



## PCMH User Group Highlights 6/2/2015

Thank you to all who attended the meeting in person or via dial-in.

- **Deb Schepperly from Thirlby Clinic**
  - Managing **registry reports**.
  - Check in process using a **Kiosk**.
  - The exciting **LEAN Process** experience.
- **Julie Hartl MSN, FNP-C , President /Owner of Chronic Care Management LLC**

**Deb Schepperly from Thirlby Clinic** (Email includes both of Deb's slide presentations)

**Registry Reports: Just start somewhere!** Please note the slides in the attachments

**Quality Metric improvement is apparent with practices using registries.**

- Once the process begins, it can be changed by knowing what works and what does not.
- A pattern begins to emerge. Registry lists will become smaller once practice begins addressing gaps in care.
- Small steps at a time will enable staff to get accustomed to a new process.
- Registries from the payers can be used in combination for cross referencing.
- Registry also useful for labs, diagnosis, medication usage, referral information, immunizations and appointments.
- Outcomes: Less gaps in care! Within one year, a cleaned up patient list!
- Another practice shared that, as they became more proficient with registries, they now run comprehensive reports in August and November showing all gaps in care rather than individual disease state reports. An ecw practice, they also:
  - Use auto blast messenger to send a message to all patients not seen in a year who are not scheduled for a visit (additional fee from ecw),
  - Turned on the no-show campaign, and
  - Send a message to patients 90 minutes after a prescription is sent to the pharmacy so the patient knows it was sent.

**Kiosk** Please note the photos in the attachments

- Deb showed the new low-cost kiosk in use at Thirlby.
- Are seeing improvements in customer service with use of Kiosk.
- Front desk sees reduction of work load. They are enthusiastic with the process.
  - 、 Patients can pay their co-pay and balance via kiosk
- Check- in time reduced, especially on Mondays and Fridays with 30% usage.
- As easy to set up as purchasing a small enclosure and applying a free iPad App which is secure. iPad purchased at Amazon.
- Registration information from Kiosk is immediate to other departments within practice.
  - 、 Laboratory sees insurance information immediately (secondary insurance not captured yet.)

- 、 Front desk sees immediately
- 、 In future, looking at adding Depression questionnaire

### **LEAN Championship Training**

- Deb is attending the Lean Championship Training at Northwestern Michigan College.
- Lean training teaches how to reduce waste and increase efficiency while focusing on customer service. The patient is the reason we are here!
- Lean process helpful as the Patient Centered Medical Home is being developed.

#### **Practice identified goals:**

- Reduce waiting time for patients
- Reduce phone calls
- Improve scheduling
- Lab improvements
- Every department will eventually be evaluated. Start out *slowly*.

**Highlights:** Please note the photos in the attachments.

- Practice members performed a time study of their process.
- A Value Stream Map was created. Learned a lot about what others did as work and what everyone didn't know about entire flow.

#### **Benefits**

- Identifies areas of rework. Each person learned what others are doing.
- Eliminate steps that do not create value.
- Morale boost to practice members to eliminate waste.
- A sense of excitement ensued to rebuild process.
- Leaders emerge. Everyone's input important and considered. Helped with physician buy-in on process changes and helped to develop team camaraderie.
- LEAN is not about losing jobs; it is about making jobs better!

#### **Findings:**

- **Waiting time reduction:**
  - 、 Patient check in to check out 75 minutes
  - 、 After Lean process, check in to check out: 30 minutes.
- Phone calls. Currently under study. Time study completed:
  - 、 40% of calls are for medication refills.
  - 、 Undergoing step by step process to reduce phone calls for Rx refills.
- Scheduling and Lab improvements under study using Lean process.

### **Julie Hartl MSN, FNP-C, President /Owner of Chronic Care Management Email** includes Julie's handouts

- Julie Hartl, leads and works for Chronic Care Management and is an affiliate member of NPO.
- Chronic Care Management (CCM) is another resource for Case Management for NPO member practices in the northern Michigan region.

- Julie and her team of Licensed Practitioners, Nurses, and Social Workers conduct home visits for patients who cannot get to their PCP due to patients in palliative care, or living in an assisted living facility and nursing homes as needed for care coordination.
- CCM sends notes back to the PCP regarding home visits.
- CCM accepts physician referrals and works in conjunction with all home care, hospice or care facilities while coordinating care with the PCMH. CCM has been receiving referrals from Munson CHF Clinic and the Indigo Hospitalists. The processes and better coordination for these is in progress.

### **Next Meeting**

**Please note there will no PCMH User Group Meeting for June and July. See you in August!**

**August agenda will be forthcoming**

***PLEASE NOTE: If you plan to attend the August meeting either in-person or telephonically, please either email [kelliott@npoinc.org](mailto: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:**

- August 27, Thursday
- Sept 29, Tuesday
- Oct 28, Wednesday

**Looking forward to the next meeting! Please contact me with any questions. Thank you.**

*Sharon Lassila*

**PCMH Specialist**

**Northern Physicians Organization (NPO)**

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