



Care Manager Meeting Highlights 08/18/16

Cherie Bostwick pulled the first meeting together and we thank her!

Marilyn Gibbs and Kevin DeBruyn from ACCM facilitated. Kris Elliott, NPO, took notes and will schedule future meetings.

Welcome and Introductions

The goals of the meeting were reviewed.

- Objective: Provide a setting for Care Managers (CM) to
 - *Connect with other CMs
 - *Gather supportive and helpful information
 - *Share resources and information about upcoming events and other information (training, documentation, etc.)

Marilyn and Kevin facilitated a very interesting “ice-breaker” exercise. Please be sure to ask Christy Alexander about tsunamis!

Tips and Tricks

The group does want to share resources. Cherie Bostwick offered to send some lists she uses (attached to email and on NPO website). Cherie will bring to the next meeting the CHF Teachback Manual she uses.

One practice does have Case Managers who focus on the disease state/behavioral health issues. This practice’s CMs identify the patients from lists run without the need for physician referral to CM.

The group discussed some obstacles:

- Some care managers also have to provide care so have to juggle both roles which is hard to do
- A practice is having difficulty getting pediatric patient parents to commit to care management because the parents already miss work for the child’s chronic condition and care management just seems to be too many more appointments. The group suggested:
 - Phone calls initially to get engagement rather than visits
 - Group visits? Weekends? The practice hasn’t had a lot of success with these before
 - Try the more chronic “sicker” kids as focus because the hook is helping parents deal with issues
 - DeVos may be care managing some of these patients but DeVos doesn’t know local resources so could offer to help with local resources and connect with the DeVos care manager
- U of M transplant patients’ U of M care manager is not familiar with local resources so these patients also could benefit from local care management
- Some practices have found the time tracking requirement for Medicare’s Chronic Care Management code 99490 too intensive to utilize the code. UPDATE: CMS has proposed significant changes to the requirements for this code for 2017 which would make it much easier to bill.

Next Steps

The group does want to continue to meet every 4-6 weeks. The meetings will be on Thursdays, 3-5PM at NPO offices. Dial-in will be available; in-person attendance is positively encouraged! Christy Alexander offered to speak about some success she is having with COPD patients at the next meeting.

2016 Meeting Dates – all meetings from 3P – 5P:

- Oct 27, Thursday

3:00 – 3:10	Welcome – Marilyn/Kevin
3:10 – 3:20	Introductions
3:20 – 3:50	Christy Alexander, PA, Partners in Health – COPD disease and patient care management
3:50 – 4:20	Marilyn/Kevin – How to approach patient identification in a way that bolsters physician engagement – a conversation about some of the difficulties in getting patients identified, enrolled, and physician engagement in both identification and ongoing CM activities
4:20 – 5:00	Open sharing <ul style="list-style-type: none"> • Cherie Bostwick – CHF Teachback binder • What do you want to share or ask your peers? • What are the toughest aspects of your job? • What topics would you like? <p>Please be prepared to share</p>

- Dec 8, Thursday
Agenda to be determined

PLEASE NOTE: If you plan to attend the next 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. NPO has moved to 125 Park Street, Suite 300. You can still park in the parking garage; the building entrance is across from Sorrellina Restaurant.

REMINDER: NPO is offering some CM education to help meet BCBSM education requirements detailed below. Please contact Kris Elliott or call 231-421-8505 to register.

The first session is scheduled for Wednesday, 10/12/16, from 9 AM – noon at the Traverse City Country Club. Karen Kain, PhD, RRT-NPS, from the Asthma Coalition of Northwest Michigan, will discuss:

1. Review the pathophysiology and asthma.
2. Discuss the role allergies play in asthma.
3. Review the EPR 3 treatment guidelines.
4. Discuss the treatment modalities for asthma.
5. Demonstrate the use of devices used to treat asthma.
6. Pediatric asthma and “exercise-induced” asthma.

The second session is scheduled for Wednesday, 11/9/16, from 1-4 PM at the Traverse City Country Club. Dr. Lori Zeman with the Practice Transformation Institute (<http://www.transformcoach.org/>) will be presenting:

<i>Topic</i>	<i>Content</i>	<i>Objectives</i>
<i>Enhancing Self-Management Support</i>	<ul style="list-style-type: none"> ☐ Motivational Interviewing ☐ Brief Action Planning ☐ Health Coaching 	<ul style="list-style-type: none"> ☐ Identify principles of motivational interviewing ☐ Discuss motivational interviewing approaches in various settings ☐ Explain how to develop an effective Brief Action Plan ☐ Illustrate shared decision making ☐ Describe coaching techniques