

# Consumer Council Committee – April 28, 2020

Agenda Items		
1	Welcome and Introductions	Louise Lynch
2	Announcements	All
3	Birthdays	All
4	5 Stages of a Crisis <ul style="list-style-type: none"> <li>- Discovery and sense making</li> <li>- Crisis planning and response</li> <li>- Recovery strategy</li> <li>- Post recovery strategy</li> <li>- Reflection and learning</li> </ul>	Louise Lynch
5	Overview of COVID-19 impact on Integral Care Services	Robert Dominguez
6	Overview of COVID-19 impact on Network Providers	Louise Lynch
7	Call Center Update	Louise Lynch
8	Technology	Louise Lynch
9	Feedback from the Council if anyone has engaged in services during the pandemic	All
10	Agenda Items for Next Quarter	All
11	Assign Facilitator and Timekeeper	All
12	Adjourn- Next Quarterly Meeting: July 28 <sup>th</sup>	Louise Lynch





## **Birthdays:**

**Deborah Beresky**

**Chris Botello**

**Kelly Evans**

**Deborah Ratliff**

# Louise Lynch

## 5 Stages of a Crisis

- Discovery and sense making
- Crisis planning and response
- Recovery strategy
- Post recovery strategy
- Reflection and learning

# Robert Dominguez

Overview of COVID-19 impact on Integral Care Services



# Louise Lynch

## Overview of COVID-19 Provider Network Services

- Hospitals and substance use providers are screening staff and clients daily for illness and have prepared rooms for client isolation, as necessary.
- One inpatient hospital has agreed to serve COVID-19 positive individuals who are in crisis and require medical care
- Hospitals and substance use residential providers have shared plans to address social distancing within facilities. We have urged all service providers to follow the guidelines established by Austin Public Health and the Centers for Disease Control.

# Louise Lynch

## Overview of COVID-19 Provider Network Services

- Agreements have been reached with local inpatient hospitals for MD evaluations, utilization management triage and client dispositions to avoid unnecessary emergency room visits.
- Integral Care is allowing an exception to face-to-face interventions with clients for intensive outpatient services, group services and community based services.
- Telephone and Video conferencing are authorized and billable services beginning March 15<sup>th</sup>, 2020.



# Louise Lynch

## Call Center Update

- Moving our call center to a new cloud based platform—instead of traditional phone lines that can cause disruption
- New system allows for changes to be done by Integral Care, not a vendor
- Update automatic call back system—improved ease of use for clients
- Testing is underway to ensure it works for call flow
- Call center transfer is planned for May 4<sup>th</sup> will complete phase 1
- Phase 2 includes reporting, wrap up codes, client surveys and wrap up codes (multiple codes for reason for call)





 Integral Care

Questions?