

Serving Bannock and Bingham Counties

Portneuf Quality Alliance is pleased to announce Danielle G. (Dani) Jones as its new Executive Director

"We are excited to have Dani join the PQA network. Her unique and extensive background will be a great addition to the organization and we are looking forward to working with her." said Bradley Burton, MD, Chair of the PQA Board of Directors.

Jones, who has a Bachelor of Science degree in Psychology from Boise State University and a Master's degree in Mental Health Counseling from Idaho State University, has focused her career in health care. Her experience includes direct care and practice management in both medical and behavioral health outpatient clinic settings, as well as a variety of

health care administrative functions over the past six years within the Medical Quality Management and Provider Services departments at BlueCross of Idaho. Jones has an extensive knowledge of project management, medical clinic administration, contract negotiations, provider network management and accountable care organizations.



PQA is a an innovative health care network; a team dedicated to utilizing the medical resources of the local southeastern Idaho community to bring higher quality medical care, enhanced value, and improved clinical outcomes through a unique and collaborative approach.

PQA BOARD MEMBERS

The PQA Board of Directors is currently being chaired by Bradley Burton, MD and also includes the following physicians and administrators:

Ben Call, MD
David Denton, MD
Mark Horrocks, MD
Richard Maynard, DO
Richard Wathne, MD
Daniel Ordyna
John Abreu
Shaun Menchaca

PQA MISSION

The Portneuf Quality Alliance is an innovative health care team dedicated to utilizing the medical resources of the community to bring higher quality medical care, enhanced medical value, improved medical outcomes, reduced medical costs, and increased collaboration between the men, women, and children of southeastern Idaho and their medical providers.



As most of you are already aware, the Portneuf Quality Alliance (PQA) has partnered with Blue Cross of Idaho (BCI) as the provider network supporting the ConnectedCare products in Southeast Idaho. This is an extremely important venture, and hopefully the first of many partnerships with payers, that allows PQA providers the opportunity to offer their patients a more guided and personalized healthcare experience. By referring them to the highest quality PQA providers and helping them navigate their services, we allow primary care providers (PCPs) the opportunity to more actively participate in their patients’ downstream care. Only then, we can begin to better coordinate care, reduce unnecessary procedures, and improve their overall health.

Many of you have already encountered patients in your office who are covered under these managed care plans and because they are different from most other plans offered through BCI, we continue to receive lots of questions about the referral requirements and other aspects of the plan’s features.

For your reference, below is an up-to-date table of what does and doesn’t require a referral on the ConnectedCare plans, based on current business rules and configuration...

Services that DO require a Referral :		
Visits or services by specialists/non-primary care providers; non-primary care specialties include, but are not limited to:		
Allergy/Immunology	General Surgery	Pain Management
Audiologist	Hand Surgery	Plastic Surgery
Behavioral Health	Infectious Disease	Podiatry
Cardiology	Nephrology	Psychiatry/Psychology
Cardiothoracic Surgery	Neurology	Pulmonology
Colorectal Surgery	Neurosurgery	Rheumatology
Dermatology	Oncology/Hematology	Urology
Endocrinology	Ophthalmology	Vascular Surgery
ENT/Otolaryngology	Oral Surgery	
Gastroenterology	Orthopedics	

Services that do NOT require a Referral:		
Visits or services by primary care providers or generalists; primary care specialties include the following:		
Family Practice	Internal Medicine	Pediatrics
General Practice	OB/GYN	
Other types/specialties:		
Anesthesia	Emergency or Urgent Care	Optometry
Chiropractic	Facilities/Facility Based Services	Pathology
Dieticians	Home Health, Home IV, Hospice	PT/OT/ST
DME Suppliers	Independent Lab - Lab Tests	



If you would like electronic copies of the ConnectedCare referral requirements list or a copy of step-by-step instructions on how to enter a referral into the BCI web portal, please contact Ruby Walsh via email at Ruby.Walsh@portmed.org. Should you have additional questions about ConnectedCare, you may visit the Blue Cross of Idaho website at www.bcidaho.com and reference Provider Administrative Policy #635. If you are interested in scheduling onsite or web training for your office regarding the referral process, please contact Angie McCormick at PR7032@bcidaho.com or 866-283-5723, Ext. 7032.

Another important thing to remember is, even services that do not require a referral (*i.e.*, labs, pathology, imaging, etc.) should be directed to in-network providers so your patients receive the highest level of benefits available on their plan. To locate a ConnectedCare/PQA provider, please visit the online directory at www.bcidaho.com/portneuf. If you are unable to locate an in-network provider, please contact Angie McCormick via the information provided above.

We realize this is a time of marked change in healthcare and there is no shortage of confusion about insurance exchanges, narrow networks and additional plan requirements. Please know that PQA is making best efforts to improve our communication with our providers and to ensure that you have the resources and support needed to make this venture successful. We value your participation and appreciate your encouragement as the organization matures!

WELCOME OUR NEW AFFILIATES

Portneuf Quality Alliance would like to announce the addition of SEI Anesthesia and its associates to the PQA Network. This is another wonderful step towards improving the quality of healthcare and expanding the providers and services available in our network, so please give a warm welcome to those from SEI Anesthesia:

Kyle Anderson	CRNA
Alex Bringham	CRNA
Paul Brinton	CRNA
Leon Brook	CRNA
Daniel Chow	CRNA
Dewey Driscoll	CRNA
Gary Johanson	CRNA
Kenneth Michael Knapp	CRNA
Benson Roper	CRNA

Micah Scott	CRNA
Nicholas Stoddard	CRNA
Cassidi Waterman	CRNA
Daniel Parker	CRNA
Roger A Cook	MD
Daniel D Snell	MD
Juan J Leon De Los Rios	MD
Ryan R Shelton	MD
Timothy E Snell	MD

Clinical Integration from the Provider's Stance

As health care providers, we enjoy doing our job well. We like to have good outcomes and we are distraught when things don't go well. Most of us feel that we are pretty good at what we do, but the truth is we don't always know. Other than anecdotal feedback and our own impressions, we often don't have data to tell us what our outcomes are. Seeing data about how our patients are doing can be very enlightening and allow us to identify our strengths, as well as areas where we can improve. To effectively make change, you have to know where change is needed and with the creation of a clinically integrated network, there are several new opportunities that can make us better at what we do.

First, the Portneuf Quality Alliance (PQA) has purchased a set of tools from The Advisory Board, collectively known as Crimson, that will allow us to start collecting data and observing quality measures from all providers in the network. This will give us true power to make informed and data-driven decisions as we start to look at how we are actually performing. By knowing where we are and understanding where we want to go, we can begin to work together to find solutions for improving patient outcomes. We may also find support for our beliefs that we are doing well in certain areas of managing care.

It is important for you to know, that the physicians in our network, not insurance companies or the government, are the ones who will decide which outcomes we measure. The measures will reflect meaningful activities and outcomes that have an impact on the health of our patients. To get our feet wet and figure out how this is going to work, the PQA Quality and HIT (Health Information Technology) Committee has selected fifteen measures to begin tracking and analyzing, which will provide us with necessary and meaningful data.

Once we have some meaningful data to review, we can finally start to understand it and ensure that it is correct and reflective of our practice patterns. Only then can we

decide where there is variation, why outliers exist, and how we can implement strategies to improve our outcomes. As a clinically integrated network, we can work together to collaboratively define best practices and utilize the available resources such as care coordinators, consultants and local experts to provide the education and support we need, as we strive to provide the highest quality of care for our patients.



DAVID DENTON, MD
Pediatrics

That said, the things mentioned above are really only secondary benefits of participating in a clinically integrated network. The primary benefit is that we start to pay more attention to our patients' overall health, no matter where they receive their care, because we now have visibility to the data. And because we are now working together as a collective team to provide the highest quality of care, we want the entire network of PQA providers to do well, not just ourselves. It becomes a true collaborative effort to improve our quality and the team can help by supporting those who are having difficulty, learning from those who are doing well, and thereby impacting the care of all patients who receive services from participating providers in PQA.

This can only happen by sharing our data with each other, identifying best practices and opportunities for improvement, and utilizing the provided tools to achieve our common goals. By focusing our efforts on collectively improving patient outcomes, we not only make the PQA network a high quality and cost efficient network for the southeast Idaho community, but we also improve our own individual performance. By choosing to participate in a collaborative network that supports independent and employed physicians alike, it will serve to secure our futures during this tremendous time of turmoil and change in healthcare, while allowing us to maintain our own practice autonomy.

I look forward to the opportunity of working more closely with the many great physicians and providers in PQA. I am eager for us all to learn from each other as we team up to provide world class care in our community!