



SPRING 2016

## Changing Times

As I'm sure you know, the healthcare industry is constantly changing. Today, we live in a world where 72 percent of patients say they have looked online for health information and 90 percent of adults said they would trust medical information shared by peers in their social media networks. That is why it's more important than ever, that we as physicians, are knowledgeable of the new trends, technology, and treatment options available to the patients we serve.

The Continuing Medical Education Department, available through Lakeland Care Network (LCN), serves as the primary educational resource for the more than 270 physicians who make up the Physician Hospital Organization (PHO). Through the use of the Continuing Online Medical Education and Training program (COMET), we are able to provide you with the necessary tools and education you need to be successful as a physician.

Currently, 78 percent of healthcare providers utilize COMET through both live educational events and online webinars, which can be completed at your home or office, allowing you to learn at your own pace. The educational opportunities presented through COMET are chosen based on issues that are important here at Lakeland as well as on the state and national level. This is in an effort to equip our physicians with the ability to provide health care at the highest level possible while still meeting the greatest areas of need for our patients in southwest Michigan.

Looking ahead, enhancements will be made to COMET in order to create a more social learning environment for users. Soon you will have the ability to rate your experience for a particular learning module and provide timely feedback to your peers. More information can be found in the CME Corner of this issue.

Sincerely,

Michelino Mancini, DO  
 Director of Continuing Medical Education, Lakeland Care Network  
 Director of Medical Education, Lakeland Health



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# Quality and Care Management

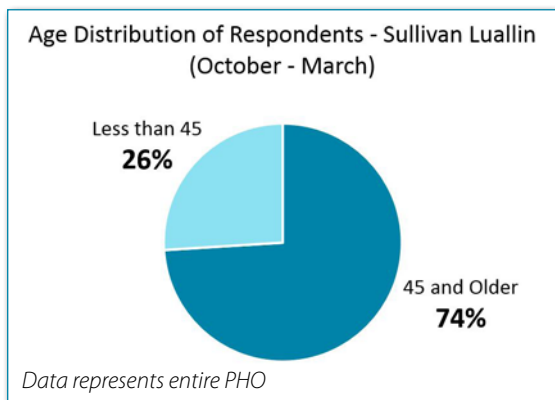
## PHO Report

The monthly PHO Report has been delayed for the months of February and March due to issues with Meaningful Use reporting. Reports will resume in April.

## Sullivan Luallin Update

We've received approximately 8,000 Sullivan Luallin survey responses over the course of six months. The overall response rate as of March 1st was 21 percent with 82 percent of patients completing all questions. This is compared to a total of 14,000 responses over the two year period with Arbor Associates (2014-2015). The scores are consistent with Arbor data.

- Survey Demographics
  - Majority of respondents are 45+ (74%)
  - Lowest response rate from ages 18-24 (1%)
  - 33% of respondents have been seeing the provider they surveyed for six months or less
  - Respondents seeing their provider for five or more years are the second largest group (24%)



- New questions in updated CAHPS survey focus on "Providers' Use of Information to Coordinate Care" – see below:
  - How often did this provider seem to know the important information about your medical history?
  - When this provider ordered a blood test, x-ray, or other test, how often did someone from this office follow up to give you results?
  - Did you and anyone in this provider's office talk at each visit about all the prescription medicines you were taking?

We will be reaching out to those who have not begun the survey process and work with practices to improve email collection and response rates.

## Newly Approved Evidence Based Guidelines and Protocols

The following guidelines and protocols have been approved by the LCN Quality Committee:

- ADHD
- Advanced Care Planning
- CHF
- COPD
- Depression
- Diabetes
- Hyperlipidemia
- Hypertension
- Osteoporosis
- Preventative Care
- Substance Abuse

Please email **Karen Riley (kriley@lakelandhealth.org)** for more details.

## PGIP Specialist Value-Based Reimbursement (VBR) Program Update

Eighteen specialty offices were recognized:

- Berrien Regional Associates in Neurology
- Brooks Cardiology
- Cardiology Southwest
- Cardiovascular Diseases of Niles
- Dr. Frieden - Lakeland Hospitalists & Intensivists (Neurology)
- Greater Niles Cardiology
- Great Lakes Gastroenterology
- Lakeland Cancer Specialists
- Lakeland Pulmonology
- Lakeland Rheumatology
- Lakeland Sleep Medicine
- Lake Michigan Hand Center
- Life Coach Psychology
- Peace of Mind Therapy
- Psychiatric Specialties (Psychiatry and Psychology)
- Riverwood Mental Health Center
- SWMC Christian Counseling Psychological Services
- SW MI Center for Orthopaedics and Sports Medicine

**Communication regarding the 2017 specialist VBR program will be sent out in May. For questions, contact the LCN Quality team at [lcquality@lakelandhealth.org](mailto:lcquality@lakelandhealth.org) or by calling (269) 985-4414**

## Employer Services

Lakeland Care Network has teamed up with Be Healthy Berrien to help manage a \$50,000 state grant to support new or improved worksite wellness programs in the greater Niles area. The project is designed to help employers create sustainable worksite wellness initiatives through policy and environmental changes that will improve the health of their population.

A worksite wellness toolkit has been developed to help employers. The 20 worksites will receive technical assistance and a stipend to implement a worksite wellness policy and environmental changes

that support physical activity. In order to qualify for the program, organizations must employ members of the target population with one third of worksite employees earning less than \$13.32 per hour.

“The first project aims to work with 20 work sites to help employees be more physically active through the workday,” said Heather Cole, Be Healthy Berrien coordinator.

As an expert in employee wellness services, Lakeland Care Network will play an integral role in the support and implementation of the grant.



A partnership between  
your physician and  
Lakeland Health

# Employer Services

Managing the business of healthcare



## CME Corner

The upcoming CME schedule is available in COMET by visiting <http://comet.lakelandcare.com>

The regularly scheduled CME program presented live on Thursdays in the Frederick S. Upton Education Center at Lakeland Medical Center, St. Joseph and video conferenced to Niles, Watervliet, and the Marie Yeager Cancer Center is now also available via live stream.



### Future Enhancements to COMET:

- Upgraded search engine
  - Find learning activities by keyword, title, speaker, or objectives
  - Sort activities by most recent, ratings, and popularity
- Self-reported credits
  - Upload a digital certificate
- Enable persistent login
  - Added save password option
- Social features
  - View lists of top speakers/presentation and most active physicians
  - Rating and reviews of each lecture

**If you have forgotten your COMET username or password, please contact Deb Killingbeck, RN, Lakeland Care Network CME Coordinator at [dkillingbeck@lakelandhealth.org](mailto:dkillingbeck@lakelandhealth.org) or by calling (269) 983-8231**

## Network News

### Clinically Integrated Network Update

Lakeland Care Inc. (a PHO) is transforming into Lakeland Care Network, a Clinically Integrated Network (CIN).

#### What is a Clinically Integrated Network?

- A structured collaboration among physicians and hospitals designed to actively improve the quality and lower the cost of health care.
- CIN's utilize joint contracting to manage care, reward quality, and accelerate improvements in health care delivery.

#### How can you stay informed about these important changes?

- Continue to read the LCN Newsletter and check your email box for updated information
- Get involved with local and state-wide quality committees
- Encourage your partners and office managers to engage in the journey of transformation
- Learn more by watching the CME on the Clinically Integrated Network available now on COMET

### You Make the Choice

Lakeland Care Network has contracts with four Medicaid Health Plans: Meridian Health Plan, United HealthCare's Community Plan, McLaren Medicaid, and Priority Health Choice. In an effort to maintain continuity of care for all patients, all LCN providers are considered to be participating with each of these plans.

Your office can choose to see patients covered under these health plans or refer them to other providers within the network. LCN representatives will be contacting each practice manager in the coming weeks to determine your desired status with regard to the four plans.

If you have any questions about this or other LCN Contracting initiatives, contact **Jim Nason**, Executive Director, Lakeland Care Network at **(269) 927-5398**

### Cigna's State of Illinois Claims

The State of Illinois has not passed a 2015/2016 budget and therefore has stopped funding payment of claims for the Quality Care Health Plan/State of Illinois retiree's membership, account #3181456. Their ID cards look like this:

This lack of funding means they are not paying for services provided by our physicians and hospitals for their members. This lack of action on the part of the Illinois legislators has created a non-compliance issue in our contract with Cigna. LCN physicians may now require payment at the time of service and bill patients for any unpaid, historical claims. The decision to do so is up to each individual physician/practice.

For question or concerns, contact **Monica Roney**, Network Operations at **(269) 927-5207**



Lakeland Care Network is a partnership between your physician and Lakeland Health. We are the largest Physician Hospital Organization (PHO) in southwestern Michigan. We are not an insurance company, but rather a comprehensive health care network of hospitals, physicians, and other providers who share a commitment to excellence.

Our provider panel consists of more than 90 primary care physicians, and over 180 specialty care physicians who are dedicated to serving the health care needs of our community. Lakeland Health includes three acute care hospitals in St. Joseph, Niles, and Watervliet, as well as multiple other state-of-the-art facilities throughout the region.

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