



March 2019

Building a Community of Sharing

As we approach the end of the TCPi grant in September, we are paying particular attention to making sure to leave behind a community of sharing so that we can all learn from and leverage one another. In this edition of the Pii Newsletter, we share success stories, information about the Mini “Pii” Sessions we are hosting to foster communication amongst our community, upcoming events, and other opportunities for sharing.

As always, if your organization has a story to share, please email info@piiaz.org or contact your Pii Practice Transformation Consultant.

Reducing Clinician Burden: Joy in the Work Place

What makes a clinician want to come to work every day and stay at the same organization for an extended length of time? Specifically, what makes your clinicians love what they do and have a passion for the people they serve each day? It is important to understand the answer to start the conversation and to learn from others who are doing the same.

Here is what some of the Practice Innovation Institute organizations are doing:

- Mountain Park Health Center and Sun Life Family Health Centers use Collaborative Healthcare Teams, that include pharmacists, to address medication management and Opioid prescribing.
- Phoenix Medical Group providers requested to have every appointment filled every day. To meet that need workflows were updated to include outgoing calls to patients that had not been in the last year, missed appointments, or had recently received hospital ER/IP services.
- MomDoc focused on non-clinical staff retention through financially incentivizing staff members for attending educational programs with topics ranging from Personal Finance to Workplace Skills.
- Partners in Recovery made “Creating Joy in the Workplace” part of their strategic plan. Focusing on compensation review that lead to salary increases and overall workforce development that lead to revamping of employee orientation, adding leadership training; exploring career ladder opportunities, to name a few.
- Southwest Network added a medical assistant position to their adolescent clinic. The role took on tasks previously handled by clinicians such as taking vitals, managing prior authorizations and care coordination.

There is no one size fits all model for reducing clinician burden. For more information on any of these or to share what your organization is doing, please contact your Pii Practice Transformation Consultant. We look forward to hearing from you.

Congratulations RI International!

RI International was recently recognized by the Transforming Clinical Practice Initiative (TCPI) leadership team for their Emerging Patient and Family Engagement (PFE) Story that was submitted last Fall. TCPI received over 50 submissions and RI's story was selected as a top emerging story!

To review their submission, please see their story on our website [Here](#).



National Prescription Drug Take Back Day – April 27, 2019

The National Prescription Drug Take Back Day address a crucial public safety and public health issue. Too often unused prescription drugs find their way into the wrong hands.

The National Prescription Drug Take Back Day aims to provide a safe, convenient, and responsible means of disposing of prescription drugs, while also educating the general public about the potential for abuse of medications.

To download posters, handouts and other materials please visit the DEA's website [Here](#).

To locate a drop off location visit [Here](#).



Health Current – Arizona’s Health Information Exchange

Everyday Health Current Participants are using health information exchange (HIE) services to provide better care and better outcomes for their patients. Visit Health Current’s website to view [Success Stories](#) to learn how Participants are integrating data from the HIE into clinical workflows, and improving care and care coordination, with improved patient outcomes.



Not already a Health Current Participant?

If your organization is not already a Health Current Participant, we strongly recommend that you consider joining. Participation in the HIE improves care coordination and transitions of care, reduces duplicative treatments, helps avoid costly mistakes and improves patient safety, saves time by eliminating calls/faxes to other providers, and reduces costs and improves health outcomes.

There are no Health Current participation fees and participation includes these key benefits:

- **One connection to save time and resources** - Making connections to other providers, hospitals, reference labs and health plans takes time and valuable resources from your practice. One connection saves time and allows real-time transfer of data from hospital encounters, reference lab results and other community provider encounters.
- **New patient information** - Connection to the statewide HIE provides the ability to view current information and historical medical records in the HIE. Additionally, this information can be queried and downloaded to the electronic health record (EHR) of your practice.
- **Timely information to coordinate care** - Clinicians who participate in the statewide HIE can “subscribe” to a list of their high-need patients that they need to track closely. With information on more than 90% of hospital admissions, discharges and transfers (ADTs), the HIE can send a real-time notice of ADTs as well as lab results and transcribed reports.
- **Secure communication** - The use of the HIE’s DirectTrust-certified, HIPAA-compliant secure email system facilitates the easy and secure exchange of patient information between providers, care team members and healthcare facilities.

View Health Current’s website for [HIE Services](#), [HIE Participants](#), [Data Providers & Data Types](#), and [HIE Interest Form](#).

HIE Onboarding Program

Health Current offers the HIE Onboarding Program (funded by AHCCCS) to support the participation of eligible AHCCCS providers in the Health Current health information exchange (HIE). The program provides an administrative offset payment to eligible participants in recognition of the costs the provider has incurred to complete bidirectional connectivity with the HIE. The funding is limited and available on a first come, first served basis.

To become a Participant and/or to obtain additional information on the HIE Onboarding Program call (602) 688-7200 or email recruitment@healthcurrent.org.

Mini “Pii” Sessions

Opportunities for all Pii Participants to share ‘slices of information’

These WebEx sessions hosted by Pii occur on **Wednesdays from 12:00pm to 12:45pm**. The sessions will allow the sharing of experiences to build collaboration amongst our Practice Transformation Network. Each session will focus on a selected topic where practices will be encouraged to ask questions, share their experiences, provide feedback, and share useful best practices such as desktop procedures, policies, and/or procedures that have been effective within their organization.

April 10th – Healthcare Team Integration Closing Care Gaps

[Register Here](#)

April 24th – Patient Activation: How to reach the unresponsive

[Register Here](#)

May 8th - Closing Care Gaps and Managing Patient Panels

[Register Here](#)

May 22nd – Caring for ASD Kids with Sensory Issues

[Register Here](#)

June 12th – Diabetes Prevention

[Register Here](#)

June 26th – Community Outreach

[Register Here](#)

For the complete list of planned sessions, please visit our website at [Pii Events](#)

Miss a session?

You can visit our website to view the notes and presentation from past sessions. [Finished Mini "Pii" Sessions](#)



Mercy Care wins statewide BH/PH Integrated DDD contract!

The Arizona Department of Economic Security (ADES), Division of Developmental Disabilities (DDD) has awarded a contract to Mercy Care to be a DDD Health Plan. The contract is a statewide award for three years, with seven optional one-year renewal periods, for a total Contract term not to exceed ten years. The contract signifies another step towards integration in Arizona as it combines behavioral and physical health services under one health plan to better serve DDD members.



Currently, Mercy Care serves DDD members in 10 counties: Maricopa, Pima, Pinal, Gila, Yuma, La Paz, Cochise, Graham, Greenlee and Santa Cruz. The statewide award means they will serve members in five additional counties (Mohave, Yavapai, Coconino, Navajo and Apache) and will be expanding their D-SNP services to dual-eligible members statewide when the new contract begins October 1, 2019.

Pii Exemplary Practices

The following Pii organizations have practices that have been certified to have met Pii's definition of an Exemplary Practice.

A New Leaf
Agave Pediatrics
Arizona's Children Association
Bayless Healthcare Group
Bethesda Pediatrics of Queen Creek
Chandler Pediatrics
Chicanos Por La Causa
Children's Clinics for Rehabilitative Services
Community Bridges, Inc.
Community Partners Inc
Desert Senita Community Health Center
Desert Valley Pediatrics
District Medical Group
GB Family Care
Gilbert Pediatrics
Healing Hearts Pediatrics
Horizon Health and Wellness
Jewish Family and Children's Services
La Frontera EMPACT
Lifewell Behavioral Wellness
Marc Community Resources
Maricopa County Department of Corrections
Mesa Pediatrics Professional Association
MomDoc
Moon Valley Pediatrics
Mountain Park Health Center
MVP Kids Care
Native Health
North Country HealthCare



North Valley Peds
Paradise Pediatrics
Partners in Recovery
Pendleton Pediatrics
Phoenix Children's Hospital – UMOM Wellness Ctr
Phoenix Children's Medical Group - PCMG
Phoenix Medical Group
Piller Child Development
Pulmonary Consultants
RI International
Sonoran Sky Pediatrics
Southwest Behavioral & Health Services
Southwest Network
St. Elizabeth's Health Center
Sun Life Family Health Center
Sunset Community Health Center
Terros Behavioral Health Services
True Care, MD
Valle Del Sol
Wesley Community and Health Centers

A **Pii Exemplary Practice** is one that meets the following criteria:

- Practice has met Phase 3 and/or above
- Practice has implemented one of the six PFE metrics
- Practices are performing on one or more of the following TCPI service delivery aims:
 - Health outcomes at benchmark standards
 - Reduction in unnecessary hospitalizations
 - Cost savings to payers
 - Reduction in unnecessary tests and procedures

Pii Exemplary Practice Stories

Pii participants that reach exemplary status are requested to write their story. To read the stories, please visit our website [Here](#).

This month's featured story.....



TCPI Exemplary Practice Performance Summary, February 2019

MVP Kids Care

MVP Kids Care delivers compassionate, quality healthcare for children from birth to 21 years of age.

MVP Kids Care (MVP Kids) is a multi-provider pediatric practice in Phoenix Arizona, with three locations serving the West Valley in Maricopa County. MVP Kids has one location with socioeconomic disparities and another site that serves a geographic area with limited pediatric resources. Services are provided with an emphasis on safety and evidence-based practices that reduce costs, eliminate waste, and provide preventative healthcare that focuses on population health.

MVP Kids' leadership evaluated the practice's priorities and we identified the following areas of focus to ensure we are achieving bold aims that also align with the TCPI primary drivers:

- Patient & Family Centered Care Design:
 - Improve patient and family access
 - Use of electronic health records via patient portals
- Continuous Data Driven Quality Improvement:
 - Increase well-child checks
 - Reduce unnecessary emergency department (ED) visits
- Sustainable Business Operations
 - Financial sustainability
 - Efficiency of operations (staffing)

During the back-to-school and flu season of 2018, we identified the need to provide open access to appointment availability and we surveyed our staffing ratios to ensure we could deliver care with the increased access to appointments. In order to ensure that the staff were engaged, we had proper resources, and could therefore deliver excellent patient care, we identified the need for several more staffing positions, and we proceeded to fill those positions. These new staffing positions included new providers, nurses, a triage nurse, medical assistants, patient care coordinators, referral specialists, front desk staff, and a quality person to monitor and track system initiatives. We started with a core group of 30 staff members and have now expanded to around 50 staff members. We offer 24/7 call service, our providers have complete access to the EMR after hours, we have added weekend appointments and extended office hours during the week with additional appointment slots, and we make full use of HIE.

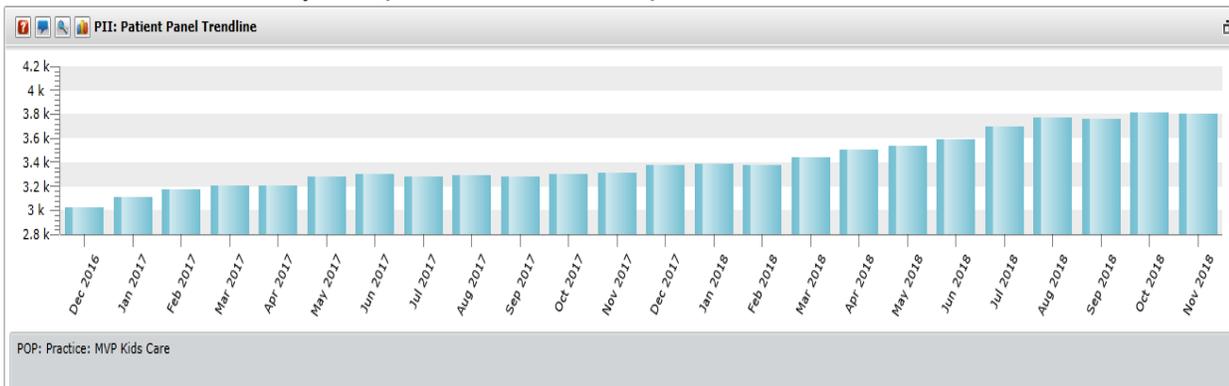
Our team leads are tasked with delegating and monitoring their teams with an emphasis placed on working on patient panel reports and high-risk registries. Our staff make approximately 2,400 calls per month to patients paneled to the practice, highlighting those patients needing well child visits and immunizations, in an effort to get patients in for well child visits and immunizations. The first full month of this process began in July 2018. Our clinician saw 1,054 more patients in July 2018 than we saw in July 2017, and July is typically our slowest month (Table 1 shows a comparison of each month side-by-side for the past 3 years; Table 2 demonstrates a steady increase in our patient panels). The month of August resulted in an even larger volume of patients.

Table 1. Comparative Patient Volumes (MVP Kids Care’s internal data)

VOLUMES	18-May	17-May	16-May	18-Jun	17-Jun	16-Jun	18-Jul	17-Jul	16-Jul	18-Aug	17-Aug	18-Aug	Yr to Date 2018	Yr to Date 2017	Yr to Date 2016
Volume	3705	3605	2822	3382	3091	2833	3782	2731	2807					24236	23068
Volume MV	845-23%	913-25%	836	807-24%	769-25%	780	876-23%	727-27%	825					6332	7180
Volume LV	436-12%	314-9%	66	445-13%	335-11%	67	431-11%	306-11%	76					2176	362
Volume AV	2424-65%	2378-66%	1920	2130-63%	1987-64%	1986	2475-65%	1698-62%	1906					15728	15526

*Side-by-side monthly comparison to previous years shows significant increase in volume of patients being seen by MVP Kids (overall volumes listed at top, and then broken down by site location).

Table 2. Number of Mercy Care (Medicaid Health Plan) Patients Attributed to MVP Kids Care



The clinics subsequently implemented the “Slide Up Schedule” that was used during the back-to-school and flu season as a permanent schedule, because it was so effective. This has created an avenue for patient access to our providers and, as a result, we have seen a decrease in the number of patients utilizing the urgent cares and Emergency Rooms (a decline in the use of ED visits is demonstrated in Tables 3 & 4). We also have a patient portal where patients can make appointment requests, increasing access to care for families that prefer to use technology instead of the phone system. A systematic process has been implemented at all 3 of our locations. Data will continue to be evaluated to determine where improvements can be made and to identify areas of opportunity, and our process can be easily replicated and modeled in other practices.

Table 3. Avoidable ED Visits/1,000 – Emergent, but PCP Treatable (can be treated in a PCP Office) *Mercy Care (Medicaid Health Plan)

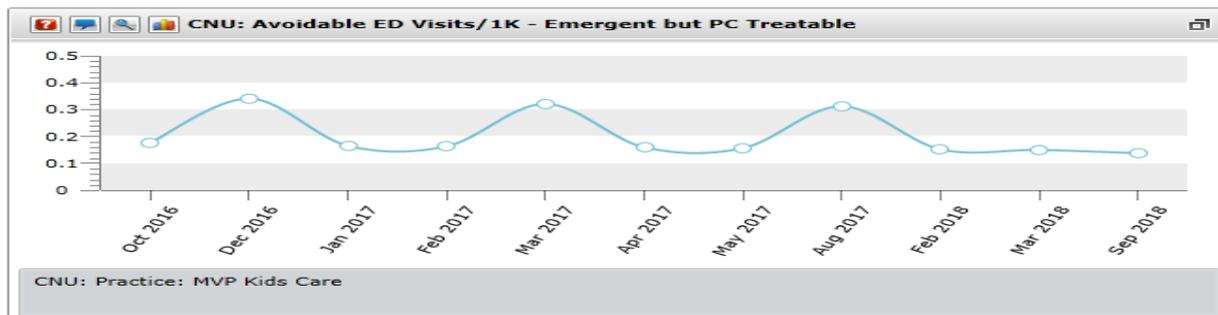
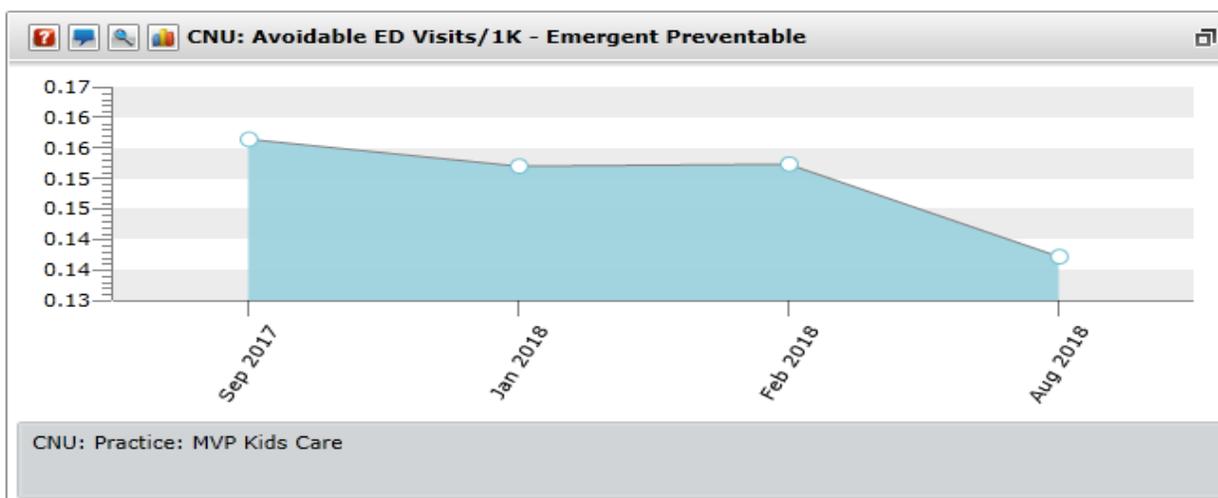


Table 4. Avoidable ED Visits/1,000 – Emergent, but Preventable (no ED or PCP visit needed) *Mercy Care (Medicaid Health Plan)



Our leadership has implemented a daily patient productivity level that is monitored in weekly productivity reports. The expectation is to have each provider care for at least 22 patients per day. This report is available to all providers and is part of the analytics presented at each provider meeting.

We have made great strides in achieving exemplary practice status by meeting Patient and Family Engagement (PFE) goals and TCPI Aims 2 and 3. By adding new staff, providers, appointment slots, and implementing a Quality Department, our practice has been able to accommodate patients' needs, increase patient volumes and access to care, as well as simultaneously reducing ED visits. Additionally, the emphasis on the TCPI primary drivers has significantly improved the number of encounters, thus ensuring financial sustainability and success in value-based models. Our model has shown to reduce unnecessary ED visits which reduces costs to all payors as well as paneled members. Our sample of ED visit reduction is based on Mercy Care membership, which have an average cost of \$449 per ED visit, which is replicated across all plans we serve. We also utilize the CareQuotient population health tool to monitor improvements across multiple diagnostic groups, utilization reports, and HEDIS measures.

MVP Kids Care is an active participant of the Practice Innovation Institute (Pii), Arizona's Practice Transformation Network. As of February 2019, MVP Kids Care has completed all 5 Phases of Transformation.

Upcoming Events

April 11th | 7:30am

Annual Health IT Summit

The Arizona Biltmore | 2400 E. Missouri Ave | Phoenix, AZ 85016

This full day education event presented by HIMSS Arizona Chapter in partnership with the Arizona Chapter of HFMA, Arizona Chapter of American Nursing Informatics Association, and the Arizona Healthcare Executives will feature three keynote speakers as well as five educational tracks.

For full agenda and additional information, visit the event [Website](#).

Register: [Here](#)

Cost is \$175 in advance; \$200 day of event

Admission includes continental breakfast, lunch, happy hour, and all education sessions

April 17th | 10:00am – 11:00am

Top 10 Patient Safety Concerns: Charting a path to improvement

Webinar

In this 60-minute webinar, learn about the ECRI Institute's recently released 2019 Top 10 Patient Safety Concerns Executive Brief. Mobile health, antimicrobial stewardship, and early recognition of sepsis are top issues covered in ECRI's 2019 patient safety concerns. You will learn strategies that increasingly focus on collaborating with other provider organizations, community agencies, patients or residents, and family members.

Learning objectives:

- Explore the 2019 Top Ten List
- Hear how another organization uses the Top Ten
- Learn how to develop strategies to address concerns

To download the executive brief, visit [here](#)

Register: [here](#)

There is no cost for registering

Make sure to check out the information about our Mini "Pii" Sessions!

Upcoming Events

April 24th | 10:00am – 11:00am

A Follow-up study: Effects of Health Care Payment Models on Physician Practice in the United States
Webinar

Physician payment models are becoming more complex and the pace of change is increasing, creating challenges for physician practices that might hamper their ability to improve the quality and efficiency of care despite their willingness to change. The RAND Corporation and AMA conducted follow-up research to a 2014 study to assess how physician practices are responding to the changes in alternative payment models. In this webinar, Carol Vargo will share how the findings will help guide efforts by the AMA and other health care stakeholders to improve alternative payment models and help physician practices successfully adapt to the changes.

Accreditation Statement: The American Medical Association is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing education for physicians.

Designation Statement: The American Medical Association designates this live activity for a maximum of 1.0 *AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Register: [Here](#)

There is no cost for registering

April 27th

National Prescription Drug Take Back Day

See article in this Pii Newsletter for additional details

July 16 – 19th

20th Annual Summer Institute

High Country Conference Center | Flagstaff, AZ

Save the dates! Arizona State University's Center for Applied Behavioral Health Policy (CABHP) has announced their 20h Annual Summer Institute will be held July 16 – 19th. The theme of this year's event is *Illuminating Behavioral Health: Exploring New Pathways for Care and Inspiring Breakthroughs*.

Registration will be open starting May 8th.

Event website: [Here](#)

November 13th & 14th

2019 Health Current Summit & Trade Show

Renaissance Phoenix/Glendale

Save the dates! The 2019 Health Current Summit & Trade Show will be held November 13 – 14th. Additional details to follow.

MIPS Eligible Clinicians Can Start Submitting Data for 2018 through April 2

The Centers for Medicare & Medicaid Services (CMS) has officially opened the data submission period for Merit-based Incentive Payment System (MIPS) eligible clinicians who participated in Year 2 (2018) of the Quality Payment Program. **With the exceptions noted in the paragraph below**, data can be submitted and updated any time from **January 2, 2019 to April 2, 2019**.

Quality Payment
PROGRAM

Please note, CMS Web Interface users need to report their Quality performance category data between **January 22 and March 22, 2019**. Also, for clinicians who reported **Quality measures via Medicare Part B claims throughout the 2018 performance year**, we'll receive your quality data from claims processed by your Medicare Administrative Contractor, and **claims for services furnished during 2018 must be processed within 60 days after the end of the 2018 performance period**.

How to Submit Your 2018 MIPS Data

Clinicians will follow the steps outlined below to submit their data:

1. Go to the [Quality Payment Program website](#)
2. Log-in using your QPP access credentials (see below for directions)
3. Submit your MIPS data for Year 2 (2018)

How to Log In to the Quality Payment Program Data Submission System

To log in and submit data, clinicians will need to use the new HCQIS Authorization Roles and Profile (HARP) system. Previously, clinicians received their credentials through the Enterprise Identity Management (EIDM) system. Clinicians are encouraged to log in early to familiarize themselves with the system.

- **Previous EIDM Accounts:** For all clinicians who previously had an EIDM account, you were automatically transitioned to HARP, and will use your existing EIDM user ID and password to sign in to the QPP website.
- **New Clinicians:** For all clinicians who didn't have an EIDM account, you'll need to enroll with HARP. For a step-by-step guide to signing up for a HARP account, refer to the [QPP Access User Guide](#).

Note: Clinicians who are not sure if they are eligible to participate in the Quality Payment Program can check their eligibility status using the [QPP Participation Status Tool](#).

For More Information

To learn more about how to submit data, please review the [2018 MIPS Data Submission FAQs](#) and other resources available in the [QPP Resource Library](#).

Questions?

If you have questions about how to submit your 2018 MIPS data, contact:

- The Quality Payment Program by phone: 1-866-288-8292/TTY: 1-877-715-6222, or email: QPP@cms.hhs.gov
- Your [local technical assistance](#) organization

Pii Honor Roll

The following Pii Practices have completed all 5 Phases of Transformation as part of the CMS Transforming Clinical Practice Initiative:

- A New Leaf
- Agave Pediatrics
- Arizona's Children Association
- Bayless Integrated Healthcare
- Biltmore Ear Nose & Throat
- Catalina Pointe Arthritis & Rheumatology Specialists
- Children's Clinics
- Comprehensive Health Center
- ConnectionsAZ
- Crazy About Kids Pulmonary Services
- Crisis Preparation and Recovery
- Desert Senita Community Health Center
- Desert Sun Pediatrics
- GB Family Care
- Horizon Health and Wellness
- Jewish Family & Children's Service
- La Frontera EMPACT
- Lifewell
- Marc Community Resources
- Maricopa County Correctional Health Service
- MomDoc
- Mountain Park Health Center
- MVP Kids Care
- Native Health
- Neuromuscular Clinic and Research Center
- North Country HealthCare
- Open Hearts Family Wellness
- OrthoArizona
- Pendleton Pediatrics
- Phoenix Children's Medical Group
- Piller Child Development
- Pulmonary Consultants
- Pulmonary Institute of Arizona
- Relieve Allergy Asthma & Hives
- RI International
- San Tan Allergy & Asthma
- Southwest Behavioral Health & Services

Congratulations!

Pii News

Miss a Pii Newsletter? Want to refer back to a previous communication? Our Pii Newsletter and Pii Emails are posted to our website.

[Pii News](#)

Check out our website where you will find success stories, events, and other information www.piaz.org

Have an idea for a future Pii Newsletter?
Have any questions? Email us at info@piiaz.org



Practice Innovation Institute

Engage. Transform. Reward.