HAWAI'I PACIFIC HEALTH | HAWAI'I HEALTH PARTNERS

CREATING A HEALTHIER HAWAI'I

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Predict, Prioritize, Prevent - A New Tool for Risk Stratified Care

As of December 4, 2017, available in Epic, a new risk stratification tool to help HHP physicians predict patients health risk status', prioritize their care, and prevent the development and/or acceleration of chronic conditions.

Patients will fall into one of four risk tiers* based on scoring across several dimensions including demographics, disease burden pulled form visit diagnoses and the problem list, past utilization and others.

Risk Tier	Target Population	Score Range*
Low	No chronic conditions	0
Moderate	Chronic conditions with no complications	1-6
High	Chronic conditions with complications or admissions	7-12
Very High	Multiple uncontrolled chronic conditions with complications or admissions	13+

Adult and pediatric patients have slightly different scoring. To make it easy to identify patients in a busy clinic, the risk tier is clearly displayed in Epic by color coding according to the corresponding tier.
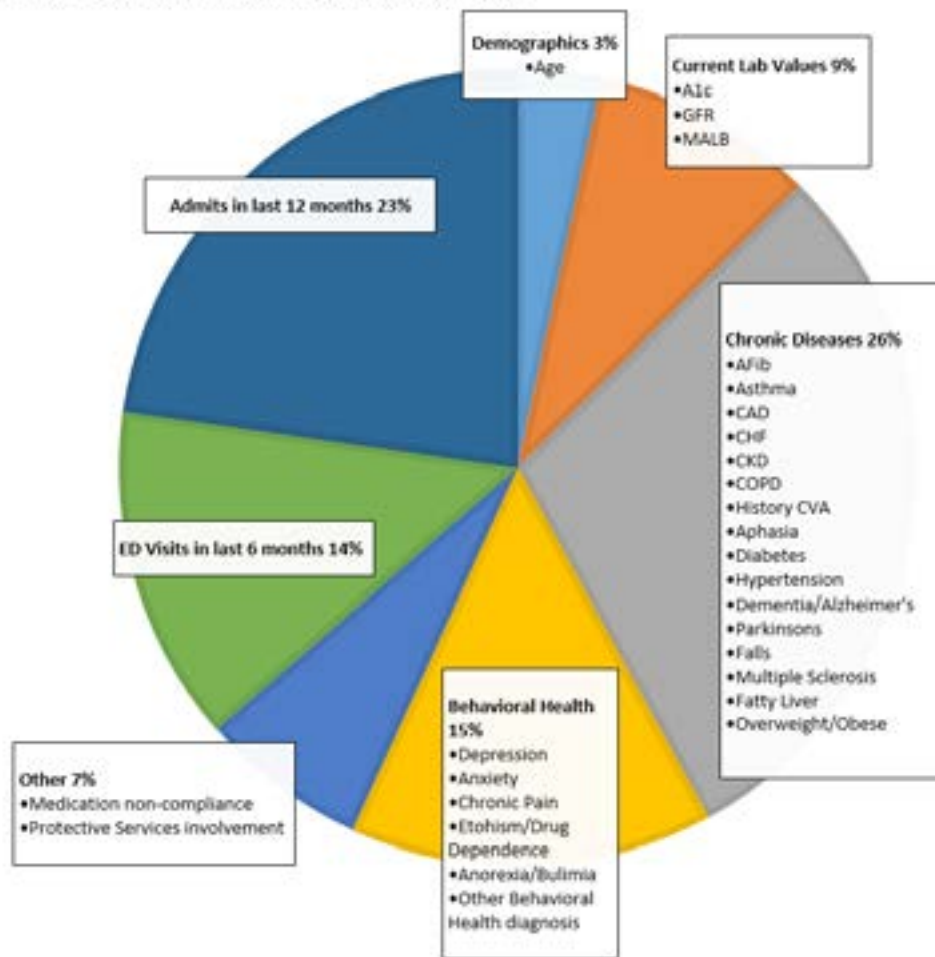
"Prediction is a key first step towards planning and developing a patient's health care needs. It helps cue physician to follow through with appropriate preventive and chronic care services," said Dr. Monica Price.

A new risk stratification tool means new care delivery implications. Additional resources and services continue to be available to HHP members via our managed care and complex care teams.
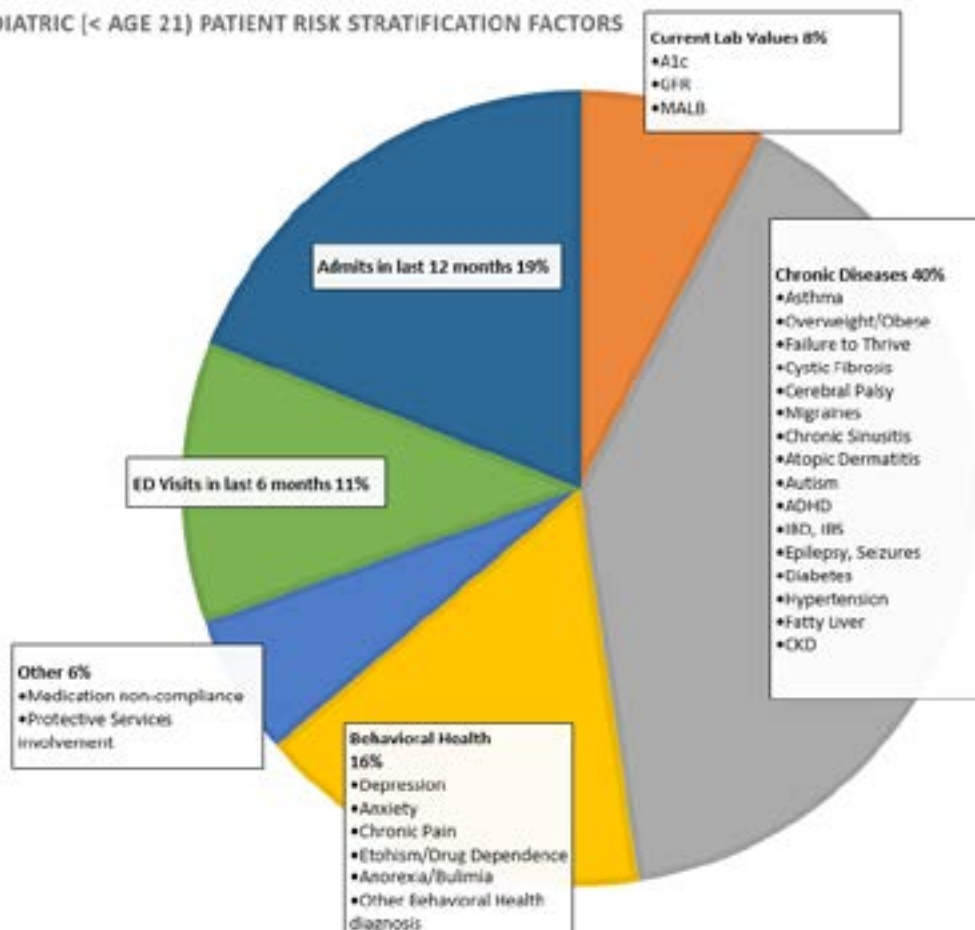
Visit hawaiihealthpartners.org/about-hhp/staff for contact information.

Physicians have the capability to change a patient's risk tier based on clinical judgement. There will be instances where a physician should to adjust the risk tier based on additional information.

ADULT PATIENT RISK STRATIFICATION FACTORS

Demographics 3%
•Age

Current Lab Values 9%
•A1c
•GFR
•MALB

Admits in last 12 months 23%

Chronic Diseases 26%
•AFib
•Asthma
•CAD
•CHf
•CKD
•COPD
•History CVA
•Aphasia
•Diabetes
•Hypertension
•Dementia/Alzheimer's
•Parkinsons
•Falls
•Multiple Sclerosis
•Fatty Liver
•Overweight/Obese

ED Visits in last 6 months 14%

Behavioral Health 15%
•Depression
•Anxiety
•Chronic Pain
•Etohism/Drug Dependence
•Anorexia/Bulimia
•Other Behavioral Health diagnosis

Other 7%
•Medication non-compliance
•Protective Services involvement

PEDIATRIC (< AGE 21) PATIENT RISK STRATIFICATION FACTORS

Current Lab Values 8%
•A1c
•GFR
•MALB

Admits in last 12 months 19%

Chronic Diseases 40%
•Asthma
•Overweight/Obese
•Failure to Thrive
•Cystic Fibrosis
•Cerebral Palsy
•Migraines
•Chronic Sinusitis
•Atopic Dermatitis
•Autism
•ADHD
•IBD, IBS
•Epilepsy, Seizures
•Diabetes
•Hypertension
•Fatty Liver
•CKD

ED Visits in last 6 months 11%

Other 6%
•Medication non-compliance
•Protective Services involvement

Behavioral Health 16%
•Depression
•Anxiety
•Chronic Pain
•Etohism/Drug Dependence
•Anorexia/Bulimia
•Other Behavioral Health diagnosis

Note: Individual values are rounded and may not total 100%.

New Medicare Plan - Introducing Essential Advantage

Four years ago, HHP was the new ACO on the block. Fast forward to 2018 and HMSA has partnered with Hawai'i Pacific Health (HPH) to create Essential Advantage (HMO) a new Medicare Advantage Plan offering exclusive and prioritized patient access to HHP's comprehensive high-quality, established network of physicians and HPHs high-performing facilities.

What You Need to Know...

For Patients –

EA offers a lower monthly premium while maintaining the benefits and quality of similar Medicare programs.

- Annual Wellness visit to be completed by March 1, 2018.
- Stay in-network (providers & facilities) to avoid unnecessary out-of-pocket expense.
- Full urgent care visit and emergent service coverage including while traveling.
- No travel benefit (excluding urgent/emergent care).

For Providers and Staff –

- Identify Essential Advantage patients
- Annual Wellness Visit to be completed by March 1, 2018.
- Annual Wellness Visit and review of chronic conditions are a priority EA patients
- EA members are part of a narrow, but comprehensive network of service providers.
- Referrals*: Work with patients to ensure they stay in-network** via providers, specialists and facilities to ensure your reimbursement under Medicare; out-of-network referrals discouraged due to probable patient out-of-pocket expense.
- Accurate coding of conditions is important to proper risk stratification and the correct determination of PMPM payments under capitation.
- Essential Advantage quality measures are the same measures as HMSA payment transformation quality measures (including Medicare star rating).
  - Included in the 2018 HHP quality program.
  - Visible on HHP Primary Care Dashboard.

Medicare rules and regulations all apply.

**In/Out-of-Network referral management flowchart available in* hawaiihealthpartners.org via 'Physician Login.'

For more information: Contact info@hawaiihealthpartners.org or visit HMSA Essential Advantage Provider Portal.

2017 Annual Meeting Feedback

New Year, At the Fourth Annual Meetings on Oʻahu and Kauai, physicians participated in round table discussions, taking advantage of the forum for interaction and deliberation between different specialties on several topics:

- New referral guidelines
- Referral process
- Quality of Care and Total Cost of Care
- Avoidable Admissions

The discussions were robust and successful in identifying common challenges affecting Primary Care Physicians (PCPs), Specialists and facilities. Suggestions were offered to improve clinical integration and outcomes. Some of these included:

- Referral Guidelines to be vetted by HHP PCPs and Specialists for their usefulness before promulgation
- Eploring best practices in regards to referral etiquette and communication.

Many of the suggestions and insights offered by our members are being used in several projects and programs.

Complete recap and action item table available at hawaiihealthpartners.org via 'Physician Login'

Coming Soon: 2018 Program Guide

New Year, new program guide. The release of the 2018 Program Guide offers a new opportunity for HHP physicians to make a fresh start and plan for an even better year ahead. In addition to the program guide, we will also be distributing Pocket Guides for your quick and convenient reference. Both the Program and Pocket Guide are available online now (hawaiihealthpartners.org via 'Physician Login'); in-hand distribution to be completed in January 2018. Below are some key changes to review.

- Eligible providers expanded by Independent APRNs with an attributed lives panel.

- Updated Measures
    QPP
    - Sepsis [terminology change] :Severe sepsis changed to sepsis and septic shock
    - Vermont Oxford Network [added 2 measures]: VLBW: + Death or Morbidity
                                         Expanded: + Mortality Excluding Early Deaths
    - Advance Care Planning [code inclusion]: Added HCPCS Code S0257 (counseling & discussion)

    QPP | SSP
    - Learning Modules* [updated topics]
            Clinical Decision Support
    Management of Opioids
    Perioperative Surgical Home
    Referral Guidelines

    SSP
    - MyChart [updated name]: MyHealthAdvantage changed to MyChart

- **Retired Measures [QPP]**
    Ambulatory Management of CKD
    Inpatient Support of CKD Management
    Pre-surgery Glucose Measurement
    Elective Deliveries Within Appropriate Gestation Period
    Honoring POLSTs at the Hospital

- **New Measures**
    QPP
    - Population Health: Children with Special Health Care Needs (CSHCN) Screener
    SSP
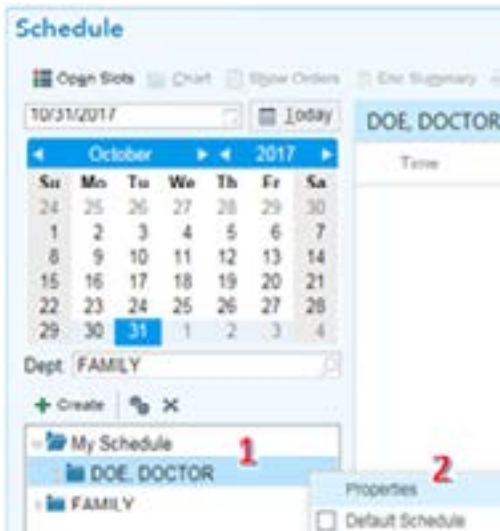   - Specialist Referral Survey

*Subject to change
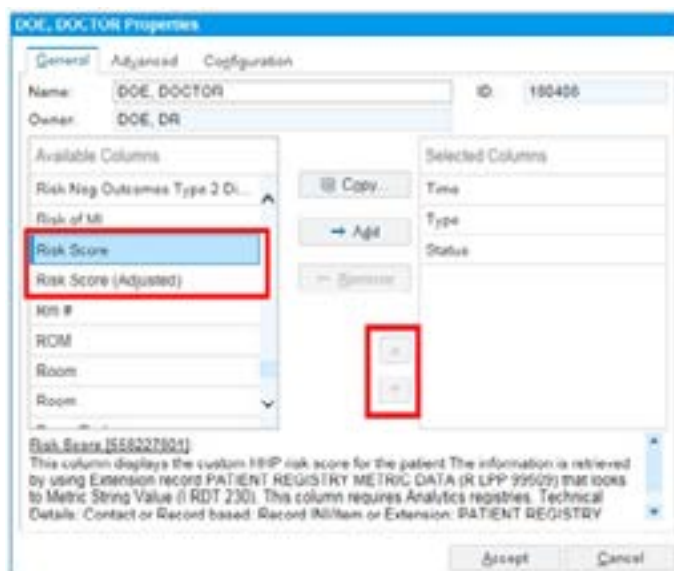
Epic Practice Pearl

How to navigate the Risk Stratification tool in Epic.

- In the Header, you will now see the patient's risk score and adjusted risk score.
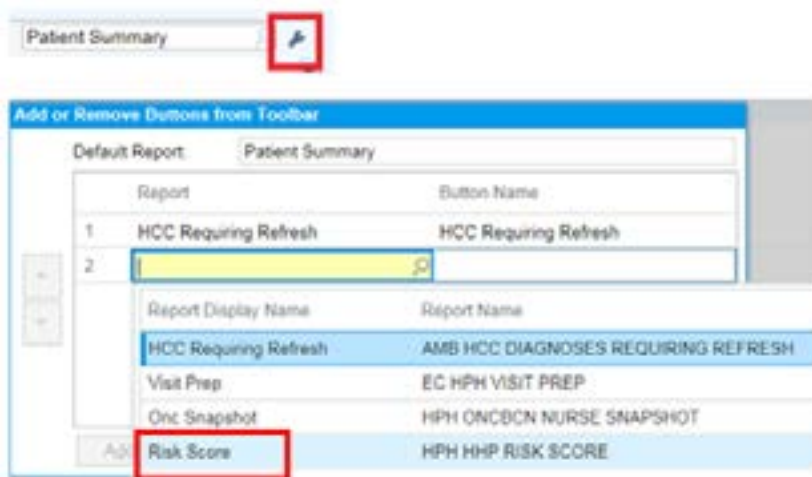- The Risk Score can also be added to the 'Schedule.'

1. Right-click on your schedule
2. Select properties

3. Add Risk Score and Risk Score (Adjusted) to your selected columns. Use the arrow buttons to change the order of your columns. If you are not displaying your 'Schedule' report, click on the arrow at the bottom of the screen. *Tip: You can double-click on the name of the column to add it as a Selected Column.*

4. Choose the Risk Score report. Use the arrow buttons to change the order of your reports.

5. There are two different places where a provider can adjust the Risk Score.
- Schedule Column
  - Select the patient and double-click in the Risk Score (Adjusted) column to open the Risk Adjusted pop-up box, please cite reason for adjustment.
  - Sidebar in Pre-Charting or in an encounter. Tip: The Adjusted Risk Score box can be moved to the left pane by clicking on the arrow.
  - The adjusted Risk Score will not be reflected in the header until it is refreshed. To manually refresh the header, click on the refresh icon.

General Risk Score   Last updated 2 days ago (Sunday)

0 - 5 Points: Low/Moderate   Change: ↑
6 **6 - 12 Points: High**
    >= 13 Points: Very High

This score indicates a patient's general health risk score based on clinical and utilization factors.

Note: *External data might be a factor in metrics not marked with* ↻

Points Metrics

0 Age: 53
    Patients age 0-69 = 0 points; age 70-74 = 1 point; age 75-84 = 2 points; age 85+ = 3 points
    Last updated 2 days ago (Sunday)

0 Has Chronic Obstructive Pulmonary Disease: No
    Patients with COPD get 2 points
    Last updated 2 days ago (Sunday)

0 Has Coronary Artery Disease: No
    Patients with CAD get 1 point
    Last updated 2 days ago (Sunday)

0 Has parkinsons: No
    Patients with Parkinsons get 1 point
    Last updated 2 days ago (Sunday)

For more information or questions regarding Epic navigation and Risk Score adjustment:
Contact info@hawaiihealthpartners.org.

HCC Coding Tip of the Month: Essential Advantage

Hierarchical Condition Category or "HCC", lends to continuous quality improvement in patient care and helps to create a more accurate patient health and population health status profile. Accuracy in HCC coding helps providers identify and more effectively manage high-risk patients. The result being both improved quality of care and more accuracy in risk adjustment and payments for patients' predicted medical costs.

Review and update patient problem list annually. Address applicable chronic conditions and capture HCCs at least once every 12 months. Resolve conditions no longer present and respond to HCC BPA Alerts.

Reconcile ICD-10 coding. Ensure the diagnosis code(s) being billed match your documentation in the patients' medical record.

Complete "Annual Wellness Visits" (AWV). Address HCC conditions as well set health care goals in partnership with your patient during the AWV.

Be mindful of HCC Suspect Conditions. Update the problem list and use or respond to "coder query" to consider more accurate and more specific ICD-10 codes.

Apply the concept of M.E.A.T. Improve HCC coding by taking time to identify the most appropriate and specific ICD-10 codes. Use linking statements and or documentation of "causal" relationships for manifestation codes. Be diligent in reviewing specialist documentation.

Reminder: Apply the MEAT concept for HCC coding accuracy.
Monitor: Signs, symptoms, disease progression, disease regression
Evaluate: Test results, medication effectiveness, response to treatment
Assess/Address: Ordering tests, discussion, review records, counseling
Treat: Medications, therapies, other modalities

New & Noteworthy

Department Highlight - Risky Business

HHP's Population Analytics and Management Team, led by supervisor Melanie Nordgran convened a workgroup consisting of doctors, nurses, as well as IT and operational support; developing an algorithm to help HHP providers identify patients with complex chronic conditions. Their teamwork and perseverance resulted in the successful launch of the new Risk Stratification tool in Epic. Congratulations on a job well done!

How-To-Reminder: Learning Modules

4* Learning Modules topics** are as follows:

1. Clinical Decision Support
2. Perioperative Surgical Home
3. Management of Opioids
4. Referral Guidelines

 Correction: A previous version of this article stated an incorrect number of Learning Modules. There are 4 modules not 8.
**Subject to change

The completion of four 'Learning Modules' measures are components of the 2018 QPP and SSP programs. Learning Modules are automatically assigned to registered HHP providers you as soon as they are released via HPH's Healthstream Learning Center (HLC). We expect to release the first two Learning Modules during the first quarter and the remaining two in the third.

How to Access Your Learning Modules –

1. Visit www.healthstream.com/hlc/hph
2. The computer you are using must have sound and the pop-up blocker must be disabled. Your computer must also meet the recommended system requirements. To check your system visit: www.healthstream.com/BrowserCheck/Default.aspx-?bhcp=1.
3. If you are using a computer within the HPH network and encounter technical issues, please contact the Help Desk at 535-7010 during normal business hours. Technical support is not available for computers outside of the HPH network. For login and access isssues see troubleshooting section.
4. Log In with User ID and Password. For providers, User ID may or may not be employee ID number. Varies per provider status, employed versus independent. First-time users, default password is 'train.'

Troubleshooting –
• You forgot your User ID, contact HLC Administrators.
• You forgot your password, click 'Password Reminder' for a hint or 'Forgot your password?' button – reset password prompt will be sent to your email address.
• You are unsure of what email address is connected with your HLC account. Update your registered email address by contacting HLC Administrators.

HLC Administrators:
• Michelle Zippay, 522-0062
• Jared Lazo, 535-7544
• Ke'ala Seguno, 535-7327

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Sign In

User ID
112634

Password

Login

Password reminder   Forgot your password?

If you need password assistance, please contact the IT Service Desk at 535-7010.

Login Instructions
Your user ID is your 6-digit Employee ID number. Non-employees in the HLC should log in using your 7-digit user ID.

For returning users, your HLC password is the same. If this is your first time logging in to the HLC, the default password is 'train'. HLC passwords are case sensitive.

HLC Administrators:

HPH Shared	Ke'ala Segundo 535-7327
	Jared Lazo 535-7544
KMCWC:	Kim Wheeler 983-8797
PMMC:	Kristi Sakai 485-4685
SMC:	Sarah Kim 522-2719
WMC & KMC:	Joey Stearns 245-1195

LIFE SUPPORT ASSISTANCE:

BLS: Lori Watanabe 535-7499

NRP/PALS: Michelle Zippay 522-0062

ACLS: Paul Patterson 522-2717

HHP Welcomes New Members

Hawaiʻi 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:

Jason S. Tokunaga, MD - Ophthalmology, Aloha Vision Consultants
Lance K. Mitsunaga, MD - Orthopedic Surgery, Bone & Joint Clinic Of Hawaiʻi
Arie D. Olivo Ganz, MD - Nephrology, Hawaiʻi Nephrologists
Kunal K. Parekh, MD - Nephrology, Hawaiʻi Nephrologists
Christopher K. Gibu, MD - Neonatology, Kapiʻolani Medical Specialists
Kristen T.M. Nagata, MD - Diagnostic Radiology, Kapiʻolani Medical Specialists
Stephanie K. Abe, MD - Pediatrics, Kapiʻolani Medical Specialists
Chrystie K. Fujimoto, MD - Obstetrics & Gynecology, Malama Imaging
Raydeen M. Busse, MD - Obstetrics & Gynecology, Malama Imaging
Carlton K.C. Yuen, MD - Ophthalmology, Pali Momi Medical Center
Diane D. Tran, MD - Cardiology, Pali Momi Medical Center
Robert M. Washecka, MD - Urology, Pali Momi Medical Center
Cheryl S.H. Twu, DO - Obstetrics & Gynecology, Straub Medical Center
Jenny M. Satterberg, MD - Family Medicine, Straub Medical Center
John L. Rausch, MD - Anesthesiology, Straub Medical Center
Jonathan H. Shun, MD - Internal Medicine, Straub Medical Center
Marci L.K. Peralto, MD - Obstetrics & Gynecology, Straub Medical Center
Mujtaba Ali, MD - Internal Medicine, Straub Medical Center
Seabrook K. Mow, MD - Geriatric Medicine, Straub Medical Center
Spring K. Golden, MD - Dermatology, Straub Medical Center
Yun Sun Lee, MD - Dermatology, Straub Medical Center
Brittney A. Williams, MD - Obstetrics & Gynecology, UCERA dba Univeristy Health Partners of Hawaiʻi
Kareem H. Khozaim, MD - Obstetrics & Gynecology, University Health Partners
Luke B. Donnelly, MD - Emergency Medicine, US Acute Care Solutions
Torey M. Kikukawa, DO - Emergency Medicine, US Acute Care Solutions

Questions? Contact us at info@hawaiihealthpartners.org

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