



PCMH User Group Highlights 1-30-14

Thanks to all who attended in person or via dial-in.

Reminders and Updates

NPO and Munson are co-hosting a no-charge Tools for Transformation session on Wednesday 2/12/14 from 6-8PM at the Traverse City Country Club. The topic is Leading Your Practice Through the Perfect Work Day and includes a LEAN simulation. Attending physicians receive 2.0 hours of CME.

BCBSM, due to the high number of capabilities reported by NPO for specialists, and the number of NPO specialists receiving uplifts, has asked to conduct site visits of some specialists to learn about capabilities. These site visits will be held during the first two weeks of February with 8 BCBSM staff.

Dr. Diane Parsons, Medical Director for Munson Hospice and Palliative, is available to discuss with practice's physicians palliative care and hospice, and how the two differ. She can also discuss changes that have taken place in the program so that more patients can receive the appropriate care.

Dr. Hill, from Brookside, with some specialist input is working on guidelines for referrals, including electronic referrals. There is a physician meeting end of February regarding this.

Kelly Saxton is working part-time with NPO on PCMH and quality. Laura Salvatore is also a new add to NPO; she assists with PCMH, membership list, specialist uplifts – the list goes on!

Revised BCBSM PCMH-N Guidelines

Kris Elliott, from NPO, reviewed the Revised BCBSM PCMH-N Guidelines using the BCBSM Powerpoint (included in email).

- BCBSM is adding more clarification on many measures and “raising the bar” on a few.
- Some new capabilities are added; many for the MiPct practices.
- Most changes do not take place until 7/1/14. These dates are noted in the Powerpoint.
- The redlined version of the Guidelines is available on the NPO website.
- There were some questions generated which NPO is taking back to BCBSM. Answers, when received, will be distributed.
- **If you could not attend this meeting, NPO is more than happy to meet with you to review the changes and answer questions. Please contact Kris (kelliott@npoinc.org) or Kelly Saxton (ksaxton@npoinc.org) or call 231-421-8505.**

NPO Pharmacist, Kathleen Brown

Kathleen Brown, the NPO pharmacist, was introduced and discussed a few items.

- Kathleen shared some recent medication information from BCBSM (included in email).
- Kathleen is working on a basic medication reconciliation process that could be used as a starting point for practices. Kathleen did speak to one practice's physicians about the med rec process and those physicians found that very helpful.
- Kathleen is available, at no charge, to all NPO member practices for education and as a resource. There was some discussion as to how Kathleen could assist practices. Some of the ideas are listed below. **Please use Kathleen for any of these and if you have other ideas, please just let us know!**
 - General medication questions
 - Classes
 - Specific medications – how do they work and how should they be given?
 - How to perform a med rec
 - Medications for a specific disease
 - At the practice, for staff?
 - At the practice, for physicians?
 - In a classroom, for many practices?
 - Specific questions regarding a specific patient's medications

Kathleen Contact Info: kbrown2@mhc.net or 231-935-9194

Next Meeting

February Meeting: 2/26/14 Wednesday 11:30 – 1P

- Michigan Path Programs – Darcia Brewer, RD
- NPO Registry Demonstration – Ryan Peters, NPO

PLEASE NOTE: If you plan to attend the February meeting either in-person or telephonically, please either email kelliott@npoinc.org or call NPO at 231-421-8505 to RSVP. After we receive your RSVP, we send you an Outlook appointment. Please bring in parking garage tickets for validation.

Future Meeting Date/Times & Agendas:

- February Meeting: 2/26/14 Wednesday 11:30 – 1P
 - Michigan Path Programs – Darcia Brewer, RD
 - NPO Registry Demonstration – Ryan Peters, NPO
- March meeting cancelled – Enjoy Spring Break!
- April Meeting: 4/24/13 Thursday 11:30 – 1P
 - Tammy Swihart, Certified Diabetes Educator for Novo Nordisk
- Future Meetings (NPO to look for speakers)
 - Domain 3 – Performance Reporting, Domain 2 – Registry, Electronic Referral, EMR overhead