

# PCMH User Group Highlights 8/20/2020

*Handouts from this presentation are attached to email and on website (slides and highlights under PCMH User Group)*

**Kris Elliott, NPO, Quality Director: Informing Practices about NPO Management Services (NPO MS)**

* **NPO MS -** NPO Management Services: offers business infrastructure services to your practice.   Through economies of scale, prices are low, and the services are healthcare focused.
  + Business Wellness Exam (BWE) **available at no cost to your practice**, assesses your practice's health across many foundations (IT, HR, Compliance, Billing, Documentation, and Finances are a few).   NPO practices that have completed the BWE have found it to provide useful, actionable information to improve the practice’s operations. *(Please view the NPO Management Services Business Wellness Exam Flyer and Business Wellness Exam Data and Access Request List attachments)*
  + 6-7 NPO practices have gone through and all have found it to be beneficial and found areas of opportunity that improve revenue, decrease expenses, improve efficiencies, or all of the above!
  + A review is done and compared to practices locally, state and nationally
  + Please contact Kris Elliot [kelliott@npoinc.org](mailto:kelliott@npoinc.org) or Donovan Miske [dmiske@npoinc.org](mailto:dmiske@npoinc.org), 231-409-0606 if your practice would like to participate in a BWE.
  + Dr. Graetz is willing to discuss Brookside Family Medicine’s experience with the BWE to those interested; just call Brookside at 231-922-0400. Please see her comments below.

**Donovan Miske, NPO, Director of Operations: Providing information regarding NPO MS**

* NPO MS services include: *(A few services are listed below and there are many more)*
  + Administrative Support
  + Audits
  + Billing
  + Billing Manager
  + Bookkeeping
  + Branding
  + Business Formation
  + Call Center
  + Chronic Care Management and Report patient Monitoring
  + EMR Support
  + Financial Audit
  + Financial Manager
  + Office Design
  + Staff Oversight
  + IT Manager
  + Phone Systems
  + Security Risk Assessment
  + Software Development
  + Digital Advertisings
* No additional membership or other costs exist to utilize NPO MS services
* Each Practice has access to the store/ portal through an individual login. The store/portal houses all the services that NPO MS can offer to each practice. Once the practice is provided with their log-in, they may start exploring. *(More information below under Member Portal Access Instructions)*
* To learn more about a service, click purchase and you will be contacted shortly. NPO MS is local meaning someone can come to you!
  + NPO MS is not trying to sell anything but provide cost effective options for issues that arise or simply another option
* Don’t see a service of need? NPO can create a service that is needed if the need is known!
  + NPO MS works to find the most cost beneficial options. When services are offered to a group/ multiple NPO practices the cost is lower. The more practices that participate with a service equals lower cost for all
    - Recently NPO was informed the pediatric practices had a significant raise to their afterhours service. NPO MS was notified and has possibly been able to find a more cost-effective solution.
  + One practice mentioned a laboring pool to assist with staffing issues. NPO MS can investigate this if other practices express interest. Currently, a recruiting service exists that can help fill practice vacancies.
* BWE helps to find specific issues and offer options and to help the practice with those options if that’s what the practice chooses.
  + The more access the practice can give the better. *(See the Business Wellness Exam Data and Access Request List attached)*. All obtained information is kept confidential, it is not openly shared throughout NPO. NPO MS is separate from NPO.
  + Timeline of BWE is roughly a total of 4 weeks
    - 1 day for gathering data
    - 1 day NPO MS representatives are on-site, acting as close to a fly on the wall as possible. This does not interrupt patient care.
    - Most of the time is wait time for processing of data and data turn around.
    - After data turn around it takes about 1 week to create a presentation.
    - The presentation lasts about 2 hours give or take and includes appropriate practice staff and providers in order to discuss areas of opportunity, answer questions and discuss options

**Dr. Graetz, Brookside Family Medicine:**  **Providing information regarding Brookside’s experience of undergoing a BWE**

* Brookside Family Medicine is a three provider practice. Often the extra practice admin work falls on Dr. Graetz. Undergoing this BWE has helped Brookside strengthen their processes and shift the workload not only for Dr. Graetz but administrative and Front of house staff as well. Dr. Graetz mentioned Brookside coming out financially ahead and she is now getting home on time!
  + Undergoing the BWE has provided Dr. Graetz with the feeling that it is a great example of how NPO is a partner in helping to keep independent practices independent!
  + All practices should utilize this opportunity!
    - The practice receives a task list to start. This may seem a bit overwhelming. However, its not as bad as it seems. Once the task list which mostly includes granting access is completed, it gets very easy while Donovan and his team quietly assess and have easy conversations with staff. The benefit outweighs the time spent.
    - The BWE showed Brookside parts that were functioning well and areas of opportunity. It never felt like a bad thing.
    - One finding was the Office Manager was performing tedious bookkeeping. Now Bookkeeping is outsourced, and the Office Manager is able to spend his time in more efficient ways.
    - Brookside was also able to create more space. They now have an additional exam room creating more efficient workflow. They moved their server closet to the basement and converted the closet to an exam room This has greatly helped with space for issues they were having with Case Management and other new services that have been added.
    - A new phone service was implemented, and it has been a huge improvement
  + Another benefit that came from the BWE: Brookside’s Office Manager was ill for a whole week. Dr. Graetz was stressed about different tasks she didn’t or couldn’t perform. She called NPO MS and was able to get assistance with some of these tasks while the Office Manager was out.
  + The Office Manager’s favorite part was that BWE came with grades/scores and suggestion for how to improve different areas (compliance, marketing, finance, workflow, human resources to list a few); this helped with prioritization. The Office Manager focused on the lowest scored sections as top priority which is where the new phone service came from. It was also easy to see which areas would be a “quick fix” so those were put at the top priority for when there was extra time.

**Member Portal Access Instructions:**

* Donovan will issue each practice an invitation to the portal. The invitation will come from the portal platform itself.
* The invitation will include instructions on how to access.

# 2020 meeting dates:

* Tuesday 9/22/20- TBD 11:30-1:00 PM @ NPO Offices
* Wednesday 10/21/20- TBD 11:30-1:00 PM @ NPO Offices
* Thursday, 11/19/20 – TBD 11:30- 1:00 PM @ NPO offices