



JPA's PGIP News

This newsletter updates JPA Practices on the BCBSM PGIP program

CONGRATULATIONS!
97%

of JPA Practices Nominated for PCMH Designation

JPA is proud to announce that 97% of all PGIP participating primary care practices were nominated for 2012 Blue Cross Blue Shield's Patient Centered Medical Home (PCMH) designation program.

Over the past eleven months, Erika Byrum has been working hard with each practice to meet a goal she set at the beginning of the year. That goal was to nominate 90% or more of JPA's PGIP participating practices. To compare, only 31% of JPA's PGIP participating practices were nominated for 2011 PCMH designation. This is a huge accomplishment for JPA and it could not have been reached without the long hours, hard work and dedication of the PGIP-PCMH team at each practice. JPA will find out who has been designated as a PCMH in the summer of 2012. The decision, made by Blue Cross Blue Shield, will be based on a combination of total capabilities "fully in place" as of December 31, 2011 and quality scores derived from BCBSM claims data.

JPA looks forward to working with you again next year!

How to Implement Self-Management

A Letter from Erika

Dear PGIP-PCMH Practices,

Many of you have decided to implement self-management support (refer to JPA Newsletter - lead article) and several of you have successfully begun the process. Congratulations! I have received feedback that many of you are struggling to find the best way to implement this process successfully. Therefore, I would like to further explain the self-management implementation process to help you and your staff in starting this endeavor.

According to the PGIP-PCMH assessment this winter, more than half of the JPA PGIP practices have decided to introduce self-management support to all patients (chronically ill, in addition to healthy patients). What follows is a high-level overview describing one approach to implementing self-management.

Self-management is a very important concept, one that needs to be implemented slowly and carefully to receive the necessary buy-in from your team and especially the patient and the patient's family. I suggest starting small by selecting a target group of patients initially, specifically those with a



chronic illness. Then, based upon the experience of this group, expand to other target groups including "healthy" patients. Schedule an appointment with several target patients over the next two weeks to create a self-management goal plan (SMART goal). The scheduler may need to explain why the practice is requesting a visit. Explain that this practice is reaching out to all patients to assist in managing patient health at home using a goal-setting technique.

The engagement process of self-management should begin when the patient enters the office and checks-in. The front desk staff should hand a SMART goal form to the patient, or patient's parent, and briefly explain the document. JPA can help you in designing this form. Have the front desk staff member tell the patient, "During today's visit, your provider would like you to start thinking about an area in your life you could work on at home to stay healthy or improve your current health condition. The clinical care team and provider will go over the plan in more detail and will assist you in completing the form in the exam room. They will answer any questions you

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2012 PGIP-PCMH Focus Shift: Quality Metrics are Key

To become a designated Patient-Centered Medical (PCMH) home by Blue Cross Blue Shield of Michigan (BCBSM), primary care practices must be able to prove that they are improving their quality of care and effectively managing their patient population. This past year, all PGIP-PCMH participating practices have shown enormous strides in BCBSM's PCMH program. JPA nominated 33 primary care practices because these practices met JPA's criteria for nomination, which was to have at least 70 capabilities "fully in place." This is a monumental accomplishment for the organization. This shows that the processes are in place to improve patient care, but now many practices must shift their focus from the development phase to the implementation

phase.

The goal of PGIP-PCMH is to take the tools that are gained by implementing capabilities and use them to deliver the highest level of care possible. Beginning in January, the regular appointments that practices schedule with Erika Byrum will be geared towards quality improvement. The scoring methodology that BCBSM will be using to gauge practices and to determine PCMH-designation will not be making a shift. Quality metrics and capabilities will remain equal at 50% to calculate your practice's overall score. This rating represents BCBSM's ultimate focus on patient quality. BCBSM is presuming that the capabilities represent the tools; now they want to see the results from outcomes with patients.

Phytel Update



JPA In conjunction with JCMR, JPA worked with the Phytel implementation team in November to roll out the new registry to a select group of NextGen users. These practices began system beta testing to identify any errors in the reporting before rolling out to all JCMR subscribers. During this process, Phytel encountered several problems due to data mapping and unstructured data entry issues within NextGen. Phytel reported on December 1 that these issues are now fixed.

As of mid-December, the next steps include the roll out of the remaining diabetic measures, training of the remaining JCMR subscribers on the Phytel registry, and the deployment of all reports on all conditions by the end of first quarter 2012.

Phytel has JPA's full support and will continue to meet with the Phytel team on a weekly basis to ensure that the implementation process for all JPA members is on track.

If you have any questions regarding the Phytel registry, you may contact JPA at any time.

JPA Targets Inappropriate use of Antibiotics in Acute Bronchitis

The overuse and inappropriate use of antibiotics has become a growing problem across the globe. The Center for Disease Control announced, "antibiotic resistance is one of the world's most pressing public health threats."

Bacterial diseases threaten human life each day. Antibiotics are the most important tool we have to fight them, but increased antibiotic resistance is compromising their effectiveness and the lives of patients. The resistance of bacteria increases the risk of problems such as increased hospitalization, length of stay, hospital costs, ICU transfers, and mortality. Antibiotics are becoming a scarce resource, but we can preserve what we have left by limiting the spread of antibiotic resistance.

Healthcare providers have the power to make a difference and help prevent antibiotic resistance. As a community, Jackson area providers can help by assessing the use of antibiotics carefully and utilizing them only when appropriate to avoid promoting the development of resistance among bacteria. Resistance trends are common and are available by accessing the website <http://www.cddep.org/resistancemap>. The CDC reported on November 16, 2011, that the overall use of antibiotics is dropping. However, the use of a powerful class of antibiotics known as fluoroquinolones is increasing rapidly.

Please be aware of how often your practice is dispensing antibiotics. Be sure to educate your patients on the antibiotics you prescribe and when the antibiotic should be used. Many patients might not understand the difference between a bacterial infection and a viral infection, so be sure to explain this difference each time you write a prescription for an antibiotic.

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might have."

In the exam room, the clinical care team will be first to speak with the patient about self-management. It is very important that the clinical care team not only speaks in a manner that the patient understands but also motivates the patient. The clinical care team should allow the patient to do most of the talking. They need to find out what matters most to the patient. This will be the basis of the SMART goal. Have the clinical care team and patient fill out the form together. They can write in any goal that the patient may want to work on as long as it is attainable. Next, the clinical care team will assist in developing a daily or weekly action plan that the patient will follow. This should provide enough detail for the patient to identify the specifics of the goal (i.e., I will do this on this day for this amount of time).

The last person the patient will meet with is the provider. The provider will want to ask the clinical care team about the patient encounter to obtain an idea of the patient's engagement level and SMART goal plan. Patients who are more engaged early on will be more likely to stay on track to reach their goal, while those who are less engaged in the beginning will usually need more outreach and assistance along the way. It is important that the provider reinforces that self-management is a way for the patient to become actively involved in their own care and to take charge of their condition. Together, go over the completed SMART goal plan at each encounter to continuously reinforce the action plan and the patient's confidence level. Lastly, the patient and the provider should sign the SMART goal form indicating that both are committed to and agree to move forward with self-management.

If your practice has decided to administer self-management surveys as a way to receive feedback from your patients, a great time to do this is at checkout. JPA can help you obtain and customize a patient self-management survey for your practice. Have the patient complete the seven-question survey before leaving the office. This will provide you with information on your efforts and can help you identify areas of improvement. You and your staff should review these regularly so that you can improve certain areas.

I hope you find this information helpful and that it gives you an idea on how to implement self-management support. If you think you need more training or would like more information, please contact me or Kristin Schaller at (517) 817-2140. JPA will be emailing all practice managers a 60-minute self-management training session on the topic Health Literacy. Also, if you have not done so already, please watch the patient engagement video on our website: http://jpadocs.com/index_files/Page433.htm.

Sincerely,

Erika Byrum, BS, MSHA
Healthcare Management Field Associate

SPECIALISTS JOIN JPA's PGIP GROUP

Cardiology Gastroenterology Orthopedics

IN 2012!

