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Moving Toward a Managed Care Solution

Lakeland Health and physicians in our market are currently using a “fee for service” model for billing and managing clients. Our government and the financial future of health care is moving toward a managed care solution, in which the physicians take on the risk and care management of the patient. Medicare and Medicaid are the change agents for this managed care model. Commercial insurance companies historically follow the government reimbursement models.

Lakeland Care Network (LCN) is helping some of our physicians move into a CPC+ (Comprehensive Primary Care Plus) model which kicked off January 1, 2017. Specialists will have different incentives that include a plan with bundled payments. Moving forward, everything will be tied to cost and quality with incentives (how to keep the patient healthy) for the physicians. Partnering with a health system, which ultimately becomes the cost center, will be the next step for physicians. Their goals should include lowering hospital admissions and re-admissions, fewer emergency department (ED) visits, and the use of technology (Telehealth) to lower the overall cost for keeping the patient well.

Managed care solutions are a totally different mindset, and LCN is helping to mitigate the financial impact for physicians. Before we can change the model, we have to change the payment system with updated contracts. LCN, as part of Affirmant Health Partners, our statewide clinically integrated network, is currently in negotiations with insurers to utilize this network in hopes of achieving better health care. Using managed care, we can reduce our costs by millions, while still managing the same number of patients and keeping them healthier. Ultimately this will mean better health at a lower cost for our community. Over the next five years we will see a large transition from “fee for service” models to value-based contracts.

With so much change in the foreseeable future LCN can help physicians stay involved, transition, and adjust to meet the rising demands for managed care.

Sincerely,

Timothy Calhoun

Secretary/Treasurer, Lakeland Care Network
VP Finance and CFO, Lakeland Health



Quality and Care Management

MPRO

Congratulations to the following practices who have earned the 2017 Governor's Award of Excellence for improving diabetes management and effective reporting and measurement:

- Coloma Medical Center
- Community Medical Center
- Edgewater Family Health
- Lakeland Family Medicine
- Lakeside Healthcare Specialists
- Southwestern Medical Clinic, Bridgman
- Southwestern Medical Clinic, Niles
- Southwestern Medical Clinic, Stevensville
- Stagg Medical Center
- University Medical Specialties



Lakeside Healthcare Specialists also earned an award for adult immunizations.

LCN representatives will be attending the award ceremony on Wednesday, May 10, 2017.

Physician Group Incentive Program (PGIP)

Congratulations to the following specialty practices who have earned specialty value-based reimbursement (VBR) through PGIP:

- Brooks Cardiology
- Cardiology Southwest
- Cardiovascular Diseases of Niles
- Great Lakes Heart & Vascular Institute
- Great Lakes Gastroenterology
- Greater Niles Cardiology
- Lakeland Cancer Specialists
- Lakeland Pediatric Hospitalists
- Lake Michigan Hand Center
- Lakeshore Cardiothoracic and Vascular Surgery
- Southwest Michigan Center for Orthopaedics & Sports Medicine

Lakeside Urology has also earned VBR through the Michigan Urological Surgery Improvement Collaborative (MUSIC).

Merit-based Incentive Payment System

The Merit-based Incentive Payment System (MIPS), part of the overarching Quality Payment Program (QPP) discussed in last quarter's newsletter, is part of the Center for Medicare and Medicaid Services' strategy to transition how providers are paid. Many practices in our network will fall under this track for performance year 2017, so it is important to be informed on how this will affect your practice. If you are unsure on how this program will affect Medicare payments to your practice, please contact the Lakeland Care Quality Team at LCQuality@lakelandhealth.org to learn more.

Practice Outreach

The Lakeland Care Quality team did their quarterly outreach in March 2017. Topics included:

- MIPS
- Patient Satisfaction and Quality Dashboard
- Quality Committee Updates

If you did not have the opportunity to meet with a representative and would like to schedule a meeting, please call **(269) 985-4408** or email LCQuality@lakelandhealth.org

Lakeland Care Network Patient Experience – 2017 Year-to-Date Average



Benchmarks come from:
Agency for Healthcare Research and Quality (AHRQ)

Benchmark
25th Percentile 50th Percentile 75th Percentile 90th Percentile

Employer Services

Lakeland myHealth Program – 2017 Action Year and 2018 Wellness Incentive

The 2017 myHealth action year for 2018 wellness incentives program has kicked off! The first step in this program is for participants to turn in their biometrics. In previous years, you may have been asked to complete a PCP wellness form, and we realize that this has placed a burden on you, your office, and staff.

To help streamline this process and NEW for 2017, if your office is on EPIC, your patient can complete a consent form for myHealth which allows the myHealth program to extract their biometrics directly from EPIC.

If your office does not use EPIC, participants may still ask you to complete the PCP wellness form.

You may fax over the biometric forms as a courtesy, however, it is the participant's responsibility to turn in their own form.

Biometrics are due May 31, 2017.

The biometrics must be performed in 2017 and include ALL of the following:

- HA1C*
- Blood pressure
- Height
- Weight
- BMI

** HA1C's from 2016 may be submitted, only if they are less than or equal to 5.9%*

To download forms or find additional details please visit: www.lakelandcare.com/2017forms

If you have any questions or need additional information, please contact:

LeeAnne Carlson (269) 927-5308 | **email:** lcarslson@lakelandhealth.org
Samantha Schultz (269) 927-5154 | **email:** sschultz@lakelandhealth.org

Thank you for helping our associates become healthier,
Lakeland Care myHealth Team

CME Corner

The upcoming CME schedule is available on COMET by visiting <http://cometlearn.com>

The regularly scheduled CME program will be presented live on Thursdays at 12:00 p.m. in the Frederick S. Upton Education Center at Lakeland Medical Center, St. Joseph. This program is also videoconferenced to Niles, Watervliet, and the Marie Yeager Cancer Center or available via live stream.

Lakeland Care CME Mission Statement

To provide diverse, evidence based educational opportunities that increase physician competence, enhance practice performance, promote patient safety, and improve patient outcomes within our southwestern Michigan community.



Note: During June, July and August there will be no weekly CME program. We will resume on Thursday, September 7th. Please continue to utilize COMET for your CME needs during the summer break.

If you have forgotten your COMET username or password, or have any questions please contact **Deb Killingbeck, RN**, Lakeland Care CME Coordinator at dkillingbeck@lakelandhealth.org or **(269) 983-8231**

Network News

Benjamin Stockton, MD Named Credentials Committee Director

Upon the recent retirement of Samuel Logan, MD, the Lakeland Care Network Board of Directors has named Benjamin Stockton, MD as the new Director for the Credentials Committee. Dr. Stockton has served on this committee for over seven years. Under Dr. Stockton's leadership, the committee is currently implementing

iCommittee, a new, paperless electronic file review software and overseeing the credentialing of advanced practitioners into our network. The Credentials Committee thanks Dr. Logan for his dedicated leadership, expertise, professionalism, and friendship over his tenure and wishes him a very happy retirement.

Annual Board Meeting

All Lakeland Care Network (LCN) physicians are invited to attend the LCN Annual Board Meeting on **Tuesday, May 2, 2017** from **5:30 to 8:00 p.m.** in St. Joseph and Niles. The meeting will be live in rooms 5 and 6 at the Frederick S. Upton Education Center in St. Joseph, and will be videoconferenced to the Niles Meeting Room. Dinner will be served promptly at 5:30 p.m. in both locations.

The evening will include a report on LCN initiatives, accomplishments, and future projects; the election results

will be provided; and MPIE will provide a risk management program on Empathy in Health Care. Physicians who have professional liability insurance through MPIE are required to attend an annual risk management training activity. This presentation will satisfy that requirement.

Invitations will be mailed to physicians in mid-April.

Please RSVP by **April 28, 2017** to **Cathy Pampalone** by returning the included RSVP card, calling **(269) 985-4474**, or emailing **cpampalone@lakelandhealth.org**

General Medical Staff Dinner Meeting Scheduled

The next General Medical Staff meeting will be held on **Tuesday, April 25, 2017** from **5:30 to 7:00 p.m.** in the Grand Upton Hall at the Lake Michigan College Mendel Center. Dinner will be served promptly at 5:30 p.m. All physicians are required to attend this semi-annual event. Come hear what's new and notable: there will be a brief educational piece about the science behind mindfulness and resiliency; discover techniques for learning

self-compassion that will help you be more effective at work; and save yourself from stress and embrace taking great care of yourself and your team, in order to take great care of your patients.

RSVPs were due April 12. Did you miss the RSVP deadline? Contact the medical staff office by emailing **g_medicalstaffoffice@lakelandhealth.org** or calling **Candace Angelo** at **(269) 985-4541**

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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your physician and
Lakeland Health