We asked, your patients answered:
survey reveals patient experience

Periodically we survey and study results from patient experience surveys for our members who see Enhanced Personal Health Care providers. We compare their answers to those of members who are not attributed to participating providers.

These results offer insights that help us plan how best to support participating providers and where to focus our own interventions with practices who are taking on practice transformation. Survey results also help us make the case for patient-centered care and value-based payment because we can point to tangible improvements in patient experience.

In previous waves of the study we found encouraging results that indicated improvements in the Enhanced Personal Health Care patient experience for communications: providers were rated well for offering same day answers to questions, listening, and explaining things clearly. Earlier results also identified access to care as a key opportunity for improvement among participating providers.

Most recently, we analyzed the data for the second half of 2014 and found:

- Comprehensiveness and self-management support are emerging as differentiators in the program. Providers who entered the program during the initial roll out have improved in these areas and now outperform non-EPHC groups on both elements.
- Communication continues to be a strength of the EPHC program, which is important, as this a key area for maintaining high satisfaction with providers overall.
- Access to care is an area that seems to improve the longer a provider group is in the program which is important because access to care is a top driver of overall provider satisfaction. There is still room for improvement on access to care among provider groups that are newer to the program.
- Coordination of care and shared decision making both represent opportunities for improvement in the program: both areas show declines over previous time periods. Coordination of care is especially important to focus on as it is a top driver of overall satisfaction.

We are encouraged by these results, and we are hopeful that this is an indication of an improved experience for your patients. We will continue conducting quarterly patient experience telephonic interviews with patients who are seeing participating providers and patients of providers not in the program. We will continue to share the results of our patient experience surveys in future issues of Transformation Times.
Need CEU/CME Credits? You’ve come to the right place!

Your Enhanced Personal Health Care team works hard to create a spirit of learning and collaboration for, and with, our practices. We are here to support you while you adopt a patient-centered care model and fulfill participation requirements under Enhanced Personal Health Care. One way that we do this is by offering a wide range of learning opportunities that are designed to inform, inspire and support you.

Most of our learning opportunities are online, and many offer AMA category 1 credits for physicians, and ANCC credits for nurses. Kathy Preston, RN, BSN, QA Coordinator at Tidewater Physicians Multispecialty Group, an Enhanced Personal Health Care practice in Virginia, shared her excitement about having CEU credits available for our learning events:

“Thank you for adding CEUs to your educational opportunities! Nurses here at TPMG, like everywhere, don’t often have time to think about CEUs during work hours and it makes a difference that our participation is valued and rewarded. We appreciate it.”

Offering a total of 28.5 CEU/CME credits for these learning events is our way of providing additional value for your participation in our Practice Essentials, Intervention Bundle, and general practice education curricula. Read about our valuable practice transformation offerings below and use the links to register for as many events as you’d like!

Practice Essentials

Practice Essentials is a virtual curriculum designed to help primary care practices take the first steps in practice transformation and move along the medical home continuum. Through this comprehensive, customizable curriculum, we guide our practices step-by-step through quality improvement methodology to achieve sustainable change and improve patient satisfaction, clinical outcomes and value. Use the links below to complete this curriculum.

- **Basic Practice Improvement Infrastructure**
  | 1.5 CEU/CME credits
- **The Model for Improvement**
  | 1.5 CEU/CME credits
- **Registry Use and Population Health Management**
  | 1.5 CEU/CME credits
- **Sustaining Change and Moving Forward**
  | 1.5 CEU/CME credits

Intervention Bundles

Intervention Bundles are small, straightforward sets of evidence-based practices (generally three to five) that, when performed collectively and reliably, have been proven to improve patient outcomes. The following Intervention Bundles have been created specifically for our practices, and can be delivered during live training sessions or recordings. Use the links below to view the recordings, or contact an Enhanced Personal Health Care Provider Clinical Liaison, Care Consultant or Contract Advisor for live training sessions.

- **Targeting the Triple Aim: Management of Chronic Conditions** - a five part series
  - **Asthma – Strategies for Practice Transformation**
    | 1.5 CEU/CME credits
  - **Coronary Artery Disease (CAD) – Strategies for Practices**
    | 1.5 CEU/CME credits
  - **Congestive Heart Failure (CHF) – Strategies for Practices**
    | 1.5 CEU/CME credits
  - **COPD – Strategies for Practice Transformation**
    | 1.5 CEU/CME credits
  - **Diabetes: Strategies for Practice Transformation**
    | 1.5 CEU/CME credits
- **Behavioral Health Integration: Building the Foundation**
  | 1.5 CEU/CME credits
- **Behavioral Health Integration: Co-located Model of Care**
  | 1.5 CEU/CME credits
- **Behavioral Health Integration: Fully Integrated Model**
  | 1.5 CEU/CME credits
- **Readmission Reduction: Strategies for Practice Transformation**
  | 1.5 CEU/CME credits
- **Emergency Room: Reducing Avoidable Utilization**
  | 1.5 CEU/CME credits
- **Medication Management: Improving Medication Adherence**
  | 1.5 CEU/CME credits
- **Enhanced Access: Improving Patient Access to Care**
  | 1.5 CEU/CME credits

General Practice Education

General practice education sessions are available for all practices and feature national experts on critical health care topics. Use the links below to view the recordings.

- **Implementing Care Compacts**
  by Carol Greenlee, MD FACE, FACP
  | 1.5 CEU/CME credits
- **Medical Neighborhood: Coming to an Agreement about Care Coordination**
  by Neil Kirschner, PhD.
  | 1.5 CEU/CME credits

The **Practice Essentials website** offers live training sessions in addition to recordings, so you can register for live training throughout the year. Intervention Bundles and general education webinars will soon be available on your Enhanced Personal Health Care Collaborative Learning library web page so check back often to find additional recordings that interest you. Physicians and nurses will be able to obtain credit via a web portal from the Institute for Continuing Health Education following the completion (and passing) of a learning assessment at the end of each session.
Words Worth Knowing

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

Shared decision making (SDM)

“A collaborative process that allows patients and their providers to make health care decisions together, taking into account the best scientific evidence available, as well as the patient's values and preferences.” — Informed Medical Decisions Foundation.

http://www.informedmedicaldecisions.org/

PCMS Tip: How to Save Filters

1. Click on the star icon to the right of Saved Organization field.

2. Select the organization and/or provider to save.

3. Type a name for the filter in the Filter Name field and click Save. Example: The filter below is named “Saved Filter #1”.

4. The saved filter is available for selection in the Saved Organizations field by opening the Global Filters panel.

For more information about saving and managing Filters, see the PCMS User Guide to Global Filters in Quick Links.

Online Transformation Spotlight

The Center for Shared Decision-Making

http://med.dartmouth-hitchcock.org/csdm_toolkits.html

This site, managed by Dartmouth-Hitchcock, offers decision support toolkits for primary care and specialty care, developed in cooperation with the Informed Medical Decisions Foundation, along with training modules for clinicians – physicians and non-physicians – interested in developing SDM as a skill.

The SHARE Approach for Shared Decision Making, from the Agency for Healthcare Research and Quality (AHRQ)

Massachusetts Notes

UniCare’s Blueprint for Provider Engagement

By Janice Henry, Director of Network Management, UniCare

Provider engagement is fundamental to the success of the Patient-Centered Primary Care (PC2) Program. UniCare has mapped out a plan to achieve a high level of physician engagement by collaborating with program participants to promote operational efficiencies, improve clinical and financial performance, and offer valuable reporting tools/resources.

We understand how busy you are with managing your practice or health system and caring for our members. UniCare seeks to augment what you do, and partner with you in delivering patient-centered quality care. Our program is designed to enhance care coordination for our members and drive cost down through population health management, data exchanges, and shared decision-making.

Here’s how we seek to engage you as a trusted partner:

• **Provider Relations team** – UniCare has formed a Provider Relations team to orient new providers to the plan. We’ll educate your office managers on our benefit design and our claim processing requirements. We’ll also offer administrative support with claims issues, provider inquiries, and more.

• **PC2 provider meetings** – UniCare will schedule regular meetings with PC2 providers to set expectations, identify program champions, define program goals, review clinical and financial performance, and develop action plans for improvements.

• **Data sharing** – As a division of Anthem, Inc., UniCare has a wealth of resources to support your practice. We will share valuable information with you by offering access to meaningful data and reporting tools to impact performance.

• **Education/learning collaboratives** – UniCare offers webinar trainings to help guide your practice decisions.

• **Clinical team** – As a participating PC2 provider, you have access to our Provider Clinical Liaisons as your clinical point of contact to help you interpret reports and address patient health issues.

UniCare is committed to seeking out new ways to engage our provider community. We look forward to strengthening our partnerships with you to improve clinical outcomes and transform patient care.

Janice Henry is a health care executive with over 15 years of leadership experience in health care management, contract negotiations, strategic planning, and provider relations. In her role as Director of Network Management with the UniCare State Indemnity Plan, she is responsible for overseeing the contracting initiatives with providers in the UniCare network, creating innovative reimbursement strategies, developing strategies to engage providers, operational improvements, and managing the patient-centered provider partnerships.

Learning Opportunities

Pediatric Obesity – Family Dynamics and Cultural Diet

*Thursday, September 17, 2015 – 2 p.m. Eastern*

Pediatric obesity rates are increasing at an alarming rate and there are many challenges involved in controlling obesity. Please join us to discuss cultural diet, care coordination, family dynamics, and updated clinical recommendations. Register now – sessions fill up quickly.

Q&A

Who is UniCare?

The UniCare State Indemnity Plan (UniCare) is a health benefits company with deep, longstanding roots in the Commonwealth of Massachusetts. UniCare is one of several health plans offered by the Group Insurance Commission (GIC) to Commonwealth employees and retirees, and has been serving GIC members and their families for more than 26 years.

The GIC is the Massachusetts state agency that provides and administers health insurance and other benefits to Commonwealth employees and retirees. The GIC is responsible for the UniCare State Indemnity Plan design and for payment of all benefits. UniCare provides administrative services such as claims processing, customer service and utilization management for the GIC.

Massachusetts Links

Follow this path for Patient-Centered Primary Care Program resources: [www.unicarestateplan.com](http://www.unicarestateplan.com) > Providers > Patient-Centered Primary Care Program, or [click here](http://www.unicarestateplan.com).

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

Contact our team at UniCarePrimaryCareProgram@anthem.com