



Messenger

Spring, 2010

IT'S LAUNCH TIME:

Care Coordination Program Hits the Water March 1st!

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Inside this issue:

Quality Program Updates	2
CPM Updates	3
Upcoming Events	4

Over the past year, pilot teams of Primary and Specialty Care Physicians with their administrative staff have worked on the referral aspect of Care Coordination. As a result, the teams have developed a Standardized Referral Form, a Referral Protocol governing the use of the form and a Master Service Agreement between Primary and Specialty Care Physicians. These elements were piloted during the last six months of 2009. The teams have agreed these are ready for prime time. In addition, a group of primary care and specialty physicians who met in January also arrived at a consensus to begin the process.

Finally, after years of work by many others in the Community Physicians of Maine ranks, there will be one standard referral form for use in the referral process. As you might guess, there will be two variants of the referral form; one in paper and one electronic for those using an EMR. The EPIC team, with Dr. Rebecca Hemphill spearheading the effort, launched the electronic version the third week of March. In addition, the PHO team is working with other EMR users in the community to collaborate on the use of the form.

Another addition to the program is a suggested format for the specialists' Consultation Note. Over the years, many primary care physicians have noted the difficulty in finding pertinent material in a referral letter. With both primary care physicians and specialists collaborating, a format for placing relevant information at the top of a referral note was created. Our thanks to the physicians and administrators who were instrumental in developing and testing the start of this Care Coordination program.

You can obtain the Care Coordination documents by going to the MMC PHO website: <http://mmcpho.org>, click on the blue Care Coordination tab in the upper right hand corner of the page where you will be able to view and download the documents.

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QUALITY PROGRAMS UPDATES

QUALITY PROGRAM AND PRACTICE REDESIGN TEAM

Quality Program & Practice Redesign support is available from the MMC PHO!

Our Quality Improvement Team is available to provide education and support for you and your practice team. We can assist you in maximizing your team's ability to provide safe, effective, efficient, and patient-centered care, while increasing your practice's ability to benefit from pay-for-performance quality programs. We can provide assistance to:

- Increase patient access and the office efficiency of your practice
- Review and use your population-based data to identify areas for improvement
- Develop an effective, efficient team
- Maximize your practice's financial earnings and public recognition from national and state based quality programs



Top row: Kris Scrutchfield, Angela Best, Valerie Jackson
Bottom Row: Hilary Sangster, Gail Mazzone
Missing from Photo: Sandi Daigle

2009 QUALITY CARE RECOGNITION PROGRAM HIGHLIGHTS

Diabetes: An additional 1,649 patients received complete process care in 2009 (patients who received all 6 measures (Office Visit, BP, LDL, HbA1c, Microalbumin testing, Aspirin) compared to 2008.

Cardiovascular Disease: Complete process care patients who received all five measures (Office Visit, BP, LDL, ASA, Tobacco Assessment/ Counseling) improved by 1,480 patients over 2008, while 2,542 more CVD patients were added to the CIR.

Pediatric Asthma: Core process care was provided to 213 more patients in 2009 despite the fact that 7 out of 13 practices were implementing Epic.

Preventive Health Measures

- BP, BMI and Healthy Weight Surveys were completed for 15,159 children – an increase of 33.6%!
- Falls Assessment – 4,776 patients were assessed for falls a 27% increase over 2008.
- Depression Screening – out of 40,198 chronically ill adult patients, 44.4% received an annual screening.

Specialty Quality Measures program: 2009 saw the addition of ten specialties bringing the total to 41 specialties reporting quality data, which represents 65 practices and 404 physicians.

NCQA Diabetes Recognition: 53% of eligible primary care physicians and 100% of eligible specialty care physicians received national recognition to date.

NCQA Heart/Stroke Recognition: 34% of eligible primary care physicians and 68% of eligible specialty physicians received national recognition.



“Teamwork is the ability to work together toward a common vision

The ability to direct individual accomplishment towards organizational objectives.

It is the fuel that allows common people to obtain uncommon results.”

—Successories®
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HomeHealth Visiting Nurses - Your MaineHealth Partner

With a mutual goal to reduce healthcare costs and improve the health of our communities, HomeHealth Visiting Nurses (HHVN) provided many benefits to our patients. In 2009, over 23,000 children, adults and elders were served throughout Cumberland, York and Southern Oxford Counties:

- 9,800 patients maintained independence and health with 117,000 home visits from registered nurses, rehabilitative therapists, social workers, home health aides and nutritionists.
- 2,472 newborns and mothers got a healthy start with home nursing visits through the Women and Children's Health Promotion Grant.
- 3,200 people improved their health with foot care screenings and tests at community health clinics.
- 7,500 people were vaccinated as a step toward flu prevention.
- 700 people lived safely with Lifeline Emergency Response Services.
- 150 volunteers donated 12,000 hours of service.

As a not-for-profit organization, HHVN accepts patients without regard to insurance or resources. In this past year, over \$815,000 was incurred for charity and uncompensated care. In its continuing effort to measure quality, HHVN's most recent report showed the following findings:

	HHVN	National
Overall Satisfaction	94.0%	92.8%
Likely to Recommend	94.5%	93.2%

In order to better serve the needs of our MaineHealth partners, HHVN hired Provider Relations Representative Karin Hulse. Karin is dedicated solely to work with MMC PHO providers to facilitate educational in-services, strategize on protocols to help reduce communication time between clinician and physician, improve quality outcomes and streamline the referral process. To schedule an appointment, please call Karin Hulse at 800-660-4867 x 4338 or e-mail khulse@homehealth.org.

Payor Updates

Harvard Pilgrim Health Care

Effective April 1, 2010, Harvard Pilgrim is revising its radiology management program, by implementing medical necessity review for certain non-emergency, outpatient advanced imaging services. Providers will be required to provide a diagnosis code when requesting prior authorization for advanced imaging services. Under the revised program, providers must continue to contact NIA to request authorization prior to scheduling CT/CTAs, MRI/MRAs, PETs and Nuclear Cardiology. Effective April 1, 2010, NIA will begin to review certain authorization requests based

on clinical criteria, and will issue either an authorization approval number or a medical necessity denial. Denials will result in a written denial notification letter, mailed to the patient, with copies sent to the servicing and requesting providers. Claims that are subsequently submitted for services that did not meet NIA's clinical criteria for coverage, or for which authorization was not requested, will be denied.

Anthem

The State of Maine has selected Anthem to provide medical and prescription drug coverage for their Medicare-eligible retirees, effective January 1, 2010. As of

January 1, 2010, the State of Maine Medicare-eligible retirees will be covered under the Anthem SmartValue Medicare Advantage Private Fee For Service (PFFS) and Part D prescription drug plan.

Provider Newsletters

You may obtain information referenced above directly from the MMC PHO website. The MMC PHO website address is - www.mmcpHO.org. Under practice resources tab you can access the websites for the health plans newsletters. These newsletters often have policy updates which we encourage you to review.

DID YOU KNOW...

NCQA Diabetes Recognition: Maine has one of the highest number of physicians who have received recognition nationally.





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Upcoming Events

- April 28: Quality Improvement Workshop: A Team Based Approach to Healthcare, Hilton Garden Inn, Freeport
- April 30: Health, Culture and Literacy: Solutions for Clear Health Communications, Maple Hill Farm, Hallowell
- May 18: Office Managers Forum, Damariscotta
- May 20: MaineHealth Practice Improvement Series: "Patient Experience", Harraseeket Inn, Freeport
- June 3: Office Managers Forum, Biddeford
- June 15: Palliative Care and Ethics: Enhancing the Foundation of Care, Haraseeket Inn, Freeport



For more information regarding any of these events, please
Visit us on the Web at: www.mmcpHO.org