center for Innovations in Mental Health](#) and her team: Jessica Neufeld, Srividhya Rajagopalan, Mevlida Isufi and Jinnia Nusrat. They have been great partners in helping us shape this event and ensure that we were able to shine a spotlight on all the amazing work that was showcased.

I also wish to express my thanks to the CBC Board for their unstinting support of this vision and a special thanks to all the CBC staff that helped make this a success.