CPC
Comprehensive Primary Care

Milestone 6: Care Coordination Across the Medical Neighborhood

Action Group Live Session # 3

Care Compacts: Finding your Partners

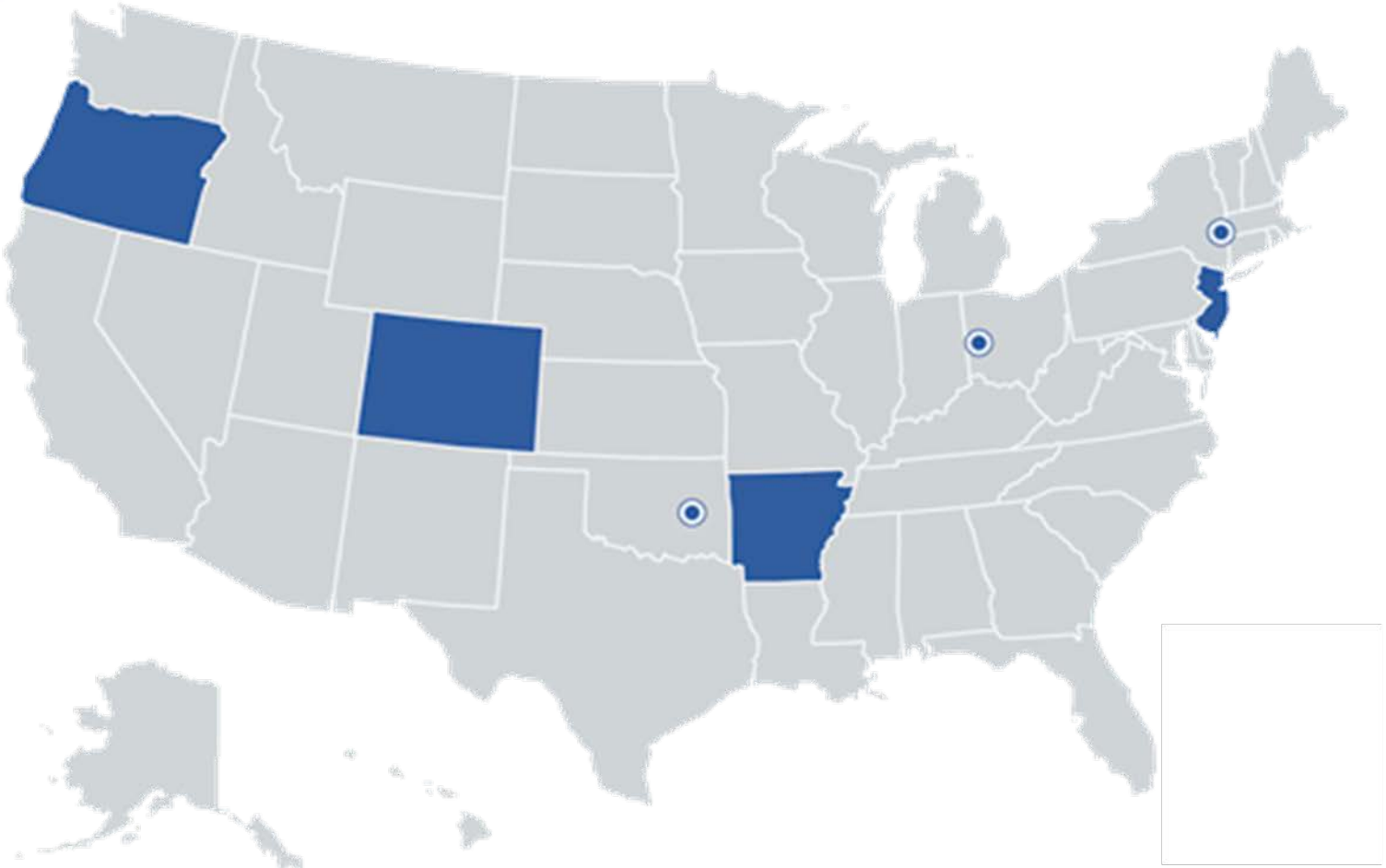
January 20, 2015 – 1:00 PM ET

Moderator

Rose Langdon

TMF Health Quality Institute

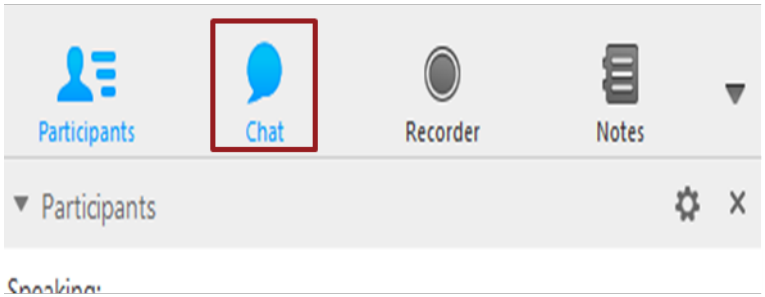
Click the arrow on the annotation toolbar, then point to your location…

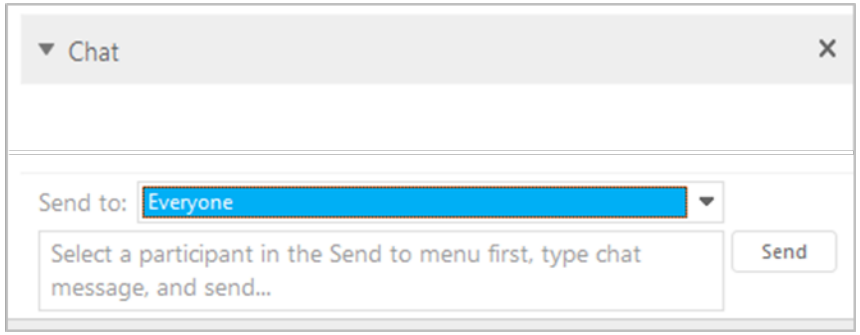


Source: Centers for Medicare & Medicaid Services

Live Session Pointers

- This is YOUR Action Group!
- Will be interactive, using chat, polls and the forum
- More activity means more learning!
- ***Chat now:*** ***What question would you like answered about Care Compacts TODAY!***





REMINDER: ACTION ITEMS for you after the session:

1. **Outreach** to at least one medical neighbor and establish a care compact
   1. **Post** the specialty you choose to the Care Compact Action Group forum
2. **Outline** a method of monitoring the **quality of care** of your health care partner
   1. **Post** the method in the Care Compact Action Group library or forum
3. **Post** at least **one question or comment** on the MS6 Care Compact Action Group Forum

Presenters

Boulder Community Health (CO)

River Valley Family Medical Services, P.C. (NY)

Colorado Regional Faculty Facilitator

Kari Loken

HealthTeamWorks

Questions?

Please enter your questions into the Chat Box or "Raise Your Hand" to ask verbally

Learning Experience from November's Action Group Webinar

1. Run a report of your high-volume referrals
   - **Post** the top four to the Care Compact Action Group forum.
2. Share a Care Compact template from your EHR
   - Identify your EHR, and the template within it
   - **Post** it to the Care Compact Action Group Library
3. Post **at least one** question or comment on the **Care Compact Action Group Forum**

Review

- **Last Live Session:**
  - **We talked about "Getting out your tools!"**
  - **Comprehensive Primary Care Services(NY) – a single provider practice - outlined how they chose their partners and developed their tools**
  - **Colorado Springs Health Partners (CO) described their process for implementing Care Compacts**

Forum Posts that are helpful….

Suzanne Daly
Tue, 11/18/2014 - 3:53PM EST
permalink

Great tools shared on Care Compact Discussion

The Action Group discussion on care compacts today included the following helpful tools: Comprehensive Primary Care Services (New Rochelle, NY) shared care compact template language outlining PCP responsibilities and PCP expectations of the specialist (and clearly outlined their process). Colorado Springs Health Partners (CO) shared their process and provided a gastroenterology referral recommendation example and an audit tool used to evaluate the referral. The recording, slides, transcript will be posted in about 2 weeks, or email me directly with questions: suzanne.daly@tmf.org.

Kimberly Barnett
Tue, 12/16/2014 - 11:21PM EST
permalink

Example of a Care Compact Agreement between a PCP and Specialty

Please see the link below in the Library that contains an example of a care compact agreement between a PCP and Specialty.

Thanks!

Kim Barnett (NY RLF)

https://collaboration.cms.gov/?q=content/ny-region-pcmn-pcp-specialty-ag...

Audience Response

CPC
Comprehensive Primary Care

Has your practice starting structuring a Care Compact?

YES

I'm not sure what the status is

NO

It is in planning stages

why wait?

CPC
Comprehensive Primary Care

Boulder Community Health

Boulder, Colorado

Valerie E. Lipetz, MD, FACP
Chief Medical Officer of Physician Clinics
Ambulatory Services

BCH Practice Demographics

- 12 primary care practices located in Boulder, Colorado, 5 of which are CPCi
- 55 FTE physicians
- Total active patient population: 54,352
- EHR: Greenway

Our Care Team Model

- 1 provider: 1 MA
- Care Coordinator (MA or RN)
- 3-5 providers per care team
- Front desk support

BCH: Overview of Care Compacts

- First step was an "easy" compact with neurology
- We then went for our highest "cost" specialties – neurosurgery and orthopedics
- Currently seeking a compact with a very large, free-standing behavioral health practice
- Initial contact was made by the CMO with the practice manager and subsequently the lead administrative physician
  - It isn't as scary as the language in the compact makes it look

How did we structure our first *successful* Care Compact?

- CMO reviewed multiple care compacts from other organizations and put together the set of PCP and specialist responsibilities that most represented our needs
- Due to the size of our system and regulatory/compliance issues, the compact was vetted through our legal department

How do we choose Care Compact partners in our medical neighborhood?

- We try to seek care compact partners based on:
  - The need for neighborhood alignment
  - Attempts to decrease unnecessary costs/overutilization
  - Partners with whom communication had been poor in the past

Most Important Elements of the care compact:

- Outlining:
  - Mutual responsibilities
  - PCP responsibilities
  - Specialist responsibilities
  - Improved communication
- Opens communication for other considerations
  - Access for Medicaid patients

Implementation inside the system:

- Emailed all providers in the system with opportunity to provide feedback
  - Received feedback pushback from one physician – had an individual conversation

How do we measure the quality our partners are delivering?

- We are just beginning this measurement – at this point we are beginning to rely on hospital-generated quality measures of the specialists and utilization measures that come from our payers

How do we monitor compliance to the deliverables outlined in the care compact?

- We do not yet have a standardized way to measure compliance
- Currently we rely on our providers to report problems they are having with specialty groups to the CMO
- As the program matures, will follow up with specialty groups to make sure we are holding up our end of agreement

Questions…

Use the Chat feature or "Raise your Hand" to ask a question

Do you have a mechanism in place to monitor compliance to the deliverables outlined in your practice's care compacts?

YES	NO	Not Sure	N/A (We don't have any Care Compacts - yet)

CPC
Comprehensive Primary Care

River Valley Family Medical Services, P.C.

Barryville, New York

Richard J. Daboul, Jr., M.D., FAAFP

Physician

Catherine Daboul, M.T., ASCP

Practice Manager/Care Coordinator

Tess Neal, R.N.

Case Manager

Practice Demographics

- Private practices located in: **Barryville, NY**, in Sullivan County (HMSA) and in **Port Jervis, NY,** in Orange County
  - Borders New York, Pennsylvania, and New Jersey
- # of FTE physicians: 1
- Total active patient population: 2,000
- EHR: eClinicalWorks

Our Care Team

- 1 MD
- 1 Administrator/ Care coordinator
- 1 RN
- 1 Biller
- 2 Front office
- 1 part-time clerk

Overview of Care Compacts

- The decision to develop a care compact agreement was made by the clinical director in consultation with the office administrator.
- The practice ran a report to identify specialties that receive high-volume referrals, and the following were chosen:
  - Home Health Agency (HHA)
  - AMBA Wellness
  - Community Resources
- Initial contact was made by the care coordinator who also followed through with the process.

How did we structure our first successful Care Compact?

- **Home Health/Hospice**
  - Fax paper referral
  - Upon receipt Home Health agency contacts the physician for review of care plan and medication review
  - Home health sets care plan with goals and faxes back to the office
- **AMBA Wellness Program**
  - Agreement between physician and AMBA
  - Discounted services ordered by physician
  - Reports are mailed to our office 1-2 weeks after the testing (copy of reports also sent to patients directly)

Another sample flyer for Lab work

Wellness Program
Annual Blood Analysis coming to your area!

Quest Diagnostics

Sponsored by ST. ANN'S WOMEN'S GUILD

Date April 20, 2013

Time 6:30 am– 9:30 am

Place St. Ann's Church
123 Richardson Avenue – Shohola, Pa 18458

Call to make your appointment today **1-800-234-8888**

Operators are available Monday – Friday 8:30 am - 5:00 pm. Please have your doctor's name and address available when you call. Personal physician authorization is required.

Note: This screening is not covered by Medicare and most other insurance companies. **Check or money order only will be accepted the day of the program and should be made payable to AMBA Wellness Programs.**

Sponsor group may charge a separate handling fee.

AMBA Panel

Coronary Disease
Cholesterol
HDL Cholesterol
Cholesterol/HDL Ratio
Triglycerides
LDL Cholesterol

Diabetes
Glucose

Kidney Disease
Blood Urea Nitrogen
Creatinine
BUN/Creatinine – Ratio (GFR)

Anemia
Red Blood Indices (MCV, MCH, MCHC, RDW)
Hemoglobin
Hematocrit
Red Blood Cell Count
White Blood Cell Count
Serum Iron

Liver Disease
Albumin
Globulin
Albumin/Globulin Ratio
GGT
AST
ALT
LD
Total Bilirubin
Direct Bilirubin
Total Protein
Alkaline Phosphatase

Other Tests
Calcium
Magnesium
Chloride
Phosphate
Potassium
Sodium
Uric Acid
TIBC
Transferrin Saturation

AMBA Panel
includes all tests listed above - $38.00

Optional Tests

Test Code		
5363X	Prostate Specific Antigen (PSA)	$25.70
30163E	TSH	$12.00
17306X	Vitamin D	$25.00
496X	Hemoglobin A1C	$12.00
11290X	Insure Colon Rectal Kit	$20.00

A separate physician order is required for any of the optional tests. Please present a separate physician order at the time of the testing if you elect an optional test. There will be no exceptions at the program.

BON SECOURS CHARITY HEALTH SYSTEM
Bon Secours Health System

community support groups

2014 fall

diabetes

Diabetes Support Group
Roberta Glinton Medical Office Bldg, Suite 200
161 East Main Street, Port Jervis
1st Tuesday of the month; 2:00 - 3:30pm
845-858-7795

Diabetes Support Group
Kohl Bldg, 233 Lafayette Ave, Suffern, Suite M2
1st Monday of the month; 2:00pm
845-368-5935

Diabetes Support Group for Children
(12 and under)
SACH, 4th Monday of the month; 6:30 - 7:30pm
No meetings in July or August.
845-987-5168 or 845-987-5197

Diabetes Support Group for Seniors
SACH, 4th Tuesday of the month; 12:00-1:00pm
No meetings in July or August.
845-987-5168 or 845-987-5197

cancer

Breast Cancer Support Group
Center for Breast Health
257 Lafayette Avenue, Suffern, Suite 200
2nd & 4th Thursday of the month; 6:00pm
845-533-4954

Look Good, Feel Better
Center for Breast Health
257 Lafayette Avenue, Suffern, Suite 200
Call for dates and to pre-register.
American Cancer Society, 1-800-227-2345

weight mgmt

Bariatric Support Group
GSRMC
Monthly day and evening sessions
Call for meeting schedule and details
845-368-5739

Overeaters Anonymous
GSRMC, Conf. Room #2
Wednesday evenings 7:00 - 8:00pm

misc

Amputee Support Group
168 East Main St., Port Jervis
Downstairs Conference Room
Last Thursday of the month; 1:30 - 2:30pm
845-858-7110

English as a Second Language (ESL) Classes
GSRMC, Conference Room #2
845-352-5897, ext. 25

MS Support Group
BSCH, Cafeteria Atrium
2nd Wed. of the month; 12:00pm - 1:00pm
845-858-7122

Ostomy Support Group
GSRMC, Auditorium
Wednesday, Sept 3 and Nov 5; 7:30pm.
Call for details and future meeting dates.
845-368-5277 or 845-368-5429

Friends and Families of those recovering from Mental Illness Support Group
BSCH, Atrium Conference Room
4th Tuesday of the month; 6:30pm
845-794-1029

Transplants Save Lives
GSRMC, Auditorium
Last Thursday of the month;
March, Sept. & Oct.; 7:00 - 9:00pm
845-353-3062

parenting

SACH and GSRMC offer a wide variety of parenting and childbirth preparation classes. For classes at SACH call 845-987-5300, for classes at GSRMC call 845-368-5450.

Breastfeeding Tea Support Group
GSRMC, Prenatal Classroom
2nd Tuesday of the month; 12:30pm
845-368-5450

Breastfeeding Support Group
Warwick, NY - *Coming soon!*
845-987-5300

heart disease

Blood Pressure & BMI Screening
BSCH, Cafeteria
Every Wednesday; 9:00 - 11:00am

Mended Hearts Cardiac Support
Town of Ramapo Senior Center
Rt. 202 & Mayer Drive, Suffern
2nd Thursday of the month; 6:00pm
No meetings in Jan, Feb, July or Aug.
845-368-5637

bereavement

Call for details about our various bereavement groups. Phone counseling also available.

Perinatal Bereavement
Monthly groups offered for miscarriage, stillbirth, newborn loss, heartbreaking choice, grandparents, and pregnancy after loss.
Frawley Annex, 1 Campbell Ave., Suffern
Call for details
845-368-5297

Parental Bereavement Support
(for parents who have lost a child at any age)
Mount Alverno Center, 20 Grand Street, Warwick, Greenbrier Room
4th Monday of the month; 6:30 - 9:00pm
845-987-5717

Journey through Grief, Bereavement Support
BSCH, Atrium Conference Room
3rd Saturday of the month; 2:00pm
845-858-7000, x6161

GSRMC: Good Samaritan Regional Medical Center, 255 Lafayette Avenue, Suffern, NY
BSCH: Bon Secours Community Hospital, 160 East Main Street, Port Jervis, NY
SACH: St. Anthony Community Hospital, 15 Maple Avenue, Warwick, NY

For more information contact Barbara Demundo at
Barbara_Demundo@bshsi.org or 845-368-5545

BON SECOURS CHARITY HEALTH SYSTEM
Bon Secours Health System
bschs.bonsecours.com

CPC
Comprehensive Primary Care

Sample of a community support group options

How do we choose Care Compact partners in our medical neighborhood?

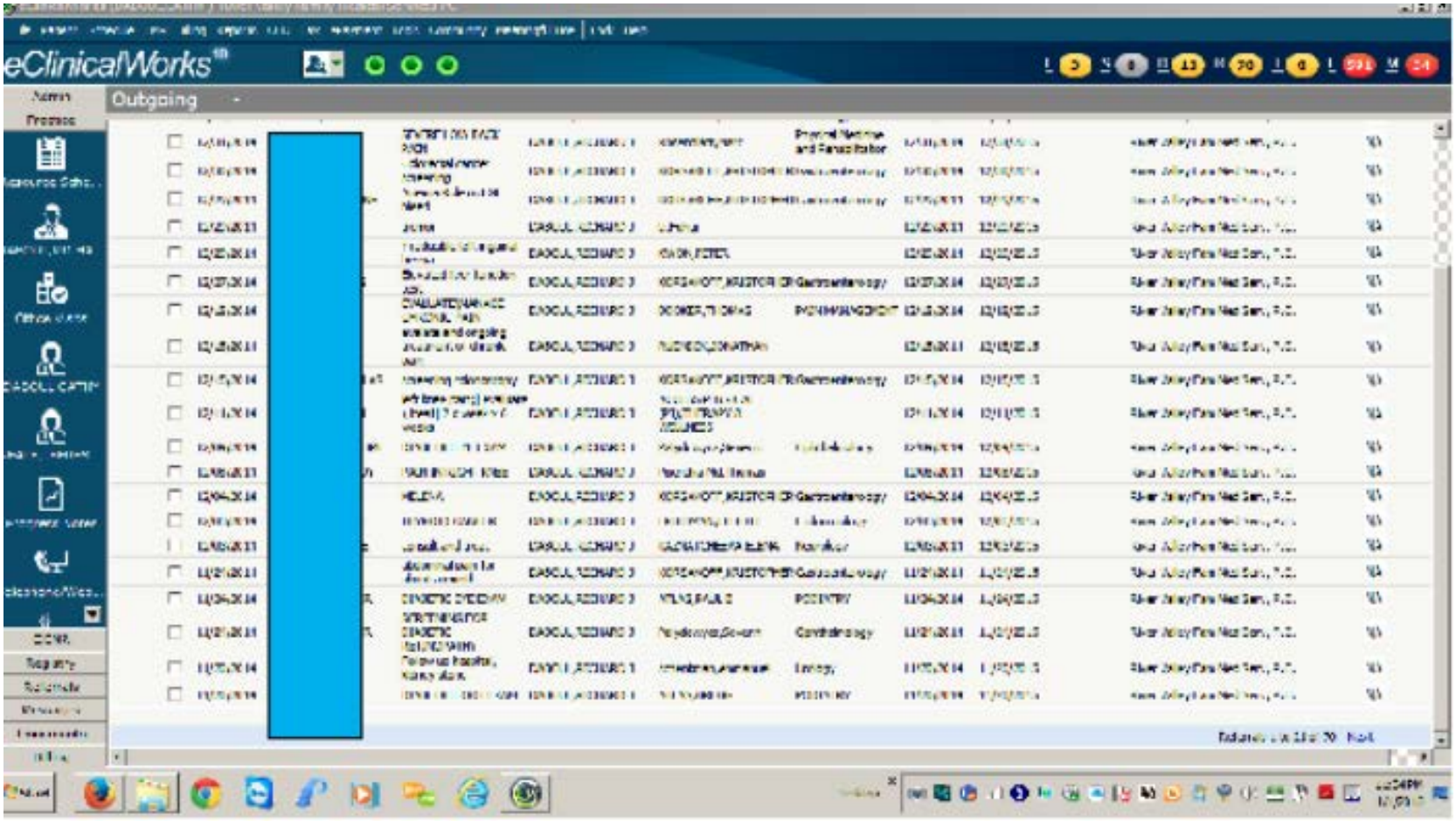
- The area is geographically very large, but the population is sparse and there are not very many services to choose from so we are not really able to pick and choose…
- We reviewed the availability of services in our area
- Patients' insurance sometimes dictates what is available or which provider they can go to
  - How did we manage this?

Sometimes it starts with an informal/verbal Care Compact:

- **Specialty Care**
  - Follow referral through the EHR
  - Follow-up with specialty office (see letter) if no communication regarding the referral has been received
- **Using community resources:**
  - Dietician
    - Includes visits to the grocery store

CPC
Comprehensive Primary Care

View from our EMR for referrals



Sample letter we send to specialist(s) to remind them to send reports:

RIVER VALLEY FAMILY MEDICAL SERVICES P.C.

RICHARD JOHN DABOUL JR., M.D.

3452 RT. 97
BARRYVILLE, NY 12719
(845) 557-6411

209 NEW BALL ST.
PORT JERVIS, NY 12771
(845) 856-7781

Dear Dr. «ReferralProviderName»,

We referred our patient «FirstName» «LastName» (DOB:«DOB») to you and have not yet received a report back. If the patient was seen, please send a copy of the report or otherwise let us know if the patient failed to make their appointment.

Sincerely,
«ProviderName»

How do we measure the quality our partners are delivering?

- Patient satisfaction surveys
- Reports
  - Can be very difficult
  - There are many specialists who do not report back to the PCP after patients are referred… so we have a standard letter that we send to the specialist to get these reports

Questions?

Summary

Audience Response

Which healthcare partner in your medical neighborhood would be a good first (or next) candidate to establish a care compact with?

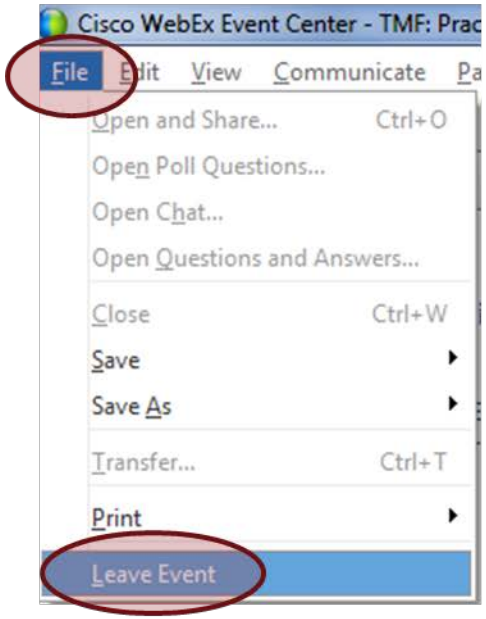
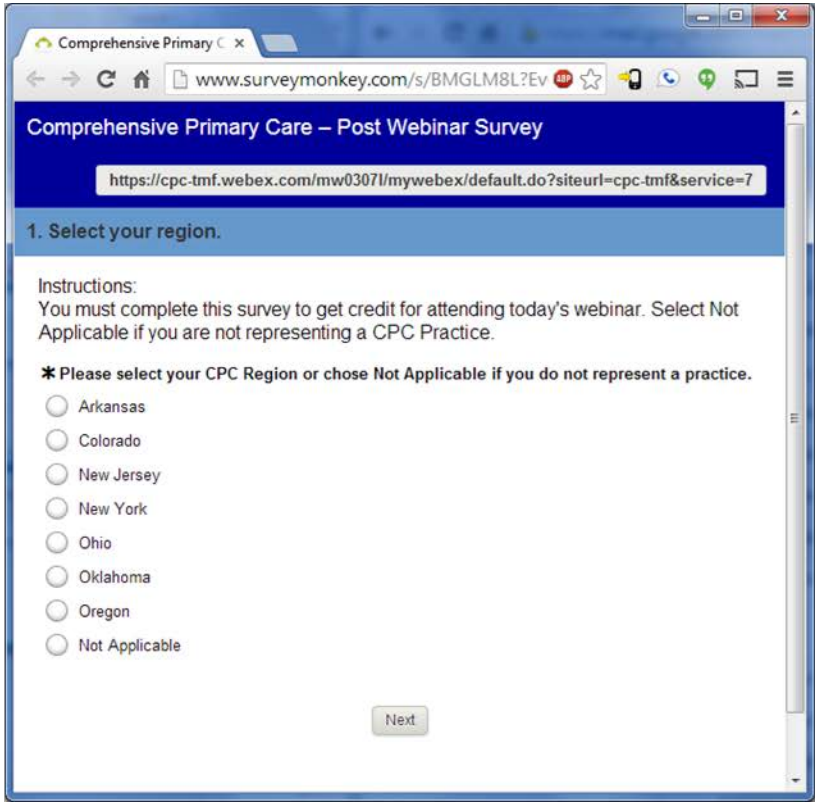
Cardio	
GI	
Ob/Gyn	
Ortho	
Neuro	
Hospital	
Other	

3 "ACTION ITEMS" for you:

1. **Outreach** to at least one medical neighbor and establish a care compact
   1. **Post** the specialty you choose to the Care Compact Action Group forum
2. **Outline** a method of monitoring the **quality of care** of your health care partner
   1. **Post** the method in the Care Compact Action Group library
3. **Post** at least **one question or comment** on the MS6 Care Compact Action Group Forum

Next Action Group Live Session

Date and Time	Title
May 19, 2015, 1:00 PM ET	TBD Based on Action Group Participant Suggestions on the forum

CPC
Comprehensive Primary Care

Get credit for attending today!
Post-Event Attendance & Feedback