Practice Transformation Committee

Minutes

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Date: Thursday, June 16, 2016 | | |  | | Start/End Time: 7:30 to 9:00 am | |  | |
| **Meeting Location**: Washington Conference Room, RIQI  50 Holden Street, Providence, RI 02908 | | |  | | **Call-in number**: 508-856-8222 **Code**: Participant code 2525 (Host 2116)  Go to meeting connection: <https://global.gotomeeting.com/join/802482501> | | | |
| Meeting Information: | | | |  | **Co-Chairs and Speakers** | | | |
| **Meeting Purpose:** To Share Practice Transformation “Best Practice”  **Attachments/handouts**   * Integrated Care Initiative * CCAP A-3 * Quality Measures aligned with SIM * Learning Collaborative Flyer (draft) * NCQA 2017 Draft standards | | | |  | Charlotte Crist, Co-Chair  Joanna Brown, Co-Chair  Hannah Hakim, PCMH-Kids  Deb Hurwitz, CTC  Pano Yeracaris, CTC  Susanne Campbell, CTC  Candice Brown, CTC  Gina Eubank, CCAP  Ed Westrick, CCAP  Andrea Galgay, RIPCPC  Diana Eaton, EOHHS  Jen Bowdoin, EOHHS  Chris Furey, Brown | Kimberly St. Jean, CCMA  Chrystal Boza, BCBSRI  Jillian Sanchez, BCBSRI  Ralph Chartier, PCHC  Betsy Dennigan, EBCAP  Scott Hewitt, Brown  Suzanne Herzberg, Brown  Lynn Ho, North Kingstown Family Practice  Hannah Hakim, EOHHS  Denise Arcand, Arcand Family Medicine  Mary Hickey, Prospect Medical  Victoria Lamoureux, Thundermist  Lisa Fogler, | | |
|  |
|  | | | | | | | | |
| # | Owner / Time | Topic | | | | | | Action Items |
|  | J Brown  Charlotte Crist  5 minutes | **Welcome, Introductions, and Review of Agenda** | | | | | |  |
|  | Jen Bowdoin ICI Project Lead  Diana Eaton  EOHHS  30 minutes | **Integrated Care Initiative**  Presentation : 20 minutes  Discussion 10 minutes   * Fee schedule for patients   + NHP develops fee schedule and can share same with Providers     - Intention is to combine Medicaid with Medicare payments * Benefits   + Providers have one place to call for Claims and Prior Authorizations   + Patients have one insurance card, and one place to call   + Patients no longer have to wait to qualify for preventive services     - NHP has flexibility before patient qualifies for long term care   + NHP has housing specialists to help practices with housing issues, coordinate with NCMs at the Practice and CHTs to provide additional support needed     - For home modifications (grab bar), Practice can call the patient care manager to coordinate, or call NHP. The service can also be completed for patients that are not currently enrolled too.     - NHP will find someone to do the work     - Ombudsman Program to go live within the next month for Enrollment, Appeals, Benefits Questions, etc.   + Medicare Advantage participants are allowed to switch | | | | | |  |
|  | Gina Eubank  Ed Westrick  CCAP  30 minutes | **Best Practice Sharing**  CCAP: Improvement in customer experience : Access Gina Eubank   * Project began due to access issues and complaints regarding unanswered phone call   + Reviewed issues with the phone vendor and completed analysis of phone capacities and call movement     - Human Problems – those answering the phones       * More calls going into the line then were being sent to their call center     - Technical – abandoned calls * Currently has dedicated staff for calls – every call is being answered and overflow calls are being handled by the entire team   + No more complaints about unanswered calls from patients   + No voice mail for providers or nurse staff   + Automated system in place with limited answer options * Group Discussion   + Online Options for those that can use their cell phone     - Issues – Track Phones and Free Phones run out of minutes quickly   Lean Training Initiative: ED Plan Ed Westrick   * Project Name: Emergency Department Visit follow-up   + Chosen due to higher risk   + Goals for staff to work to the limit of their licenses   + Determine who to contact due to doctor rotations, and update patient charts accordingly   + Outcomes     - Better Communication     - NCM is now a member of the core team       * Determines high risk patients and who can come off of the high risk list * Group Discussion   + All communication issues have not been resolved yet     - NCMs complained they are not receiving what they use to       * Could be result of how the PCP is identified in the ER       * Re-work occurs too     - Dr. Westrick reaches out to the NCM to ask what happened to the electronic communications   + Project intentions were to design ED notifications to go to NCMs directly   + CurrentCare is terrific and only one staff member should receive the notifications, not the team | | | | | |  |
|  | Andrea Galgay  Co-Chair of Practice Reporting  RIPCPC  10 minutes | **Update: Quality Measures**   * Practices are asked to try to pull measures for July   + At minimum Practices do not report on non-contract measures     - Use annotation fields to denote if you are using old or new measures   + In July, no more reporting on Chlamydia (not a CTC contract requirement) but it could be helpful for NCQA | | | | | | **1** |
|  | Charlotte  Joanna  10 minutes | **CTC Learning Collaborative October 20, 2016 – Mark Calendars**   * Draft flyer   + Conceptually Designed     - Clinical Team from 7:30AM – 12PM because typically they cannot be away for an entire day     - Data Access and Use for Performance Improvement for Afternoon Session       * Morning session can stay for afternoon sessions   + Theme: Instead of Pay with Value, we will focus on Practicing with Value     - Maximize Use of the Team and make your job better     - One Keynote Speaker and more time for breakout sessions   + Speakers will be finalized next week     - Followed by Eventbrite announcement for registration * Discussion: Lean Training: what would be helpful?   + Group Feedback – safer to teach the basics in the Breakout Sessions vs. more advanced lessons | | | | | |  |
|  | Susanne Campbell    5 minutes | * **Medical Assistant Training:** Opportunity for internship with Genesis center   + **Tyla McCaffrey-Pimentel <tmccaffrey-pimentel@gencenter.org** * **NCQA 2017 Standards:** Opportunity for input | | | | | |  |
|  |  | **Next Meeting** 7/21/16 at RIQI 50 Holden Street Providence RI 7:30 to 9:00 | | | | | |  |

| ACTION ITEM LOG | | | | | |
| --- | --- | --- | --- | --- | --- |
| Date Added | Action Number | Assignee | Action /Status | Due  Date | Date  Closed |
| 6/16 | 1 | All | Attempt the pulling of measures for July 2016 – use annotations | 7/15/16 |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |