



JPA's PGIP News

This newsletter updates JPA Practices on the BCBSM PGIP program

SUCCESS WITH THE PATIENT PROVIDER AGREEMENT

The JPA PGIP staff started actively working with the practices in June of 2010 to meet the Domain of Function No. 1 requirements: Patient Provider Partnership. By working on this domain, practices can potentially meet eight new PGIP capabilities for the reporting period.

JPA customized the patient provider agreement (PPA) for each practice that wanted to move forward. In addition, JPA staff also provided Patient Centered Medical Home (PCMH) education to prepare staff to hand out the PPA to patients, and to answer any questions patients may have once practice transformation is underway.

A policy/procedure was developed that assists practices in standardizing the flow of the PPA distribution. This can be found on the JPA website, in addition to guidelines for distribution under the PCMH-Patient Provider Partnership initiative.

Currently, 91 percent of JPA's practices have initiated the



distribution of PPA. If your practice would like assistance moving forward with this PGIP Domain of Function requirement, please contact Bonnie or Erika at the JPA office, (517) 817-2140.

Case Study

Cielo proves successful for practice



Cielo MedSolutions is a leading provider of healthcare software for ambulatory care providers. Cielo forms are used by practices for patient intake and review of chronic diseases. For example, during a diabetic patient's office visit, the Cielo registry would alert the provider to needed procedures the patient may be due for such as: diabetic foot exam or an annual diabetic eye exam.

Cielo:

- Provides a clinical quality management system that serves as a disease registry by identifying active problem lists and patient reminders for services due;
- Provides relevant and up to date information regarding needed preventive and disease management services at the point of care for patients;
- Facilitates tracking of practice guidelines and clinical quality goals according to age, gender and chronic disease;
- Expedites proactive communication with patients through clinical reminders, call lists and patient letters; and

- Enables reporting of desired services, practice profile of chronic conditions and lists of patients by condition.

When deciding on a patient registry, practices should consider the software attributes, ease of reporting, updating databases, access to help, cost, training, and ability to alter the system to fit practice needs. The patient registry will serve as a core component in PCMH practice transformation.

Trimas Family Care implemented Cielo on October 29, 2009. The implementation required an interface to be built between Cielo and their practice management system. Cielo, working with the practice management vendor, helped make the building of the interface effortless within a matter of days. The JPA staff helped facilitate this coordination. A minor adjustment was needed to put the process in place.

Once built, personnel trained on the system for a half day then took a few days to ease into the program, officially going

live on November 3, 2009. There were minimal issues, which were easily resolved by phone, e-mail, or referencing the Cielo user's guide.

Since Trimas Family Care didn't have an EMR system, the practice decided to use the Cielo Clinic registry as an initial step to help qualify them for PGIP Patient Centered Medical Home (PCMH). It resulted in a cost-effective system with many positive and useful tools for monitoring their patients with chronic conditions.

The practice feels initial goals were met and Cielo proved capable of supporting pay-for-performance goals and reporting requirements for PCMH and NCQA, ultimately increasing the practice's overall revenue. They believe the use of Cielo was a key factor in their designation as a PGIP PCMH for 2010.

If you have any questions about Trimas Family Care's experience with the Cielo registry, please feel free to contact Michelle at 517-787-8015.

JPA Transformational Webinars

JPA is currently offering educational webinars designed to help practices and providers through practice transformation. Each month, JPA focuses on one new initiative and helps practices by walking them through the transformation step-by-step. Occasionally, JPA has guest speakers from other organizations, as well as speakers from within the organization to present. This offers the practices guidance by getting insight from practices that are going through or have been through the same transitions.



At the end of each webinar, JPA discusses any questions, comments, or concerns practices may have and addresses them to help practices move forward. The webinars are educational and only last 30 to 60 minutes.

In addition, webinars are now recorded and saved. If you are interested in listening to a webinar you missed or if you have any questions, please contact the JPA office.

Webinars that have been previously offered are:

- PCMH Overview
- Patient-Provider Partnership
- Chronic Care Model
- Evidence Based Care Guidelines
- Planned Visits
- Pay-4-Performance Programs
- Evidence Based Care Guidelines
- Environmental Cancer Program
- Use of Patient Registry

2010 Winter Self Assessment Completed

JPA has completed the winter PCMH self-assessment for BCBSM. This assessment reports the PGIP-required PCMH capabilities that are in place by the end of 2010. The assessment is used to help determine designation as a for PGIP PCMH practice, that ultimately results in higher fee schedule reimbursement.

If you have any questions concerning the next steps following your assessment, please contact Erika or Bonnie at (517) 817-2140.



CAHPS® Patient Satisfaction Survey

There is still an opportunity to participate in the JPA Patient Satisfaction Surveying effort. Ongoing satisfaction surveying is a key component of patient experience monitoring associated with Patient Centered Medical Home (PCMH) designation.



This ongoing service is provided to PCPs at no cost, following an initial \$100 set up fee. JPA and its contracted vendor, RMS Healthcare, will help you obtain the data needed to send surveys out to patients monthly. RMS is an approved Center for Medicare and Medicaid Services CAHPS® survey administrator and a JPA preferred vendor. Participants will receive quarterly reports with findings to discuss with staff.

Smoking Cessation initiative

The JPA staff is focusing on helping practices achieve Capability 9.5, Smoking Cessation of the PGIP program. To successfully meet this capability, practices must have a systematic approach in place that ensures the provision/documentation of tobacco use assessment tools and provides advice to patients regarding smoking cessation.

In order to move forward, practices must first develop an assessment sheet. JPA can provide a template or help practices customize an assessment tool to better fit their individual needs. At a minimum, the assessment should assess:

- (1) Does the patient smoke?
- (2) (If the patient smokes) Do they want to quit and/or want to be referred to a smoking cessation counselor?

Allegiance Hospital offers a free smoking cessation program to the public. For questions about the Smoking Cessation



Counseling services, please contact Jen Camburn at 517-788-4707. This can be a wonderful resource to help patients move forward with smoking cessation goals.

The last item the assessment should address is (3) patient education. Does the practice offer education and educational handouts for the patients to use as a reference? JPA can help practices develop these collateral materials.

Please Note: If a practice is currently on NextGen EMR, there is already a template developed that asks all of these questions. Please contact JCMR for assistance on how to access and record in the template.

This is a fairly easy PGIP capability to meet and can be very rewarding to both practices and patients. If your practice would like assistance moving forward with this capability, please call the JPA office at (517) 817-2140 to set up a meeting.