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### **eEHX/CCMR Dashboard User Group Webinars - Beginning 1/11/17**

NPO IT Department would like to invite you to join us virtually on the second Wednesday of every month from 12:00 - 1:00 pm to discuss eEHX and the CCMR Dashboard. This will be an open forum to discuss any questions, concerns, best practices, and ideas you have to help improve them both. Feel free to email any questions or concerns beforehand to Kelly Saxton at [ksaxton@npoinc.org](mailto:ksaxton@npoinc.org).

Our first meeting will be on January 11, 2017. For all Wednesday meetings, the log-in information is:

Please join my meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join200078861>

You can also dial in using your phone.  
United States : +1 (646) 749-3122

Access Code: 200-078-861

Specialty Practices in the PCMH-Neighborhood

We have been meeting with many Specialty practices to discuss the PCMH - Neighborhood and wanted to let you know what we have heard offices are doing to implement PCMH - Neighborhood capabilities. These Specialty Practices working to strengthen the Neighborhood for all NPO practices, PCP and Specialists. These ideas are share worthy!

- Specialty offices sometimes wonder how they can implement the capabilities of Patient Centered Medical Home Neighborhoods (PCMH-N), such as "To establish collaborative relationships with appropriate community-based agencies and organizations."

One NPO Specialty Practice Manager developed an innovative solution. She recently introduced herself at a local chronic disease support group relevant to her office's practice. She not only asked its members to share details about successful healthcare experiences with her office, but for them to relay opportunities to facilitate better experiences.

The Practice Manager reportedly left with specific questions (below) and quality feedback from group members and a collaborative relationship was born. The practice manager is planning to return to that support group and also to attend other area support groups. **Thank you to this specialty practice manager for fearlessly opening the lines of communication and providing an excellent example of prioritizing patient satisfaction throughout the community.**

Is there a Community Support group relevant to your practice> Would you consider meeting with that group?

*\*PCMH-N Domain 10 Community Resources Capacity 10.3*

- A practice manager called the Women's Resource Center to find out where was the best place to post the information for the Center. The Center said to post on the bathroom mirror; patients are usually alone in the bathroom and can access information without anyone accompanying them knowing.
- One practice set up a designated area in "office notes" for physician and staff to document a patient's use of community resources.
- Almost all practices ask the patient who is their PCP and record it in the patient's chart. If a patient says they don't have a PCP, many practices encourage the patient to see a PCP, advising the patient that the PCP oversees their care, helping to make sure the patient receives appropriate care and tests, and coordinating care across specialists. Offices can provide resources such as Munson's HelpLink phone number for them to call to find a PCP.

**HealthLink**

(231) 935-5886 or toll free 1-800-533-5520

[healthlink@mhc.net](mailto:healthlink@mhc.net)

Hours: Monday - Friday, 8am - 5pm (closed all major holidays)

- We have even heard that one specialty practice, NOT an eye specialty, is firmly committed to ensuring that diabetic patients receive the routine eye exam necessary to check for retinopathy. The physician asks the diabetic patient if the patient has had an eye exam. If not, the practice calls an eye practice and schedules the exam for the patient. The practice even sends a note to the PCP that the eye exam was scheduled.

Thank you to all NPO practices working to implement PCMH-Neighborhood capabilities!

### Food Pantries & Special Dietary Needs

Marilyn Gibbs, a nurse case manager with Adaptive Counseling and Case Management, and others, are advocating for healthy foods in area Food Pantries.

[Click here for the story](#)

### *UPCOMING EVENTS & HELPFUL RESOURCE LINKS*

[eEHX/CCMR Webinars](#)

#### MEMBER CONNECTIONS

[NPO Website](#)

[NMHN Website](#)

[NPO Calendar](#)

ALWAYS feel free to contact us with any questions or suggestions. The NPO Newsletters are for YOU. We would love your feed back.

Thanks! [lsalvatore@npoinc.org](mailto:lsalvatore@npoinc.org)

