

# Patient Quality Alliance (PQA) Newsletter



## General News

Oct. 2020

The Idaho Commission on Aging, is very excited to inform you that it has partnered with ASPEN, the American Society for Parenteral and Enteral Nutrition, for ASPEN's Malnutrition Awareness Week™ on **October 5-9, 2020**.

Every 60 seconds, 11 hospitalized patients go undiagnosed with malnutrition. Malnutrition has a negative impact on patient outcomes-higher infection rates, poor wound healing, longer lengths of stay, higher frequency of readmission, and increased costs. (AHRQ, 2018).

Malnutrition can be a serious problem affecting our overall health and most likely to find in elderlies. See the following for more information. [here](#)

Congregate Meals: [here](#)

Home Delivered Meals: [here](#)

Supplemental Food Program: [here](#)

## Education

October 13th 7-8 AM via WebEx: Risk Adjustment Training for Physicians. Join WebEx [here](#)

November 4th 12:00 pm - 1:00 pm via Webex - Gaps in Care Open Call. Join WebEx [here](#)

December 9th 12:00 pm - 1:00 pm via Webex - Gaps in Care Open Call. Join WebEx [here](#)

January 12th 12:00 pm - 1:00 pm via Webex - Gaps in Care Open Call. Join WebEx [here](#)



## Medical Director's Megabyte

## Community Events

PCPs & specialists alike are working hard to take quality care of our patients and we're not getting credit for it! We can change this! One place to start is with **Hierarchical Condition Category (HCC)** capture. I focus on HCC capture because it is an area in which we as a network have room for improvement and can have a huge positive impact, including financially.

Simply, we must inform the payers how high risk our patients are each year. This means we need to be as inclusive & specific about the conditions we monitor & treat each year. If I code that my patient has "Diabetes without complication", that patient is at lower risk and will use fewer healthcare dollars than the patient I code as having "Diabetes with CKD3" or another complication/comorbidity. This means the payer will budget less for me to take care of this patient next year. If I spend most of what they budget we have saved the payer money & we lose out on shared savings. If I spend over what the payer has budgeted, we get zero shared savings and may actually have to pay money back once we are taking risk.

Nationally, the average risk score (largely determined by HCCs) is 1.0. In this network, our average risk score is 0.7.

I am available and happy to visit with providers to discuss this in more detail and more specifically for your clinic. Just contact PQA.

**October 7th @ 6:15-10:15 AM (or until supplies last)**  
Portneuf Medical Center Breast Cancer Brake for Breakfast. 777 Hospital Way.

**October 14th @ 3:00-4:30 PM** Southeast Idaho Area Agency on Aging is hosting a virtual class titled Powerful Tools for Caregivers. The class will run 6 weeks beginning October 14<sup>th</sup>. If interested contact Gina at 208 233-4032.

**October 14th OR October 21st** SIPH is offering a Virtual Suicide Prevention Training on Wednesday, October 14 from 6:30 – 8:30 pm or Wednesday, October 21 from noon-1:30 pm. Register at [here](#).

**October 16th @ 7:30 PM** The Idaho State – Civic Symphony virtual free concert. Go to [here](#) to register.

Shaver Pharmacy is currently offering walk in flu vaccination from 9-6 at 235 South 4<sup>th</sup> Ave. A consent form is available online [here](#).

# Patient Quality Alliance (PQA) Newsletter

[www.patientqualityalliance.org](http://www.patientqualityalliance.org)



## Committee/Council Updates

**Network Participation:** De-credentialing Bonneville, Jefferson, and Madison County. Expanding to Franklin County. Next meeting: October 7th.

**Payor & Finance:** Caravan ACO contract renewed for 2021, moving into the big collaborative ACO. Working on shared savings distribution policy and procedures. Next meeting: December 2nd.

**Practice Administrators Advisory Council:** Received feedback on new monthly report format and CM rounding. Next meeting: November 17th

**Quality, Utilization, and Health Information Technology:** Choosing 2021 quality measures for provider scorecards. Introduce pediatric scorecard. Next meeting: December 8th

## Quality Measure Highlight

### Breast Cancer Screening:

#### Potential Team Workflows

- A list of women 50-74 yo who have not had a mammogram in the last 24 months, is run from Lightbeam or the clinic EHR
- Staff calls pts to encourage them to have a mammogram done
- If pt accepts, staff puts in the order and offers to schedule the test or gives pt the phone # to schedule
- Staff keeps or runs a list of incomplete orders each month
- Staff follows up on results & incomplete orders from list
- If not yet done or scheduled, staff calls pt to schedule

**REQUIRED DOCUMENTATION:** Date, type of test, and results/findings. **Exclusions:** bilateral mastectomy or 2 unilateral mastectomies, OR >65 yo in an institution or long-term care.

## Highlight a Champion

**WHO:** **Specialized Family Medicine (SFM)** located in Pocatello, Idaho. Providers working at SFM include Jordan Bailey, MD, Misty Martinsen, NP, and Elisabeth Kinghorn, PA. Dr. Bailey has served the community for 15 years, 8 of which as the owner of SFM. PQA has been proud to have SFM as part of the network since 2014. Dr. Bailey would like to thank Jennifer, Shaylynn, Arielle, Christy, Lana, Amanda, Liz and Misty for their hard work. "It takes our whole staff to make this clinic run".

**WHY:** PQA is excited to recognize SFM for completing 63% of their AWW's. Their team has also provided Advanced Care Planning services for 61% of their Medicare patients.

**HOW:** The following is a quote from Dr. Bailey, Owner and practicing provider at SFM:

"Our staff actively work the reports for who needs an AWW and knows when to call and schedule them. We use a different note identifier to identify the AWW so providers can easily (at a quick glance) identify when an AWW is due. We include the ACP as part of the AWW and have a POLST form in all the rooms. Learn to be comfortable talking about death. Older patients realize they are mortal."

**TIP:** Use a template for your Annual Wellness Visits (AWV) – Jordan Bailey, MD

*PQA would like to thank the staff at Specialized Family Medicine for helping bring the best care possible to South East Idaho.*

If you have suggestions for additions to this newsletter, please share. If you would like to nominate your peers for recognition or to be profiled, please forward your nomination Shannon Ethington at [Shannon.ethington@portmed.org](mailto:Shannon.ethington@portmed.org) or 208-239-2664.

# BRAKE FOR BREAKFAST

Early Detection is the Best Protection

**October 7**  
**6:15am** WHILE  
SUPPLIES  
LAST



 **Portneuf**  
HEALTH PARTNERS

PMC Receives  
Stroke Care Award.  
Read about it [here](#).

Feel Good Story  
about American Falls  
Mom. Read all  
about it [here](#).

A banner with a light blue background. On the left, there is a vertical bar with diagonal blue and white stripes. The main text 'Excellent Stroke Care. It's what we do.' is in large, bold, dark blue font. Below it, in a smaller, italicized font, is the text: 'We've been recognized for adhering to the American Heart Association Get With The Guidelines® program, helping patients live longer, healthier lives'. To the right of this text is a silver award plaque from the American Heart Association, labeled '2020 GET WITH THE GUIDELINES. SILVER PLUS STROKE'. At the bottom left of the banner is the 'portneuf.org' logo, and at the bottom right is the 'Portneuf MEDICAL CENTER' logo. A small vertical bar with horizontal stripes in blue, green, and orange is on the far right edge.

# Excellent Stroke Care. It's what we do.

*We've been recognized for adhering to the American Heart Association Get With The Guidelines® program, helping patients live longer, healthier lives*

[portneuf.org](https://portneuf.org)

JOINTLY OWNED BY PHYSICIANS

**Portneuf**  
MEDICAL CENTER

**Andrea DiMichele, MD** is board certified in obstetrics, gynecology and family medicine. Andrea completed medical school at Loyola University in Maywood, Illinois. After beginning her residency in family medicine at Christiana Care Health System, Andrea quickly discovered that her true passion was caring for women. She was the first in her residency program to complete both residencies and become double board certified in family medicine as well as obstetrics and gynecology.

Andrea enjoys building close relationships with the women she cares for. In fact, she was once asked by a patient and close friend, to be her son's godmother. Her last nurse would often say that her greatest strength was also her greatest weakness – she worried and cared too much about her patients.

When Dr. DiMichele's is not practicing medicine, she enjoys spending time with her husband and three boys. While she wishes that they would stay little forever, she enjoys watching them learn, grow and develop. Recently, Andrea has been getting back into skiing; she looks forward to skiing the mountains of Idaho, Wyoming and Utah.

#### **Services Offered:**

Dr. DiMichele cares for women in their teens through post-menopause and everything in-between. She provides routine and high-risk OB care. Andrea is especially passionate about caring for women with issues such as PCOS (polycystic ovary syndrome), infertility and recurrent pregnancy loss.

