

**Health Home Focus Group**  
**Discussion of Health Home Partners' Training Needs**  
**August 20, 2013**

1. What training do you need to get ready to be a Health Home Partner?
  - What the service definitions mean
  - Documentation requirements
  - An answer to how spenddown people will be treated in HHs
  - More information about how information will be shared electronically
  - WHAM – Whole Health Action Management- peer support training
  - Health coach training for front line staff
  - How to deal with too many different EMR products
  - Training from the MCOs on how to operationalize HHs
  - Tools related to contracting with community partners (MCO asked for this)
  - Integration of I/DD members – how are other states handling this?
  - Core decisions and resource allocations; efficient use of care management and not duplicating this across various providers for the same person
  - Introductory materials for the members before they receive assignment letters so they can understand it better
  - How to deal with specific confidentiality requirements related to substance use disorder treatment
  - Training on being a qualified service organization (Legal Action Center – Les Sperling will share this with FG)
  - What are the screens and tests required for adult males, females, adolescents and children
  
2. What are some existing opportunities we can take advantage of to provide training to potential Health Home partners?
  - KS Medical Group Managers meeting in Overland Park
  - County Medical Society meetings
  - Webinars through KMS
  - Provider association meetings
  - Reliance learning or essential learning – on-line to handle staff turn-over
  - Consumer group meetings – communicate in way they can understand
  - Use Kansas TRAIN – lots of health-related training is already there; web-based
  
3. What training do you think you need once you become a Health Home Partner?
  - Don't do something like the Rapid Response calls – not really helpful
  - Want consistent guidelines, expectations and outcomes - written down
  - Need a feedback loop for any training to know whether it is helpful
  - From MCOs – need to know what resources are available
  - Cross-training for physical and behavioral health providers
  - Patient Centered Medical Home training – what might be applicable to HHs?
  - IT solutions – what's working and what's not.