



Care Manager Meeting Highlights 10/29/20

Handouts from the presentations are attached to this email and on the NPO website (handouts and highlights under Care Manager User Group, handouts also under Care Manager Resources). This was strictly a virtual meeting due to COVID-19 from 3:00-5:00pm

Jennifer Simmer, Statewide Director of Market Operations NE/NW/SW Service Areas Hospice of Michigan and Kathy Reid, Nurse Practitioner from NorthStar Palliative Care

Please Review the attached- NPO_ NorthStar Palliative Presentation 2 for majority of information

Areas NorthStar Palliative Care can assist; these are areas that were reported as challenging from a short survey NorthStar Palliative Care did in the Traverse City area:

- Family Acceptance
- Patient Acceptance
- Compliance with plan of care
- Support within the home
- Gaining access to needed services
- Knowledge and Understanding
- And more

NorthStar recently hired an RN Navigator in the Traverse City Area:

- She will coordinate with and be the contact for the Care Managers for questions and any patients thought to be a good palliative care candidate.
- This Nurse Navigator has palliative care and Care Management experience
- This Nurse Navigator will hopefully join the June meeting for an introduction

The NorthStar Resource Navigator may also be a helpful resource for the Care Managers:

- Palliative care is a great option for patients who do not yet qualify for hospice but feel ready. The Palliative Care Nurse Practitioner can tell when the patient is ready for hospice and help with the transition to this next step.

Kathy Reid reported:

- Kathy, can help explain the difference between palliative and hospice care to patients and their family. Most patients she has seen are ready for hospice; she hopes as NorthStar takes off in the area this type of education can be offered sooner so that patients can receive services sooner. Care Managers, please reach-out to NorthStar if you have a patient or caregiver who may benefit from this education and conversation to help get them needed services as soon as possible. Kathy can assess and meet patients in their home setting. An example of a good palliative care candidate may be a patient with Cancer who is still receiving treatments but getting tired, frustrated, or struggling in some way.
- If the Palliative Care Nurse finds a patient has a new issue that is unrelated to their life limiting diagnosis, the PCP will be called and the patient will be encouraged to make an appointment with their PCP. It is important to NorthStar to keep the relationship open with the PCP. This is a collaborative plan of care!

See Attachments: (The practice will also receive a packet from NorthStar in the near future with hard copies of the attachments)

- NSPC Handout
- NSN Traverse City-Palliative Care
- NorthStarPalliative_TC_ServiceArea_MAP
- NorthStar Palliative Referral Card

Shelly Wood, LMSW, Adaptive Counseling, Mindfulness Based Stress Reduction Course (MBRS) Up-date

- Shelly is a little less than halfway through the MBSR course and is pleasantly surprised how well its going. She has had some very surprising revelations and highly recommends this course to anybody and everybody.

- There is some homework each week; It is not hard but can take some time. The course and homework requires the person to slow down and think about things differently. Some examples are:
 - Body scan meditation 6x a week. This takes 15-20 minutes; Shelly reports it makes her fall asleep. This is focusing head to toe or toes to head while paying attention to anything you are feeling in the different parts of the body.
 - Practicing Attention Focus Meditation each day on your own for 10-15 minutes
 - This is an open format with no right or wrong way of doing. The purpose is to focus on what is going on in the body.
 - Choose one daily activity and give full attention to it such as brushing your teeth, going for a walk etc. Then think about how the activity went, were you able to focus? How did it feel?
 - Pleasant events Calendar entry: Document a pleasant experience, what was the experience, where you aware of the pleasant experience while it was happening, how did your body feel and consider moods feelings and thoughts.
 - Mindful eating
 - Coming up Shelly has an 8-hour Day of Silence- She will fill us in on this during our June meeting.

Scholarship and Upcoming Course Information:

- Reminder: scholarships are available.
 - Contact Wendy Weckstein: Phone: 231-342-9634 Email: wendyweckstein@gmail.com. Wendy prefers cell phone! Please, do not hesitate to contact her for questions about the class, patient referral, or scholarship! She will work with what participants can afford.
 - For upcoming Spring MBSR please see the following attachments:
 - Spring Session 2021 MBSR Flyer
 - Spring 2021 Stressed Teens Flyer

Rachael Smart, MSN MHA, NPO, Best Practices to Kick of 2021

*Please Review the attached Best Practices to Kick off 2021 for majority of presentation; this presentation was shared during the January PCMH user group most Best Practices pertain directly to Care Management, but the slides and speaker notes may pertain more to PCMH in the PCP practice. However, the speaker notes may provide a little more insight and ideas. If you have further questions or want help with reviewing your current process to find areas of opportunity, please contact Rachael Smart rsmart@npoinc.org. * Best practices that may be fitting for Care Management have (**)*

- **Annual Education **** *may pertain to Care Managers who work in practices that have PCMH capabilities 11.1 and or 11.8 in place. Some Care Managers are responsible for suppling self-management training to other staff members in the practice.*
- **Keeping an Annual Agenda**
- **Performance Reporting **** *If the practice runs performance reports for conditions such as diabetes it may be beneficial for the Care Manager to see these reports. Ask your practice manager if you are interested and do not have access to these.*
- **ADT/MED Rec**** *About half of the Care Manager meeting participants reported being involved in this process.*
- **TOC/TCM**** *Majority of Care Managers reported doing TOC/TCM calls. In 2020 we discussed following up with the patient for 4 weeks instead of just 2 touches. Of the meeting participants about 2 Care Managers reported doing the further follow-up calls some of the time. Majority report doing the 2 phone calls or 2 touches only. The Care Managers who attempt the 4-week follow-up calls ask patients during the initial phone call for permission to do so; it was reported that most patients accept this type of follow-up, but it can vary. Patients seem to enjoy this follow-up.*
- **Care Management: Provider Engagement **** *A few Care Manager meeting participants reported sharing good news or success stories with the provider. One Care Manager said when she first started at her practice, sharing success stories, and communicating with the provider helped develop a trusting relationship between her and the provider which helps with referrals and provider involvement. Another Care Manager said sharing success stories definitely helps with provider engagement.*
- **Motivational Interviewing ****
 - *See Attached, "Care Management Remember Motivational Interviewing Flyer" This can be used to hang in your work area or somewhere that will help you to remember to use MI. Feel free to use or not use it! Add your own information as well!*

- See Attached, “Tips for Motivational Interviewing in General and Dealing with Mental Health and Behavioral Issues During the Pandemic”. Some Care Managers are very comfortable dealing with these types of issues and some are not; we all have difference experience, education etc. Information on this handout has come from discussion and suggestions from past Care Manager meetings and tips of how the Care Managers report dealing with some of these issues. Perhaps some tools/practices from Shelly Woods presentation above could be added or penciled into this document. Again, feel free to use this tool or not and your own information!
- **Advanced Care Planning (ACP) **** One care Manager states her office completes ACP during AWWs for 65+. Often times the provider starts the conversation and then she finishes it by answering questions or going more in depth. MI skills can be utilized for these types of conversations as well; ask the patients open ended questions and try to evoke out of them what is important to them.
- **COVID Related Best Practice: Telehealth ****
- **Planned Visit **** This process does not pertain too much directly to the Care Manager however Care Management is part of the Planned Visit (PV) Process; 50% of Care Managers reported not knowing what a PV is; a little education was given about the PV process. The PV process involves viewing the patient schedule and the patients on the schedule before the scheduled visit in order to prepare the patient and staff for the upcoming visit for optimal outcomes. **How does Care Management fall into this:** A practice may function by viewing the schedule before the patients visit and flag them for care management- perhaps the care manager is the one doing this; many Care Managers report checking the schedule prior to the patients visit to look for Care Management patient candidates. More warm handoffs between the provider and Care Manager may result from this process. Some care managers reported what they look for when looking at the schedule for Care Management Candidates, the following was mentioned: Depression, anxiety, anyone that has been seen in the past, ADHD, Diabetes. Also, Care Managers report that Medical Assistance and front of office staff often suggests patients for Care Management; this could be stemming from the PV process.
- **Patients Want Convenience! ****
- **Shelly Wood shared a TOC best practice.**
 - She keeps a running list of TOC calls each month. Then, towards mid-month she checks the list and tries to ensure she has her second touches completed. This process works very well for her.

Trying a New Platform:

- During the Meeting it was discussed that the Care Managers would like to try Zoom. It has come to my attention that registration may be an issue with Zoom. I will be doing some research and keep you all posted for the meeting in June as I look into the most convenient way for all participants to have camera ability.

Next Meetings: 2021

- **4/29/2021** – Meeting cancelled. NPO is canceling the April 29th, 2021 Care Manager Meeting and would like to promote and encourage, from MICMT, their first annual Team-Based Care Conference: Providing Valued Care. This virtual conference will include topics such as the value of team-based care, outcomes and impact, billing, care team success stories and more. **Registration links and CE Opportunity will be sent in the near future!**
 - **Save the Dates:**
 - **Thursday April 29th 12:00-3:300 pm**
 - **Friday April 30th 12:00-3:00 pm**
- 6/17/2021 - Tentative/Could change: CoCM, Update on MBSR, Introduction to NorthStar Nurse Navigator, Guest Speaker TBA
- 8/26/2021
- 10/28/2021
- 12/09/2021