



WINTER 2016

Welcome, Happy New Year!

Welcome to the first edition of the Lakeland Care Network newsletter. The goal of this publication is to provide a means for sharing critical information with the 100 primary care physicians and the 190 specialty care physicians who are members of our Physician Hospital Organization (PHO).

You understand that health care is in a time of transition. The world around us is changing faster than ever before. Across the country physicians and health systems are joining together to achieve the Triple Aim: better health, better healthcare, and lower costs. Our PHO plays a pivotal role in helping our community of physicians, other providers, patients, and employers navigate these changes.

As part of this transition, "Lakeland Care, Inc." is being rebranded as **Lakeland Care Network (LCN)**. Our strategic plan is to transition our local organization to a Clinically Integrated Network and to become the local cell of this larger, state-wide physician network. You will also notice a change to the logo shown above with the addition of the word Network to better encompass the services we provide.

Our journey to achieve the Triple Aim will only be successful with physician participation and leadership. Your need for accurate, concise information regarding the changes taking place both at Lakeland and throughout our region is critical. That's exactly what we hope to provide within the pages of this newsletter.

As a fellow physician, I know your time is limited and I want to be respectful of that. That's why, each quarter, we are committed to share only the information that is most important to your ability to serve the health needs of our community. If you only read one publication throughout the Lakeland Health system, I ask that you make it this one.

Sincerely,

Ken O'Neill, MD
Chairman and Medical Director
Lakeland Care Network



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Quality and Care Management

PHO Dashboard Update

The first edition of the monthly “PHO Report” has been sent to all office managers. It is a subset of the PHO dashboard (shown below) and will be sent out electronically the third week of every month. The report contains metrics selected by the LCN Quality Committee to be inclusive of both primary and specialty care.

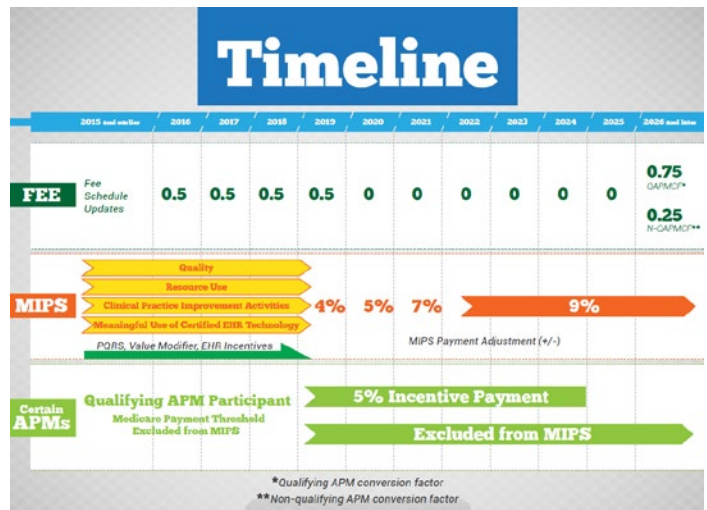
The preventative care and screening metrics (flu and BMI) were chosen from nationally benchmarked databases and include quality metrics that may be used for the 2016 Physician Quality Reporting System (PQRS). The report is meant to be dynamic and metrics reported out will be selected by the LCN Quality Committee based on feedback received from office managers and providers.

| PHO Dashboard | | | | | | | | | | | | Benchmarks | | | | | | | |
|---|--|--------|--------|----------------|--------|--------|----------|--------|--------|--------|--------|------------|------|------|------|---------|---------|----|------|
| Measure | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 | Aug-15 | Sep-15 | Oct-15 | Nov-15 | 90th | 75th | 50th | 25th | 0 Denom | Steward | | |
| Preventive Care and Screening: Influenza Immunization | 50% | 48% | 46% | Not Flu Season | | | | | | | | 52% | 52% | 59% | 54% | 49% | 44% | 0% | NCQA |
| Preventive Care and Screening: Body Mass Index (BMI) Screening and Follow-Up | 31% | 31% | 30% | 31% | 31% | 31% | 31% | 31% | 32% | 32% | 31% | 84% | 74% | 61% | 7% | 0% | NCQA | | |
| - Population criteria 1 (age < 65 and >=18) | 23% | 22% | 22% | 22% | 22% | 22% | 22% | 23% | 24% | 24% | 23% | 84% | 74% | 61% | 7% | 0% | NCQA | | |
| - Population criteria 2 (age >= 65) | 49% | 49% | 48% | 47% | 48% | 47% | 47% | 48% | 49% | 49% | 49% | 97% | 94% | 90% | 85% | 0% | NCQA | | |
| Weight Assessment and Counseling for Nutrition and Physical Activity for Children and Adolescents | 26% | 26% | 26% | 27% | 26% | 26% | 27% | 29% | 29% | 30% | 31% | - | - | - | - | - | - | | |
| - Population 3 (age >=3 and <=17) - BMI Percentile, Height and Weight | 76% | 75% | 75% | 75% | 75% | 75% | 76% | 82% | 84% | 86% | 87% | 79% | 61% | 44% | 26% | 0% | NCQA | | |
| - Population 3 (age >=3 and <=17) - Counseling for Nutrition | 1% | 1% | 1% | 2% | 2% | 2% | 2% | 2% | 2% | 2% | 2% | 75% | 64% | 53% | 34% | 0% | NCQA | | |
| - Population 3 (age >=3 and <=17) - Counseling for Physical Activity | 1% | 1% | 1% | 2% | 2% | 2% | 2% | 2% | 2% | 2% | 2% | 70% | 59% | 47% | 30% | 0% | NCQA | | |
| Patients Rating of the Doctor | 80% | 78% | 79% | 78% | 78% | 79% | 79% | 79% | 78% | 79% | 79% | 91% | 88% | 83% | 79% | 0% | AHRQ | | |
| Cost of Care - BCBSM PMPM | \$270.06 | | | \$260.16 | | | \$257.79 | | | | | - | - | - | - | - | - | | |
| RVUs | Lakeland Medical Practices & Watervliet Community Practices Only | | | | | | | | | | | | | | | | | | |
| - Total RVUs | 80561 | 28944 | 33889 | 33196 | 29675 | 32015 | 31464 | 30041 | 31350 | 33842 | 29793 | - | - | - | - | - | - | | |
| - Work RVUs | 14576 | 13784 | 16189 | 15832 | 14161 | 15231 | 15022 | 14357 | 14894 | 15925 | 14120 | - | - | - | - | - | - | | |

CMS Update

Sustainable Growth Rate (SGR) formula repealed – New legislation: Medicare Access and CHIP Reauthorization Act of 2015 (MACRA)

- MACRA will put into place Merit-Based Incentive Payment System (MIPS) in 2019
- MIPS is a combination of Meaningful Use, PQRS, Value Based Payment Modifier (VBPM)
- Until then the programs will continue as they are now with minor changes:
 - MU – Stage 1-2 modified rules / Stage 3: some minor changes to objectives, requirements, and reporting periods
 - PQRS – new measures/removing measures
 - VBPM – now includes PAs, NPs, CNSs, and CRNAs; all providers now subject to upward, neutral, and **downward** adjustments from quality-tiering methodology (max - 4%)



Patient Centered Medical Home Recognition

- 7 practices recognized in BCBSM PGIP program
- 7 practices recognized in NCQA program (level 3)
- 7 pursuing recognition in NCQA program

Changes to Patient Satisfaction Survey

Based on feedback from LCN members and patients, our patient satisfaction vendor changed from Arbor and Associates to Sullivan Luallin. Surveys will be conducted online starting **January 1, 2016**. Please continue to collect email addresses from patients as this is how surveys will be distributed going forward. Participation in patient satisfaction surveys is required of all LCN practices. LCN staff will be contacting you to further explain the process.

For more information, contact the Lakeland Care Quality Team by emailing lcquality@lakelandhealth.org or calling (269) 985-4414

Employer Services

LCN has a variety of resources and programs to help you meet your OSHA and MIOSHA regulatory needs.

Tips for establishing a blood-borne pathogen (BBP) exposure control plan:

- MIOSHA/OSHA BBP standard applies to all employers whose employees have possible exposure to blood or other potentially infectious material.
- To reduce or eliminate hazards of occupational exposure to BBP, an employer must implement an exposure control plan (ECP) for the worksite with details on employee protection measures.
- Plan must describe how an employer will use engineering and work practice controls, personal protective clothing and equipment, employee training, medical surveillance, hepatitis B vaccinations, and other provisions as required by OSHA's Bloodborne Pathogens Standard (29 CFR 1910.1030) / MIOSHA Part 554.



For more information on annual training or assistance with establishing a BBP program at your practice, please email employerservices@lakelandhealth.org or call (269) 927-5154

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 and video conferenced to Niles, Watervliet, and the Marie Yeager Cancer Center, is now also available via live stream.



To view the presentation live:

- Log into COMET
- Click on "click here to claim credit for a live event"
- Click on the blue live stream tab
- After the presentation, return to COMET to complete the evaluation form and receive your certificate of attendance.

If you have forgotten your COMET username or password, please contact Deb Killingbeck, RN, Lakeland Care Network CME Coordinator at dkillingbeck@lakelandhealth.org or by calling (269) 927-5153

Network News

Changes to Re-credentialing Requirements

A written attestation of CME completion (as required by the State of Michigan for licensure) will be required by the Medical Staff Office 60-90 days prior to your physician license renewal. Upon re-credentialing, documentation of completed CMEs required by Lakeland will be reviewed, in addition to the written attestation.

After Hour Surgery Reminder

For ALL after hour surgeries, please use the dedicated surgery line to call in a surgery team.

- Calling from outside of Lakeland, dial (269) 982-2566
- Calling from in-house, dial extension 2566

By using this dedicated line, you bypass the automated greeting and avoid being placed in a queue where your call is answered in the order it was received. The dedicated surgery line is answered immediately by an operator who will assist you by calling in the surgery on-call team.

MI Health Link (Dual-Eligible) Payors

As a reminder, the Lakeland Care has two payors for the MI Health Link program which serves the Dual Eligible population: **Meridian Complete** and **Aetna Better Health Premier**. Please note that "Aetna Better Health" is a Medicaid plan that Lakeland Care physicians do not participate with.

Secure Healthcare Messaging App Available

TigerText is widely used as a secure healthcare messaging app allowing users to safely exchange non-emergent PHI with colleagues. TigerText messages are encrypted and set to self-destruct after a preset period of time ensuring maximum corporate data security. The app also complies with HIPAA, SOX, and other regulations.

Visit the app store on your mobile device to download. For questions, contact the help desk at (269) 428-2005



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 more than 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