

# Change Plan FAQ – 8/9/18 Addendum

## General

**Q1: Our organization has noticed some similarities between the current state assessment (CSA) questions and the change plan questions. Is it fine for us to recycle our responses from the CSA?**

A1: Whereas many of the CSA questions can be answered with a simple “yes” or “no,” the change plans are intended to provide HealthierHere with a deeper understanding of your organization’s current capacities and, more importantly, your plans to enhance, expand, or modify current capacities to improve outcomes for the focus populations. Please use the comments section to fully flesh out your answers to the change plan questions.

**Q2: How should practice partners who will be jointly “leading” a project indicate that they’ll be collaborating?**

A2: Each practice partner should submit its own change plan. The change plan should identify the partnership and indicate which aspects of the project will be addressed from the submitting organization’s perspective.

**Q3: Should our organization submit a change plan for a project that we’ll be involved in but is not the “lead” for (e.g. BHA partnering with a hospital “lead” for the hospital transitions project)?**

A3: If you are a supporting partner on a project in which another practice partner is the “lead,” you do NOT need to complete a separate change plan. Please work with the “lead” practice partner to ensure that your intended collaboration is accurately depicted in their change plan.

**Q4: How evolved must partnerships be for our organization to describe them in the change plan?**

A4: Please list any potential or intended partnerships and describe what stage of the process you’re in with each potential partner. It is not necessary to have signed agreements (e.g. non-disclosure agreements, memorandums of understanding, data sharing agreements, contracts, etc.) before the change plan is due. HealthierHere recognizes that these processes will take time; what we’re interested in is learning where you’re at and where you hope to be in the next year.

**Q5: What if our organization is having trouble finding a community partner for a particular project?**

A5: Please feel free to contact your project manager and/or use the change plan to describe what type of community partner you’re looking for and specify that you would like HealthierHere to recommend potential partner organizations. We will do the best that we can.

**Q6: How do I make sure my work is properly saved in Survey Gizmo?**

A6: You will only be able to save each version of your change plan once. Once you click the “Save and continue” button, a link containing the most up-to-date version will be sent to your email. If you don’t find it in your inbox, please check your junk folder. If you are unable to locate it in your email, please notify Tavish Donahue ([tdonahue@healthierhere.org](mailto:tdonahue@healthierhere.org)) and she will send you the link. Please work off the



link you are sent to make and save additional changes; clicking “Save and continue” a second time on your previous version will NOT result in your latest changes being saved.

**Q7: Will HealthierHere be convening all partners required for a project (e.g. the partners who will be providing transitional care for Transitions to Care from Jail project)?**

A7: HealthierHere is very interested in supporting partnerships. However, we do not want to be prescriptive about who practice partners work with. Instead, HealthierHere believes that practice partners have a better sense of who natural partners would be and who they would like to work with. If your organization is unsure and would like some guidance on who to partner with, please feel free to contact your project manager and/or use the change plan to describe what type of partner you’re looking for and specify that you would like HealthierHere to recommend potential partner organizations. All innovation partners – including the organizations that the practice partners have chosen to work with– will have a chance to partake in the Quality Improvement Learning Collaboratives that HealthierHere will be organizing down the line.

**Q8: Our organization is interested in a project area but is not ready to complete a change plan for it yet. How will the process of submitting a change plan differ in the future?**

A8: The process has not yet been determined, but HealthierHere will be providing opportunities for new practice partners to become involved and existing practice partners to take on additional innovation activities.

**Q9: What happens after the change plans are submitted?**

A9: HealthierHere staff are preparing drafts of system-level implementation plans while you are working on your organizational change plans. We will review your change plans for synergy and alignment – much like putting together a complex puzzle. If there are questions or concerns about the alignment or timing of an innovation or strategy, HealthierHere staff may reach out to you for clarification or to negotiate a new timeline. Unlike a grant, we will not be scoring change plans and identifying which ones are competed to our satisfaction. Instead, we view this process as an ongoing dialogue about healthcare innovation. We will use a catalytic investment framework to support the prioritization of projects while we stay focused on system transformation and achieving the pay-for-performance metrics.

## Focus Population

**Q10: I’m still confused about the focus populations. How strictly does our organization need to adhere to the criteria identified by HealthierHere?**

A10: The clinical summary focus populations are guidelines intended to provide parameters around where to start. We recognize that some organizations will not have the capacity to provide support for an entire focus population. However, we do expect an organization’s plan to, at a minimum, impact the highest risk individuals from within the focus population and ideally, a large enough volume of Medicaid individuals to help improve the pay-for-performance metrics. If your organization plans on targeting an alternate focus population, please make note of this in the change plan and, when possible, clarify the size of the population that you are considering. The second-to-last question (“How will your organization expand the scope (e.g. target populations, partners, and/or communities)...?”) may be a good place to



include a description of your alternate focus population, as well as future plans for expanding beyond the initial population.

## Key Elements

**Q11: In the project-specific change plans, what if our organization is planning to implement a key element more than 12 months from now?**

A11: We apologize that this is not an answer choice on the change plan. Please select “Planned for the Future (within 12 months)” and describe your organization’s actual timeline for implementation of the element in the comments section.

**Q12: Where should our organization describe planned innovations that aren’t covered by the key elements?**

A12: Each project-specific change plan contains the following question about other innovations: “Are there other innovations for [project-specific population] that your organization is or plans to be involved in?” Please use this space to describe your plans, the reasoning and/or evidence behind those plans, and which pay-for-performance metrics the innovations will improve.

## Metrics

**Q13: When will baseline pay-for-performance metric data at the organizational level become available?**

A13: HealthierHere is still in the early stages of exploring the data but are hoping to make this available to your organizations as soon as we can. A release date in the early months of 2019 is anticipated.

## Payments

**Q14: Will all ideas/projects described by our organization in the change plan be funded?**

A14: Your organization should not be thinking of HealthierHere funding as a grant source but rather with as a partner in improving care delivery. You have been invited to be a practice partner because HealthierHere believes in your potential to help us improve the pay-for-performance metrics and create longer term sustainable practice innovation. We will be making strategic investments that includes providing incentive funding to practice partners. However, we will not be able to cover the full costs of innovations due to limited resources.