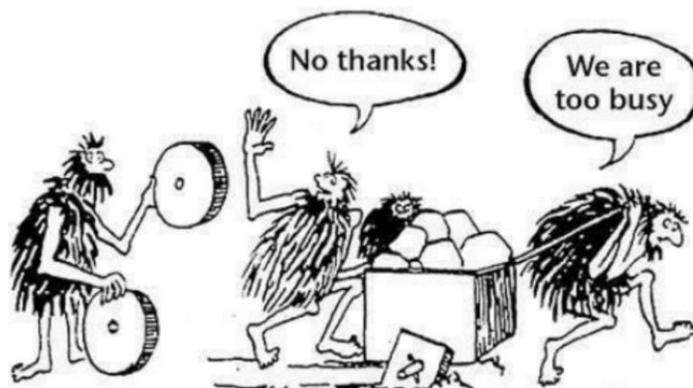




# Pii Newsletter

August 2019



– Original creator unknown

The Practice Innovation Institute (Pii) was formed utilizing funds granted by the Centers for Medicare & Medicaid Services (CMS) under the Transforming Clinical Practice Initiative (TCPI). Pii was created to assist Arizona clinicians in developing innovations in clinical practice and care delivery in order to prepare for successful participation in value-based, alternative payment programs.

During the four-year grant program, we were able to provide countless hours of no-cost technical assistance to our participants and to strive for the bold AIMs set forth by CMS nationally for TCPI including:

- 1 Support more than 140,000 clinicians in their practice transformation work
- 2 Improve health outcomes for millions of Medicare, Medicaid and CHIP beneficiaries and other patients
- 3 Reduce unnecessary hospitalizations for 5 million patients
- 4 Generate \$1 to \$4 billion in savings to the federal government and commercial payers
- 5 Sustain efficient care delivery by reducing unnecessary testing and procedures
- 6 Transition 75% of practices completing the program to participate in Alternative Payment Models
- 7 Build the evidence base on practice transformation so that effective solutions can be scaled

As of the end of the 15<sup>th</sup> Quarter of the program, we have made great strides in achieving our commitments. By the end of June 2019, we have met or exceeded most of our commitments and are expecting to achieve the remaining by the time the program ends in September.

<b>AIM 1 – Enrollment</b>	<b>Commitment– 2,500 Clinicians</b>	<b>2,635 Enrolled 105%</b>
<b>AIM 2 – Improve Health Outcomes</b>	<b>Commitment – 19,032 improved</b>	<b>19,019 improved 99.93%</b>
<b>AIM 3 - Reduce Unnecessary Hospital Use</b>	<b>Commitment - 65,881 avoided Hospitalizations</b>	<b>68,143 avoided 103%</b>
<b>AIM 4 – Reduce Costs</b>	<b>Commitment – \$81,549,090 saved</b>	<b>\$155,632,824 saved 191%</b>
<b>AIM 5 – Reduce Unnecessary Tests &amp; Procedures</b>	<b>Commitment – 2,737 reduction</b>	<b>7,897 reduction 289%</b>
<b>AIM 6 – Transformation</b>	<b>Commitment – 75% of enrolled clinicians in APM</b>	<b>1,828 clinicians transformed 97%</b>

The TCPi program ends September 29, 2019 and as a result the funding for Pii will end. **Unfortunately, the grant-subsidized services provided by Pii will end at that time.** However, we recognize the need for transformation will continue. We are working on identifying resources that will continue to be available to you after September. This information will be distributed in Pii Newsletter (this edition and the final version in September) and will be shared at the Pii Symposium. Additionally, the Pii website ([www.pii.org](http://www.pii.org)) will remain online for one year.

We hope you can attend our **Pii Symposium on Monday, September 16<sup>th</sup>**. The event begins at 8am and concludes at 12pm. If you, and your team, have not already done so, please mark your calendars and register for this event ([Registration Link](#)). The Symposium will be an opportunity for us to bring the Pii participants together to review the importance of transformation and integration and recognize the accomplishments made over the last four years. In addition, we will review ongoing support that will be available to ensure continued success in value-based arrangements in the future. We hope to see you there!

As our Transforming Clinical Practice Initiative (TCPi) Practice Transformation Network concludes, the Practice Innovation Institute invites participants and supporters to the

## Pii Symposium

Join us as we review the importance of transformation and integration, speak to the future and recognize successes within our network.

Monday, September 16, 2019  
8:00 am - 12:00 pm

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

Space is limited - register soon  
[Click HERE to Register](#)

Practice Innovation Institute  
Engage. Transform. Reward.



## One Organization's Story - "The Opioid Epidemic – Not my people, Not my Problem"

Shared by Kim Whisenhunt, Pii Practice Transformation Consultant (PTC)

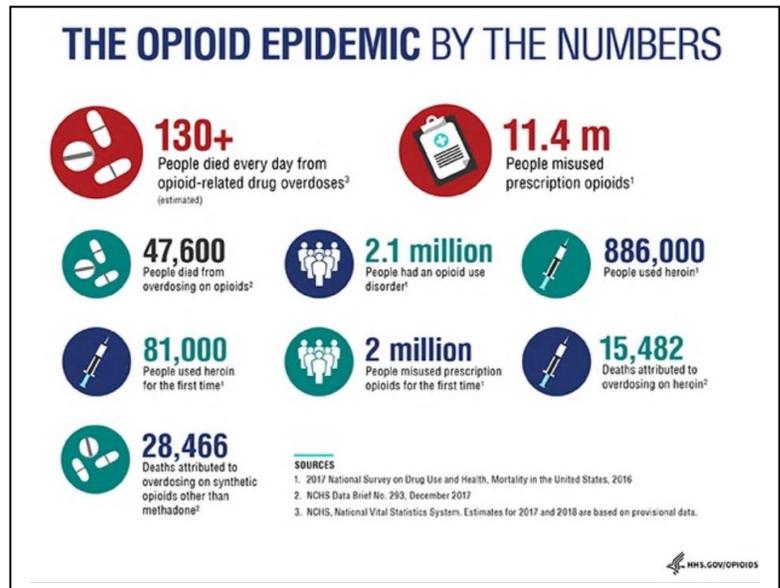
We were prepared. As a multi-specialty provider group, we did everything right. We created a non-prescribing policy and did not provide medication "gap" care to our patients. As part of our new patient packets, patients sign the Medications Notification that clearly defines our non-prescribing policy. It includes:

- A clear statement of the policy of not prescribing opioids or other controlled substances
- That we will refer to appropriate health care provider when needed
- What symptoms to expect when decreasing or stopping the medications
- We will provide non-opioid medications to minimize withdrawal symptoms
- That we do not provide medications to bridge the gap in care
- That our goal is provide the best care to our patients

We are consistent in checking the Prescription Drug Monitoring Program (PDMP) for each patient, prior to prescribing any medication. And, our providers participate in education and training opportunities to stay up to date on the opioid epidemic.

Education and training provided to us by Cheri DeBree, Pii PTC, whose focus is on education and training was greatly appreciated. We remained comfortable with what we had in place for our organization and did not see a need to add anything to our policies and processes.

What we were not prepared for was finding one of our own patients passed out from an overdose on the sidewalk in front of our office just a few weeks later. We brought him in and cared for him. What we were not able to do was provide him with Naloxone\*. He was ultimately transported by ambulance for further care.



It is then that we contacted Cheri and requested Naloxone packets to keep in each of our locations. Now we are prepared. The opioid epidemic is affecting our people/our community members and it does belong to all of us. We are all in it together. Are you involved?

\*Naloxone Kits can be requested thru Sonoran Prevention works: <https://spwaz.org>.

## Transforming Clinical Practice Initiative Exposition

The TCPI Expo was held August 7 - 8<sup>th</sup> in Baltimore, Maryland. The Expo brought together all of the Practice Transformation Networks (PTNs) and was a forum for expressing the results to date around 5 P's: Performance, Patients, Process, Professionals, and Payment.

The Practice Innovation Institute (Pii) was represented by directors Stacey Rochman and Jenn Sommers, medical advisor Dr. Priya Radhakrishnan, practice transformation consultant Kim Whisenhunt, and practice representative Dominic Miller.

We were very excited to have Dominic, Southwest Behavioral Health & Services Vice President of Outpatient Services, join us and present on exemplary performance in Care Transitions. Thank you Dominic and congrats!



Pii, along with another PTN, hosted a booth at the event to share how the health information exchange (HIE) was used tool to improving clinical decisions and care. To make it fun, we had a spin the wheel with questions about HIE. It was much fun! Make sure to attend the Pii Symposium where "The Wheel" is expected to make another appearance. No guarantee Vanna or Pat will be there!

## 2019 SHIEC Conference

The Strategic Health Information Exchange Collaborative (SHIEC) held their annual conference August 19 – 21<sup>st</sup> in National Harbor, MD. SHIEC is a national collaborative representing health information exchanges (HIEs). During this conference, Health Current was honored to receive two awards including the 2019 Government Relations & Advocacy award for their success in passing several HIE related bills this past session. And Health Current's CEO, Melissa Kotrys, was awarded the 2019 Chairman's Award!



Health Current was also honored to have Jami Snyder, AHCCCS Director, represent Arizona and participate in a panel discussion entitled *Success and Sustainability Through State Collaboration: HIEs, Medicaid and Public Health*. AHCCCS has been a tremendous supporter of health information exchange here in Arizona including financially supporting programs to increase the number of Medicaid organizations connecting with Health Current. For more information on the HIE Onboarding program, please visit [www.healthcurrent.org](http://www.healthcurrent.org).

**We are pleased to announce that Jami Snyder will be the keynote speaker at our Pii Symposium on September 16<sup>th</sup>. Please make sure to attend!**

## 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

#### Pendleton Pediatrics

*Providing exceptional, innovative, and individualized pediatric care by joining families in building personal relationships built on mutual trust and respect to meet their child's unique needs.*

**Pendleton Pediatrics** (Pendleton) is located in the metropolitan Phoenix area with seven clinicians that care for children with a variety of physical and behavioral health needs. With a focus on meeting each child's unique needs, we have collaborated with Dignity Health Dental and offer free dental screenings for children six days per month in office. We also offer car seat checks and are in process of establishing a collaboration with a local pediatric psychiatrist to see mutual patients once monthly out of our office. In addition, we have established a collaborative partnership with Arizona's Children Association (ACA) and now have a full-time behavioral therapist in office to assist with patients who present with concerns regarding behavior, interpersonal relationship issues, trauma, anxiety, depression, etc.

Pendleton Pediatrics focusses on meeting the full spectrum of needs for each patient. Partnering with other care providers through medical neighborhood agreements and using Memorandum of Understandings (MOU), we have been able to promote and provide integrated care. Partnerships with Southwest Human Development and Arizona Children's Association has been integral in reducing inpatient hospital visits for both physical health and behavioral health services and the subsequent cost savings as reported by the Practice Innovation Institute (Pii) (Table 1).

**Table 1: Reductions in Inpatient Admissions and Resulting Savings**

Time Period	Admits/1,000	% Change from Baseline	Avoided Events	Cost Savings
Baseline	187	NA	NA	NA
Year 1	116	-38.0%	32	\$195,874
Year 2	94	-49.7%	51	\$311,094
Year 3	101	-46.0%	41	\$247,723
<b>TOTAL</b>	<b>NA</b>	<b>NA</b>	<b>124</b>	<b>\$754,691</b>

To further engage patients and families, we have updated our website to include relevant links, education materials and other resources and have implemented a Social Determinants of Health Tool that is given to every family at every visit to help us determine what other needs may exist. We implemented an intervention/tools packet for each potential concern that includes resources such as adult health clinic locations, food banks, bus schedules and additional community resources.

Through patient and family feedback, we addressed patient access to care by establishing a more frequent visit schedule for high risk patients, such as those with diagnoses of autism, ADHD, asthma and those in the welfare system and extended office hours and same day sick appointments during the week for all of our patients. Our office is open on Mondays and Thursdays from 8am to 8pm and on Tuesday, Wednesday and Friday from 8am to 5pm, and patients can reach us after hours for urgent concerns. We believe that by extending our office hours we have been able to meet both the HEDIS measures for Well Child Visits in the first 15 months and in the first 3-6 years of life (see Table 2 as reported by Pii).

**Table 2: Improvements in Well Child Visits**

Time Period	W15	W36
Baseline	42.9%	52.2%
Year 1	65.5%	56.5%
Year 2	60.5%	64.5%
Year 3	90.0%	74.8%

Our full-time Care Manager (RN) pulls gaps in care reports for immediate referral needs, providing referral resources in notebooks for parents, getting them signed up on the patient portal and scheduling follow up appointments.

Challenges were addressed on a regular basis with monthly staff meetings, tracking problems and resolutions as well as monthly meetings with office manager, care manager and all providers. We tracked challenges and resolutions, following up on success or failure of changes made and adjusting accordingly. New forms and tools have been used to address some challenges. We have worked hard to establish relationships with outside providers to allow for integrated care for our patients (i.e. dental team, behavioral health and psychiatry). Consideration of even the smallest team input has allowed for successful change and growth over time.

Pendleton Pediatrics was successful in the implementation of these changes because of continued feedback and consideration of all members of our team. We have looked at processes that already existed within our practice and streamlined or fully documented them in order to perfect their use on a day to day basis. Taking one step at a time, we focused on the needs and benefits for the patient and the entire community that cares for them. We continue to strive to embody our practice's vision in every positive change.

***Pendleton Pediatrics is an active participant of the Practice Innovation Institute (Pii), Arizona's Practice Transformation Network. As of November 2018, Pendleton Pediatrics has completed all 5 Phases of Transformation.***

## Electronic Prescribing of Controlled Substances

Have questions about the Arizona Opioid Epidemic Act that requires all Arizona prescribers to electronically prescribe any Schedule II controlled substance by January 1, 2020?

Visit the [Click for Control Website](#) for fact sheets, FAQs, and additional information.

See the Upcoming Events section of this Pii Newsletter for webinar dates.



## Internship Opportunity

As our healthcare industry continues to evolve, we need graduates who understand how to deliver care throughout diverse communities and who can develop innovative solutions with cross-disciplinary partners. Students pursuing their education at The Edson College of Nursing and Health Innovation at Arizona State University are dedicated and are well-positioned to address health challenges in our community, comply with the latest laws and regulations, be an advocate for the patient when they need it the most, and sustain a culture of innovation within an organization.

Please consider giving a student the opportunity to receive hands-on experience from your organization's leaders while giving your organization the opportunity to have a highly motivated pre-professional support your mission.

For more information contact Caryn Unterschuetz, MHI, RN, BCPA, ACUE, Internship Coordinator & Clinical Assistant Professor at [caryn.unterschuetz@asu.edu](mailto:caryn.unterschuetz@asu.edu).



**Edson College of Nursing and Health Innovation**

**Make sure to join us at the Pii Symposium  
on Monday, September 16<sup>th</sup>!!!**

## Upcoming Events

**August 22, 2019 | 5:00pm – 6:00pm**  
***2019 EPCS Click for Control Webinar***

Join this webinar to learn more about the Arizona Opioid Epidemic Act that requires all Arizona providers to electronically prescribe any Schedule II controlled substance by January 1, 2020.

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

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**August 24, 2019**  
***Prescription for Change Opioid Conference***  
Desert Willow Conference Center | Phoenix, AZ

This is a free event and CEUs are offered.

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

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**August 28, 2019 | 12:00pm – 12:45pm**  
***Mini Pii Session – Joy in the Workplace***  
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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**September 5, 2019 | 12:00pm – 1:00pm**  
***2019 EPCS Click for Control Webinar***

Join this webinar to learn more about the Arizona Opioid Epidemic Act that requires all Arizona providers to electronically prescribe any Schedule II controlled substance by January 1, 2020.

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

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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](#)

## Upcoming Events

**September 11, 2019 | 12:00pm – 12:45pm**

***Mini Pii Session – Shared Care Plan communication***

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

***Practice Innovation Institute Symposium***

Desert Willow Conference Center | Phoenix, AZ

★★★ Pii Mega Event ★★★  
**Please register to attend!!!**

As our Transforming Clinical Practice Initiative (TCPI) Practice Transformation Network concludes, the **Practice Innovation Institute** invites participants and supporters to the Pii Symposium. Join us as we review the importance of transformation and integration, speak to the future and recognize successes within our network

There is no cost to attend this event.  
We look forward to seeing you there!

For additional information and to register please click [Here](#).

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**November 13 & 14, 2019**

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

Renaissance Phoenix/Glendale

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

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**September 18, 2019 | 5:00pm – 6:00pm**

***2019 EPCS Click for Control Webinar***

Join this webinar to learn more about the Arizona Opioid Epidemic Act that requires all Arizona providers to electronically prescribe any Schedule II controlled substance by January 1, 2020.

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

## Network for Regional Healthcare Improvement (NRHI) Resources

### Power Packs

Each Power Pack solves a specific challenge that a practice might face. Power Packs lead by example by demonstrating specific pathways to resolve healthcare delivery challenges. Available Power Packs include areas of **care coordination, understanding data, joy in the workplace, evidence-based care, person and family engagement, sustainable business operations**, and more.

These resources were developed through the Transforming Clinical Practice Initiative led by the Centers for Medicare and Medicaid Services. The Power Packs support short- and long-term financial sustainability, improve patient and family engagement and satisfaction, and improve provider joy in work, including employee satisfaction and workforce retention.

Click [Here](#) to view all of the available Power Packs.



### Navigating the Transition to Alternative Payment Models

NRHI recognizes primary and specialty care providers face many challenges as they navigate the complex landscape to transition their practice from a model focused on volume, to value. This bundle offers a series of videos, checklists, and resources to support the transition to Alternative Payment Models.

**FREE Bundle Includes:** Navigating the Transition to APM video series, APM Readiness Checklists, and additional APM resources.

Click [Here](#) to access.

### Sustaining Quality Improvement Work

This bundle ([Available Here](#)) includes easily accessible learning modules with key takeaways around sustaining QI initiatives and foundational QI programming.

### Healthcare Communities

Healthcare Communities is a collection of nearly 70 virtual communities, including CMS' Transforming Clinical Practice Initiative, allowing individuals in different healthcare-related organizations to work together on shared interests and goals, regardless of location.

This site is an excellent source of information! Registration Link: [LINK](#)

## AHRQ Safety Program for Improving Antibiotic Use – Ambulatory Care

AHRQ is recruiting pediatric and adult ambulatory clinics to participate in the Agency for Healthcare Research and Quality (AHRQ) Safety Program for Improving Antibiotic Use, a free 12-month program that seeks to improve antibiotic prescribing.

Beginning in December 2019, this program combines evidence-based guidance with strategies to address the attitudes, beliefs, and culture that often pose challenges to improving antibiotic prescribing. This program can help you protect your patients from exposure to unneeded antibiotics and their associated side effects, including rashes and *Clostridioides difficile* infections.

Participation in this AHRQ program will help your clinic(s) meet the **Centers for Medicare and Medicaid Services Merit-based Incentive Payment System (MIPS) requirements** and can demonstrate compliance with the proposed **Joint Commission Ambulatory Antimicrobial Stewardship Standard** as many of the concepts are similar. **Continuing education credits** including **Maintenance of Certification (MOC)** for ABIM, ABP, and ABFM will be offered at no charge for participants.

### Benefits of participating include:

- Reduce unnecessary antibiotic use and increase appropriate antibiotic use
- Enhance teamwork and communication around diagnosis and treatment of infections and antibiotic prescribing in your practice
- Improve patient safety and safety culture
- Improve workflow, especially during the busy cold and flu season
- Maintain and improve patient and family satisfaction

### Eligible Clinics

Clinics that care for children and/or adults and are:

- Primary care clinics
- Urgent care clinics
- Student health clinics
- Community-based health clinics (e.g., Federally Qualified Health Centers or FQHCs)
- Outpatient specialty clinics that provide primary care (e.g., OB/GYN)

### How Can I Learn More?

Attend an Informational Webinar:

Date	Time*
<a href="#">July 11</a>	2 pm
<a href="#">July 29</a>	4 pm
<a href="#">August 6</a>	1 pm
<a href="#">August 22</a>	4 pm

Date	Time*
<a href="#">September 4</a>	1 pm
<a href="#">September 12</a>	noon
<a href="#">September 24</a>	4 pm
<a href="#">October 3</a>	3 pm

Date	Time*
<a href="#">October 15</a>	11 am
<a href="#">October 30</a>	1 pm
<a href="#">November 5</a>	2 pm
<a href="#">November 14</a>	2 pm

\*All times listed are Eastern Time (ET)

Visit <https://safetyprogram4antibioticstewardship.org/> or email [antibioticsafety@norc.org](mailto:antibioticsafety@norc.org).

*This program is funded and guided by the Agency for Healthcare Research and Quality and led by Johns Hopkins Medicine and NORC at the University of Chicago.*

## 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 Otolaryngology Consultants
- 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 Bridges
- 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
- Pediatrics of Queen Creek
- 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
- Southwest Network
- Sun Life Family Health Center
- Sunset Community Health Center
- Terros Health
- Touchstone Health Services
- 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)



Practice Innovation Institute

Engage. Transform. Reward.