



PCMH User Group Highlights 2/25/2015

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

BCBSM Interpretive Guideline Updates 2014-2015

- Ed Worthington and Kelly Saxton reviewed New Capability 13.11

Practice is actively participating in the Michigan Admission, Discharge, and Transfer (ADT) Initiative

The ADT Initiative is a statewide electronic notification service, which enables providers to receive daily, all-payer ADT and ER census reports for their patients.

- ***Will your practice be able to claim the capability before mid-June, the next reporting period to BCBSM?***
- The plan is that the 20 plus practices on NPO's community registry will be ready to receive ADT.
- 3 pilot non-Ecw practices will be tested in about 2 weeks.
- **Sharon Tituskin reviewed the new, BCBSM Interpretive Guidelines 2014-2015**
 - Slides detailing changes attached to email.
 - 5 new capabilities were added for the upcoming year.
 - Major focus of the updated guidelines was to strengthen the specialist guideline and continue clarification of expectations.
- Highlights of the guideline changes.
 - **Domain 2, new capability 2.20** contains advanced patient information to allow practices to identify and address disparities in care. (BCBSM is aligning with NCQA guidelines)
 - **Domain 3.** NPO Practices on the community registry can put in place 3.1 and 3.2 if receiving reports from NPO regarding measure performance.
 - **Domain 4,** updating all staff training records, new staff training, medication review and management which includes specialists reviewing all patient medication.
 - **Domain 5,** the timeframe of responding to patient calls during office hours has been updated.
 - **Domain 6,** capability 6.4, a clear process of how patients can obtain results of normal lab results will need to be developed; telling patients that "No News is Good News" will not meet the intent of the capability.
 - **Domain 9,** Primary prevention relates to the PCP, and secondary prevention relates to the specialist.
 - **Domain 10 & 11,** no changes to 10. Domain 11 clarifies frequency of staff training.
 - **Domain 12!** Remember to have either a Test patient or current usage logs for site visits!

- **Domain 13 & 14**, highlights include having clear guidelines about who is in charge when a patient is co-managed. Which provider is in charge of providing what care? When a patient is discharged from the hospital, who will follow-up, PCP or specialist?

Questions:

- Regarding Health Literacy, Are practices asking patients if they have difficulties reading?
There were no practices completing surveys with questions about difficulties with reading. .
- Can there be one Goal and Action plan instead of one for Domain 4, capability 4.5 and one for Domain 11, self-management goal and action plan?
Practices can use the Goal and Action plan for Domain 11 as their goal and action plan documentation for Domain 4.
- What would BCBSM want to see for the time requirements of 5.1?
This question is out to BCBSM.

NPO Updates: Kris Elliott, Power Point attached with multiple handouts

Four topics were covered:

1. BCBSM Measures included in EBC/HEDIS Fee Uplift.

- a) BCBSM is moving from “fee for service” toward “fee for value”.
- b) In 2014, some PCP practices in NPO received an extra 5% uplift because the EBC scores were in the 80th percentile or better. The handout details what measures will be included in the uplift in 2016 based on 2015 performance.
- c) In 2015 or 2016 Childhood Immunizations status will be included in the EBCT uplift.
- d) Immunizations for Adolescents and HPV for Female Adolescents are not included in the list so they will not be included in the 2015 or 2016 EBCT uplift.
- e) Annual monitoring for patients on persistent medications is included in the EBCT uplift.

2. Moving to Prevention. Pre-Diabetic, Diabetic Action Plans.

- a) A Best Practice from a provider being proactive and beginning the conversation of an action plan after an *impaired fasting glucose* result!
- b) An impaired fasting glucose does not mean the patient is diabetic.
- c) Goal and action plan may prevent the patient from becoming diabetic.

3. Health Literacy Toolkit. From a practice manager.

- a) A link for great information about *VERY* good tools for designing patient education, Action Plans. – “very cool”.
- b) Please see PowerPoint slide for link.

4. Action Plan and Planned Visit slide.

- a) Updated MQIC Heart Failure guideline.
 - New for the guideline: engaging patients in office-based care management and self-management; a focus on palliative care and advance directive
- b) 2 Handouts:
 - Cycle of Self-Management Support: Easy to follow step by step office flow for Goal and Action Plan development.

- Brief Action Planning Flow Chart: algorithm including how/when to engage in the conversation with the patient.
- c) Links to videos demonstrating how to talk to patients and how not to when developing action plans

5. Discharge Education check lists.

- a) The day of hospital/rehab facility/nursing home/ER discharge can be very confusing to both patient and family. These two documents can remind patients and or family the types of questions to ask. Many times the questions come after the patient arrives at home.
- b) Practices were asked how they thought the check lists could be used in practices. Suggestions:
 - Provide them to patients during a pre-op physical.
 - Provide where patient education information is available.
 - Use the checklist during after discharge follow-up phone calls

Next Meeting: No March meeting

April Meeting:

- 4/28/15 Tuesday 11:30-1P
 - Agenda will follow.
 - What would you like to have information about at the April 2015 PCMH user group meeting? Please let us know.

PLEASE NOTE: If you plan to attend the April 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.

2015 Future Meeting Date/Times:

- May 28, Thursday
- June 24, Wednesday
- August 27, Thursday
- Sept 29, Tuesday
- Oct 28, Wednesday