

*'Delivering High Quality Care One Patient at a Time'*



## Practice Feature: Cumberland Internal Medicine's Strategy around the Timing of Care Delivery

This month's practice feature highlights Cumberland Internal Medicine's (CIM) strategies to ensure care is delivered at the time when patients need it most. Dawn Mercogliano, Practice Manager, shared the following tactics with me, which contributed to an 11.2% utilization improvement for their practice in the 2017 Horizon value-based program.

- ◆ **Same Day Appointments:** The practice reserves appointment slots for same day visits which has improved patient satisfaction and care. They continually educate patients to call the office first when having a problem, stressing the benefit that the providers knows them and their history and are much more accessible now than in years past.
- ◆ **Focused Visits:** A new visit type has been created at CIM called a "focused visit". This is used for upper respiratory infections and urinary tract infections. A unique template was developed for these visits which is completed by a medical assistant along with the preliminary work up. This reduces the time required for the provider to complete the visit and allows these patients to be seen in the office when previously they may have gone to an urgent care center.
- ◆ **Transitions of Care:** CIM monitors patient admissions via their hospital census and communicates with the patient and family while they are hospitalized the importance of a post-discharge office visit. This Transitional Care Management appointment is used to ensure a smooth transition from hospital to home, avoid readmissions, and can be billed using codes 99495 and 99496.

According to Dawn, "Our entire practice works on patient care management as a team. We have been fine tuning our processes for several years, working these tactics into our daily routine so it is not 'extra' work."

Congratulations on your success CIM! Thanks for sharing!



## Quality Data Submission Citizenship Metric

As part of the distribution formula for the Horizon Alliance Shared Savings Program, primary care providers are required to meet quality and citizenship metrics. Please be reminded of the citizenship metric to submit quality data to IHP (Derek Forbes or Tiffany Taylor) each quarter per the below schedule, 15 days following the end of a quarter.

- First quarter reports are due 4/15/18
- Second quarter reports are due 7/15/18
- Third quarter reports are due 10/15/18
- Fourth quarter reports are due 1/15/19

	# Practices that Submitted Data		# Practices that Met Deadline	
	Q1	Q2	Q1	Q2
Yes	13	15	12	8
No	2	3	3	10
	15	18	15	18

## Primary Care Providers

IHP Primary Care Fall Gathering  
October 9, 2018  
5:30-7:30pm  
Filomena's Lakeview Restaurant in Deptford



## Personnel Update

Andrew Goos will be covering the duties of Krystyna Sienkiewicz during her maternity leave. IHP welcomes Wendi Shelton, who will be assisting Andrew with administrative duties during this time.