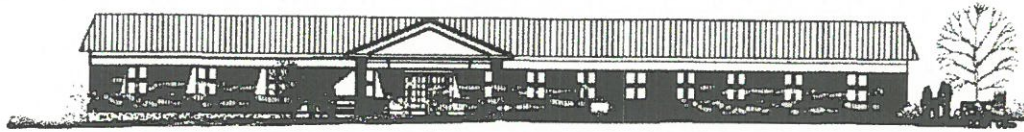


Community Health & Wellness Center

Of Greater Torrington



June 19, 2019

Department of Social Services
Reimbursement & CON
55 Farmington Ave – 9th Floor
Hartford CT 06105
Attn: Nicole Godburn

Dear Ms. Godburn,

Community Health and Wellness of Greater Torrington (CHWC) would like to first thank the Mercer team for the review of the Advanced Network PCMH+ program and then offer some comments concerning the recent report. As you know the Wheeler Clinic and CHWC have partnered to form an advanced network and these responses are only reflective of CHWC.

At the time of the review, the Torrington team consisted of 4 nurse care coordinators, a LCSW BH specialist, two community health workers and one data analyst. Since that time, we have restructured the team to allow more focus on SDoH and Hospital/ED Utilization reduction which has already helped to increase our care coordination outreach. Our medical templates have been revised to include the cultural and personal preferences of patients and additional templates are being developed to ensure complete documentation of SDoH, including the resolution. Additionally, the electronic records for behavior health services and medication management plans have been made available for the care coordination team members, as well as all Providers and Nurses, to 'view only' to allow more comprehensive collaboration of care.

CHWC has also completed the onboarding of two Psychiatrists and 3 new LCSW's who are working on formalizing our Individualized Care Plans to include the documentation of the psychiatric advanced directives and recovery action planning that has been taking place but not recorded in the EMR in a cohesive manner. Informal interdisciplinary meetings are occurring on Mondays to discuss the needs of patients, the process will be formalized beginning in August and will also include our dental team which is not currently represented at the Monday meetings. Our integrated model of having an embedded Behavioral Health clinician in the primary care setting allows for immediate handoff of patients that are in need of mental health services and allows accessible

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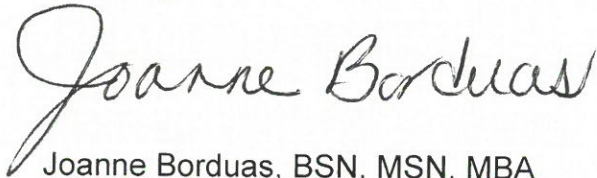
of Greater Torrington

communication and collaboration of care between primary care providers and behavioral health clinicians.

CHWC offers MAT in our primary Care setting with providers who are waived to provide Suboxone. For patients who are in need of higher level care such as residential programs for recovery, referrals to area programs are made. Additionally, CHWC embeds a Licensed Addiction Specialist into our Primary Care setting so that individuals can be immediately engaged and assessed for appropriate level of recovery care.

At the time of our visit, CHWC's Advisory Board was well established and had met three times with 12 members. Since that time CHWC has increased its membership and is on the forth meeting. We have developed patient literature based on the recommendations from the Advisory Board to address the educational need of the community on Emergency room verse Urgent care verses Primary Provider use. This is one of the many suggestions the Advisory Board has provided CHWC with to help guide us to better patient outcomes and patient centered care. Based on the feedback provided after the site visit, CHWC has formed a Diversity Committee whose goal is to ensure that CHWC provides effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

Sincerely,



Joanne Borduas, BSN, MSN, MBA
Chief Executive Officer