Dear Colleagues:

We want to begin the year by thanking you and your team for all your efforts throughout the year. As we embrace 2018 with the goals and resolutions we hope to achieve, we do so with the knowledge that as Hawaii’s only Accountable Organization (ACO), together, we have resolutely been on the path to creating a healthier Hawai‘i by pursuing quality, efficiency, and integrated approaches to team-based care.

With 2017 behind us, we would like to take a moment to highlight a few bright spots that have paved the way for our work in 2018. Our focus this past year was on HMSA’s Payment Transformation program and supporting a successful transition from fee-for-service for all our Primary Care Provider members. During this time we achieved our highest ever inpatient and ambulatory performance quality scores, improved overall preventive health screening performance, and reduced the percentage of patients at risk for diabetes-related morbidity.

Our membership grew to over 800 participating providers, and we were very excited to welcome our newest members from Hawai‘i Island. Finally, we became the exclusive provider network for a new HPH/ HMSA HMO “Essential Advantage” plan for seniors which will reinforce the use of our network of providers and facilities most effectively.
Looking ahead to 2018, the road to health care transformation continues with changes to the structure of care delivery models and associated payments, both of which influence the total cost of care. Therefore, our focus this year will be in areas that will support progressive movement in direction of managing our total cost of care; reducing Emergency Department (ED) admissions, increasing network utilization, and quality and appropriateness of care.

Thank you for your continued trust and support. We appreciate the privilege of being your partners in health care, creating a healthier Hawai’i – together.

Wishing you all a very happy, peaceful and successful New Year.

Gerard Livaudais, MD, MPH, FACP  
Vice President

Liana L. Peiler, MD, MHCDS  
Director of Quality and Clinical Project Management

Andy Lee, MD  
Medical Director

Delma Guevara, MBA, MHRM  
Director of Operations

In Memory of Dr. James Kakuda
Remembering a friend and colleague

“I first met you when you began working at Pali Momi and Kapiolani many years ago. You were always cool under pressure, mild mannered, and treated your patients and colleagues with a loving heart and offered unwavering support. I cherished your commitment and dedication as you took care of patients no matter what time of the day or what was going on with your personal life.

“You are a dear friend, a great man, a healer, an administrator, a husband and a father and someone I greatly admire and will never forget.”

You are a dear friend, a great man, a healer, an administrator, a husband and a father and someone I greatly admire and will never forget. You have led the way and inspired all of us to do our best as we carry on to make you proud. We thank you for helping to build a stronger and more vibrant medical facility and creating a beautiful place where we will continue to carry on your dream, to provide our patients and community with the compassionate care they deserve.

We will greatly miss you my friend.”

Andy Lee, MD
Every project, initiative, or company is only as good as the individuals behind it. As your ACO, we are your partners in health; employed or independent, primary care or specialist – we are there to engage and collaborate, working alongside you.

“You need the right people with you, not the best people.”

– Jack Ma (Founder and Executive Chairman, Alibaba Group)

POPULATION HEALTH OUTREACH

Population Health Outreach comprises a comprehensive set of services that support successful participation in the HMSA Payment Transformation for our member physicians. These services are designed to help physicians maximize their quality performance, support the PCMH model, create positive relationships with physician practices, encourage shared learning across practices and specialties, maintain data integrity in Cozeva, and understand and address the HMSA quality needs of physician members.

Contact them for assistance and/or questions about:

- Clinic workflow and patient outreach optimization
- Patient outreach campaigns
- Requests for reconsideration (R4Rs) related to HMSA quality measures
- Cozeva support and training
- Health maintenance alerts and HHP dashboard training

continued on page 4
ACO Analytics compiles and produces accurate data, analysis and reporting to support the business and clinical management of Hawai’i Health Partners’ attributed patient population.

Contact them for assistance and/or questions about:

- Population health data analytics and report distribution
- Support for contracts, programs, initiatives and patient outreach through data processing and analysis
- Identifying trends, opportunities, gaps in care and high-risk/high-cost patient populations

Managed Care Services provides referral management for HMSA patients, directs appropriate care coordination of patients, and serves as a resource guide for providers and clinic staff.

Contact them for assistance and/or questions about:

- Referral authorization requests for out-of-network services
- Resource support for health plan guidelines, benefits and restrictions
- Navigating in-network providers and facilities
COMPLEX SERVICES

From left to right: Sally Belles, MBA-HCM, RDN, CDE, Project Manager; Zeyana Saad-Jube, PhD, MPH, Project Manager; Barry Major, MBA, Project Manager; Geldilyn Ebbay, RN, BSN, Case Manager.

Not Pictured: Ryan Yamane, LSW, Social Worker; Carrie Hermosura, RN, BSN, Manager – Kaua’i.

Complex Care Services are designed for high risk patients with chronic medical conditions; to coordinate the best care possible for patients and to achieve the best outcomes. The care team works closely with patients and their caregiver, and assists with the coordination of care, medication, health education, and accessing community resources.

Contact them for assistance and/or questions about:

- Care coordination for patients who utilize the ER often, have frequent hospitalizations and have multiple chronic medical or social conditions
- Augmenting care coordination for high-need, high-cost patients
- Patient/Caregiver engagement with face-to-face visits to assist in promoting greater understanding and control of health risks and conditions

CLINICAL PROJECT MANAGEMENT & ADMINISTRATION

From left to right: Charlotte Mattice, Office Clerk; Vanessa Sim, Manager, Provider Communications; Jeruzel Gonzales, Network Coordinator.

HHP Clinical Project Management supports execution of various clinical and strategic projects across the HPH enterprise. HHP Administration supports day-to-day activities from overseeing network credentialing to communications.
Epic Practice Pearl
MOVING UNSIGNED ORDERS

Did you know you can move unsigned orders to be listed ABOVE the current medications for a patient? This allows you to review the orders you are placing without scrolling below the current medications.

**Step 1**
In Meds and Orders, click the located in the upper right corner.

**Step 2**
Select the Unsigned Orders on Top option.

For more information or questions, contact IT Clinician Epic Support Mailbox: itclinianepicsupport@hawaiipacifichealth.org
New & Noteworthy

2018 HMSA PAYMENT TRANSFORMATION MEASURES
For Pediatric & Family Practice | PCPs

A new year means new changes to HMSA's Payment Transformation Measures. In 2018, HMSA expanded the PCP and PO performance measure to include Pediatric Screeners. Health Maintenance Alerts available in Epic will remind providers to complete these screeners to meet the following program requirements.

- Pediatric Developmental Screener
  - To be performed **BEFORE** the child turns 1, 2 and 3 years old
- Pediatric Children with Special Health Care Needs (CSHCN) Screener
  - To be performed **every 3 years beginning at age 3 to 17**

<table>
<thead>
<tr>
<th>PROVIDER GROUP</th>
<th>PEDIATRIC DEVELOPMENTAL SCREENER</th>
<th>PEDIATRIC CHILDREN WITH SPECIAL HEALTH CARE NEEDS (CSHCN) SCREENER</th>
<th>HHP POPULATION HEALTH OUTREACH NOTES</th>
</tr>
</thead>
</table>
| Employed providers | For PCP credit:  
- Complete PEDS questionnaire  
- Scan form into Epic  
- Complete Epic PCP-PT PEDS/ASQ flowsheet  
Optional:  
- Input CPT & diagnosis (ICD-10) code - 96110 + HA modifier  
  Z00.129 w/o abnormal findings  
  Z00.121 w/ abnormal findings | For PO credit:  
- Complete CSHCN questionnaire  
- Scan form into Epic  
- Complete Epic CSHCN flow sheet  
Optional:  
- Input CPT & diagnosis (ICD-10) code -  
  Negative screening: E&M code + HA modifier  
  Positive screening: Z87.898 | The Epic Informatics team will use monthly screener completion data to submit to Cozeva on your behalf |
| Independent providers | Submit claim/billing to HMSA or above | Submit claim/billing to HMSA or above | Contact your HHP care coordinator to submit claim* to HMSA on your behalf |

* Takes 2-3 weeks to display in Cozeva.

continued on page 8
Timely access to care is an important aspect of care coordination and a determinant in how a patient views the quality of their care. Creation and use of Referral Guidelines gives us an opportunity to positively affect our appropriateness of care and our responsible use of resources, while simultaneously encouraging better PCP and Specialist communication.

At HHP we have been hard at work across different specialties to develop our own set of evidence based referral guidelines that are intended to support our current efforts to transform care. Stay tuned for more in the coming months.

For more information or questions, contact:
Zeyana Saad-Jube, Project Manager | zeyana.saad-jube@hawaiihealthpartners.org


## CONTROLLING HIGH BLOOD PRESSURE

### Shared Savings Program

CMS 165 v6: HMSA Commercial, Akamai, QUEST and Essential Advantage attributed patients 18 through 85 years of age who had a diagnosis of hypertension and whose blood pressure was adequately controlled (< 140/90 mmHg) during the measurement period.

<table>
<thead>
<tr>
<th>Eligible Providers</th>
<th>Points</th>
<th>Performance Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Internal Medicine</td>
<td>HMSA Commercial = 0.5 point</td>
<td>PCPs: Individual score ≥ 80%</td>
</tr>
<tr>
<td>• Family Medicine</td>
<td>HMSA Akamai &amp; Essential Advantage = 0.5 point</td>
<td>Specialists: Group score ≥ 80%</td>
</tr>
<tr>
<td>• Cardiology</td>
<td>HMSA Quest = 0.5 point</td>
<td></td>
</tr>
<tr>
<td>• Neurology</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Endocrinology</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• APRNs carrying a panel</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>MEMBER</th>
<th>SPECIALTY</th>
<th>LOCATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Philip Kuo, MD</td>
<td>Allergy and Immunology</td>
<td>Honolulu, Aiea, Kailua</td>
</tr>
<tr>
<td>Sherrie Hirota, MD</td>
<td>Family Medicine</td>
<td>Honolulu</td>
</tr>
<tr>
<td>Martin Ishikawa, MD</td>
<td>Pathology</td>
<td>Honolulu</td>
</tr>
<tr>
<td>Susie Chen, MD</td>
<td>Radiation Oncology</td>
<td>Honolulu, Aiea, Kailua</td>
</tr>
<tr>
<td>John Lederer, MD</td>
<td>Radiation Oncology</td>
<td>Honolulu, Aiea, Kailua</td>
</tr>
<tr>
<td>Richard Lee, MD</td>
<td>Radiation Oncology</td>
<td>Honolulu, Aiea, Kailua</td>
</tr>
<tr>
<td>Laeton Pang, MD</td>
<td>Radiation Oncology</td>
<td>Honolulu, Aiea, Kailua</td>
</tr>
<tr>
<td>Christina Speirs, MD</td>
<td>Radiation Oncology</td>
<td>Honolulu, Aiea, Kailua</td>
</tr>
<tr>
<td>James Ireland, MD</td>
<td>Nephrology</td>
<td>Aiea, Ewa Beach</td>
</tr>
</tbody>
</table>