Welcome to the April edition of Transformation Times.

We want to hear from our readers so that we can continue to improve this newsletter. Please keep in touch!
You can reach editor Emily Berry at Emily.Berry@Anthem.com.

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ACP Practice Advisor® Learning Series Kicks Off

Anthem and the American College of Physicians (ACP) are collaborating to offer a one-hour web-based ACP Practice Advisor Learning series, featuring nationally known experts on practice improvement.

Anthem and ACP hosted the first of these learning events, “Selecting High Value Cost Conscious Care” on March 18. If you missed the event or want to review any part of it, the recording is available now online (Click Here).

Cynthia D. Smith, MD, FACP, Senior Physician Educator and Director of Clinical Programs Development at the American College of Physicians, and Adjunct Associate Professor of Medicine at the Perelman School of Medicine, described the concept of High Value Care (HVC) and an overview of the goals of ACP’s HVC initiative.

Dr. Smith discussed how practices can take steps toward providing high value care to improve patient outcomes, minimize harm and reduce health care waste. One participant found “the price of waste and unwarranted testing and care annually astounding.” Another participant remarked “I loved the overview and learned about some new websites.”

The presentation offers links that can help practices identify services that are considered high cost and potentially unnecessary for patients, as well as helping educate patients on the cost of an emergency room visit compared to an office visit with their primary care physician.

The ACP Practice Advisor Learning Series is available at no cost and is highly recommended for physicians, clinicians, and other practice staff members interested in improving their medical practice.

Three more ACP Practice Advisor sessions are planned for this year:

Medical Homes and Medical Neighborhoods: the ACO Foundation
Presented by Randall Curnow, MD, MBA, FACP, FACHE, FACPE
May 13 at 12 p.m. Eastern
Click here to register

Transitions in Care – Making the “Neighborhood” Work
Presented by Carol Greenlee, MD, FACE, FACP
Sept. 23 at 12 p.m. Eastern
Click here to register

Medication Adherence: We Didn’t Ask, They Didn’t Tell
Presented by Marie T. Brown, MD, FACP
Nov. 11 at 12 p.m. Eastern
Click here to register

Reserve your seat today!
Pediatric Learning Events – Past and Upcoming

Our most recent Pediatric Learning Event offered participants advice and discussion around improving access to care. This is a new addition to the pediatric curriculum, and the actionable information presented by our very experienced speakers resulted in an engaging question and answer session afterwards.

During the event, Colleen Kraft, MD, Medical Director of the Health Network at Cincinnati Children’s, talked about the relationship between individual health and population health, and provided tools for improving access to care using practice-based population health management strategies.

Dr. Kraft also highlighted the Pediatric Triple Aim, reviewed approaches to identifying practice populations that need improved Access to Care, and offered suggested interventions for prevention and population tracking.

We love learning from our providers that have worked hard to transform their practices and can speak directly to the topics in our curriculum, so our second presenter for this session, Mike Ripperton, Practice Administrator for Pediatrics 5280 in Colorado, shared the steps his practice has taken in order to realize their current access to care successes.

Mr. Ripperton demonstrated the interventions, strategies, outcomes and lessons learned from this suburban, multi-site practice’s own journey for offering improved access to care and offered practical information all practices can benefit from hearing.

Participants were engaged and asked great questions afterwards! Attendees shared that they appreciated the suggestions for new ways to get patients in to see the clinicians, and suggestions for how to create useful reports that can help clarify where the practice should focus attention. If you weren’t able to attend this event, but would like to listen to the recording, the recording of this session has been posted to your collaborative learning web page (see page 4 for a link).

Don’t miss our May Pediatric Learning Collaborative, which will be held on May 7. This session topic – Behavioral Health and Teen Depression – is frequently requested by our practices

This session will cover practice improvement strategies around behavioral health for teens, practical tools and resources to support practice improvement in this area, and diagnosis and screening for adolescent depression. This will be the only time in 2015 this topic is covered, so be sure not to miss this event! Visit your collaborative learning web page to register for this event, or if you’d like to listen to past sessions, including our 2014 Pediatric Learning Collaborative series on Behavioral Health and Depression.

What is Blue Distinction Total Care?

We are happy to report that we are far from the only Blues plan committed to paying for patient-centered care and rewarding high-quality, efficient care. Both our affiliates and non-affiliated Blues plans in other states are host to our members when they travel or work outside of Anthem territory. These independent Blues plans have their own value-based payment programs in place.

You should know when you see or hear about “Blue Distinction Total Care,” it refers to a national network of value-based payment programs sponsored by Blues plans – including our own Enhanced Personal Health Care.

Stay tuned for more developments around Blue Distinction Total Care later this year!

American College of Physicians (ACP) Practice Advisor Tool Updated to NCQA 2014 Standards

You’ve asked and it’s finally here! The ACP Practice Advisor team has informed us that the questions contained in the Practice Biopsies have been updated to reflect the 2014 revisions to the NCQA PCMH standards and the NCQA Quick Start Module is now current and live on Practice Advisor. In addition, all of the questions in the other modules have been updated to reflect the correct NCQA reference to standard/element.
Words Worth Knowing

A regular feature defining terms, words or concepts that can help practices succeed at delivering patient-centered primary care.

Process Mapping

Process Mapping: A tool that allows for your quality improvement team to map a current state and an ideal state – in other words, where you are and where you want to be. Step-by-step pictures are used to understand or describe a standard method of doing something. These pictures help a team to understand what is happening now in a process. They also help to build consensus within the team, correct misunderstandings of what the process is, and build a common understanding for the team. A high-level process map gives an overview of a process. A detailed process map is helpful to standardize and improve processes. It can assist in redesigning or optimizing staff roles in a process.


Process Mapping Tools Online

You can learn more about Process Mapping with these online resources:
Agency for Healthcare Research and Quality Health IT Tools and Resources Workflow Assessment for Health IT Toolkit
Safety Net Medical Home Quality Improvement Strategy Implementation Guide:
Part 1:
Part 2:

PCMS Tip

Navigating to Your Final Scorecard for a Measurement Period

Final Scorecards will be available this month for the measurement period that began 1/1/2013, reflecting shared savings earned for care delivered during 2014 to patients enrolled in commercial plans.

To view your Scorecard:
• Under Performance Management and Scorecard tabs, open Global Filters.
• Change Measurement Period to 1/1/2014
• Change Measurement Interval to: SSD 12 Mo. Cost. SSD = Shared Savings Determination
• Click Update

You can be sure you’re looking at your Final Scorecard if you do not see an interim scorecard disclaimer beneath the subcomposites (or in export), and you see the Quality Gate on the left navigation pane (where the composites and graphs display).

Note: A small number of Scorecards may be temporarily delayed as we work to ensure they are accurate and complete.
Massachusetts Notes

Get to know UniCare’s Medical Director

Jeffrey L. Kraines, MD

Dr. Jeffrey Kraines recently joined the UniCare State Indemnity Plan as Medical Director. In that capacity, he will direct medical management activities, manage clinical quality, and address innovative payment and practice transformation as exemplified in our Patient-Centered Primary Care program.

Dr. Kraines has been a senior health care executive for the past 25 years across the managed care, pharma/biotech and consulting industries. He was most recently Vice President and Medical Director at Health Dialog, where he engaged Accountable Care Organizations (ACOs) in population health and care coordination techniques. Prior to that position, he was Vice President, Global Medical Affairs at Genzyme Corporation, where he was responsible for all post-marketing clinical activities and programs for a multi-therapeutic portfolio.

Prior to Genzyme, Dr. Kraines had held senior Managed Care Medical Director positions with Private Healthcare Systems, Blue Cross Blue Shield Massachusetts, and Fallon Community Health Plan. He has managed and performed in departments of utilization management, care coordination, disease management, formulary management, quality management, and cost control over commercial, Medicare and Medicaid populations. As director of medical policy for emerging medical technology, Dr. Kraines was a strong advocate for the use of evidence-based medicine for the appropriate adoption and dissemination of new clinical therapeutics.

Dr. Kraines also has significant provider relations and network management experience, having worked with network and staff model structures. He directed the physician profiling program and coordinated data requests to support the financial and clinical management of at-risk medical groups.

His clinical experience includes the private practice of rheumatology, internal medicine and emergency medicine. He is board certified in rheumatology and internal medicine, and holds degrees from Wesleyan University and the University of Chicago Pritzker School of Medicine.

Dr. Kraines is passionate about the impact of today’s turbulent practice environment on physician morale, as well as the repercussions of the current fragmented health care system on measurable outcomes and the emotional well-being of patients.

Spotlight: Provider Toolkit

At the heart of medical home transformation is a core set of elements that positions a primary care practice to maximize its return on effort investment. These returns are characterized by making progress in sustainable change that favorably impacts patient experience, quality outcomes, and total cost of care. Some of these “core elements” point to:

- Engaged practice leadership
- Embedded use of QI methodology, including incorporating data use to drive change
- Shifting the practice delivery paradigm to a team-based model

Continue to explore the Provider Toolkit by checking out Milestone 9: Improved Clinical and Utilization Outcomes. Here are some of the supports you’ll find to help you achieve improved clinical and utilization outcomes: program metrics, report how-tos, and options for helping patients.

Learning Opportunities

Teen Depression and Suicide Awareness

Thursday, May 7, 2015 – 2 pm ET

Join us to discuss these critical topics (see page 2 for details). Register now to reserve your seat.

Medical Homes and Medical Neighborhood – the ACO Foundation

Wednesday, May 13, 2015 – Noon ET

In partnership with American College of Physicians (ACP), UniCare is presenting an interactive ACP Practice Advisor® Learning Series. Come join us at the water cooler to discuss Medical Homes and Medical Neighborhood – the ACO Foundation. Register now – sessions fill up quickly.

You’ll find these and other recorded presentations in the Patient-Centered Primary Care Program Recording Library.

Massachusetts Links

Locate your Patient-Centered Primary Care Program resources following this path: www.unicarestateplan.com > Providers > Patient-Centered Primary Care Program, or click here.

There you’ll find a host of resources, including your:

- Provider Toolkit
- Collaborative Learning Opportunities
- Past issues of Transformation Times

Contact our team at UniCarePrimaryCareProgram@anthem.com