



FALL 2017

What does it mean to be a Lakeland Care physician?

It means that I provide excellent patient care in my local community and throughout Michigan's Great Southwest, as evidenced by my quality, HEDIS, and patient satisfaction scores. I am an owner and member of the Lakeland Care Network which is 540 providers strong. I am a participating physician in 23 commercial insurance products, and am afforded access to the largest employers in my market. I also participate with two Medicare Advantage plans (Priority Health and Humana) and three managed Medicaid plans (Priority Health Choice, United Healthcare's Community Plan, and Meridian Health). I have the opportunity to join various committees that provide direction to my network for contracting, quality, credentialing and CME.

Being a Lakeland Care physician allows me access to an A-rated professional liability insurance company (MPIE) which gives me preferred rates. I have access to COMET which provides a free library of accredited learning activities which helps me satisfy my Michigan state licensing requirements. My office manager and staff are provided quality education by the Lakeland Medical Office Association (LMOA) to ensure we stay up-to-date with EPIC, state/federal regulations, employment laws, and risk management practices.

I am a part of a state-wide clinically integrated network, known as Affirmant Health Partners. I have access to a local care team which helps me improve my quality, access and value. This team is focused on making my physician experience more patient-centric.

I am a Lakeland Care physician. I am important to my patients, staff, and family. I am valued and appreciated by my health system, and I am vital to the health of our community and our nation.

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.

Lakeland Care Network *A partnership between your physician and Lakeland Health*

What's Inside

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Quality and Care Management

Practice Outreach

- Quality Committee Updates
- Continued Merit-based Incentive Payment System Strategy Discussions
- Quality Dashboard Review

Quality Committee Approved Actions

- EMMI Prevention Campaigns – mammograms, cervical cancer screenings, colorectal cancer screenings, Medicare wellness, and influenza vaccines
- Chronic obstructive pulmonary disease (COPD) best practice advisory went live in September for all primary care practices
- Approved Care Pathways – COPD and limb preservation
- HCC updates – New best practice advisory and sidebar

Website Update

The Lakeland Care Network Quality team hopes to begin storing PDFs, videos and other documents on the Lakeland Care website so providers have easy access to documents or videos about Epic workflows. Stay tuned for further updates. The section will be password protected.

Patient Satisfaction

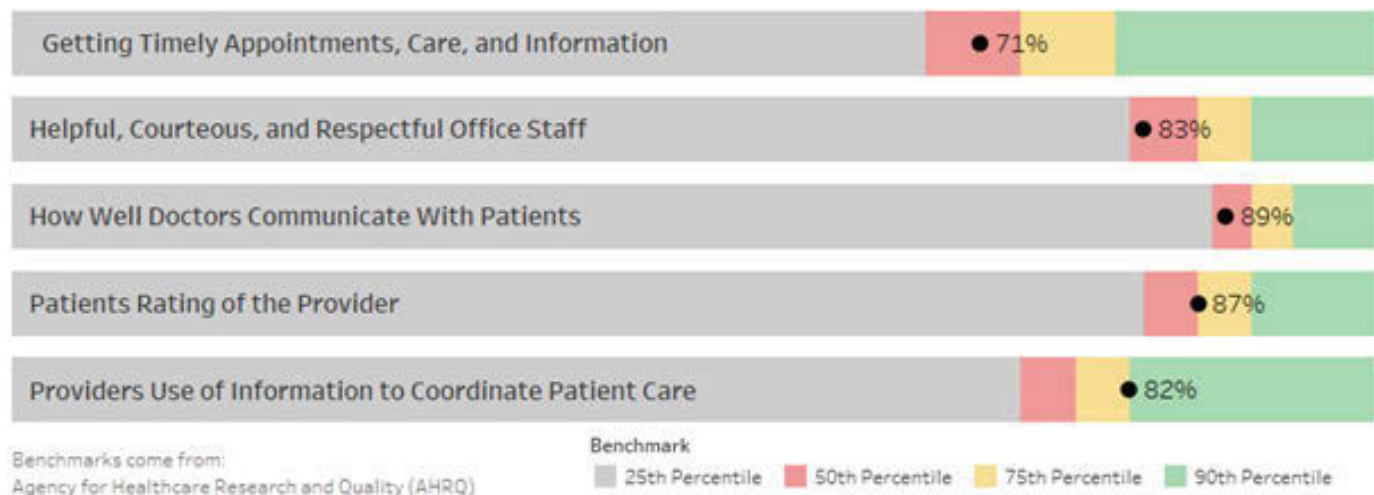
The Agency for Healthcare Research and Quality updated its benchmarks to include information from 2016. We changed all office manager monthly dashboards to reflect the new information.

Lean for Clinical Redesign

Recruitment continues for participants to take part in Wave Three of Lean for Clinical Redesign, which begins in January. If your office is interested, please contact the Lakeland Care Network Quality team at **(269) 985-4408** or email **LCQuality@lakelandhealth.org**

Lakeland Care Network Patient Experience

2017 Year-to-date-Average



Employer Services

Physicians know time is of the essence when someone experiences a cardiac episode. To help equip first responders with the tools they need, Lakeland Care Network donated a new Medtronic Lifepack 1000 AED to the village of Galien Police Department. Lakeland Cardiologist, James Huggett, DO, had the honor of presenting the new device to the village in September. The fully automated AED walks first responders through the shock process step-by-step, and even stores the information for easy review when paramedics and EMTs arrive on scene. The hope is that the device will help improve outcomes, and continuity of care, for Galien residents faced with a cardiac emergency.

Lakeland Care Network offers CPR and First Aid training for area businesses. Contact Employer Services at employerservices@lakelandhealth.org, or call (269) 927-5153 to arrange a class



Lakeland Cardiologist James Huggett, DO, (right), presents Galien Police Robert Krauss with the new AED

CME Corner

NEW

COMET has a new help section. You can now get questions answered on learning assignments, records and progress, accounts and access, learning activities and general information. Check out the new help feature at <https://cometlearn.com/help>.

For those of you who haven't started using COMET's new web address, please take note: <https://cometlearn.com>.

reminder

The Thursday noon, weekly CME program resumed on September 7.

A screenshot of the COMET website's help section. The header features the COMET logo and navigation links: Home, Library, My assignments, My records, My account, and Help. The main content area has a large blue background with the text "How can we help you today?" and a search bar containing the placeholder text "Find answers (assignment, password, account, credits)". Below this is a section titled "FREQUENTLY ASKED QUESTIONS" with a list of topics: All help topics, General information, Learning activities, Assignments, Records and progress, and Accounts and access. Two questions are visible: "HOW DO I GET STARTED?" and "WHAT'S A LEARNING ACTIVITY?".



Network News

Annual Payor Conference Scheduled for Wednesday, October 18

The annual payor conference, presented by Lakeland Care Network (LCN), will be held on Wednesday, October 18 at the Hilton Garden Inn in Benton Harbor. Lunch will be served at 11:30 a.m. with the program immediately following. The event will last until approximately 4:30 p.m. The payor conference presents a unique opportunity for offices to be able to hear from and speak face-to-face with each LCN contracted payor, collect a variety of handouts, and ask questions. Invitations were sent to your office managers, via email, in September. RSVPs are required. Please allow your staff to attend this very important conference.

Credentialing of Advanced Practitioners

This initiative began in the fall of 2016 to help expand our network's access to Primary Care Providers to meet the high demand created by Michigan's Medicaid expansion. This project, which is almost complete, resulted in the credentialing of 107 advanced practitioners, such as Nurse Practitioners, Physician Assistants, and Certified Registered Nurse Anesthetists.

Insurance Marketplace Enrollments

Michigan residents in the market to buy health insurance on the exchange have two options: Priority Health and Blue Cross Blue Shield. If you have patients in need of insurance, you can direct them to Shannon at **(269) 556-7161**. Enrollments for 2018 begin on 11/1/17 and continue through 12/15/17 for a 1/1/18 effective date.

Stay in the Loop

You and your office staff can visit **www.lakelandcare.com** anytime to get information on hot topics, access the physician directory, check the calendar of events, read the newsletters for Lakeland Care and Affirmant Health Partners, and much more.



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your physician and
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