

MEMBER NEWSLETTER

1st Quarter 2019

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Happy New Year from HHP

As we begin the first quarter of 2019, we want to share some highlights from last year, as well as our intentions and initiatives for the year ahead.

2018 was an successful year for Hawai'i Health Partner (HHP) members, setting new record high level quality scores in both ambulatory and inpatient settings; in physician engagement with the largest physician event in HHP's history with our annual membership meeting.

2019 marks the start of a new chapter with an exciting new partnership, of bringing on new ways to make progress on our transformation journey.

If you were able to join us for the Tuesday, January 22nd HHP webinar, 'HHP 2019 – Momentum Rising,' you have an understanding about the new Accountable Care Agreement (ACA) and its potential. The new ACA creates a new degree of alignment between HPH, HHP and HMSA by making it such that nobody wins at the others' expense. In pursuit of joint successes, it is very important for us to make progress on the programs underway to improve efficiency and increase appropriateness. Active examples include accelerated ambulatory pathways¹ for

conditions such as GI bleed, chest pain, preterm labor), use of care management and referral guidelines, and participation in small group discussions examining variation in care. There are so many more ways we can improve care efficiency and effectiveness. Your innovation and ideas are needed.

As your ACO, it is our challenge provide new opportunities for you to engage and build teamwork across specialties. This year, we are expanding the dialogue about transforming health care. When our entire network is actively engaged in this dialogue, clinical interconnectedness results, adding to an outstanding and consistent care experience for our patients.

Thank you for your partnership. With your help we will build momentum, and continue to lead health care transformation.

Gerard Livaudais, MD, MPH, FACP
Vice President

Andy Lee, MD
Medical Director

Melanie Nordgran, MBA
Director of Operations

¹ Standardized protocols and efficient clinical pathways to triage low-risk patients to their PCP or an appropriate specialist as a safe, coordinated alternative to hospitalization.

Meet Our New Director of Operations



We are pleased to announce Melanie Nordgran's recent appointment to the role of Director of Operations. Melanie has over 15 years of experience in the field of quality and analytics operations. She joined HHP in 2015 as the supervisor for our ACO Analytics team; during her time as supervisor she pioneered interdepartmental team projects in numerous areas such as risk stratification within CPC requirements, and payment transformation as it relates to Primary Care capitation. In addition, she built IT infrastructure capacity and improved technical efficiencies to better support HHPs

expanding data and business needs. Prior to HHP, Melanie had in-depth experience in employee benefit consulting and client management for large self-funded and fully-insured companies throughout Hawai'i.

With a wealth of expertise in the implementation of data quality principles via analytics developing protocol and data management changes, we are fortunate to have Melanie now looking after the day-to-day management of the team and providing operational insight and input into the strategy and business planning.

We hope you'll join us in congratulating Melanie in her next chapter at HHP. We know she is certainly looking forward to meeting as many of you as she can, and if you would like to say hello, Melanie can be reached at Melanie.Nordgran@hawaiihealthpartners.org

In Memory of Dr. William Travis Lau

Dear friends and colleagues:

It is with great sadness that we share with you the tragic and sudden loss of our esteemed colleague, Dr. Lau, and extend our deepest sympathies, thoughts and prayers to his family, friends, and Pacific Anesthesia co-workers during this time.



New & Noteworthy

The HMO Plan You Need to Know: Essential Advantage (HMO)

It is Hawai'i Pacific Health (HPH) and Hawai'i Health Partners' (HHP) goal to be able to manage full population risk (global payment) by the end of 2021.

The Essential Advantage (HMO) is a new insurance product (Medicare Advantage) that is from the partnership with Hawai'i Health Partners' (HHP) provider

network, Hawai'i Pacific Health (HPH) and its facilities, and HMSA. Essential Advantage (HMO) provides a tremendous opportunity to learn and build competencies – such as how to effectively use a network.

Not Just Another HMO

Essential Advantage (HMO) includes exclusive access to the HHP network. Patients build their personal care team (a Primary Care Physician and other specialty providers) from the HHP Network.

For more information about Essential Advantage (HMO) contact:

Primary Care Providers (PCP): Contact your HHP Population Health Practice Liaisons.

Specialists or PCPs needing assistance navigating the administrative process and use of the Essential Advantage (HMO) network, contact the HHP Managed Care team at (808) 535-7262.

Now Available in Epic! How to Identify Essential Advantage (HMO) Patients

To ensure insurance coverage for medical services (like other HMO plans, services and specialists outside the Essential Advantage network require prior authorization),

HHP has constructed a way for its members to identify HHP, and Essential Advantage (HMO) patients. Look for **'ESADV/HMO'**

PCP: Zerez, Charles R, MD
Ins: HMSA AKAMA I SENIOR PLANS, H...
ESADV/HMO

The 2019 Quality Performance and Shared Savings Programs

By now, you should have received your copy of the 2019 Program Guide in the mail or, for employed providers, from the head of your department. Starting this month, you will also start receiving notifications from the HPH Learning Center regarding new QPP/SSP Learning Modules, available for your completion (p. 12 of the Program Guide).

You'll notice changes in the measures, some retired, new ones added, etc. It's important for you to know these changes were thoughtfully made, many at the request of specialists asking for a way to participate.

Pocket Guides will also be distributed via your HHP provider meetings with our medical director and/or your facilities' clinical leadership council.

If you have not received your copy of the Program Guide or would like a Pocket Guide, please contact Info@hawaiihealthpartners.org

APPLICABLE 2019 MEASURES	POINTS POSSIBLE	PROGRAM GUIDE PAGE
QPP & SSP		
HHP Learning Modules	0.5	12
Participation in HHP Clinical Workgroups	(per completed module)	
2	(per workgroup)	13
QPP		
Advance Care Planning in the Ambulatory Setting	1	16
SSP		
Adolescent HPV Immunization	2	29
Adolescent Well Care Visit	2	31
Avoidable ED Utilization	2	34
Controlling High Blood Pressure	1	35
Diabetes Bundle	1.5	38
Pain Risk Assessment	9	41
NSAID Utilization in CKD Patients	1	52
Referral of High Risk Patients to HHP Complex Care Program	1	54
Screening for Depression	1	55
Attendance at the HHP Annual Membership Meeting	1	56
Patient Enrollment in MyChart	1	58
Use of HHP Dashboard	1	59
		60

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Shared Savings Programs continued

Retired, Updated and New Measures

RETIRED MEASURES	QPP	SSP
	<ul style="list-style-type: none"> • Children with Special Health Care Needs Screener (CSHCN) • Exclusively Breastfed Newborns Throughout Hospitalization 	<ul style="list-style-type: none"> • Participation in HHP Specialist Referral-Base Survey*
UPDATED MEASURES	QPP	SSP
		<ul style="list-style-type: none"> • Diabetes: Eye Exam - Specialists <ul style="list-style-type: none"> o Endocrinology, Ophthalmology • Diabetes: Hemoglobin A1c (HbA1c) Poor Control (>9%) - Specialists <ul style="list-style-type: none"> o Endocrinology
NEW MEASURES	QPP	SSP
	<ul style="list-style-type: none"> • Advance Care Planning in the Inpatient Setting <ul style="list-style-type: none"> o Hospitalists, Intensivists in the ICU • Oncology Staging: Clinical <ul style="list-style-type: none"> o Applicable Surgeons (including, but not limited to, gastroenterology, general surgery, gynecologic, oncology, hematology/oncology, neurosurgery, otolaryngology, and pediatric surgery) • Oncology Staging: Pathological <ul style="list-style-type: none"> o Pathology • Perioperative Surgical Home: Surgeon Participation <ul style="list-style-type: none"> o Applicable Surgeons (including, but not limited to, General surgery, Plastic surgery, Surgical Gynecology, Otolaryngology, Ophthalmology, Orthopedic, and Urology (surgical subspecialties)) • Perioperative Surgical Home: Anesthesia Participation <ul style="list-style-type: none"> o Anesthesiology • Hospital Acquired Harm <ul style="list-style-type: none"> o Facility based physicians, e.g. hospitalists, intensivists, ED physicians, surgeons 	<ul style="list-style-type: none"> • Adolescent HPV immunization <ul style="list-style-type: none"> o General Practice, Pediatrics, Family Practice, APRNs (with attributed lives) • Adolescent Immunizations <ul style="list-style-type: none"> o General Practice, Pediatrics, Family Practice, APRNs (with attributed lives) • Adolescent Well Care Visit <ul style="list-style-type: none"> o General Practice, Pediatrics, Family Practice, APRNs (with attributed lives) • Diabetes Blood Pressure Control – Specialists <ul style="list-style-type: none"> o Endocrinology, Nephrology, Cardiology • Diabetes Bundle – Primary Care <ul style="list-style-type: none"> o General Practice, Family Practice, Internal Medicine, APRNs (with attributed lives) • Referral of High Risk Patients to Complex Care Program <ul style="list-style-type: none"> o General Practice, Family Practice, Internal Medicine, APRNs (with attributed lives) • NSAID Utilization in CKD Patients <ul style="list-style-type: none"> o All ordering Physicians (including, but not limited to, primary care, ED, surgeons, nephrology, and rheumatology)

*Survey conducted every 2 years.

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:

MEMBER	SPECIALTY	LOCATIONS
Craig S. Boddy, M.D.	Hematology/Oncology	O'ahu, Aiea/Honolulu
Tamarin L. McCartin, D.O.	Obstetrics & Gynecology	O'ahu, Aiea/Honolulu
Emilie K. Stickley, M.D.	Obstetrics & Gynecology	O'ahu, Aiea/Honolulu
Nathan S. Higa, DPM	Podiatry	O'ahu, Aiea
Mel A. Ona, M.D.	Gastroenterology	O'ahu, Aiea
Andy K. Chon, M.D.	Diagnostic Radiology	O'ahu, Honolulu
Jami A. Fukui, M.D.	Medical Oncology	O'ahu, Honolulu
Kandie Karla George, M.D.	Neonatology	O'ahu, Honolulu
Randall F. Holcombe, M.D.	Hematology/Oncology	O'ahu, Honolulu
Alexandra R. Ramnath, M.D.	Neonatology	O'ahu, Honolulu
Sharon M. Tisza, M.D.	Psychiatry	O'ahu, Honolulu
Tamara K. Zagustin, M.D.	Pediatric Rehabilitation Medicine	O'ahu, Honolulu

For more information on membership or the credentialing process, please contact Jeruzel Gonzales, Network Coordinator: (808) 535-4557 | Jeruzel.Gonzales@hawaiihealthpartners.org

HHP At-A-Glance

Hawaiihealthpartners.org

Did you know Hawai'i Health Partners (HHP) has a website?

Hawaiihealthpartners.org is your resource for news, information, referrals and forms, physician directories, clinical guidelines, reports, policies and program descriptions, tools and standards related to clinical quality improvement measures and that make up the HHP Care Model. You can also learn about new initiatives and opportunities, i.e. the HHP Clinical Workgroups.

Forget your username? Contact us at Info@hawaiihealthpartners.org or (808) 522-3744

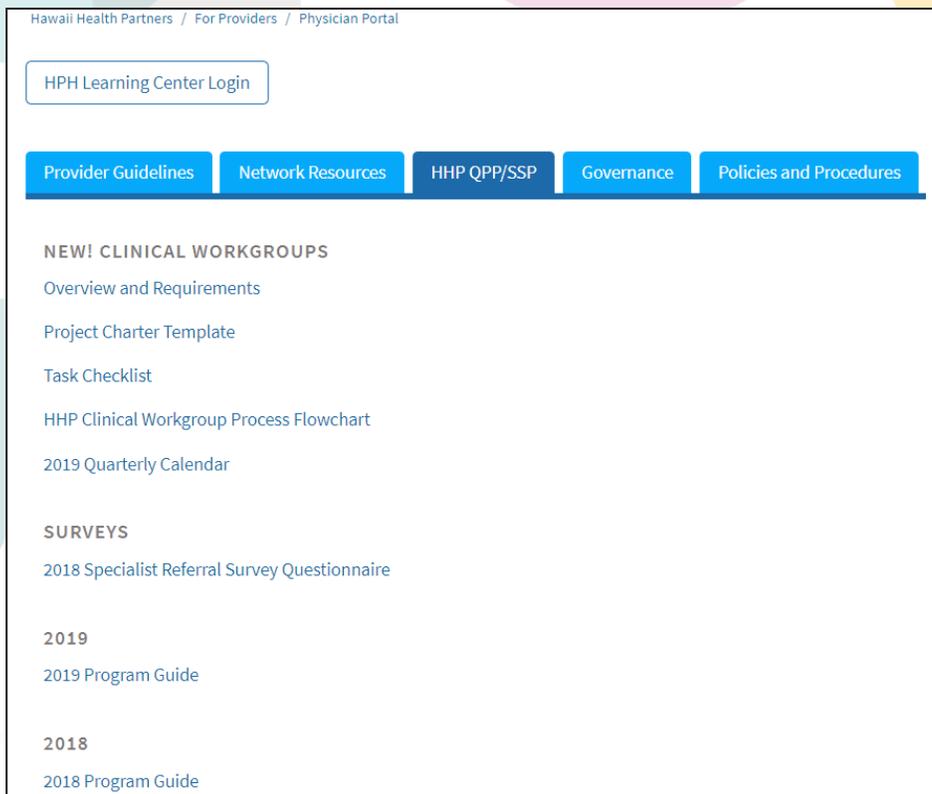


Hawaii Health Partners / For Providers / Physician Portal

HPH Learning Center Login

Provider Guidelines | Network Resources | **HHP QPP/SSP** | Governance | Policies and Procedures

CARE MANAGEMENT & REFERRAL GUIDELINES (2018 EDITION)
2018 Edition



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NEW! CLINICAL WORKGROUPS

- Overview and Requirements
- Project Charter Template
- Task Checklist
- HHP Clinical Workgroup Process Flowchart
- 2019 Quarterly Calendar

SURVEYS

- 2018 Specialist Referral Survey Questionnaire

2019

- 2019 Program Guide

2018

- 2018 Program Guide

Clinical Workgroups

Our HHP providers are engaging in new and creative ways. Have a good idea to improve care? HHP invites our provider members to lead or get involved with a clinical workgroup project. Project work and leading teams is a great way to influence how health care changes.

We are seeking projects that address quality or total cost of care (TCOC) for our HHP patient population. Participation in HHP Clinical Workgroups provides point earning potential in the Quality Performance and Shared Savings Programs (pp. 13-14 of the HHP 2019 Program Guide).

Clinical Workgroup Materials are available on the HHP Website
HawaiiHealthPartners.org/for-providers/physician-login



Hawaii Health Partners / For Providers / Physician Login

Physician Login

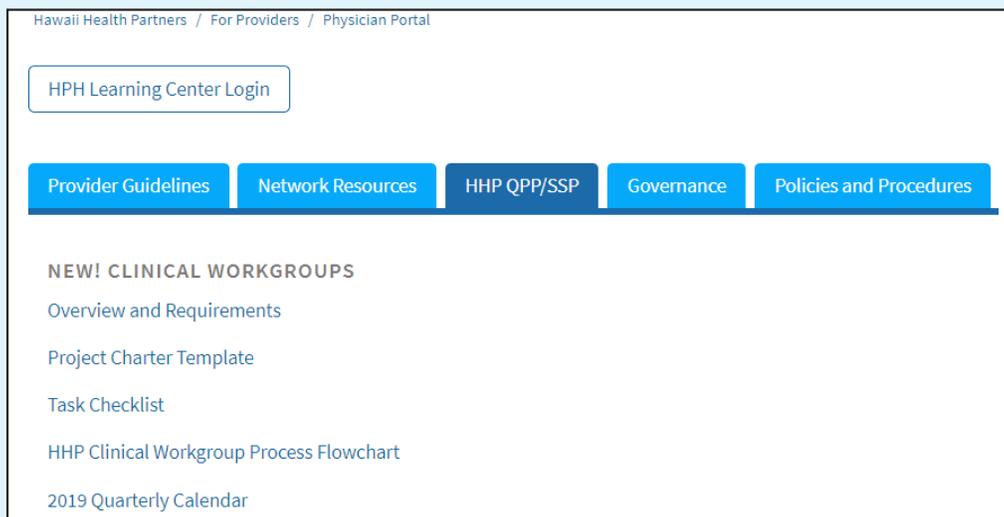
Username

Password

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or (808) 522-3744



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NEW! CLINICAL WORKGROUPS

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WORKGROUPS	CHAIR
Clinical pathway alternative to hospitalization	
Atrial Fibrillation (SMC, KMCWC)	Dr. Lisa Tan, Dr. Sid Lee
Chest Pain (SMC, PMMC)	Dr. Jon Aki, Dr. Lisa Tan
Alternative visit types and education	
Diabetes (SMC)	Dr. Marti Taba
Peri-Operative Surgical Home	
HHP Surgical Measures (HPH)	Dr. Sidney Johnson
Standardize utilization and care pathway of ED providers	
HHP System ED	Dr. Sidney Lee
Treat minor orthopedic injuries in the outpatient setting	
Pediatric Splinting	Dr. Byron Izuka
Improving asthma care in pediatric patients	
Pediatric Asthma	Dr. Brian Wu
Standardize viscosupplementation injections	
Viscosupplementation	Dr. Kiran Vadada

Potential workgroup projects:

- SMR Project Express Lane Workgroup (Sports Medicine)
- Bone & Joint Improvement of Quality of Patient Care through Research and Medical Education
- Nephrolithiasis
- Preeclampsia

For more information about HHP Clinical Workgroups contact Sally Belles, Clinical Project Manager: (808) 522-3490 | Sally.Belles@hawaiihealthpartners.org

HHP Care Management and Referral Guidelines

Creating a Healthier Hawai'i means ensuring the delivery of high-quality, high-value care to our patients. The HHP Care Management and Referral Guidelines (CM/RGs) originated with that end in mind.

In 2017-2018, the HHP Care Management and Referral Guidelines were developed in partnership with our provider members to help identify and reduce variation in care and to promote appropriate utilization of services and improve referral efficacy.

The guidelines are provided to practicing clinicians as general guidance for the appropriate assessment, treatment, management and referral of patients to a specialist; typically those who present with conditions treated in an outpatient setting. In addition, the guidelines support decision-making at the point of care. The guidelines are not meant to supersede the medical judgement of the clinician.

The CM/RGs can be accessed on the HHP website, HPH intranet or via SmartPhrase in Epic.

- HawaiiHealthPartners.org
- HPH Intranet: Groups & Projects/Physician Resources/Your Practice/Practice Resources
- SmartPhrase “.REFERRALGUIDELINES” in EPIC

Purpose of Referral Guidelines:

- Physician-led collaboration
- Quality of care
- Appropriate and efficient referrals
- Decreased variation
- Patient satisfaction
- Improve access
- Total Cost of Care (TCOC)

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Questions? Contact us at Info@hawaiihealthpartners.org

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