



PCMH User Group Highlights 8/27/2014

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

What Does a BCBSM Site Visit Look and Feel Like? Kalkaska Family Practice

Doreen Birgy and Emily Brewer gave a detailed overview of the BCBSM Site Visit. Sharon let them know they had been selected and then scheduled a mock site visit with Kris and Sharon from NPO. Emily and Doreen found this mock site visit to be a great preparation tool to help with their responses stressing the fact of knowing your policies. This mock visit was very detailed and went through every capability that was in place and examples had to be provided. When it came for the actual visit with Patrick from BCBSM, Kris and Sharon, Doreen felt they were ready and prepared.

When Patrick met with Doreen and Emily, he gave them a capability review sheet that had the capabilities to be reviewed highlighted for them (This documented is attached for reference). BCBSM selects 40 of the capabilities in place for review. For each capability, they had to describe in detail the policy and procedure. Be confident in your response and provide the necessary documents when needed. You should be prepared show specific examples in the patient's chart and be able to show how reports are being used. If you do not fully understand what is being asked, feel free to ask questions so that you can adequately answer. The more prepared you are for the visit, the better it will go.

Questions/Comments:

- A practice stated they are having a difficult time collecting emails for the patient portal from patients when they are checking in.
 - One suggestion is changing the wording from a yes or no answer to asking directly for the email.
- Some practices are stating that they are having a difficult time receiving referral notes back from the specialists and would like NPO to follow-up with this issue.
 - The list was given to NPO to further review.
- Did Patrick walk around and talk with the staff?
 - He did not at this visit, but know that he checks the phone message the night before to check for the after-hours availability message, he will review your website and when he is in the lobby or your practice he is looking for community resources and listening to your front office staff. If he is satisfied with everything he will not walk around to the staff, but if he needs more information he will. Always be prepared that this will happen.

BCBSM PCMH Site Visits Lessons Learned

Kelly and Sharon from NPO discussed what we have learned from the site visits. The PowerPoint is attached for further review. Please know that the visits are becoming more intense and tougher for everyone because the bar has been raised. Metrics are continuing to improve state-wide and expectations are higher (even for new practices). Please let us know if you have any questions.

NPO and Northern Michigan Health Network Website Overview

Bryanna from NPO showed how to navigate through the new websites (npoinc.org and nmhn.net) and explained what information is available. Please note that the NPO Calendar that shows all the meetings hosted by NPO is on the website for you to see. You will need a username and password. If you do not have one, please let Bryanna know so she can get you set up. You can contact her at 231-421-8505 or at bpataky@npoinc.org.

Next Meeting

- **The September meeting is cancelled.**
- **PLEASE PLAN TO ATTEND THE OCTOBER MEETING:**
 - October Meeting: 10/28 Tuesday 11:30 – 1P
 - **Dr. Labian from TAPAC will be here to discuss Pediatric Obesity Action Plans.**

PLEASE NOTE: If you plan to attend the September 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:

- November Meeting: 11/20/14 Thursday 11:30 – 1P
- December – no meeting in December