



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

**Kris Elliott, NPO, Quality Director: Name Change & Informing Practices about Patient-Centered Medical Home (PCMH) Interpretive Guideline Updates 2020-2021**

- NPO recently communicated a name change to practices: Novello Physicians Organization; NPO is still NPO.
- Majority of Information is in the attached “NPO Commented Interpretive Guideline Updates 2020-2021”
  - Pay Attention to the yellow-highlighted information on the slides. These are NPO comments.
    - Rachael & Sharon will be reaching out soon about the practice’s new capability for 2021; please review the new capabilities
  - Unconscious Bias Training Reminder. NPO has communicated this to practices and it must be completed by June for physicians.
    - There are new capability opportunities regarding Unconscious Bias: 5.13 and 5.14
  - Pay attention to Capability Clarifications.
    - 6.4: Practices that use business cards to remind patients about obtaining normal test results must have direct timeframes and clear instructions.
  - Please refer to the BCBSM PCMH and PCMH-N Interpretive Guidelines 2020-2021
    - NPO uses the red-line version as this shows changes made. However, use whatever version the practice is most comfortable with. (both versions are attached)
    - The guidelines tell what can be expected per capability during a site visit.

**Rachael Smart, NPO, Quality Support Specialist: Best Practices**

- Majority of Information is in the attached “Best Practices to Kick off 2021”. The speaker notes are also available for your convenience providing 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](mailto:rsmart@npoinc.org), Sharon Lassila [slassila@npoinc.org](mailto:slassila@npoinc.org), or Kris Elliott [kelliott@npoinc.org](mailto:kelliott@npoinc.org)
  - Annual Education
  - Keeping an Annual Agenda
  - Performance Reporting @n
  - ADT/MED Rec
    - Involving Medical Assistants
  - TOC/TCM
    - Involving Medical Assistants
  - Care Management: Provider Engagement
    - NMMP shares success stories once a month and reports this is going very well.
  - Motivational Interviewing
    - See Attached, “Care Management Remember Motivational Interviewing Flyer” This can be used to hang in an area the Care Managers function to help them remember to use their MI skills. If they are working remotely- send an email, this flyer or with parts of the flyer occasionally
  - Advanced Care Planning
  - COVID Related Best Practice: Telehealth

- Planned Visit
- Patients Want Convenience!

**2021 meeting dates:**

Wednesday February 24<sup>th</sup> 11:30-1:00

Tuesday April 20<sup>th</sup> 11:30-1:00

Thursday June 24<sup>th</sup> 11:30-1:00

Wednesday August 18<sup>th</sup> 11:30-1:00

Thursday October 21<sup>st</sup> 11:30-1:00

Wednesday November 17<sup>th</sup> 11:30-1:00