

## Hawai'i Health Partners News

May 2015

### NEW MEMBERS OF HHP BOARD OF MANAGERS ELECTED

Voting for three open positions on the Hawai'i Health Partners (HHP) Board of Managers for June 1, 2015-May 31, 2016 has been completed. More than 30 percent of HHP's membership voted via electronic ballot this year.

Congratulations to the newly elected board members:

- **Amy Corliss, MD**, Internal Medicine, Wilcox Memorial Hospital
- **Keith Matsumoto, MD**, Pediatrics, Independent Primary Care Physician (re-elected)
- **Monica Price, MD**, Internal Medicine, Straub Clinic & Hospital

They join the following individuals who will continue to serve on the board for the 2015-2016 year:

- |                                 |                                |                                 |
|---------------------------------|--------------------------------|---------------------------------|
| • <b>Melinda Ashton, MD*</b>    | • <b>Bennett Loui, MD</b>      | • <b>Ken Robbins, MD*</b>       |
| • <b>David Cho, MD</b>          | • <b>Wallace Matthews, MD*</b> | • <b>Marti Taba, MD</b>         |
| • <b>Douglas Kwock, MD</b>      | • <b>Todd Miller, MD</b>       | • <b>Ray Vara*</b>              |
| • <b>Andy Lee, MD*</b>          | • <b>Dawn Miura, MD</b>        | • <b>Thomas Williamson, MD*</b> |
| • <b>Gerard Livaudais, MD**</b> | • <b>Angela Pratt, MD</b>      |                                 |

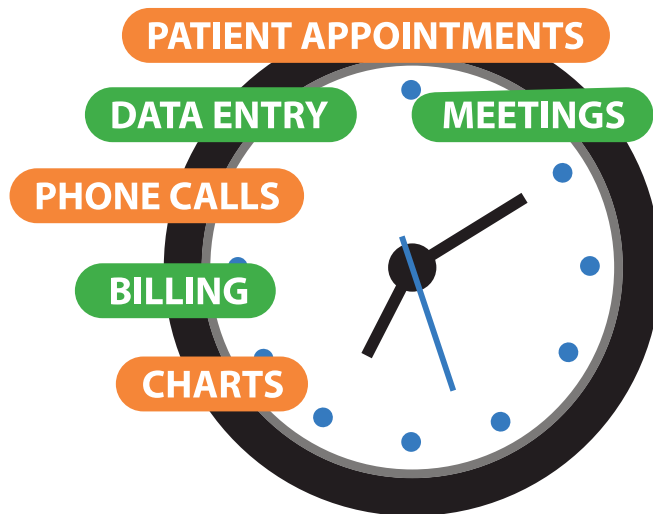
\*ex-officio / HPH-appointed \*\* non-voting

### “Where did my day go?”

#### *HHP launches pilot project on physician workflow and time utilization*

Charting. Prior authorizations. Data entry and reconciliation. Billing. It is what has come to be known today as the administrative burden of practicing medicine. The side effects of this burden are concerning. According to a 2012 study published in the Journal of the American Medical Association, 45 percent of physicians reported experiencing at least one symptom of burnout—a loss of enthusiasm for work, feelings of cynicism, and a low sense of personal accomplishment<sup>1</sup>. It also suggested that burnout may erode professionalism, influence quality of care, increase the risk for medical errors, and promote early retirement.

To assist physician members in addressing the demands and stresses of today's health care setting, Hawai'i Health Partners (HHP) has launched a pilot project on physician workflow and time utilization. The goal of the project is to help physicians study their practice workflows to identify new efficiencies and strategies to care for their HHP patients.



“Time is a physician's most important resource,” says Jay Post, Hawai'i Health Partners analyst who is leading this project. “With this project, we're hoping to help physicians help themselves and their HHP patients.”

The benefits of understanding where efficiencies can be made and implementing changes are considerable. It can allow physicians to expand access and offer a

variety of services to meet the diverse needs of their HHP panel of patients. Improvements in the amount of time and quality of time physicians spend with HHP patients also has the potential to lead to greater patient satisfaction, better adherence to medical regimens, increased self-management, better health outcomes and lower costs.

Post started the project by shadowing four physicians in the Pearl City Medical Associates (PCMA) practice. He followed them from the beginning to the end of their day, from before the sun rises to after it sets. He took notes on their activities, closely paying attention to their habits and timing every step along the way. He then compiled the information into a report and analyzed the amount of time spent on different activities throughout the day.

"It's opened our eyes to see where the time goes and where we spend our time," said Dr. Michael Mihara, a PCMA primary care physician and the first HHP member to participate in the pilot project. "We know we're all struggling with time management. Only by doing this will we be able to make inroads on where we can cut back and what we can do to improve."

Mihara's associate, Dr. Bryan Matsumoto, is also participating in the project.

"Thirteen hours at the office is an easy day," says Matsumoto. "It didn't surprise me to see it on paper. We feel it. By the end of the day, you're tired."

"You think you're spending a lot of that time with patients. This showed how much time we're spending on other things," Matsumoto added.

Besides helping to identify where improvements can be made, the project is also helping to identify efficiencies that could be replicated by other physicians.

"We see that one physician spends 6 minutes per patient on charting while another one spends 15 minutes per patient," says Post. "This helps us look at what that first physician is doing that could help the other."

One of the things that physicians can do to improve, according to Post, is to identify the things they are doing that could be done by other staff. Responding to patient inquiries and checking messages may seem like small things, but they quickly add up.

"Physicians can't do it all by themselves," says Post. "This is where the concept of team-based care comes in. The physician is still at the center of providing care, but there is a support team of other health care professionals and office staff who provide assistance where needed."

This allows the physician to spend more time with their patients, yet ultimately less time at the office.

"Our goal is to create a sustainable, rewarding work environment for physicians and an exceptional patient experience via shared successful practices," says Post.

Post is planning to expand the project over the next year to other HHP physicians who are interested in understanding where their time goes in order to improve the quality of care delivered to patients.

1Journal of American Medical Association, [Burnout and Satisfaction with Work-Life Balance Among US Physicians Relative to the General US Population](#), October 2012, Web.

## HHP Member Spotlight: Michael Mihara, MD

Michael Mihara, MD, is an internal medicine physician with Pearl City Medical Associates. Born in Spokane, Washington, and raised in Kaneohe, O'ahu, he attended Castle High School and the University of Hawai'i where he studied biology. Mihara graduated from the University of Hawai'i John A. Burns School of Medicine with honors, and joined Pearl City Medical Associates in 1988. He has previously served as chief of staff at Pali Momi Medical Center.

Mihara was the first physician to participate in HHP's pilot project on physician workflow and time utilization, and shared his thoughts on the project and how HHP is helping him manage his practice.

### **HHP: What is your typical day like?**

**Mihara:** Well, on the day that Jay came to shadow me, I started at 5:45 a.m. and was still here at 8:30 p.m. He left before I did. Working 14 or 15 hours a day is not unusual.

### **HHP: How would you describe your experience so far as a participant in HHP's pilot project on physician workflow and time utilization?**

**Mihara:** I honestly wasn't sure what to expect, but Jay made himself very inconspicuous. My patients were also fascinated with the idea after we explained to them what we were doing.

When I reviewed the results with Jay, I was surprised at how little time we spend face-to-face with the patient. On the day he shadowed me, I averaged 8-10 minutes with each patient and 20 or more minutes prepping, doing notes or going over labs. I'm looking forward to going deeper now, looking at best practices among those who are doing it right and how we can improve efficiencies across the board.

### **HHP: What do you hope to gain from participating in this pilot project?**

**Mihara:** I'd like to see where this time management project takes us, go a little more in depth, drill down on the numbers, and meet as a group so we can all learn



from each other and hear about what others are doing differently that could help us.

I hope this will ultimately help all of the physicians in our practice not only have more time with their families, but also provide better and consistent care for our patients.

**HHP: What is the biggest challenge you face as a physician?**

**Mihara:** Obviously, our workload for physicians has grown over the years. We have to become familiar with these new payment models. The aging population is also a concern. We all know the aging population is growing and the disease burden is going to get bigger.

**HHP: How has Hawai'i Health Partners helped you and your practice to better serve patients?**

**Mihara:** HHP has really taken the pressure off us and our staff, allowing them to do what is their core work. We didn't have to contend with all this administrative stuff before and it's added a whole layer of work for us. I'm very pleased with what HHP is helping us with,

especially data reconciliation on HHP patients. I want to make my practice life better, and so far, HHP has really stepped up to the plate and is delivering.

**HHP: What inspired you to become a physician?**

**Mihara:** I was fascinated with science and biology, and the practice of medicine. I've been at this for 27 years and have 2,500 patients, and I still love the practice of medicine.

## SAVE THE DATE!

### HHP Grand Rounds: Diagnostic Imaging

Friday, June 26 - 12:30 p.m.  
Straub Doctor's Dining Room or online\*

\*details to come

## HHP Member Spotlight: Bryan Matsumoto, MD

Bryan Matsumoto, MD, was born and raised in Wahiawa, and later graduated from Mid Pacific Institute. He received bachelor's degrees in chemistry and biology from Whitworth College and his medical degree from the University of Hawai'i John A. Burns School of Medicine. He completed his residency in internal medicine at the University of Hawai'i Integrated Medical Residency Program and joined Pearl City Medical Associates in 1982.

Matsumoto also participated in HHP's pilot project on physician workflow and time utilization, and shared his thoughts on the project and how HHP is helping him manage his practice.

**HHP: What is your typical day like?**

**Matsumoto:** Every morning, I come in and do what I need to prepare for the day before I start to see patients. When I'm not with patients, I'm signing off on orders, checking reports, inputting data, or in meetings.

**HHP: What do you hope to gain from participating in HHP's pilot project on physician workflow and time utilization?**

**Matsumoto:** I wanted to see how HHP could help us streamline things. We jumped onto Epic a few years ago. It was a good move, but it takes a lot of work and it can be daunting. I appreciated the trainers who

came in to give us tips on how to use Epic. HHP is helping us take advantage of technology so we can maximize efficiency. They also are helping us provide new services and programs for our patients. The diabetes educators have been well received by our patients. So far, it's been more than what I expected.



**HHP: What is the biggest challenge you face as a physician?**

**Matsumoto:** I have seen so much change in the last 33 years. The advancements in technology and the electronic medical record are good, but it has created a lot more work. It can be unwieldy and there is a lot of duplication in charting and daily notes. I'm used to hard work though. I grew up in Wahiawa picking pineapples. This is still easier than doing that.

**HHP: What inspired you to become a physician?**

**Matsumoto:** I was always interested in science and biology, and had a curiosity in human bodies and diseases. In medical school, I was lucky to have some really good mentors. Dr. Bernard Yim introduced me to Dr. Joseph Nishimoto of Pearl City Medical Associates, which was an old-style family medicine practice at the time. Things were different back then—we had time to play basketball or go to the driving range. Charting was brief and we dispensed medicine in the office. Those simple days are no longer. But, we have good patients here and that's what keeps me going.

# HHP Quality Performance Program score

All HHP members received a report in early May of their calculated score under the Quality Performance Program (QPP) as of the close of 2014.

The QPP score takes on special significance this year because we are anticipating a bonus distribution according to the points earned. If you have earned one or more points under the HHP Quality Performance Program, you will receive a payment once your score is confirmed.

All scores will be considered final on June 5 and payments will be sent by the end of June.

Refer to the email sent to you in early May for additional instructions and contacts for resolving any identified discrepancies in your report.



## HHP WELCOMES NEW MEMBERS

**Hawai'i Health Partners would like to welcome the following individuals who were recently appointed by the HHP Board of Managers as new members to the organization:**

- **Travis Dang, MD**, Anesthesiology, Pacific Anesthesia
- **Jason Tan, MD**, Anesthesiology, Hawai'i Anesthesia Group
- **Coral Yap, MD**, Pediatrics, Kapi'olani Medical Specialists