



# Pii Newsletter

June 2019

## Events, Events, Events

In this edition of the Practice Innovation Institute (Pii) Newsletter there is information on several events that are planned over the next several months including the *Prescription for Change Opioid Conference* and *Pii Symposium* which will be held in August and September respectively. Both of these events, which we are able to provide to you at no cost to attend, will provide opportunities for Pii Participants to gain valuable information on addressing the opioid crisis, identify community resources, allow opportunities for networking, and to identify ways to continue your practice transformation.

We are excited about the opportunities that we can provide to our participants! In addition to what you read about in this newsletter, please know that we are working on many other events we look forward to sharing with you in the very near future!

Thank you to all our Pii participants for their dedication and hard work! We look forward to continuing to work with you in these remaining months of the TCPI grant program to continue to prepare all our participants for succeeding in value-based care!

# 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  
Engage. Transform. Reward.

# Save the Date!

The Practice Innovation Institute is hosting the



## Prescription for Change Opioid Conference

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**Prescribe as usual**                      **Learn new methods**

**When:** Saturday, August 24, 2019  
8:00am to 12:30pm  
(Check-in at 7:15am)

**Where:** Desert Willow Conference Center  
4340 E. Cotton Center Blvd  
Phoenix, AZ 85040

### Conference Objectives:

- Increase knowledge about opioid abuse disorder treatment modalities and community resources
- Reduction in personal and professional stigma associated with substance use disorder with medication assisted treatment
- Understanding of personal and professional role in the battle against the opioid epidemic and a call to action to implement in care services

### Online registration will open soon for this free event

The Practice Innovation Institute is a collaboration between Health Current and Mercy Care



Empowerment Systems, Inc. is our provider for our Continuing Education Program.

Provider PENDING by the **California Board of Registered Nursing** for contact hours; **AZ Chapter of NASW** is PENDING for a total of contact hours; This live activity PENDING for up to (TBD) elective credit(s) by the **American Academy of Family Physicians**.

The project described was supported by Funding Opportunity Number CMS-331463-04-00 from the U.S. Department of Health & Human services, Centers for Medicare & Medicaid Services. The contents provided are solely the responsibility of the Practice Innovation Institute and do not necessarily represent the official views of HHS or any of its agencies.

## St. Mary's Food Bank Alliance

Members of the Pii team joined Health Current and Mercy Care events held at St. Mary's Food Bank Alliance. Both events led to the packing of many Emergency Food Boxes, helping our fellow Arizonians in their time of need.



## Excel Training

The Practice Innovation Institute was able to offer Advanced Excel training to Pii participants who signed up for the training. This investment allowed individuals to learn features such as working with lists, analyzing data, visualizing data with charts, and analyzing data with pivot tables and pivot charts. The classes were offered in order to expand the use of health information technology and the use of analytics in our Pii community. Feedback from the classes was very positive and we are hopeful we may be able to offer additional training in the future. Thank you to all that participated!



## Pii Clinical Advisory Council Corner

The Pii Clinical Advisory Council met on May 15<sup>th</sup> and held a discussion regarding **reducing medically unnecessary hospital inpatient admissions and emergency department use**. The discussion was around strategies/interventions that worked well for their own organizations; data management, scorecards, tools, workflows, etc.; and how Pii can assist organizations to improve this measure.

**Pain Points** that were identified included:

- Medical vs behavioral health services - different approaches are needed to reduce hospital use
- Behavioral health inpatient services are hard to track between organizations
- Population identification shift
- Operational difficulties for multiple providers

Examples of **what works** that were shared included:

- Use of navigators/care managers present at the hospitals
- Contract directly with ED/hospitals for prompt notifications when organizations patients present at the hospital
- Behavioral health/primary care provider relationship - connection and business agreements are key
- Health Current (HIE) high risk Alerts
- Direct hospital alerts
- Care Management teams to work the notifications
- Virtual visits for follow up appointments

How is your organization being notified when your paneled patient is in the hospital? Who in your organization is receiving the notifications? Are you using data and population health tools to identify and trend hospital use? What are you doing to reduce medically unnecessary hospital use by the patients you serve?

To learn more about implementing interventions in your practice, and to share what is working well in your organization, please contact your Pii Practice Transformation Consultant.



Free online training on opioid laws, prescribing guidelines, and Medication Assisted Treatment

### About the program

The Arizona Opioid Prescriber Education program provides current and essential information about Arizona's opioid laws and regulations, prescribing guidelines, and treatment options for opioid use disorder. The course modules are accredited for all types of physicians, nurse practitioners, physician assistants, and pharmacists and satisfy the three-hours of continuing medical education required by Arizona law.

For additional information and to access the modules, click [here](#).

## 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**

#### **Marc Community Resources, Inc**

*Marc provides exceptional support and resources to address social determinants of health which leads to a reduction in hospitalization and reduced healthcare costs.*

**Marc Community Resources, Inc. (Marc)** is a not-for-profit organization located in Mesa, AZ. We have been providing a comprehensive continuum of educational, vocational, daily activities, affordable housing, community living, outpatient services, psychiatric intervention, in-home supports and other related programs for people with intellectual disabilities, developmental delays (ID/DD) and behavioral health challenges since 1957. We serve more than 4,500 individuals and families in pursuing the highest level of independence, based upon individual choice, inclusion and community integration. Additionally, we provide behavioral health services to approximately 3,500 members. The basic demographics of the behavioral health members served include many members who suffer from Seriously Mental Illnesses (SMI) along with members receiving General Mental Health (GMH/SU) services.

Our bold aim is to reduce medically unnecessary hospitalizations by focusing on the improvement of social determinants of health (SDOH) for members in the community. Our Community Transition Program (CTP) identifies high risk, high utilization and high cost members transitioning from hospitals into the community. CTP uses an evidenced-based practice known as "critical time intervention" which means providing resources for what the member need when they need it. CTP provides intensive support services aimed to keep members out of the hospital or to ensure they use the lowest levels of care. Our CTP team is led by a clinical director and employs support staff such as Resource Coordinators and Recovery Coaches. A Recovery Coach supports approximately 22 members at any given time.

Social determinants of health drive healthcare outcomes such as admission rates. In response, our CTP team provides multi-faceted interventions to address areas of SDOH such as housing, nutritional assistance, employment assistance, etc. Services are provided primarily by a team of Peers. Our CTP program is designed to place emphasis on community interventions and provide resources at the time of need.

Our CTP is a high value resource because it reduces overall healthcare costs and expenses to the system by serving members in the community and reducing utilization of hospitalizations. Recovery Coaches partner with members to connect them to essential community resources, coordinate doctor visits, promote medication adherence and facilitate the reunification with family or other critical supports. Additionally, Recovery Coaches help secure services and resources for the member to avoid hospitalization.

Through our CTP program, we saw an increase in the percent of patients with ongoing employment support correlated with a decrease in patients being hospitalized in 2018.

Ongoing Employment Support		
1 <sup>st</sup> Quarter of 2018	2 <sup>nd</sup> Quarter of 2018	3 <sup>rd</sup> Quarter of 2018
16%	29%	32%

As illustrated in the table above the data demonstrates that we have increased in the percent of members receiving services in the CTP program, with ongoing employment support during 2018, which directly correlates to an improvement in social determinants of health.

We demonstrate positive health outcomes related to SDOH in our Mercy Care Value Based Contracting as evidenced by the following results:

- Mercy Care (Medicaid health plan) data - 2017-July 2018 decrease in psychiatric hospital admissions of 44% (from 47 per 1,000 at baseline to 26 per 1,000). This resulted in an estimated savings of \$141,000.
- Decrease the utilization of mobile crisis team services by 51% (from 38 per 1,000 at baseline to 19 per 1,000)
- Maintain the percent of members who remain housed upon move in at 97%
- Increase in the percent of members who contribute to rent from 25% at baseline to 73%

Marc has received multiple awards from the City of Mesa and other community organizations for the exceptional services provided, including the Mercy RISE (Resilience, Innovation, Service and Empowerment) award which spotlights individuals who promote health and wellness, Non-profit of the Year award and ranks 14th in the Arizona Business Journal. We demonstrate high value to payers and members due to the range of services provided. Members experience an integrated and seamless service system.

In summary, we are a high performing agency; we generate value to funders and people served as demonstrated by outcomes the CTP program has achieved. CTP provides an intensive level of support services with the members that go beyond the traditional level of case management. We believe that if we provide resources to improve social determinants of health, when the need is identified, an overall reduction in behaviors associated with high admission rates is observed.

**Marc Community Resources, Inc. (Marc)** is an active participant of the Practice Innovation Institute (Pii), Arizona's Practice Transformation Network. As of February 2019, Marc Community Resources, Inc. completed the 5 Phases of the TCPI Transformation.

## Upcoming Events

**June 20, 2019 | 10:00am – 11:00am**

### ***Creating Geriatric Friendly Health Practices***

Webinar

As we know, the elder adult population is rapidly growing. This burgeoning population of seniors -- with multiple chronic conditions and 20 percent expected to have dementia -- will require different healthcare and support. We know we won't have enough geriatricians to manage this increased volume, and traditional primary and specialty care offices are not equipped to handle the demand they will experience. How can your practice prepare for this impending tidal wave?

In this sustainability module hosted by the NRHI -SAN, strategies and lessons learned from work aimed at helping practices adapt and better handle aging populations while delivering care in a more geriatric-friendly way will be shared.

After attending this event you should be able to:

- Understand the workforce requirements necessary to meet the needs of the aging population
- Discuss the process for developing a geriatric friendly healthcare delivery model in primary care
- Identify the key domains of geriatric-friendliness
- Understand strategies to implement principles of geriatric friendly primary care

For additional information and to register for this free webinar click [Here](#).

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**June 26, 2019 | 12:00pm – 12:45pm**

### ***Mini Pii Session – Community Outreach***

Webinar



The Practice Innovation Institute is hosting Mini Pii Sessions that 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.

To register for this free webinar click [Here](#).

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**July 10, 2019 | 12:00pm – 12:45pm**

### ***Mini Pii Session – Topic TBD***

Webinar



The Practice Innovation Institute is hosting Mini Pii Sessions that 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.

To register for this free webinar click [Here](#).

## Upcoming Events

**July 16 – 19**

***20<sup>th</sup> Annual Summer Institute***

High Country Conference Center | Flagstaff, AZ

Arizona State University's Center for Applied Behavioral Health Policy (CABHP) is hosting this annual event. This year's theme is *Illuminating Behavioral Health: Exploring New Pathways for Care and Inspiring Breakthroughs*.

Event website and to register: [Here](#)

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**July 16, 2019 | 8:00am – 5:00pm**

***Buprenorphine Waiver Training***

1899 Ballroom at the High Country Conference Center | 201 W. Butler Ave | Flagstaff, AZ

For additional information and to register for this free event, please visit their 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***

JW Marriott Starr Pass Resort & Spa | Tucson, AZ

Registration for the Southwestern School for Behavioral Health Studies annual event has opened.

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

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

**August 24, 2019**

***Prescription for Change Opioid Conference***

Desert Willow Conference Center | Phoenix, AZ

Save the date! The Practice Innovation Institute will be hosting an opioid conference. Please see the "save the date" on page 2 of this Pii Newsletter.

## 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 & 14, 2019**

***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. Additional details to follow.

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### **Miss a Mini Pii session?**

You can visit our website to view the notes and presentation from past sessions.

[Finished Mini "Pii" Sessions](#)

**When is something necessary?**



**When other things don't work.**

## News from Medicare Learning Network®



### No Shortcuts to Safer Opioids Prescribing: CDC Commentary

In a new [commentary](#) in the New England Journal of Medicine, authors of the 2016 Centers for Disease Control (CDC) [Guideline for Prescribing Opioids for Chronic Pain](#) advise against misapplication that can put patients' health and safety at risk. Some policies and practices attributed to the guideline are inconsistent with its recommendations.

The CDC has resources to help you correctly apply the guideline:

- [Pocket Guide: Tapering Opioids for Chronic Pain](#) : Quick-reference tool for when and how to taper and important considerations for safe and effective care
- [CDC Opioid Prescribing Guideline Mobile App](#) : Apply the recommendations in clinical practice, including a morphine milligram equivalent calculator, key recommendations, motivational interviewing techniques, resources, and glossary
- [Applying CDC's Guideline for Prescribing Opioids Series](#) : Interactive, web-based training featuring 11 self-paced learning modules with case-based content, knowledge checks, and integrated resources

### Provider Minute Video: The Importance of Proper Documentation

Why is proper documentation important to you and your patients? Find out how it affects items/services, claim payment, and medical review in the [Provider Minute: The Importance of Proper Documentation](#) [video](#). Learn about:

- Top five documentation errors
- How to submit documentation for a Comprehensive Error Rate Testing review
- How your Medicare Administrative Contractor can help

### Medicare Basics: Commonly Used Acronyms — Reminder

The [Medicare Basics: Commonly Used Acronyms](#) Medicare Learning Network Educational Tool is available. Learn about:

- Frequently used acronyms
- How to create a personalized list of acronyms

## 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 Shores
- Desert Sun Pediatrics
- DMG – Children's Rehabilitative Services
- 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
- Sun Life Family Health Center
- Terros Health
- True Care MD
- Valle del Sol
- Wesley Community & Health Centers

## Pii News

Miss a Pii Newsletter? Want to refer back to a previous communication? Our Pii Newsletters 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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