New ACO Best Practice Frameworks and How to Adopt Them in Your Practice

Tuesday January 15, 2019

Presented by:
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Special Guest:
Eiren Menhennitt, MaineHealth ACO Improvement Advisor

Welcome! The webinar will begin shortly.
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Required Clinical Documentation Training

All providers participating in the ACO are required to complete a clinical documentation improvement training before the end of 2019. An on-demand approved training is now available, with CME.

Find the training:

Go to MaineHealthACO.org/CDI
Please Ask Questions!

Type your question in the question box

Raise your hand and we’ll unmute you
After the Webinar

• Please take our quick survey.

• Before the end of this week, all attendees and registrants will receive an email with slides attached and a link to the webinar recording.
Today’s Presenters

Regina Quattrucci, Improvement Advisor
MaineHealth Accountable Care Organization

Eiren Menhennitt, Improvement Advisor
MaineHealth Accountable Care Organization
About Best Practice Frameworks

Best Practice Frameworks are:

- easy to navigate guides
- an aggregate of information, resources, workflows and links
- centered around various areas of focus
- available for download
- a helpful tool for new and experienced managers/members of the care team
Accessing the Frameworks Online

Click the Provider Resources tab at MaineHealthACO.org . . .

. . . then Best Practice Frameworks

Healthcare Provider Resources

Resource Topics

+ Participation in the ACO
+ Clinical Guidelines & Topics
+ Medicare Annual Wellness Visits
+ Medicare Shared Savings Program (MSSP)
+ MIPS Alternative Payment Model (APM)
+ Health Plan Partners
+ Clinical Documentation Improvement
+ Best Practice Frameworks
What Frameworks Are Available?

- **A1c Best Practice Framework** (PDF)
- **Adolescent Well Care Visit Best Practice Framework** (PDF)
- **Annual Wellness Visit Best Practice Framework** (PDF)
- **CRC Best Practice Framework** (PDF)
- **Diabetic Eye Exam Best Practice Framework** (PDF)
- **HTN Best Practice Framework** (PDF)
- **Peds BMI Best Practice Framework** (PDF)

Three Tiered Approach
- Infrastructure
- Competencies
- Additional Resources

- Standard set of strategies and tools
- Foundation for improvement work
- Effective adoption and sustainability
Example

1. Infrastructure: Annual Wellness
   - Identify Equipment Needs and Standardize (Hardware)
     - Pre-Visit Planning/Huddle
       - Pre-visit check list
       - Example of huddle tool
       - Patient Pre-visit Package (AWV letter, preparing)
   - Define Care Team Roles
     - Documented workflow (Roles and Responsibilities)
     - Tips to Achieve Success: Shared Innovation from the Field
   - EMR Tools
     - EPIC smart set available
     - EPIC documentation videos at [www.mainehealth.org/awv](http://www.mainehealth.org/awv)
   - Regularly Measure Results (Sustainability)
     - Gaps in care report
       - Bi Portal (EPIC)
       - Other (region/community/payer/practice specific)

   ![Workflows](image1.png)

   ![forms](image2.png)

   ![reports](image3.png)

2. Clinical Competencies: Annual Wellness Visits
   - MA/RN Training
     - Training videos at [www.mainehealth.org/awv](http://www.mainehealth.org/awv)
   - PROVIDE: Training
     - Training videos at [www.mainehealth.org/awv](http://www.mainehealth.org/awv)
   - Staff & Patient Comprehension
     - Summary of Services
     - Scheduling and Billing the Annual Visit
     - Tips for Conducting the Annual Wellness Visit
     - AWV "Rack Card"
   - Build Staff Training Into Competencies and Staff Orientation

3. Additional Resources
   - Additional Patient Resources
     - Senior Care Services / Community Resources:
       - [https://mainehealth.org/services/aging-senior-care](https://mainehealth.org/services/aging-senior-care)
     - Care Partners and Med Access
       - [http://mainehealth.org/patients-visitors/billing-insurance/financial-assistance/carepartners](http://mainehealth.org/patients-visitors/billing-insurance/financial-assistance/carepartners)

Links to sites or resources

Have you had your
Who/ When/ How

Scenario:

I am a seasoned manager / Quality staff. I’ve been doing Population Health and Panel Management Improvement work for years. What can I get out of the Frameworks?

- Tools utilized by other regions
- Vetted, and adaptable workflows
- Competencies and training
- Tips and tricks
- Untapped resources
Who/ When/ How

Scenario:

I am a new manager / care team member / Quality staff. I am interested in working with my team around improving our performance, patient outcomes, etc.

What can I get out of the Frameworks?

- Training and competencies
- A guide for what you need to implement the processes
- Patient resources
- Links to clinical and program managers

How do I use the Frameworks?

- Print the Framework
- Print the pieces that are new/ untried
- Connect for ideas and assistance
Framework Highlight

Pediatric BMI & 5210 Healthy Habits Questionnaire

1. Infrastructure: Peds BMI
   - Identify Equipment Needs and Standardize (Hardware/Testing)
   - Pre-Visit Planning/Huddle
     - Pre-visit check list
     - Example of huddle tool
   - Define Care Team Roles
     - Documented workflow (5210 Office Workflow)
     - Patient education flyer (5210 Poster)
     - Talking points (5210 Questionnaire Talking Points)
   - EMR Capture
     - Standardized process for capturing in EMR (CQM Guide)
   - Referral/Communication with Expanded Care Team
     - Referral form
   - Regularly Measure Results (Sustainability)
     - Gaps in care report
     - Talking points for care team related to test/condition/reason for visit

2. Clinical Competencies: Peds BMI
   - MA/RN Training
     - MaineHealth MA Training Program
   - Provider CME’s
     - Online Let’sGo! Basic Training
     - http://www.mh.edu/letsgebasic
   - Staff & Patient Comprehension
     - Starting in your Practice Checklist
     - Algorithm for Assessment and Management
   - Shared Decision Making Tools
     - Childhood Overweight & Obesity Referral Guide
   - Build Staff Training Into Annual Competencies and New Staff Orientation
     - p. ___
     - p. ___

3. Additional Resources: Peds BMI
   - Transportation
     - p. ___
     - p. ___
   - Financial Support
     - p. ___
     - p. ___
   - Home Support/Supplies (Community resources)
     - Activities that involve communities
     - p. ___
   - Medication Subsidies
     - p. ___
     - p. ___
   - Additional Patient Support/Education
     - 5210 Healthy Habits Questionnaire (ages 2-9)
     - 5210 Healthy Habits Questionnaire (ages 10+)
   - Explore Technology
     - p. ___
Infrastructure: Peds BMI/5210

☑ Documented Workflow

5-2-1-0 Let’s Go! Office Workflow for Well Child Visits

Goals:
1. Introduce patients and families to the 5-2-1-0 Let’s Go! healthy eating and active living message by hanging posters in the waiting room and all exam rooms
2. Measure height, weight, and BMI
3. Utilize the Healthy Habits Questionnaire to start a respectful conversation with patients and families about healthy eating and active living

Check In
- Staff is familiar with 5-2-1-0 program
- Patient arrives and sees poster hanging in the waiting room

Rooming
- Take accurate height and weight using age appropriate protocol and patient friendly language
- If height and weight seem out of range, recheck both measurements
- Enter height and weight in EMR for BMI calculation
- Take vitals and complete screening questions
- Confirm that patient has completed Healthy Habits Questionnaire
- If comfortable, it is helpful for staff to begin the healthy habits conversation

Provider
- Review Healthy Habits Questionnaire with patient
- Provide counseling utilizing Motivational Interviewing and 5-2-1-0 ties on the back of the questionnaire to support healthy behaviors
- For BMI ≥85%, utilize the Algorithms for the Assessment and Management of Childhood Obesity in Patients 2 years and Older located in the Healthcare Toolkit

Check Out
- Print After Visit Summary
- Patient takes Healthy Habits Questionnaire home with them

All Staff:
- Acknowledge that overweight and obesity are difficult issues to address for both staff and patients
- Agree to role model healthy habits by integrating them into the work environment
- Assess the practice to ensure a safe, accepting, and suitable environment for providing care to patients with overweight and obesity
Clinical Components: Peds BMI/5210

☑️ Provide CME’s

- Online Let’s Go! Basic Training

http://www.mh-edu.org/surveys/Welcome.aspx?s=00173c70-9372-4610-8f6e-6d6ebab85947

- Online Next Steps Modules

https://mainehealth.org/lets-go/childrens-program/pediatric-family-practices/training
Clinical Components: Peds BMI/5210

- Shared Decision Making Tools
  
  Http://www.bbch.org/referrals

- Childhood Overweight and Obesity Referral Guideline

- Childhood Overweight and Obesity Referral Guideline Video
Additional Resources: Peds BMI/5210

In 2018, over 1,300 sites partnered with Let's Go! to promote healthy habits.

- Child Care Programs: 438
- School Cafeterias: 286
- Health Care Practices-Kids: 294
- Out-of-School Programs: 138
- Health Care Practices-Adults: 148
- Schools: 27

Let's Go! reaches children and adults in the places where they live, learn, work and play to promote healthy choices. With kids, we help establish healthy habits for a lifetime. With adults, it’s about encouraging small steps toward healthy behavior change.

Engage community partners:
- Connect with community partners that can safely provide yoga, dance, tai chi, or other types of fitness instruction to introduce kids to different forms of physical activity.
- Use the Sample Language for Engaging Contracted Instructors in Your Let's Go! Efforts.
- Ask SNAP Educators to provide nutrition education.
- Ask health professionals such as your school physician, local pediatrician, or nutritionist to come share their expertise.
- Ask Cooperative Extension Master Gardeners to help with your garden.
- Invite local college students to lead a healthy activity.
- Take a tour of a local farm to learn how fruits and vegetables are grown.
- Follow the steps to Build a Partnership with Your Local Grocery Store.
- Seek funding using the Sample Letter for Requesting Support from Local Businesses.
- Involve kids in Activities that Involve the Community in healthy eating and active living.

MaineHealth Accountable Care Organization
Open Discussion
Questions / Next Steps

Questions after today’s webinar?

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➢ Next Steps:
  1. Check out the Best Practice Frameworks
  2. Reach out for implementation and use advice