



## PCMH User Group Highlights 4-24-14

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

### **Novo Nordisk – Diabetes Education**

Tammy Swihart, RDN CDE from Novo Nordisk presented. Tammy can provide, at no charge, classes:

- Patient education – diabetes academy
- Patient education – device training
- Staff education – Teachable moments. Tammy uses interactive role-playing so staff can learn how to work with diabetic patients better.
- Staff education – motivational interviewing techniques

Tammy currently provides monthly group diabetes education classes for patients at West Shore. These classes are at no charge to the patient. Tammy has also presented to Nursing students at NMC and GVSU and MA students.

Feel free to contact Tammy directly for patient or staff education needs. Tammy's contact info: 231-884-0388 tswh@novonordisk.com

Tammy presented much information and many handouts (attached to email):

- American Diabetes Association Standards of Care cards – good tool to use when discussing diabetes with patient
- Diabetes drug mechanism
- Flexpen use tips including rotating site 2 inches around the belly button
- Novolog tips – “orange you going to eat” to help patients remember when to use

Many patient education materials can be ordered on-line at <https://www.novomedlink.com/diabetes-patient-support/educational-materials.html>

### **Patient Satisfaction Survey Results**

Kris shared the interim results from 8 practices participating in the CG-CAHPS survey (attached to email). NPO thanks these practices for participating so that we can all learn from the results.

The results show that the biggest opportunity for many practices is likely with the front office staff. The front office staff acts as a safety net; if something doesn't go well before (such as a long wait), during the visit, or even between visits (phone calls and follow-up), the front office staff can “save” the day by keeping patient satisfaction high through friendliness and customer service skills.

The results also showed that test tracking and follow-up is something that practices are doing well and that patients appreciate the great job practices are doing.

Practices have said that they have found patient comments obtained through the survey very helpful.

### **Open Discussion**

- An ecw practice asked about privacy issues for adolescents regarding meds and tests. In addition to blocking social history and sensitive tests on an individual basis, a suggestion was to install a printer in a “teenage room” to ensure printing privacy.
- Munson Family Practice is willing to have their group visits observed by practices wanting to start group visits.
- Beth Mutter from GTI shared a technology solution her practice is using, DataLocker’s encrypted CD, to send medical records. No software installation is needed, the CD can be logo’d, and it costs less than \$2.50 per CD. The password is sent separately to the receiving practice. GTI finds that this solution saves time, toner, and paper. Beth says the sending practice can still charge for the medical record paper.
  - Another suggestion was that, before sending any medical records via any method, have two sets of eyes review the packet to ensure that all information is correct and that nothing is being sent that shouldn’t be sent.

### **Next Meeting**

- **May Meeting: 5/20/14 Tuesday 11:30 – 1P**
  - **Advance Care Planning Pilot results: Lisa Nicolau, West Front Primary Care and Dr. Abbigale Wilson, Physician**
  - **Palliative Care & Hospice: Dr. Diane Parsons, Medical Director, Munson Palliative Care & Hospice**

***PLEASE NOTE: If you plan to attend the May 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.***

### **Future Meeting Date/Times & Agendas:**

- June Meeting: 6/25/13 Wednesday 11:30- 1P
  - NPO Community Registry (metrics, how to use) – Ryan Peters
- July – No meeting in July
- August Meeting : 8/27/14 Wednesday 11:30 – 1P
- September Meeting: 9/25/14 Thursday 11:30 – 1P
- October Meeting: 10/28 Tuesday 11:30 – 1P
- November Meeting: 11/20/14 Thursday 11:30 – 1P
- December – no meeting in December
- Future Meetings (NPO to look for speakers)
  - Domain 3 – Performance Reporting, Domain 2 – Registry, Electronic Referral, EMR overhead