



## PCMH User Group Highlights 1/27/16

*Slides from presentations and handouts attached to email and on website (Slides and Highlights under PCMH User Group).*

The first two presenters provide resources for end of life planning and some end of life services; please feel free to utilize these resources so that end of life planning becomes regular and normal to all.

### **Kimberly Morse, President & CEO and Danielle Gray, Vice President of Golden Intentions (slides and handout attached to email)**

Golden Intentions is a non-profit organization which focuses on end of life. They have applied for a 501 C3 status that will provide special grants and further funding. Donations are accepted. Golden Intentions is a non-religious, non-spiritual organization, so that anyone can feel comfortable using the services provided. There is no other organization like this in existence. Some of the services provided by Golden Intentions are:

- Golden Hands Transport: orchestrating the event of bringing a loved one home for a holiday or to a special event they wouldn't want to miss. Some of the local EMS agencies agree to assist for free.
- Golden Celebrations: a way to bring closure to relationships.
- Golden Conversation Meetings: provide an opportunity to have a neutral person sit with the family to develop end of life decisions. If something should happen tomorrow: What is done and *not* done? What is and *isn't* ready?
- Golden Conversations Workshops: a lighthearted and meaningful conversation regarding end of life decisions.

#### **Q & A's**

Question: Are there brochures available that practices can put on their community resource boards?

Answer: Yes, Golden Intentions will get brochures ready. When available, NPO can deliver pamphlets to practices interested.

### **Stephanie Van Slyke, RN, BA, CCRN – Munson Advance Care Planning (slides and many handouts attached to email)**

Advance Care Planning offered through Munson Medical Center offers a program (Talking Turkey, Spill the Beans) for the public approximately 1 ½ hours long to discuss end of life decisions. A packet distributed during the program includes the Circle of Wishes questionnaire, Conversation Starter Kit, and the Five Wishes booklet.

These programs include discussion about how patients should choose their advocate and making sure that the advocate knows it is all about what the patient wants, not about what the advocate may want.

In MI, end of life plan documents such as 5 Wishes do not need to be notarized but they do require 2 signatures of witnesses who are not related nor are they your physician.

The handouts Stephanie reviewed are good to use as thought provokers and/or conversation starters. They also help focus a conversation. The form number is on these documents which can be used to order forms from Munson.

Stephanie is an ICU nurse and she emphasized that it is very helpful to hospital staff to know the patient's wishes and to know who the patient's advocate is, especially in the ICU.

### **PCMH Updates – Kris Elliott (slides attached to email)**

The bar continues to rise across the state and in the 2016 BCBSM PCMH Guidelines. The goal is to continuously improve and implement new capabilities. BCBSM always adds a couple of capabilities every year so that even those practices with a very high number of capabilities have new ones to add.

BCBSM has added and changed some of the requirements for the 2016 Interpretive Guidelines. For site visits, BCBSM is changing their scoring. If a capability is determined *not* in place at the time of the visit, the score comes down and can also be applied to all practices. Health Literacy is always a consideration; having documents that patients can read and understand is important.

A few of the PCMH capability changes/updates are below. Please see Update Slides for all changes.

- 1.10 – Earn credit for repeating PCMH discussion. Must show evidence of discussion.
- 2.1 – Must be actually using reports, not just running them.
- 2.13 – Clarified. For the “two other conditions”, they have to be conditions not addressed in any of the other capabilities.
- 3.16 – New capability added. Build in a performance report of a choosing wisely recommendation. BCBSM picked 30 Choosing Wisely recommendations for a new initiative; NPO performs very well but there are some opportunities. NPO will be talking more about Choosing Wisely.
- 5.10 – This capability changed so that it is not applicable to practices where English is the primary language for 95% or more of the practice’s patient population.
- 9.7 – Practice systematically uses point of care alerts based on identified risk.
- 10.3 – NPO uses PCMH User Groups to hold in-person meetings.
- 10.5 – Systematic team approach has been added for education all patients about the availability of community resources as well as assessing and discussing the need(s). Practice, as a whole, must be able to alert appropriate staff member to the possible resource need. Finding that resources are underutilized.
- 13.2 – Specialists are to ask patients the name of their PCP.

**Q&A's:**

- Question: Is there a certain percentage of patients that need to be reminded in order to meet the measure? (1.10)  
Answer: No, not at this time, just that there is a process in place.
- Question: Can Choosing Wisely be searched on the internet to get all of the recommendations? (3.16)  
Answer: Yes. <http://www.choosingwisely.org/>

**2016 Meeting Dates – all meetings from 11:30 AM – 1PM:**

- February 25, Thursday
  - ADT (60 minutes)
    - NPO’s Ed Worthington will demonstrate ADT
    - If you are receiving ADT, please be prepared to discuss, for your office,:
      - The process for handling ADT messages
      - Success stories
      - What works well and what doesn’t work as well
  - Care Management Billing (30 minutes)
    - Stacie Saylor, from MSMS, will be available to take your care management billing questions.
- April 26, Tuesday
  - Care Management Panel
    - NPO will be asking some practices to participate on a panel to discuss how care management works in their practice.
- May 25, Wednesday
  - Heather Gould from West Front will share how their pod system is working.
- August 25, Thursday
- Sept 29, Thursday
- October 26, Wednesday

***PLEASE NOTE: If you plan to attend the next meeting either in-person or remotely, please RSVP by email [kelliott@npoinc.org](mailto:kelliott@npoinc.org) or phone at 231-421-8505. After we receive your RSVP, we send you an Outlook appointment. Please bring in parking garage tickets for validation.***