

# Quality Care for ME

## PROVIDER NEWSLETTER

Spring 2010



Photo by Claire Bickmore – Canada Goose Family

## Conference Evaluation Report

### Improving Health Outcomes with Integrated Physical & Behavioral Healthcare

On March 18, 2010 the Maine Department of Health and Human Services and APS Healthcare co-sponsored a statewide one-day conference entitled: “Improving Health Outcomes with Integrated Physical and Behavioral Healthcare”. The conference goal was to promote increased integration of physical and behavioral healthcare in Maine. The conference was focused on educating the Maine provider community about current and planned DHHS policy/initiatives related to integration and examples of successful models of integration in the field.

There were 240 attendees from across the state of Maine, with over 50 others on a wait list. Attendees represented a wide spectrum of Maine stakeholders in the Maine healthcare system including providers of both behavioral and physical healthcare services, DHHS staff, policy makers and healthcare consumers. Attendees rated the conference overall a 4.5 on a scale of 1-5, with a score of 5 being “excellent”.

**The three Keynote Speakers were critical to the success of the day.** They were:

- Brenda Harvey, Commissioner Maine DHHS
- Ruth Katz, a Deputy with the US HHS Office of Disability, Aging, and L-T Care Policy
- Jerry Vaccaro, MD - President & Chief Operating Officer of APS Healthcare

**A Plenary Session Panel** consisting of Maine DHHS Leadership discussed DHHS Initiatives to promote physical and behavioral health integration.

**Participants made many positive comments about the keynotes, the panel and the breakout sessions including:**

- “Brenda Harvey - Great; Ruth Katz – Great”
- “Very good presentation. Well organized-not complex-good examples.”
- “Thank you - very knowledgeable presenters. Flexible and well prepared to answer questions from the audience.”
- “Great planning with staff available to direct conference attendees from one location to another. A good "mix" of activities to avoid overkill. Excellent selection of knowledgeable speakers for breakout workshops/presentations.”

## Conference Evaluation Report Continued

**Eight Breakout Sessions were fully and enthusiastically attended.** Presenters covered a wide range of topics related to the integration of physical and behavioral healthcare. Attendance at the breakout sessions varied from 30 to 60 participants. Overall ratings were strongly positive and varied from 3.8 to 4.6.

**Areas for improvement**, based on participant comments, included:

- Focus content on the “how” of integration.
- Some of the breakout session rooms were too noisy.
- Make sure all breakout session rooms have microphone and speaker systems.

**All of the following people have both our thanks and our gratitude for making the day a success:**

We are very appreciative of the strong support of Commissioner Harvey and the leadership of DHHS. Ruth Katz and Jerry Vaccaro both traveled great distances to present. The breakout session presenters all gave generously of their time and wisdom. Many APS Healthcare staff worked very hard planning and conducting the event.



Brenda Harvey,  
Commissioner  
Maine DHHS



Ruth Katz, a Deputy with the  
US HHS Office of Disability,  
Aging, and L-T Care Policy



Jerry Vaccaro, MD -  
President & Chief Operating  
Officer of APS Healthcare

## Provider Advisory Council

Since the implementation of the Maine ASO in 2007, APS Healthcare has worked with an advisory council made up of both members of the provider community as well as leadership of DHHS departments. The membership of the council works with APS Healthcare to review materials, provide feedback about policy and practice of the ASO, review data and other special projects. New members were recently seated on the Provider Advisory Council. These new members are representative of various service provision as well as geographic diversity. Joining the council for the first time are William Beattie, Providence; Beth Blanchette, Kidspeace; Bob Dawber, Serenity House; Efreem Weldemichael, City of Portland Social Services; Gretchen LaGasee, Common Ties; Kate Marble, Possibilities Counseling; Louise Gebhart, Maine General – Health Reach; Mary Jean Mork, Maine Health and Susan Kelly, Mercy Hospital.

These new members joined the other members for a presentation of a high level overview of the pending development of Batch Upload capability. Information about the full membership of the council as well as meeting minutes are posted at [www.qualitycareforme.com](http://www.qualitycareforme.com)

## Welcome Helen Hemminger

APS is pleased to announce that Helen Hemminger has accepted the position of Quality Improvement Manager with APS Healthcare-Maine.

Helen is known to many of you for her reporting work with the Office of Adult Mental Health Services as part of the Muskie Institute.

Helen brings with her a strong skill set in reporting, data analysis and geo mapping in the mental health and social service arena.

She is excited to join us in this work and we are looking forward to her being part of the team.

Helen is starting in this position on June 14.

## APS EAP services and BP in the Gulf

On April 21st an oil rig in the Gulf of Mexico, operated by BP (British Petroleum), exploded, resulting in injuries, fatalities and missing workers. APS Healthcare has provided Employee Assistance Program (EAP) Services to BP for the past 12 years. A critical component of the program includes providing critical event debriefing and support services in response to traumatic events.

APS has been actively involved with BP operations and their command center teams in coordinating and providing on site and telephonic consultation and debriefing services to support staff involved in this most recent event which includes trying to stop the oil leak and contain the contamination of the Gulf region.

## Contact Information

APS Healthcare Provider Relations  
1-866-521-0027 Option 1  
[mainecare-prov@apshealthcare.com](mailto:mainecare-prov@apshealthcare.com)

APS Healthcare Hospital Prior Authorization:  
1-866-521-0027 Option 2

APS Healthcare Member Services  
1-866-521-0027 Option 3

APS Healthcare Care Managers:  
1-866-521-0027 Option 4

### In the Next Issue:

- APS Maine receives Journalist Award
- Batch Upload Project Status Report
- MIHMS “Go Live”

### OFFICE LOCATION:

600 Sable Oaks Drive  
Suite 100  
South Portland,  
Maine  
04106

### OFFICE HOURS:

Monday through  
Friday 8am to 6pm