



Practice Innovation Institute

Engage. Transform. Reward.

# Pii Newsletter

April 2019

## Happy Spring 2019!

In addition to it being allergy season, it seems it is conference season as well. In this edition of the Pii Newsletter we have shared several opportunities for our Pii Participants to gain information, share information, and network. We are most excited to announce that we will be hosting the **Practice Innovation Institute Symposium** on Monday, September 16, 2019. This half day session, for Pii Participants and invited guests, will highlight the importance of transformation and achieved successes as we approach the end of our Transforming Clinical Practice Initiative grant. Graciously, the Director of AHCCCS, Jami Snyder, has agreed to be our keynote speaker.

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

# SAVE THE DATE

## Pii Symposium

September 16, 2019

8:00 am - 12:00 pm

Desert Willow Conference Center

4340 E. Cotton Center Blvd, Suite 100  
Phoenix, AZ 85040

*Registration Opening Soon*

Practice Innovation Institute  
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## 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 24<sup>th</sup> – Patient Activation: How to reach the unresponsive**

[Register Here](#)

**May 8<sup>th</sup> - Closing Care Gaps and Managing Patient Panels**

[Register Here](#)

**May 22<sup>nd</sup> – Caring for ASD Kids with Sensory Issues**

[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](#)



## The Top 10 Practice Transformation Lessons from TCPI

Pii’s physician advisor, Dr. Priya Radhakrishnan, MD, FACP, recently participated in a panel discussion at the American College of Physicians (ACP) national meeting. Along with Dr. Thomas Spain (Vanderbilt PTN) and Dr. Carol Greenlee (TCPI faculty) the group discussed the TCPI framework and reviewed the rationale for practice change in the era of value-based payment and identified the challenges faced by practices trying to transform. Solutions using tools such as the ACP Practice Advisor and the AMA Team Steps were discussed as well as the quality improvement framework that is needed to ensure that the transformation occurs in systematic manner and is measured.



The group recommended the following Top 10 Practice Transformation Lessons:

1. Physician leadership is critical to practice transformation success.
2. Understand your patient and practice needs and implement interventions that make sense for you.
3. Don’t fear data! Data is your friend and your key to success. Learn how to *use* it.
4. Change Champions are essential– identify and support them!
5. Start with simpler fixes to achieve early success and get employees enthusiastic about change.
6. Translate QI jargon and concepts into language practices actually understand.
7. Success is already out there; expand your horizons beyond your practice and even into other fields to see what has worked.
8. Specialty practices are a critical part of practice transformation.
9. Implementing practice changes can lead to economic gains.
10. You don’t have to wait for a prompt from the outside to make practicing medicine better for you and your patients.

## 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



OrthoArizona  
Paradise Pediatrics  
Partners in Recovery  
Pendleton Pediatrics  
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, April 2019**

#### **Southwest Behavioral Health Services**

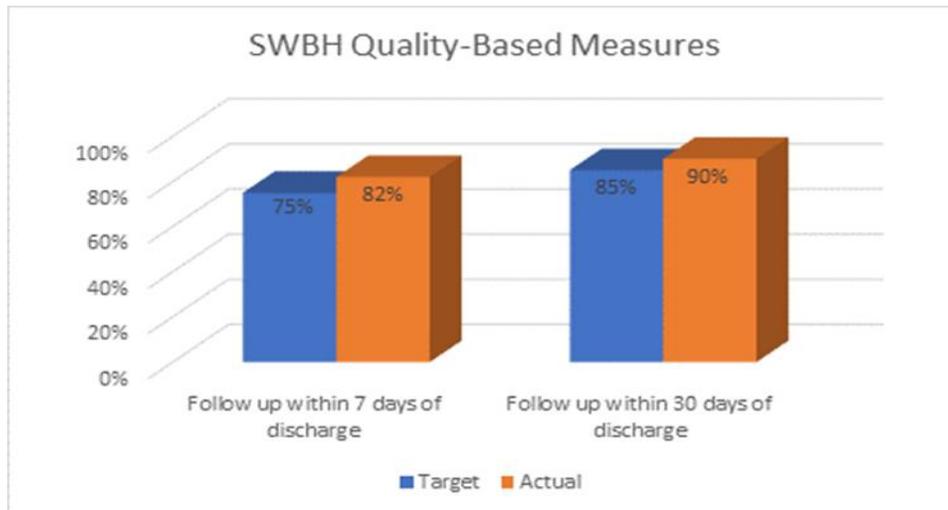
*Delivering integrated care services while reducing hospital and ER use*

**Southwest Behavioral & Health Services (SB&H)** is an integrated care provider offering both physical and behavioral health services in Arizona in which 85% of the population served are Medicaid recipients. We have experience with Value Based contracts for the Mercy Care population. SB&H is a leader in development and delivery of services in the areas of crisis stabilization, inpatient recovery transition, residential care, housing, community living, evidence-based prevention services, school-based counseling services, outpatient services to adults, children, incarcerated persons, and dually diagnosed adults with serious mental illness/substance abuse (SMI/SA). As an innovative leader in integrated care, our services are client directed, outcome informed and evidence-based. We incorporate this model in the treatment of co-occurring disorders, the FAST (Family and Schools Together) model in prevention services, the Arizona Treatment Initiative for children and families, and the Recovery Model for persons with serious mental illness.

Arizona places a high value on integrated care and coordination efforts with acute care and the inpatient hospital systems. By focusing on the reduction of medically unnecessary hospital use and associated cost reduction, we involved our multidisciplinary teams in the review of admission and hospital use notices received from Health Current (Arizona's Health Information Exchange), hospitals and health plans to identify patients for outreach while engaging patients and families in the process.

SB&H created a Hospital Navigator Team to track persons in the hospital and upon discharge. This team tracks and works directly with identified patients for a minimum of 6 months. The team contacts the post-discharged patients and schedules follow up visits with them. Outreach calls are made weekly during the first six months and bi-weekly contacts are made for the remaining three months. A primary aim for us was the reduction of medically unnecessary hospital use with a focus on reducing the associated costs. Our hospital navigator team was designed to assist our members who were admitted to the hospital and efforts to further engage them upon discharge. We routinely receive admission and hospital use notifications from Health Current, health plans, and hospital discharge teams. Our teams utilize these notifications by reaching out to our members and their families in an effort to provide support and resources during a hospital stay and post discharge. Hospital navigators work with our members in providing resources and assistance in scheduling time with their prescriber, counselor and/or nursing team.

Two of our targeted measures in our Value Based contract are related to follow-up after discharge from a hospitalization for mental illness. We were tasked with providing follow up within 7 days of discharge from the hospital at least 75% of the time. The detail was focused on the percentage of discharges for members 18 years of age and older who were hospitalized for treatment of selected mental health disorders. These members also had an outpatient visit, an intensive outpatient encounter or partial hospitalization with a mental health practitioner with SB&H within the year. We exceeded the target by providing follow up within 7 days of discharge from the hospital 82% of the time. Our second target is to provide follow up after hospitalization for mental illness within 30 days of discharge to at least 85% of affected members. We exceeded this target with 90% of affected members receiving follow up within 30 days following hospitalization for mental illness.



The SB&H Hospital Navigator Team measures success by completing daily coordination, connecting to clinically indicated support services, and decreasing recidivism for each hospitalized member. When an individual is hospitalized for a medical or psychiatric emergency, an SB&H Hospital Navigator is notified; the key component in the navigation process is connecting the affected member's inpatient attending team with their outpatient clinical team. This connection serves to ensure successful coordination between inpatient attending prescriber and outpatient prescriber thereby aligning treatment efforts. The Hospital Navigation Team works to ensure the individual is not discharged from the hospital setting without a follow up appointment with their outpatient prescriber and their assigned clinician.

Our team members work with the individual in the hospital, while at the same time working closely with behavioral health and physical health practitioners. This practice allows us to identify individuals at higher risk allowing us to reduce unnecessary hospital admissions and emergency room use. Prompt follow up visits to address physical and mental health concerns provide the biggest impact in reducing unnecessary readmissions. Team members make a concerted effort to identify and outreach individuals who have missed scheduled appointments or simply have not received services in the last 12 months. During the outreach effort with individuals we take the opportunity to identify any social determinants of health barriers, brainstorm ways to engage families and support systems in their care and share with individuals how consistent contact with their outpatient providers can eliminate the need for continued hospital use. Our Hospital Navigator Teams have made significant progress in connecting with inpatient providers and consistently following up with individuals; this in turn reinforces the benefit of outpatient care to our members and the community.

In 2018, SB&H was the recipient of the Healthcare Leadership Award from AZ BIG Media for outstanding achievement in Behavioral Health Management or Treatment for our work statewide to help alleviate the opioid crisis. We were also named one of Phoenix Business Journal's 2018 Healthiest Employers for Midsize Companies thanks to our comprehensive corporate wellness program.

Working with our community's most at risk populations, we focus on putting the individual members needs above all else. We believe in creating safe and supportive environments for our members to participate in creating a healthy future for themselves and their families. We achieve this goal by ensuring caring accountability through successes and setbacks.

Our work has not been without challenges especially when providing whole health care to our members. 42 CFR Part 2, while critical in protecting personal health information for individuals receiving services for substance use dependence (SUD), limits the exchange of physical and behavioral health information. We are an active member of Arizona Opioid Treatment Coalition (AOTC) which is the official link to the national affiliate, the American Association for the Treatment of Opioid Dependence (AATOD). AATOD promotes education and advocacy for opioid treatment at both the federal and state levels. We value the community partnerships that we have formed with other healthcare organizations as we continue our goal to build a healthier community for our patients and families.

The following patient success story was written, and is shared by permission, from a woman receiving services at one of our Medication Assisted Treatment (MAT) programs. This is just one of many success stories.

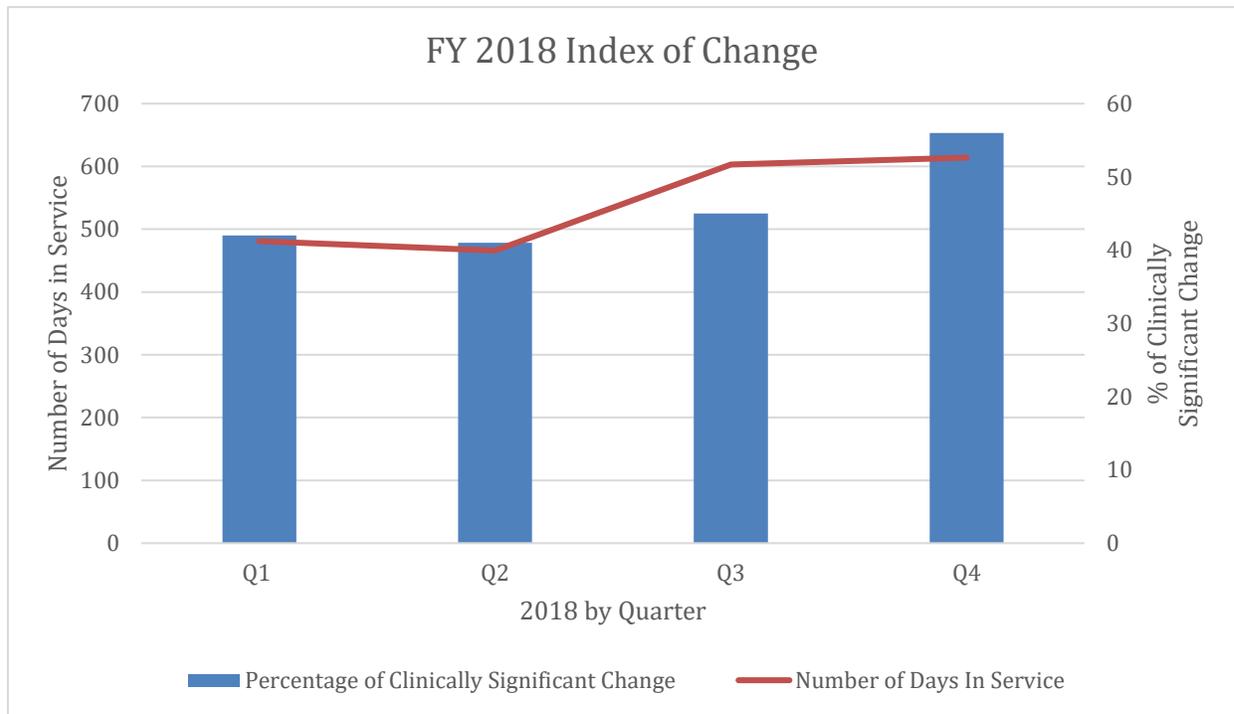
*"I was a very private person and was ashamed of my heroin use. I did not communicate with others about my use. I never really knew anything about getting methadone treatment. I eventually realized that I needed to get help otherwise I would die by an overdose or I was going to kill myself because I didn't want to continue to live my life using. I put aside my pride and went to my family for help. I was at my breaking point. I decided I was going to be faithful to my recovery and not take anything outside of the program. I am proud to report that I have not used Crack in 6 years, Methamphetamines in 2 years, and heroin in 2 years.*

*I am glad I was faithful to my recovery. The counseling I get at SBH has been a godsend to my recovery.*

*When I detoxed from methadone it was really helpful to have my counselor there to support me and I think that she was amazing. I had a mentality that I thought I could connive my way through recovery and my counselor got in there slowly and got over the wall I had built. She taught me that I had to take responsibility for my actions to be successful in my recovery. She had made the road smoother towards recovery. She educated me about addiction, emotions, have a sense of my own well-being and my worth. My self-worth and how to forgive and love myself have been some of the most important lessons I have learned in counseling. My counselor has been preparing me for my new life and now that I have completely detoxed off methadone I am learning to gradually let go of the program and move forward in my life.*

*Thank you Southwest Behavioral and Health Services 7th Avenue Clinic staff for giving my life back."*

We utilize the Outcome Rating and Session Rating Scales (ORS/SRS) to get client directed feedback/scores in 4 domains at the beginning and end of each counseling visit. The ORS scale asks the individual to look at how well they believe they are doing since their last visit relative to individual, interpersonal, social, and overall functioning. It is a 0-10 point Likert scale, with 0 being the worst and 10 the best with an overall possible score of 40. The SRS scale asks the individual to rate the session they just had with their clinician relative to the relationship between individual and clinician, did they work on goals/topics the individual wanted to discuss, did the approach or method work well, and overall how did the session go? It is also a 0-10 point Likert scale, with 0 being the worst and 10 the best with an overall possible score of 40.



Through fiscal year 2018 we saw a steady increase in the percentage of change index relative to the ORS for individuals discharged from the program. The change of index percentage is calculated by measuring the amount of change in the admit and discharge ORS scores for the discharged clients by quarter. We identify the change to be clinically significant if there is a change of 6 points or more. There was an increase in the length of stay over the same period of time for the individuals discharged. This is also measured by quarter. We believe individuals receiving MAT services tend to report they feel better and perform better in their lives when services are continued for more than 2 years.

We find a great deal of value in consistently checking in with individuals we serve, engaging them in services and focusing on what they find important. While we share one specific success story that reinforces this data and approach, we have scores of individuals who share the same outcome. We consistently review the data, analyze reports, and engage individuals and families in their own care. This approach allows us to continue meeting or exceeding the measurement goals established with our contracted health plans.

*Southwest Behavioral & Health Services is an active participant of the Practice Innovation Institute (Pii), Arizona's Practice Transformation Network. As of February 2019, SB&H has completed all 5 Phases of Transformation.*

## Upcoming Events

**April 24<sup>th</sup> | 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 for this no cost webinar [Here](#)

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**April 27<sup>th</sup>**

***National Prescription Drug Take Back Day***

The National Prescription 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](#)

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**May 10, 2019 | 9:00am to 10:00am**

***Finding a Better Balance: Mindfulness Practices for Caregivers***

Webinar

It's never too early or too late to practice better self-care, right? Set time aside and register now for this no-cost behavioral health educational webinar from Health Services Advisory Group (HSAG).

**Learn from their subject matter expert:**

- What the term "mindfulness" means
- How mindfulness can positively influence well-being, increase stress resiliency, and increase confidence in the caregiver
- Simple ways to integrate mindfulness into daily routine

Register for this free webinar [Here](#)

## Upcoming Events

**May 16, 2019 | 8am – 12pm**

***HSAG Spring Behavioral Health Education and Care Coordination Session***

HSAG Conference Center | 3133 E Camelback Rd Suite 100 | Phoenix AZ 85016

**Areas of focus:**

- Identify challenges and misperceptions about opioid use and treatment.
- Discover how to collaborate and develop pilot programs to reduce readmissions.
- Discuss how the Offices of Individual and Family Affairs (OIFA) can increase patient engagement and success.
- Develop relationships within and across the system.

Register for this free event [Here](#)

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**May 17, 2019 | 9am**

***It's a Good Day to Try! Integrating Work and Life for a Better You***

Webinar

This ACP SAN Wellbeing webinar discusses the importance of integrating work and life, along with strategies for finding a successful balance between the two. Participants will have the opportunity to ask questions.

Register for this free webinar [Here](#)

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**May 18, 2019 | 8:00am – 5:00pm**

***Buprenorphine Waiver Training***

ASU Downtown – Westward Ho Concho Room | 618 N. Central Ave, Suite 100 | Phoenix, AZ 85004

ASU and the Arizona Society of Addiction Medicine are hosting this event. To prescribe buprenorphine, one of three medications approved by the FDA for the treatment of opioid use disorder, physicians are required to complete 8 hours of training in order to apply to the Drug Enforcement Agency for a waiver. This course will provide prescribers with the full 8 hours of required MAT training. Nurse Practitioners (NP) and Physician Assistants (PA) are required to complete 24 hours of training including the 8 hour MAT training.

Course meets requirement of Arizona Opioid Act for 3 hours of opioid-related continuing medical education.

There is no cost to attend.

\$150 Provider Reimbursement (upon obtaining a DEA waiver)

For event details and to register: [Here](#)

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**Make sure to check out the information about our Mini “Pii” Sessions!**

## Upcoming Events

**May 22 – 23, 2019**

***2019 SEEDS Conference***

Glendale Community College

Mental Health America of Arizona (MHA AZ) will be hosting an event to build collaborative partnerships that promote the mental health, resilience and self-determination of young adults.

For more information and to register visit [Here](#)

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**May 23, 2019**

***2019 Arizona State of Reform Health Policy Conference***

Renaissance Phoenix Downtown Hotel

The first annual Arizona State of Reform Health Policy Conference will foster a dialogue about the opportunities and challenges facing one of the nation's most dynamic states of healthcare.

Visit event site for more information: [Here](#)

Registration: [Here](#)

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**July 16 – 19<sup>th</sup>**

***20<sup>th</sup> 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 – 19<sup>th</sup>. 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 8<sup>th</sup>.

Event website: [Here](#)

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**August 1, 2019 | 8:30am to 1:00pm**

***46<sup>th</sup> Annual Arizona Rural Health Conference***

High Country Conference Center | Flagstaff, AZ

Conference theme: The Five Cs of Rural Health in Arizona: Care, Capacity, Connection, Culture, & Collaboration

For additional information and to register: [Here](#)

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**August 11 – 15, 2019**

***SWS 2019***

Save the date! Registration starts after June 1<sup>st</sup>.

For additional information visit [Here](#)

## Upcoming Events

**September 16, 2019 | 8:00am to 12:00pm**

***Practice Innovation Institute Symposium***

Desert Willow Conference Center | Phoenix, AZ

Save the date! Pii will be hosting a symposium for Pii Participants and invited guests to review the importance of transformation and acknowledge the success we have achieved as we approach the end of our program.

Registration will be opening soon

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**November 13<sup>th</sup> & 14<sup>th</sup>**

***2019 Health Current Summit & Trade Show***

Renaissance Phoenix/Glendale

Save the dates! The 2019 Health Current Summit & Trade Show will be held November 13 – 14<sup>th</sup>.

Additional details to follow.

## Get Involved!

### Health Current is Accepting Applications for Advisory Council Appointments

Health Current's governance structure includes three advisory councils that provide much needed input, involvement and support. The advisory councils are: [Data Governance Council](#), [Privacy & Security Council](#) and [Clinical Advisory Council](#). To view the list of current council members [click here](#). The councils meet periodically throughout the year and agenda topics align with each Council's charter.



The annual appointment process is underway. If you or someone in your organization would like to be considered to serve on an advisory council, please complete and return the application below. Completed applications must be submitted by **May 8, 2019** to be considered in this round of appointments.

Additionally, Health Current accepts applications throughout the year to fill vacancies that may occur outside of the annual appointment time frame.

Please note that only applications of individuals from Health Current Participants in good standing will be considered.

If you have any questions, please email [info@healthcurrent.org](mailto:info@healthcurrent.org).

Health Current Advisory Council Application: [Click here](#)

## 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
- Chicanos Por La Causa
- Children's Clinics
- Circle the City
- Community Medical Services
- Community Partners Inc
- 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
- Partners in Recovery
- Pendleton Pediatrics
- Phoenix Children's Medical Group
- Phoenix 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
- True Care MD

**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](http://www.piaz.org)

Have an idea for a future Pii Newsletter?  
Have any questions? Email us at [info@piiaz.org](mailto:info@piiaz.org)



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