

DHMSO: IN THE KNOW

A quarterly publication for physicians and their staff



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The Value of Case Management



DHMSO's Care Coordination team, also referred to as Case Management, is a valuable framework of trained RN Case Managers, LVN Case Managers, Case Manager Assistants (CMAs), Social Workers, and Resource Liaisons whose purpose is to help our members achieve wellness through advocacy, communication, education, and identification

of healthcare services in coordination with their provider(s).

What is the Case Management Process?

As defined by the Case Management Society of America, Case Management is “a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services.” This includes initial screenings, evaluation of risks, patient and family health education focusing on chronic conditions and lifestyle, follow-up care and outcome evaluations.

QM: Improving Outcomes

The Quality and Risk Management Department: Did you know?

What we do

- QM can provide you with your gaps in care list.
- QM can help with chart reviews to ensure that diagnoses and risk codes are captured accurately.
- QM is implementing a pop health tool called Innovaccer. Innovaccer can provide you with up to date information that you need to deliver comprehensive care to your patients and improve your performance metrics.
- QM team has dedicated resources to provide training and education to your staff on quality improvement and coding.

Innovaccer 101

- Innovaccer can aggregate and synchronize data across siloed systems to a Unified Patient Record, providing comprehensive, but intuitive information to support better decision making.

Help us help you

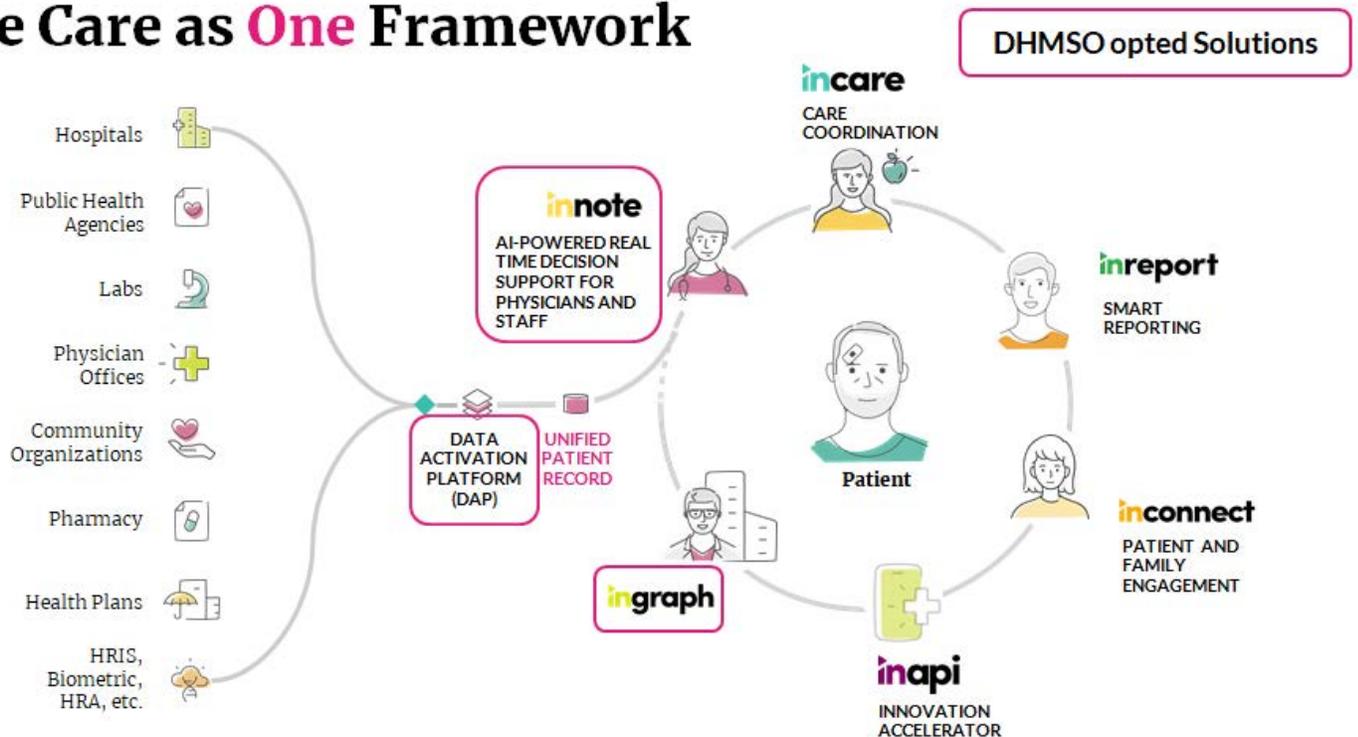
- Help us help you improve your outcomes and provide the most appropriate care for your patients - right care at the right time, by partnering with the QM Department.
- Contact your QM rep or AMU rep, or contact us at qm@managedcaresystems.com.
- Talk to us about the data, tools and resources you need to improve patient outcomes.

Recent news

- The QM department is collaborating with HealthNet to improve Cervical Cancer Screening, Breast Cancer Screening, Childhood Immunization and Child and Adolescent Well Care Visits for Medi-Cal members. Members have an opportunity to get a \$25 WalMart gift card just by completing one of these four preventive screenings, if applicable. Please spread the word within your HealthNet Medi-Cal population.

If you have any questions, please reach out to your assigned QM representative or the QM Department at qm@managedcaresystems.com.

The Care as One Framework



The Value of Case Management

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Our teams work hard to meet and exceed member healthcare needs by promoting patient safety, quality of care, and collaboration with their healthcare providers to ensure the best care possible.

Understanding the Care Coordination Program:

Dignity Health Medical Network (DHMN) members living with chronic health conditions that require additional help and care may be eligible for the Dignity Health Care Coordination Program.

Eligible members can expect:

- Assignment to an RN to provide helpful guidance and individual support to coordinate care
- Support from a professional, caring team of social workers, community resource aids, clinical pharmacists, and more to help the member reach their health care goals
- Flexibility through Dignity Health's clinically-integrated networks so that the member has a choice in whom to see for the right care, at the right time, in the right place
- No changes in their health benefits, even with program participation
- Complete confidentiality
- Easy communication with their assigned care coordination team and the assurance that the member will be treated like a person, not just a "medical condition"



What Type of Patients Do We Accept?

Care Coordination specializes in assisting members with chronic conditions as well as those that may be more challenging for provider offices. This includes patients that:

- Frequent hospital/ED/urgent care facilities
- Have gaps in medical care
- Are non-compliant with care
- Take significant amounts of time during office visits and may be difficult to handle
- Have social or behavioral health issues
- Experience multiple comorbidities making their care harder to manage

If you think one of your patients is a good candidate for the Care Coordination program, please email cceferrals@dignityhealth.org or in Santa Cruz, dignityhealth-acc-dominican@dignityhealth.org.

By the Numbers Customer Service Call Center

In the second quarter of 2021, our Customer Service Call Center received and addressed nearly 60,000 calls from providers, members, and employee services.

Authorizations	23,593
Members	15,554
Claims	13,779
Eligibility / Benefits	4,960
Miscellaneous	2,044
Total Calls	59,930

Are you taking full advantage of our call center services? We can verify eligibility and benefits; handle modification, extension, and verification of authorizations; verify and process your claims; and much more.

Call Customer Service today for assistance:

DHMN-CC:
661.716.7100 or 800.414.5860

DHMN-CC/DMG:
661.716.7100 or 800.414.5860

IMGK & IMGJ:
661.716.7100 or 800.414.5860

Medi-Cal (DHMN-CC, IMGK, IMGJ): 661.716.7270 or 800.918.7302

DHMN-SC:
831.465.7800

AG Network & GEI EPO*:
661.716.7285 or 800.672.9783

**For Grimmway, services rendered before Jan 2021. For Sunview, services rendered before Jul 2020.*

What are the Benefits of Case Management as a Provider?

- | | |
|---|--|
| <ul style="list-style-type: none"> • No fees • Case Managers work directly with you: <ul style="list-style-type: none"> • to get approvals on orders • provide update on patient care • to get new orders for the patient | <ul style="list-style-type: none"> • Providers sees: <ul style="list-style-type: none"> • An increase in patient engagement • More patient milestones • A decrease in hospitalization, ED, and urgent care visits |
|---|--|

Important Updates for Providers

Physician & Advanced Practice Provider (APP) Survey



On Tuesday, June 8, the CommonSpirit Health MyVoice Physician & Advanced Practice Provider (APP) Survey was opened to all Dignity Health Medical Network staff providers who have privileges at DignityHealth hospitals in Kern County and Santa Cruz County.

This annual online survey helps CommonSpirit identify opportunities to improve the provider experience, support its teams and continue to develop a mission-driven, high-performance culture. The FAQs here can help you as you prepare to complete your survey.

What is the MyVoice Physician & APP Survey?

It's an annual, online survey for all practicing Physicians and Advanced Practice Providers (APPs) across CommonSpirit Health. Your

feedback helps CommonSpirit identify opportunities to improve the provider experience, support their teams and continue to develop a mission-driven, high-performance culture.

When is this year's survey?

The survey window is June 8 - July 20, 2021.

Who participates in the survey?

All practicing DHMN Physicians and APPs, both employed and non-employed, with Dignity Health hospital privileges in Kern and Santa Cruz Counties.

How will I receive the survey?

On June 8 you received an email from the survey administration partner, Strategic Management Decisions (SMD), inviting you to take the survey.

Are there other ways to access and complete the survey?

If you can't find your email from SMD, you can also click or scan the QR code provided here.

How long will it take me to finish the survey?

The survey will take 10-15 minutes to complete.

Why do I need to take the survey every year?

Your feedback will help CommonSpirit improve their organizational culture for you and your teams. Going forward, your feedback every year will help evaluate progress from the previous year.

What's different about the survey this year, why should I take it?

CommonSpirit has endeavored to make the survey relevant to your specialty and area of practice. They have made the survey actionable and your feedback will be heard and influence our actions. Your feedback influences leaders' decisions, and their strategic direction.

How can I be sure my answers will be kept confidential?

The survey is confidential. No one at CommonSpirit will know your individual responses or comments. They also ensure confidentiality with the "rule of five." Managers will only receive a report with combined survey results if five or more respondents in a department or group took the survey. Leaders will not know who provided specific responses or comments.

Who can I contact if I have technical issues while taking the survey?

If you have any technical problems with the survey, please email info@smdhr.com.

If you have questions, please email PhysicianFeedback-Questions@commonspirit.org.



Click or scan this code to access the Physician & APP Survey.

Central California News

The Sarvanand Heart & Brain Center at Memorial Hospital Recertified as Central Valley's only thrombectomy-capable stroke center

The Sarvanand Heart & Brain Center at Memorial Hospital has once again earned The Joint Commission's Gold Seal of Approval and the American Heart and Stroke Association's Heart-Check mark as a Thrombectomy Capable Stroke Center. Memorial Hospital is the only Thrombectomy Capable Stroke Center in the Central Valley and one of only 12 hospitals in California to achieve this designation.

A stroke is usually caused by a clot blocking blood flow through an artery in the brain, and they can lead to permanent disability or even death. Thrombectomy is a procedure in which a catheter or "wire" is threaded up through blood vessels into the brain, and then an interventional radiologist uses the catheter to remove the clot and restore blood flow.

Thrombectomy has been proven to save lives, maintain a stroke survivor's ability to live independently, and is the most effective treatment for large strokes.



"I am so proud of the care that this extraordinary stroke team delivers to our patients. This certification acknowledges our commitment

to continuously advance the quality of care available in our Central Valley area, and the quality of care available right here in Bakersfield," says Michele Shain, Senior Director of Neuroscience and Cardiovascular Services at Memorial Hospital.

"This advanced level of care requires a well-choreographed process among several departments in order to ensure a timely and efficient treatment plan for our patients."

Memorial Hospital underwent a rigorous, virtual review by The Joint Commission which evaluated compliance with related certification standards including emergency, critical care and stroke care management as well as neuro interventional radiology protocols and performance. Joint Commission standards are developed in consultation with health care experts and providers, measurement experts and patients.



Dignity Health Medical Network Oncology Contract Changes

Effective June 30th, 2021, DHMN-CC/DMG and DHMN-CC/GEMCare's contracts with Western Pacific Hematology Medical Group, also known as Southern California Oncology Associates (SCOA) with Anthony Ciarolla, MD, were terminated.

Members with existing open

authorizations will continue to receive care for the authorized service(s).

We are pleased to announce that Rio Bravo Oncology has been added as a network provider. On or after 7/1/2021, any new referrals must be directed to Rio Bravo Oncology. Do not submit new referrals for SCOA moving forward.



Y90 Radioembolization: A special feature by Martin Kirch, MBA, RCP, RRT-NPS & Director of Radiology & Respiratory Care, Neurodiagnostics & Patient Transportation at Dignity Health Dominican Hospital

Recently, Hoang Vo, M.D. and Juan Rodriguez, M.D. successfully completed a radioembolization procedure with Yttrium-90 (Y90) for the treatment of hepatic malignancy. Dr. Vo, our current facility authorized user, is well-versed in this therapy from his training at Washington University in St. Louis and professional experience at Augusta University Health System and has led the effort in bringing this therapy to Dominican Hospital.

Radioembolization with Y90 has emerged as a safe and effective palliative treatment of primary and secondary hepatic malignancies. Hepatic metastases are frequently the most life-threatening source of morbidity and mortality. A recent observational study[1] demonstrated median overall survival (OS) rates consistent with past studies[2-5] of radioembolization across a variety of cohorts: hepatocellular carcinoma (OS 16.5 months, 95% CI 14.2-19.3), intrahepatic cholangiocarcinoma (OS 14.7 months, 95% CI 10.9-17.9).



For liver metastases, median OS for metastatic colorectal cancer was 9.8 months (95% CI 8.3-12.9), 5.6 months (95% CI 4.1-6.6) for primary pancreatic cancer, 10.6 months (95% CI 7.3-14.4) for breast cancer and 14.6 months (95% CI 7.3-21.4) for melanoma.

The current therapy and management of patients with primary and secondary liver cancer is characterized by resection of metastases when feasible and successive lines of systemic treatment regimens consisting of chemotherapy drugs and/or targeted biological agents. Y90 radioembolization has emerged as a promising alternative liver-directed therapy for patients with unresectable liver metastases.

Currently, the treatment protocol requires planning angiography with Technetium-99m macroaggregated albumin administration and nuclear medicine scan typically 1-2 weeks prior to radioembolization therapy. This procedure is necessary to ensure appropriate patient selection and ability to access vessels feeding the liver tumor as well as confirming the best dosimetry for Yttrium-90.

Dr. Rodriguez, Medical Director of Interventional Radiology, credits Dr. Vo for bringing this therapy to Santa Cruz, "Interventional radiology at Dominican Hospital has been a critical piece of the advanced cancer therapy that patients can receive in Santa Cruz County and Dr. Vo adds to the value and services that we can provide for our local patients. We know how challenging it can be for patients to travel out of the area to receive such therapies and it brings great satisfaction to know that our efforts may help in allowing our patients to spend more valuable time with their families and loved ones while alleviating some of the pain and effects of metastatic cancer."

References

1. Helmberger T, Gofieri R, et al: *Clinical Application of Trans-Arterial Radioembolization in Hepatic Malignancies in Europe: First Result from the Prospective Multicentre Observational Study CIRSE Registry for SIR-Spheres Therapy (CIRT)*. *CardioVascular and Interventional Radiology* 2021; 44: pp. 21-35
 2. D'Avola D, Lnarrairaegui M, Bilbao JI, et al: *A retrospective comparative analysis of the effect of Y90-radioembolization on the survival of patients with unresectable hepatocellular carcinoma*. *Hepatology* 2009; 56:pp. 1683-1688
- Sangro B, Carpanese L, et al: *Survival after Yttrium-90 Resin Microsphere Radioembolization of Hepatocellular Carcinoma across Barcelona clinic liver cancer stages: A European evaluation*. *Hepatology* 2011; 54: pp. 868-878
 - Salem R, Lewandowski RJ, Mulcahy MF, et al: *Radioembolization for hepatocellular carcinoma using Yttrium-90 microspheres: A comprehensive report of long term outcomes*. *Gastroenterology* 2010; 138: pp. 52-64
 - Khor AY, Toh Y, Allen JC, et al: *Survival and pattern of tumor progression with Yttrium-90 microsphere radioembolization in predominantly hepatitis B Asian patients with hepatocellular carcinoma*. *Hepatol Int* 2014; 8: pp. 395-404

Getting back on track with medical screenings

Do your patients know that lung cancer is the leading cause of cancer deaths in the United States? However, studies show that an annual low-dose CT scan can reduce the risk of death from lung cancer by 20% to 25%.

With a goal of finding lung cancers at early stages to be able to cure the disease, Dominican Hospital established a robust lung cancer screening program in 2014 that meets the guidelines of the United States Preventative Task Force.

With the knowledge that screenings save lives, the recommendations recently changed in 2021. All scans with high risk findings are discussed by an interdisciplinary group of physicians including an oncologist, pulmonologist, and radiologist.

If you have any questions about the screening safety measures implemented or the lung cancer screening program at Dominican, please speak with your primary care doctor or call the Katz Cancer Resource Center at 831.462.7770.

2021 Expanded Eligibility Recommendations:

- Age range beginning at 50 years old (lowered the age from 55 years, upper age limit is 77 years old)
- A smoking history of 20+ pack-years (reduced from 30 pack-years)
- Individuals who currently smoke or have quit within the past 15 years

Dominican Hospital Foundation never wants insurance coverage to be a barrier to care and has a program that can help with financial assistance if needed. Unfortunately, delaying screenings nationwide during the COVID-19 pandemic has resulted in an increase in cancer diagnoses found at later stages. Early detection, along with prevention, is the best tool we have available to control cancer mortality.



Upcoming Events

Please share these free events with your patients so that they may have the most up-to-date information to live their healthiest lives.

The experts feature here are from Dominican Hospital's Medical and Lifestyle Management teams.

Thursday, July 22, 5:30pm
Heart Healthy Habits with Cooking Demonstration

Thursday, August 26, 5:30pm
Better Options for your Bladder Leakage: Advances in Therapy

Thursday, September 23, 5:30pm
The Latest Advancements in Orthopedics

Dates and times may change based on experts availability – please check our website for updates and to register at:

Dignityhealth.org/Dominican/PEP



Welcome, New Network Providers | April - June 2021

Marvin Ament, MD

Gastroenterology
GEM

Bradford Anderson, MD

Physical Medicine & Rehab
DMG, Medi, IMG-K

Scott Capobianco, MD

Obstetrics/Gynecology
GEM

Chandrika Chitturi, MD

Nephrology
IMG-K, IMG-T

Ajay Desai, MD

Radiation Oncology
DMG, GEM, Medi, IMG-K,
IMG-T

Healthy Desai, MD

Orthopedic Surgery
IMG-K

Maurice Dusol, Jr., MD

Gastroenterology
IMG-K

Michael Eagan, MD

Orthopedic Surgery
DMG, GEM, Medi

Sabitha Eppanapally, MD

Nephrology
IMG-K, IMG-T

Alexander Gaitanis, DO

Hematology/Oncology
DMG, GEM, Medi, IMG-T

Antonio Garcia, MD

Obstetrics/Gynecology
DMG, GEM, Medi

Luz Garcia-Aristizabal, MD

Pediatrics
IMG-T

Bahareh Ghafarizadeh, MD

Internal Medicine
GEM, Medi

Youssef Hanalla, MD

Radiation Oncology
DMG, GEM, Medi, IMG-K,
IMG-T

David Hantman, MD

General Practice
GEM, Medi, IMG-K

Mohammad Hashemi, MD

Orthopedic Surgery
DMG, GEM, Medi, IMG-K

Shruti Joseph, MD

Family Medicine
IMG-T

Behnood Khodayari, MD

Radiation Oncology
DMG, GEM, Medi, IMG-T

Jim Kim, MD

Rheumatology
IMG-T

Daniel Lopez, MD

Family Medicine
GEM, Medi, IMG-K

**Happy Retirement to
Dr. David Elbaum in
Bakersfield!**



Christine McLemore, DO

Family Medicine
GEM, IMG-K, Medi

To Nguyen, MD

Pediatrics
DMG, GEM, Medi, IMG-K,
IMG-T

Rubio Punzalan, MD

Family Medicine
DMG, GEM, Medi IMG-K,
IMG-T

Kasey Radicic, DO

Internal Medicine
GEM, IMG-K

Geeta Ramesh, MD

Family Medicine
IMG-T

Danielle Ringle, OD

Optometry
IMG-K

Maria Cecilia Ruelas, MD

Pediatric Pulmonology
IMG-T

Mark Schamblin, MD

Orthopedic Surgery
IMG-K

Randall Scharlach, MD

Radiation Oncology
DMG, GEM, Medi, IMG-T

Sandeep Walia, MD

Ophthalmology
IMG-K

Gregory Williams, MD

Family Medicine
IMG-T

Theingi Win, MD

Cardiology
IMG-K, IMG-T

Medical Group Legend

All Medical Groups listed below are part of the Dignity Health Medical Network- Central California (DHMN-CC)

DMG: Delano Medical Group
GEM: GEMCare Medical Group
Medi: GEMCare Health Net Medi-Cal
IMG-K: Independence Medical Group- Kern
IMG-T: Independence Medical Group- Tulare

DHMN-SC: Dignity Health Medical Network- Santa Cruz

**Providers included here may already participate in other medical networks or with other facilities.*

It's with great sadness that we share the passing of two Dignity Health providers, Dr. Ralph Diaz and Dr. Stephen Helvie. Dr. Diaz practiced Allergy & Immunology in Fresno, Reedley, and Visalia. Dr. Helvie practiced Neurology in Bakersfield.

