

HEALTH PARTNERS SEPTEMBER NEWSLETTER

Quality and Clinical Integration Update

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Clinical Guidelines were mailed to all Health Partners member physicians during the last week of August. Clinical Guidelines are an important piece of Clinical Integration. In order to become Clinically Integrated, primary care physicians and physician specialists must work together using proven protocols and guidelines to improve patient care. Health Partners will continue to develop clinical guidelines and update them annually. We are currently in the process of developing Clinical Guidelines that relate to the Patient Centered Medical Home and Osteoporosis Management.

The Clinical Guidelines that were mailed to you in August are part of the MediGold Emergency Room (ER) Utilization Project. Diagnoses chosen for this project were based upon frequency of discharge diagnosis codes. These are common conditions seen in the ER that can be complex to manage in the outpatient setting. The guidelines sent to you are intended for all Health Partners physicians to use for any patient with one of these conditions.

The Guidelines contain recommendations that are based on evidence from a rigorous systematic review of published medical literature regarding best practices for diagnosis and treatment. They have been reviewed by specialists and by the Health Partners Quality Committee and approved by the Board of Directors. The purpose of these guidelines is to assist physicians in the care of these illnesses and thereby improve overall patient health. A side benefit of this may be to reduce the need for ER visits. However, these recommendations are not fixed protocols. Decisions regarding care are subject to individual consideration and should be made by the treating medical professional and the patient in concert.

The guidelines are posted on the Health Partners website (www.mchp.com); additional copies can be obtained if requested (heathpartnersmedicaldirector@mchs.com).

In addition, there are two important CME events taking place this fall:

1. Healthcare Reform and the Practicing Physician: 9/23/10 at 6 p.m. at Mount Carmel West
2. Clinical Integration: Purpose, Benefits, and Promise: 10/28/10 at 6:30 p.m. at Mount Carmel West.

A dinner/reception precedes each event.

Both of these important events will help prepare the practicing physician for changes in healthcare post-reform. Additional information regarding these programs can be found in this newsletter and at www.mchp.com. I hope you can attend these events.

~ Daniel Wendorff, MD
Medical Director, Health Partners

Emergency Room Fax Notices Pertaining to the MediGold and the Trinity Health Associate Health Plan ER Utilization Reduction Project

Health Partners, in collaboration with MediGold and the Trinity Health Associate Health Plan, launched two Emergency Room (ER) Utilization Quality Initiatives over the summer. The goal of both these programs is to reduce the number of "medically treated and released" visits to the ER. To aid in meeting the goals of this project, Health Partners and Mount Carmel ER's have established a process of sending fax notifications to primary care physicians when his/her patient is treated at a Mount Carmel ER. Physicians are encouraged to engage and follow up with patients who have utilized the ER. Many ER visits are for diagnoses that could have been treated at a physician's office. These ER reports may help your practice shift utilization trends away from the ER and back to your practice.

Mount Carmel West's ER is currently faxing these reports to physicians. Mount Carmel East and Mount Carmel St. Ann's ERs will be faxing reports by the end of September. Health Partners would like to thank Physician Relations Council at Mount Carmel West, particularly Maureen Andrews, for assisting in this project.

EHR and Federal Stimulus Funding Primary Care Physicians Invited

The following information is from the Central Ohio Health Information Exchange. This information is being provided to you as information sharing. Please contact Matt Esker directly at 614-384-9174 regarding questions on this program or the Central Ohio Health Information Exchange.

Event Information:

Thursday, October 7, 2010

7:00 a.m. to 8:00 a.m.

8:00 a.m. to 8:30 a.m. Questions and Answers

Location: University Plaza Hotel, 3110 Olentangy River Rd. Columbus, OH 43214

Central Ohio Health Information Exchange Program Message

The facts are clear – the time to adopt Electronic Health Records (EHR) is now. Whether you are a primary care provider who has already implemented an EHR system or one who has yet to take the plunge, the federal government is prepared to reward you. What may not be as clear to you are the details. Join Central Ohio Health Information Exchange (COHIE) for a free EHR forum that will provide all the information you need to see the whole EHR picture, including:

- **Federal Stimulus Funds** – Do you qualify? How much can you receive? What are your deadlines?

Presented by Cathy Costello, JD, Ohio Health Information Partnership (OHIP)

- **Central Ohio Health Information Exchange (COHIE)** – How can COHIE help assess and prepare your practice for EHR? How will you be assisted with EHR selection and gain access to low-cost loans? How can COHIE help you reach “meaningful use” of your system? *Presented by Matt Esker, Director, Central Ohio Health Information Exchange*

- **The impact of transitioning from paper to electronic records** – What can you expect? What can you do to lessen the burdens? What have others learned? *Presented by Todd Walker, Comprehensive Healthcare Advisors.*

Refreshments provided by the Columbus Medical Association.

Please fax back this form to the Central Ohio Health Information Exchange at 614-240 - 7415

Name: _____ Practice Name: _____

Address: _____ City: _____ ZIP: _____

Phone: _____ E-mail: _____

Specialty: _____ Number of physicians in practice: _____

CareSource Contract Update

Mount Carmel Health System entered into contract with CareSource on August 1, 2010.

The Mount Carmel agreement encompasses:

- Mount Carmel Health System hospitals including Mount Carmel East, West, St. Ann's and New Albany
- Diley Ridge Medical Center and Central Ohio Sleep Medicine
- Mount Carmel Hospice

Health Partners is in active contract discussions with CareSource. Once a contract is finalized, Health Partners member physicians will be mailed a contract information packet; member physicians can then decide to accept or reject participation in this contract. If you have questions regarding CareSource or other payers, please contact the Provider Relations Department:

Terri Latourelle 614-546-4270
tlatourelle@mchs.com

Betsy Parker
eparker@mchs.com

614-546-4258

Gina Seng 614-546-4259
gseng@mchs.com

Cathy Wood
cwood@mchs.com

614-546-4256

HealthTrust Purchasing Group Now Available to Health Partners Physicians

Mount Carmel Health Partners, through Trinity Health, is a participant in the group purchasing organization HealthTrust Purchasing Group (HPG). This organization is currently leveraging the supply purchase volume of Mount Carmel, as well as its other members, to negotiate discounts on medical supplies, office supplies, and practice services, totaling \$17 billion annually. This program is available to your practice and offers the opportunity to save significantly on supply purchases. Interested physicians and their practices who are members of Health Partners can join at no charge and realize significant cost savings. There are over 400 companies that participate in the program and many of these are clinical supply companies.

Some facts about the program include:

Average Savings: Detailed cost analyses have shown average savings for new members to be at 20% plus. Savings on express mail usually averages over 35%, while medical supplies average 12%.

Contract coverage examples include:

Medical Supplies - Cardinal Health	Pharmaceuticals – Cardinal Health and CuraScripts
Office Supplies – Staples/CorporateExpress	Express Shipping – Federal Express
Cellular Phones/Service – Verizon, Sprint, AT&T	

Membership:

There is no charge to participate. Membership runs for a 3-year term. Participation in HPG is exclusive and prohibits membership in another group purchasing program.

Contact Information:

For additional information or questions, please contact *AdvantageTrust* at memberservices@advantagetrustpg.com or 847-592-7860, or to enroll, complete the *Location Information Form* at www.advantagetrustpg.com. Please make sure you inform the representative that you are a member of Mount Carmel Health Partners.

We believe this program provides significant benefits to participants and will help them manage their supply costs more efficiently while freeing staff resources to focus on patient-related services. The program brochure and one-page handouts are available in high resolution on the AdvantageTrust website at www.advantagetrustpg.com.

3rd Annual Mount Carmel Medical Staff Satisfaction Survey

Mount Carmel Health launched their 3rd annual Medical Staff Satisfaction Survey the week of September 20, 2010. Mount Carmel has engaged Press Ganey to conduct this survey order to maintain physician confidentiality. Medical Staff members will be contacted regarding this survey through a number of communication channels, beginning with a letter that Medical Staff members will receive in their offices the week of September 20, 2010. Medical Staff members will have until Friday, October 22, 2010 to complete the survey.

Physicians may complete the survey in one of two ways: (1) Complete and return a mailed survey which will be included with the notification letter, or (2) Complete the survey online by using a PIN access code printed on the notification letter.

If you have any questions or concerns about the survey, please contact Shawn Oakley, Mount Carmel Health System Director of Market Research, at (614) 546-4933 or soakley@mchs.com.

Thank you for assisting Mount Carmel and its efforts to strengthen physician and hospital relationships.

FALL 2010 EVENTS

Mount Carmel Health Partners would like to invite its member physicians and staff to our upcoming events this fall. For more information on these events, please visit our website at www.mchp.com or contact us at 614-546-3000.

Healthcare Reform and the Practicing Physician

* A Mount Carmel CME Event. Program is limited to physicians.

Presented by: Kevin Locke, Co-Founder and Partner, Charis Healthcare
 John Heintz, MD, Chairman, HealthProviders Governing Council
 Richard Streck, MD, Chief Medical Officer, Mount Carmel Health System
 Daniel Wendorff, MD, Medical Director, Mount Carmel Health Partners
 Greg A. Wise, MD, Medical Director, Mount Carmel Health Plan

When: Thursday, September 23, 2010. 5:30p.m. Dinner/Reception. 6:00-8:00 p.m. Presentation

Where: Mount Carmel West, Medical Staff Auditorium

Registration: Please call the CME office at 614-234-5351

This conference is designed to educate physicians on the impact of healthcare reform on practicing physicians. The Patient Protection and Affordable Healthcare Act proposes many new care delivery, payment and outcome measurement models that will impact practicing physicians. The keynote speaker, Kevin Locke, will discuss the basics of healthcare reform from a physician's perspective and offer specific insights on Medical Homes, Accountable Care Organizations and other delivery and payment models. In addition, physician leaders from key Mount Carmel divisions will speak regarding strategies for Mount Carmel and its physicians to successfully respond to healthcare reform.

Accreditation statement: Mount Carmel is accredited by the Ohio State Medical Association to provide continuing medical education for physicians. Mount Carmel designates this educational activity for a maximum of 2 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Clinical Integration: Purpose, Benefits, and Promise

* A Mount Carmel CME Event. Program is limited to physicians.

Presented by: Craig Anderson Sr., Co-Founder and Partner, Charis Healthcare

When: Thursday, October 28, 2010. 6:00 p.m. Dinner/Reception. 6:30-8:00 p.m. Presentation

Where: Mount Carmel West, Medical Staff Auditorium

Registration: Please call the CME office at 614-234-5351

Course Description: Clinical Integration is physician-led and driven quality improvement. This course will explain Clinical Integration, detail how Clinical Integration can improve clinical quality and reduce healthcare costs, and explain how Clinical Integration information technology can facilitate these goals.

Objectives: At the conclusion of this activity, participants should be able to:

- Explain how Clinical Integration can improve clinical outcomes, reduce the costs of healthcare services, and improve individual physician clinical performance.
- Recognize how the use of Clinical Integration information technology can coordinate clinical care, improve individual patient care, facilitate population health, facilitate quality improvement, and improve individual physician performance.
- Describe how clinical performance benchmarking can drive systematic quality improvement among physicians.

Accreditation statement: Mount Carmel is accredited by the Ohio State Medical Association to provide continuing medical education for physicians. Mount Carmel designates this educational activity for a maximum of 1.5 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

FALL 2010 EVENTS

Annual Vendor/Payer Fair

When: Wednesday, October 27, 2010 from 11:30 a.m. to 1:30 p.m.

Where: Mount Carmel East Hospital, Siegel Center Auditorium

This is a great opportunity for physicians and their staff to visit with the Discounted Professional Services vendors and learn about the discounts and services they can provide to your practice. In addition, representatives from managed care networks and insurance companies will be on hand to answer your questions. To make good use of your time away from the office, a box lunch is being provided when you attend. Don't miss this great opportunity to visit with the vendors and payers and to see the products and services they offer. Come have lunch and win DOOR PRIZES!

Please mark your calendars, complete the registration form at the bottom of the page, and fax to 614-546-4261.

Coding Updates for 2010 and 2011

Presented by: Diane Zucker, Healthcare Management and Reimbursement Consultant

When: Tuesday, October 26, 2010 8:30 a.m. to noon

Where: Mount Carmel Corporate Services Center (former Lucent Building), 6150 East Broad Street, 4th Floor, Columbus

Please park in the visitor parking spaces in the parking lot in front of the building. Enter the building at the main entrance by the flagpole. A Health Partners representative will greet you in the lobby.

Diane's seminar will increase the quality of your coding, help your practice generate more revenue, and help reduce potential liabilities in your practice. Coding changes for 2010 will be discussed along with how to code for pay-for-performance programs. The seminar will cover the following topics: review of E&M coding, review of modifiers and physician coding, updates on diagnosis issues, HIPAA issues for coding, compliance, and privacy, review of new CPT codes for 2010, and updates on Medicare, Medicaid, and commercial insurances. If you have attended Diane's seminars before, you know Diane provides excellent information and makes good use of your time away from the office.

OSHA and CLIA Educational Seminar

Presented by: Kathy Rooker, Columbus Healthcare and Safety Consultants

When: Tuesday, October 19, 2010, 8:30 a.m. to 11:30 a.m.

Where: Mount Carmel St. Ann's Hospital, Vance Learning Center
(Located in between the main hospital and the maternity wing)

Please join us for a morning full of useful information that will help make your practice safer, help reduce your exposure to potential liabilities, and help protect your patients and staff. The seminar will cover the following topics: hazard recognition, incident reporting, hazard communication, chemical storage, blood-borne pathogens, personal protective equipment and hazardous waste storage. With the incidence of tuberculosis increasing throughout the nation and locally, the seminar will also focus on occupational safety for tuberculosis exposure.

This seminar meets your annual blood-borne safety retraining requirements.

Payments can be made out to "Mount Carmel Health Partners" and mailed to: Mount Carmel Health Partners
6150 East Broad Street
Columbus, OH 43213

Questions or comments? Please call us at 614-546-3000.

Name: _____ Practice: _____

I will be attending:

_____ 2010 Vendor-Payer Fair—FREE — RSVPs for this event may be faxed to 614-546-4261
Number in your practice attending the fair _____

_____ Coding Updates for 2011 -- \$100 Registration Fee* per Attendee

_____ OSHA Educational Seminar -- \$100 Registration Fee* per Attendee

*Payments are not refundable

**September 2010
Newsletter
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Health Partners**

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**Provider Relations
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**Health Partners
Website Password
Changes**

If you have not obtained a username and password for the Health Partners website since May 21, 2010, your login information may be outdated.

If you would like to receive a username and password or still need to update your Health Partners website username and password because of the website upgrade, contact Gina Seng at gseng@mchs.com or 614-546-4259.

Usernames and passwords allow you to access password-protected areas of the website, including payer information, and Clinical Integration documents.

NEW PHYSICIANS JOINING HEALTH PARTNERS

Lauren Bar-Lev, M.D.-Pediatrics, COPC Ohio Center for Pediatrics, 5040 Bradenton Avenue, Dublin, 43017

Sean Barnes, M.D.-Internal Medicine, COPC Central Ohio Medicine, 4030 West Henderson Road, Columbus, 43220

Jiang Cui, M.D.-Cardiovascular Disease, Cardiology, Inc, 477 Cooper Road, Westerville, 43081

Farah Galaydh, M.D.-Ophthalmology, Columbus Eye MD, Inc, 2330 Morse Road, Columbus, 43229

Michael Glueckert, M.D.-Emergency Medicine, Emergency Services, Inc, 6001 East Broad Street, Columbus, 43213

Abhay Gokhale, M.D.-Radiation Oncology, Radiology, Inc., 6001 East Broad Street, Columbus, 43213

David Hart, M.D.-Cardiology, OSU Internal Medicine, LLC, 125 North Ewing Street, Lancaster, 43130

Jennifer Regan Herlihy, M.D.-Obstetrics & Gynecology, Premier Women's Health Ob/Gyn, Inc., 5034 Walnut Street North, South Bloomfield, 43103

Mahmoud Houmsse, M.D.-Cardiology, OSU Internal Medicine, LLC, 125 North Ewing Street, Lancaster, 43130

Melinda Jack, M.D.-Colon and Rectal Surgery, Central Ohio Colon & Rectal Center, 5965 East Broad Street, Columbus, 43213

Marita Moore, M.D.-Family Practice, MCHP Welsh Hills Family Health, 1945 Newark-Granville Road, Granville, 43023

Michael Morris, M.D.-Orthopedics, Joint Implant Surgeons, Inc., 7277 Smiths Mills Road, New Albany, 43054

Sharon Thornton, M.D.-Dermatology, Columbus Skin Surgery Center, 6670 Perimeter Drive, Dublin, 43016

Continuing Medical Education Event

Taking Healthcare Home: Reducing Hospital Readmissions and Improving Outcomes for the Chronically Ill

Saturday, November 2, 2010, 8:00 a.m. to 2:00 p.m.
Mount Carmel East, Siegel Center Auditorium

TARGET AUDIENCE: Primary care, internal medicine and emergency medicine physicians; residents; nurses; social workers; case managers; dietitians; and physical, occupational and speech therapists.

COURSE DESCRIPTION: This symposium will address the national epidemic of chronic illness, the advantages of an in-home interdisciplinary care model, and trends in changing outcomes by changing behaviors. Mount Carmel staff physician and geriatric specialist John M. Weigand, MD, will discuss the concept of transitional care and the current challenges in providing seamless medical care to patients between the various settings of the care continuum. Melinda H. Huffman, BSN, MSN, CCNS, CHC, will present health coaching as a strategy for primary care physicians and healthcare professionals to engage patients in becoming active participants in their own chronic disease management. Steven H. Landers, MD, MPH, Director, Cleveland Clinic Center for Home Care and Community Rehabilitation, is Physician of the Year for the National Association for Home Care and Hospice. Dr. Landers will address the importance of improving the delivery of healthcare for the chronically ill in the coming decades into the home and outpatient settings through the appropriate utilization of community resources and practice-based initiatives for primary care physicians.

FOR MORE INFORMATION, PLEASE CALL THE CME OFFICE AT 614-234-5351.