

# NPO 2021 BCBSM Site Visits – Key Takeaways

There were six practices picked: 3 PCPs and 3 specialists. All NPO practices did well! Please review the following Key Takeaways:

- Strengthen **Capability 14.4**: *PO or PU has developed specialist's referral materials supportive of process and individual patient needs*. Show specific materials used.
  - Ideas:
    - Business cards from places of frequent referrals to hand patients or staple to visit summary
    - A form that is handed to the patient OR something on the visit summary with specific information such as
      - Place of Referral
      - Reason for Referral
      - Referrals phone number and address
      - Any special instructions for referral
      - A disclaimer stating to call the PCP office if the patient does not hear anything within 2 weeks.
      - \*If this information is on the visit summary, please highlight for the patient\*
- Strengthen the following training areas: **Domain 6 - Test Tracking** and **Domain 14 - Specialist Referral Process**
  - Test tracking and the Specialist Referral process are key areas of the PCMH/PCMH-N model. When these processes fail, negative and costly consequences can occur such as failing to notify a patient of a time sensitive and potentially life-threatening issue.
  - **Focus on education**: During the last 18 (now going on 24!) months, process breakdown could have occurred. Please ensure the practice's processes are strong and re-educate staff on the importance by reviewing the steps.
- Consider the practice's **registries**
  - Are they bringing value to the practice or are they busy work? If busy work, does the practice want NPO to remove the capability? If so, please contact NPO.
  - How are the registries being utilized and is this the best way to utilize them?
  - Who has access? Is there other staff that would make sense to have access such as Care Manager? Or a person part of the Care Management team such as a trained medical assistant?
- **\*\*What has changed since COVID \*\***
  - BCBSM has been somewhat lenient the past two site visit seasons because of the COVID-19 pandemic. However, moving forward this will no longer be the case.
  - Please review the practice's written policies and workflows against capabilities in place:
    - Was there process breakdown?
    - Do all the capabilities in place for the practice still make sense and meet the capability's intent? What changes should be made? Please contact NPO as needed.
      - Please reach out to Rachael Smart, [rsmart@npoinc.org](mailto:rsmart@npoinc.org) if you would like a copy of the PCMH Primer which can assist the practice with ensuring everything is in place as it should be