



WINTER 2017

## Into the Unknown...

With 2016 in our rear view mirror we have a long list of accomplishments, and continue to work through the initiatives that started with our 2015 - 2018 strategic plan. Through this process, we have transformed ourselves into Lakeland Care Network (LCN), a local chapter of Affirmant Health Partners, our statewide clinically integrated network. With Affirmant, we have started the work of pursuing the triple aim of improving the quality of our care, improving the health of our communities, and controlling the costs of care for our patients and employers.

Population health is the buzz that is sweeping our nation and Lakeland Care Network continues to be on the front line caring for our residents in southwest Michigan. We have approximately 30,000 more community members in our market with health insurance than we did one year ago. A huge thank you goes out to all the Lakeland Care Physicians and staff members for stretching to accommodate this increase in patient volumes. Our preferred payors remark time and time again how accommodating our practices are, and how we are a role model for other areas of our state on "how it's done."

**What lies ahead for 2017?** Dr. O'Neill and I have discussed what the future holds with the change in administration in Washington. We both agree that the pressure to improve quality and lower cost will continue. The bigger questions are: how will the political changes affect the ACA and Medicaid expansion, and what CMS program and timeline changes will be adopted? Regardless of what Washington decides, we know we will continue to be good financial stewards of our community healthcare dollars, and serve our members and customers while focusing on quality, cost, and access. Please encourage your staff to work closely with our LCN staff in 2017 to help you meet quality, patient satisfaction, and care management goals.

Thank you again for your continued commitment to Lakeland Care Network and support of our mission. Have a safe and prosperous New Year.

Sincerely,

**Jim Nason**  
Executive Director, Lakeland Care Network



### What's Inside

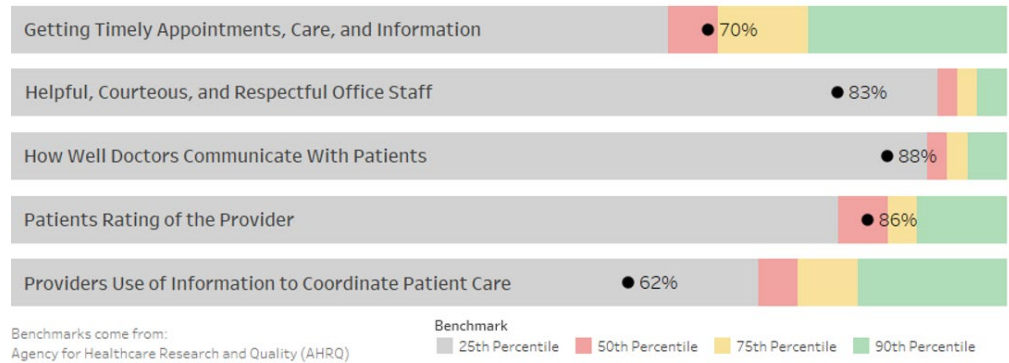
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# Quality and Care Management

## Patient Satisfaction SullivanLuallin Email Survey

- Response rate for year 24%; 221 providers being surveyed; over 30K surveys completed
- 54% of respondents over 55 years of age
- Survey revisions coming in 2017

## Lakeland Care Network Patient Experience 2016 Year-to-date-Average



## Comprehensive Primary Care Plus (CPC+)

Comprehensive Primary Care Plus (CPC+) is a national primary care model that aims to strengthen primary care through payor reform and care delivery transformation. In early fall of 2016, nine local primary care practices applied and were accepted in both tracks 1 and 2. This program began on January 1, 2017, and will continue for the next five years. Additional information can be found on the CPC+ Website, <https://innovation.cms.gov/initiatives/comprehensive-primary-care-plus>. More details about this program will be released in the next quarterly newsletter.

## Quality Payment Program (QPP)

The Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) has introduced a new value-based reimbursement model that will affect Medicare payments beginning in 2019. This model, Quality Payment Program, repeals the Sustainable Growth Rate formula and combines three existing Medicare programs (Physician Quality Reporting System, Meaningful Use, and Value Modifier) into one, overarching program. QPP offers two tracks for practices to choose from: the Merit-based Incentive Payment System (MIPS) or Advanced Alternative Payment Models (Advanced APMs). The Lakeland Care Quality Team hosted a webinar in mid-December that provided a brief overview of the program and how it will affect practices. If you were unable to attend the webinar, or if you have any questions about the Quality Payment Program, please contact **Rachel Sunday** at [rsunday1@lakelandhealth.org](mailto:rsunday1@lakelandhealth.org)

Additional information can be found on the Quality Payment Program website, <https://qpp.cms.gov>

## Payor Updates

(Time period comparison: January – November 2015 vs. January – November 2016)

- Total Pay-for-Performance collection increase (Paid directly to practices): 15.7%
  - Meridian Medicaid: 5%
  - Priority Health: 106%

## BCBSM PGIP Updates

- In 2015, PGIP estimated the amount they paid to practices in value-based reimbursement was \$509,885
  - Primary care: \$223,217
  - Specialty: \$286,668
- The following practices will be involved in the first wave of the Lean for Clinical Redesign Initiative, a partnership between BCBSM and the University of Michigan:
  - SWMC Bridgman
  - SWMC Stevensville
  - SWMC Niles: Walk-In
  - Lakeland Ear, Nose and Throat
- The Lean Initiative will begin in mid-February
  - The first wave will take 18 weeks to complete
  - Waves two and three will expand participation to community PCP and specialty practices

## Employer Services

### myWeigh to Health

New year-round weight loss and lifestyle improvement program for 2017!

myWeigh to Health is a year-round weight management program that provides support, accountability, information, and tools to successfully build healthy habits that promote long-term weight management. This program is held in an interactive supportive group environment, with weekly weigh-ins, expertise from certified health and fitness professionals, and a weekly challenge to practice new skills. No matter how much weight you want to lose or if you just want to improve your lifestyle, our program will meet those needs.

Refer patients by having them contact Lakeland Outpatient Nutrition at **(269) 556-7171** or by emailing **livewell@lakelandhealth.org**. Weekly group class will be held on Tuesdays from 5:30 to 6:30 p.m. at the Center for Outpatient Services in the Pharmacy Conference Room. Group class begins on January 17th and anyone can join at any time throughout the year.

**Cost is \$165 per quarter which includes an individual consultation with a registered dietitian (\$220 value); or \$50 per month; or \$15 per week.**

## CME Corner

Lakeland Care CME has earned a six year Accreditation with Commendation from the Michigan State Medical Society (MSMS). MSMS accreditation seeks to assure the medical community and the public that Lakeland Care CME provides physicians with relevant, effective, practice-based continuing medical education that supports the US health care quality improvement standards. Accreditation with Commendation is awarded to providers that demonstrate compliance in all criteria and the accreditation policies.

The MSMS employs a rigorous, multi-level process for evaluating institutions' continuing medical education programs according to the high accreditation standards.

"This is a wonderful achievement for Lakeland Care," stated Lakeland Care CME Director, **Michelino Mancini, DO**.

"Being awarded Accreditation with Commendation reflects the tremendous dedication of the Lakeland Care CME team towards quality improvement and safety. It is yet another example of the quality educational opportunities Lakeland Care CME offers our physician members."

Lakeland Care CME is only one of 15 programs in the state of Michigan to achieve this highest level of accreditation.

### 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.



COMET has a new look and web address. Visit <http://cometlearn.com> to see more.

Weekly CME programs are presented live and by video conference every Thursday at noon.

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

### Monthly Payor Meetings

The Lakeland Care Operations department has a standing monthly meeting with some of our largest payors to review payor performance measures such as claims aging, turn-around-time, appeals, problematic claims, etc. Enrollment issues and other physician practice problems are addressed and managed through this process. We have been holding these meetings for the past year, and it has been a very positive experience for both our network and our payor partners. As mentioned at our Payor Conference and the Lakeland Medical Office Association meetings, please let us know of any

systemic issues that your office is experiencing in which you have been unable to find a resolution working through the payor's normal channels. We would be happy to add those items to our agenda for discussion. If your office manager would like to meet our payor representative personally, we can help facilitate this. Please call **(269) 927-5207** to discuss your request, or email **Monica Roney** at [mroney@lakelandhealth.org](mailto:mroney@lakelandhealth.org) or **Cathy Pampalone** at [cpampalone@lakelandhealth.org](mailto:cpampalone@lakelandhealth.org) by the third Tuesday of every month to have your request added to the agenda.

### Are You Connected?

There are several ways for you and your office to stay connected with all of the changes going on within our network, as well as within healthcare in general.

Please visit the Lakeland Care Network website at [www.lakelandcare.com](http://www.lakelandcare.com) as we are continually enhancing our features to become a more useful tool for you and your practice. The most popular feature on the site is our directory of physicians, practices and facilities. In this section we provide links to your practice's website, and include any completed physician video profiles. You may want to check out your own listing! Keep in mind that any updates to your information can be made directly with Lakeland Care Network or with the medical staff office.

Our news page is full of brief articles about topics that are important to your practice. Also included in this section are the electronic copies of this *Network News* publication and the *Affirmant Health Partners* newsletter.

Our insurance page provides an up-to-date listing of all contracted payors of Lakeland Care Network. These payors are grouped by commercial, Medicare, Medicaid, and employer-specific.

Another way your office can stay connected with Lakeland Care Network initiatives is to engage with our Quality Team. They are assisting many LCN practices with CMS reporting requirements, quality measures, and incentive programs. Please call **(269) 985-4414** for more information.

The Lakeland Medical Office Association (LMOA) is another way you can stay up-to-date with what's going on. LMOA is



an independent, non-profit organization that is dedicated to quality education for southwestern Michigan's healthcare community. This organization is chaired by a Lakeland Care Operations staff member, and is a helpful way to stay connected about EPIC updates, HIPAA, the Michigan State Medical Society, Medicare, and much more. The cost of membership is \$100 per practice per year. Luncheon meetings are held at the Hilton Garden Inn on the third Wednesday of each month from September through April/May. To have your name added to the mailing list for the LMOA events, please contact **Monica Roney** 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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your physician and  
Lakeland Health