



SUMMER 2016

## Quality is Job One!

**Quality is job one.** You've heard and seen this for more than 20 years. It started with the auto industry back in the late 80s, spread into general manufacturing in the early 90s, and has now become the buzzword in health care. Currently, our healthcare customers are seeking resources to determine the quality of their physicians and health care institutions. We believe it is essential that Lakeland Care Network (LCN) and LCN physicians become involved in this conversation with our customers, and provide meaningful information to aid in healthcare decisions.

LCN is taking the initiative to develop a reporting system (Ongoing Proactive Practice Evaluation, OPPE) to measure the quality of our active non-admitting physicians. This is a new endeavor for our Credentialing Committee, which I currently chair with five other participating LCN physicians. Our assigned task is to assure that LCN physicians are continuing to deliver excellent, quality care to our patients.

In the coming months we will determine how we measure quality, what we measure, when to measure, how to report results, and what our standards of performance will be. We will be working closely with the LCN Quality Committee chaired by Dr. Kenneth O'Neill, and staffed with eight additional LCN physicians. The LCN Board of Directors will approve the measures selected. Our desire is to produce a system of quality reporting that provides meaningful data to our customers, in an efficient manner, that accurately reflects the high quality and exceptional value offered by our LCN providers.

Look for regular communications via email and this publication. If you would like to participate in this project, please contact Dr. O'Neill or myself, as we welcome and encourage participation from all LCN physicians.

Thank you in advance for your participation in this new initiative, and for your ongoing efforts in providing the highest quality medical care to our patients and community.

Sincerely,

Samuel Logan, MD, PhD  
 Director of Credentialing, LCN



### What's Inside

- Quality and Care Management
- Employer Services
- CME Corner
- Network News

# Quality and Care Management

## Care Coordination and Collaboration

Care Coordination and Collaboration is an opportunity to maximize the Triple Aim goals while improving patient outcomes. We currently have several initiatives underway:

- **Specialist/PCP Agreement** – Outlines coordination of care between specialist and PCP
- **Specialist/Patient Agreement** – Defines expectations between patient and specialist
- **Transitions of Care** – Physician follow-up when patients transition from one care setting to another
- **Aetna Dual-Eligible Program** – Coordinating care for high risk patients
- **Interagency Care Team** – Care coordination project between Lakeland Health, InterCare, AAA, and PCP practices

For questions or more information, contact the Lakeland Care Network Quality Team at [lcquality@lakelandhealth.org](mailto:lcquality@lakelandhealth.org) or 269-985-4414

## Speak for Yourself – Plan Your Care

“Speak for Yourself - Plan Your Care” is an advance care planning initiative through, Lakeland Health, Caring Circle, and the Southwestern Michigan Community. It involves a systematic approach to advance care planning. We are encouraging people, at any age, to have a designated decision maker, and identify their end-of-life wishes. The focus of the “Speak for Yourself - Plan Your Care” pilot is to have meaningful discussions with patients who are seriously ill and frail. Certified facilitators are located within the following pilot sites:

- PACE
- Parish Nursing – First Church of God, United Methodist, Trinity Lutheran
- Pine Ridge
- Palliative Care/Hospice (now part of Caring Circle)
- Radiation/Oncology
- Inpatient – CCU St. Joseph
- PCP offices – Edgewater Family Health, Lakeside Healthcare Specialists, Southwestern Medical Clinic – Bridgman

During the next six months, each team will be expected to conduct a minimum of 10 conversations using new patient education tools, a revised advance care plan which includes Gift of Life options, and patient advocate acceptance of role section. This pilot phase allows us to enhance documentation within EPIC, and identify other opportunities to improve before expanding the program to other locations.

Please email **Karen Riley** ([kriley@lakelandhealth.org](mailto:kriley@lakelandhealth.org)) for more details on this initiative.

## PHO Outreach

We’d like to thank all of the office managers and providers with whom we met during the months of May and June for our PHO Outreach. Items reviewed included:

- PHO Report and Timeline
- Patient Satisfaction
- PGIP Update
- Evidence-Based Guidelines and Protocols
- Shared Medical Decision Tools

## Patient Satisfaction

Below are the PHO scores for the patient satisfaction composites.

Composite Measure	Scores			Benchmarks*			
	2015	1Q 2016	2Q 2016 QTD	90th	75th	50th	25th
Patients' Rating of the Provider	● 81%	● 85 %	● 84 %	● 91%	● 88%	● 83%	● 79%
Getting Timely Appointments, Care, and Information	● 73%	● 72 %	● 70 %	● 80%	● 71%	● 66%	● 57%
How Well Providers Communicate With Patients	● 89%	● 87 %	● 87 %	● 96%	● 94%	● 92%	● 88%
Helpful, Courteous, and Respectful Office Staff	● 83%	● 83 %	● 83 %	● 97%	● 95%	● 93%	● 89%
Providers Use of Information to Coordinate Patient Care	49%	49 %	48 %	-	-	-	-

\*Benchmarks taken from AHRQ CAHPS Database

NOTE: 2015 data includes results from Arbor Associates & Sullivan Luallin

## Is Your Practice Up-to-Date with Basic Cardiac Life Support for Healthcare Providers (BCLS for HCP) Certification?

Lakeland Care Network, Employer Services can certify your staff in CPR at a day and time convenient for you and your practice. The class may be held either on-site at your practice, or we have rooms available if needed. The class is approximately four hours, and a minimum of six participants are required.

To become certified, participants must correctly demonstrate each skill taught in class and pass a written exam. Certificate of completion is issued through the American Heart Association and Lakeland Health, and is valid for two years.

To schedule a class, or for more information, contact **Samantha Schultz** at [sschultz@lakelandhealth.org](mailto:sschultz@lakelandhealth.org) or call **(269) 927-5154**



## CME Corner

The CME Program on Thursdays at noon will be on hold for the months of June, July, and August. We will resume our regularly scheduled program on September 8th. Please continue to visit COMET at <http://comet.lakelandcare.com> for your CME needs during our summer break period.



### 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

### Professional Liability Insurance

Approximately two-thirds of Lakeland Care Network physicians are insured by our long-time partner, the Michigan Professional Insurance Exchange (MPIE). MPIE recently received an AM Best Rating of A-, and continues to provide great rates to physicians in western Michigan. Lakeland Care Network physicians have been, and are currently part of, the MPIE governing Board of Directors. MPIE's unique Subscriber Savings Account (SSA) offers covered physicians a very financially attractive opportunity for savings. MPIE also offers insurance solutions for physicians whose primary practice is in Michigan, but have satellite offices in Indiana.

If you are not currently covered by MPIE, are interested in learning about SSA, are based in Michigan with satellite offices in Indiana, or want to compare rates please contact our local MPIE agent, **Robert Willson**, at **(269) 344-8910** or at **robert@michiganprofessionalsagency.com**



For more information about the Michigan Professional Insurance Exchange (MPIE) please visit [www.mpie.org](http://www.mpie.org)

### Recent Surveys

You may have noticed surveys from Lakeland Care Network in your email over the past few weeks, or you might have been contacted by the Advisory Board via phone. THANK YOU to those who took the time to reply online and/or agreed to speak to the Advisory Board. We value your feedback!

The surveys were created because Lakeland Health is developing a comprehensive Primary Care Strategic Plan. The data gathered from these surveys is needed to better understand and identify the following:

- Patient needs for primary care services in our market
- Challenges that our physicians face – both the primary care physicians and specialists who are involved in their care
- Areas that need improvement



The Advisory Board was contracted for this project, and will allow us to keep the information gathered confidential and anonymous. All information reported back to us will be in aggregate form. The results of the surveys will be shared with physicians this summer.

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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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A partnership between  
your physician and  
Lakeland Health