Beacon Leadership Team (BLT) Wrap

Week # 111

August 23, 2013

New Brief Released:
“Building a Foundation of Electronic Data to Measure and Drive Improvement”

The Office of the National Coordinator for Health Information Technology just released a new brief titled, “Building a Foundation of Electronic Data to Measure and Drive Improvement.” Click link to view the brief.

This brief highlights how various Beacon Communities from Colorado to Maine demonstrate the value of health IT for quality improvement (QI) initiatives. The Beacon Communities have become increasingly adept in bringing together multiple sources of data and improving its validity to reflect their progress - ultimately demonstrating the power of health IT to measure and improve care quality. The challenges the Beacon Communities have faced, and the novel approaches they developed to address them can serve as a guide for other organizations who are seeking to use health IT to achieve their own quality objectives.

The brief also includes a special luminary introduction by Asaf Bitton, MD, MPH, FACP, Division of General Medicine, Brigham and Women’s Hospital, Harvard Medical School Center for Primary Care and is the first of several briefs that will feature the Beacon Communities over the next few months.

Read the brief to learn more about:

- Promising strategies and tactics deployed by the Beacon Communities, as well as the current challenges encountered when using electronic data for quality measurement and improvement.
- How to identify data sources, address data quality, and select and harmonize performance measures for a health care QI initiative.
- Various techniques Beacon Communities use to address and improve data capture, validity, analysis, and reporting within the context of regional goals and national programs and standards.

To learn more about the work of the Beacon Community Program, as well as to be notified about future briefs, please contact Kerry Kribbs at KerryKribbs@CCofSP.com

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TWO NEW LEARNING GUIDES AVAILABLE FROM THE BEACON NATION PROJECT

Beacon Resources: Beacon Community Learning Guides

The Beacon team is pleased to announce the completion of two new Beacon Nation Learning Guides, “Strengthening Care Management with Health Information Technology” and “Capturing High Quality Electronic Health Records Data to Support Performance Improvement.”

The Strengthening Care Management with Health Information Technology guide synthesizes the lessons learned from nine federally-funded communities in implementing specific health information technologies to strengthen care management. These technologies facilitate reductions in avoidable hospital readmissions, improvements in care transitions, more effective disease management, and achievement of better health outcomes.

The Capturing High Quality Electronic Health Records Data to Support Performance Improvement guide documents the approaches, lessons learned, and best practices of Beacon Communities for capturing high quality data in electronic health records. High quality data can be used to drive quality improvement, and support exchange, payment, and patient engagement.

These Learning Guides are two in a series of six that are converting the experiences and lessons learned from the Beacon Communities into actionable information about specific technology-enabled solutions that can be adapted for use by interested communities. The guides, in addition to the previously announced guide “Improve Hospital Transitions and Care Management Using Automated Admission, Discharge and Transfer Alerts”, can be found in their entirety on the Beacon Nation website.

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Meaningful Use (MU) Update

For solutions to your Meaningful Use challenges, see the latest set of Meaningful Use Solutions, (below) as well as videos, resources, and tools to get you on your way to achieving meaningful use.

Solutions: Overcoming Challenges to Meaningful Use in Practices

The Office of the National Coordinator (ONC) understands the challenges providers experience when implementing EHRs and achieving meaningful use. Solutions to these challenges have been created through a working forum focused on engaging Regional Extension Centers, Communities of Practice, and internal and federal stakeholders to help solve challenges encountered in the field. The solutions developed contain tools, trainings, success stories and other resources to address key challenges. The goal is to build an evolving body of knowledge and resources to support health care providers and health IT professionals working towards the implementation, adoption, and meaningful use of EHR systems.

Providers Experience Difficulty with Problem Lists

Providers Have Difficulty with Patient Reminders

Providers Have Meaningful Use Registration Difficulties Due to Errors in PECOS or NPPES

The material in these guides and tools represents the collective EHR implementation experiences and knowledge gained directly from the field of ONC’s outreach programs (REC, Beacon, State HIE) and through the Health Information Technology Research Center (HITRC) Communities of Practice (CoPs) in their performance of technical support and EHR implementation assistance to primary care providers. The information contained in these resources is not intended to serve as legal advice nor should it substitute for legal counsel. The resource list is not exhaustive, and readers are encouraged to seek additional detailed technical guidance to supplement the information contained herein.

Reference in this web site to any specific resources, tools, products, process, service, manufacturer, or company does not constitute its endorsement or recommendation by the U.S. Government or the U.S. Department of Health and Human Services.

http://www.healthit.gov/providers-professionals/solutions-overcoming-challenges-meaningful-use-practices
Along with the Charlotte and Northwest AHEC Regional Extension Centers RECs, Southern Piedmont Beacon Community is helping providers get to Meaningful Use (MU). If you would like us to assist you or your practice, contact me as soon as possible at KerryKribbs@CCofSP.com.

**Time to attest is now!** If you are a provider who has attested for a NC Medicaid under AIU (Adopt, Implement, and Upgrade) in 2011 or 2012, please assess whether you are now ready to attest for Meaningful Use, and if so, please do so by September 30th.

Meaningfully using your electronic medical record will benefit both you and your patients and help to achieve the triple aim of better health, better care, at lower cost! If you need help, contact Kerry Kribbs or your local AHEC REC contact. If you don’t know who they are, contact me at KerryKribbs@CCofSP.com

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**Must Read**

**The 3 top healthcare industry staffing challenges--and how to solve them**

August 9, 2013
By Marla Durben Hirsch

*Editor’s note: The following is an excerpt from FierceHealthcare’s newest free eBook, Human Management in Healthcare: Hiring Right to Meet the Demands of Healthcare Reform.*

The recruitment and retention of employees--always a challenge in the healthcare industry--will be especially difficult in the age of healthcare reform, with its focus on new payment models, such as accountable and value-based care.

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Hospitals, health systems and other providers, already feeling the pinch in hiring and retaining employees, will have to cope with 32 million more newly insured Americans seeking healthcare services once the health insurance mandates of the Affordable Care Act go into effect in 2014.

"Healthcare reform is forcing hospitals to reconsider how to deliver value-based care," says David L. Longworth, M.D., chair of the Medicine Institute at Cleveland Clinic, an arm of the nonprofit multispecialty academic medical center that studies approaches to improve patient-centered care. "It also causes hospitals to consider new roles like care coordinators and clinical pharmacists who can focus on management of medically complex patients."

And organizations must prepare for an influx of formerly uninsured patients who will seek out care now that they have better access to services, says Michael Lynch, president of Tiva Healthcare, a physician outsourcing and recruitment company in Sunrise, Fla. "In the next five years staffing needs will grow exponentially," he says.

To help you plan for these growing staffing needs, below is a list of the top three challenges organizations will face and expert advice on how to solve them.

1. The need for primary care and emergency department physicians
   As the industry shifts to outpatient services, patient-centered medical homes and preventive care in response to healthcare reform, hospitals will need to add primary care practitioners to their medical staffs.

   But the primary care physician shortage, already acute, will worsen, says Bill Fera, M.D., chief medical officer for Ernst & Young’s Health Advisory Group, in Pittsburgh, Pa.

   In addition, Lynch says there will be a corresponding shortage in physicians specializing in emergency medicine, as the influx of newly insured patients will be more likely to present to emergency departments than before, even for routine care, because they don’t have a regular physician. "Health reform is really making the shortage [of these physicians] come to light," Lynch says.

   Solution: Employ more physicians; use more mid-level staff. Some hospitals are filling the gaps by moving to an employment model for the specialties they need, buying physician practices and employing physicians on a full-time basis.

   Hospitals should also consider hiring more mid-level professionals. Allied clinicians, such as nurse practitioners and certified registered nurse anesthetists, are a lower-cost alternative to physicians for staffing healthcare services, such as urgent care centers and telehealth programs. "Care extenders can deal with a lot of short fall and fill in gaps. They’ll be picking up the slack when there aren’t enough physicians," says Fera.............


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Must see videos

Dr. Mark Robinson, Lara Fink, RN, Sandra Michael, RN

We are pleased to share that we have now gone public with our HiTech + HiTouch video! Click the link here http://www.youtube.com/watch?v=GiuPJ5I2t6E&playnext=1&list=PL9CZabk3nD4H8nck6xZ7MWcBFo9kWLrui&feature=results_main

Cabarrus Family Medicine – Kannapolis and Concord released “Veronica’s Story”, a story that shares how their Virtual Care project for monitoring diabetes helps Veronica cope and manage her condition. Please click the link here http://www.youtube.com/watch?feature=player_embedded&v=pf7wjR7BiE

Upcoming Meetings and Events

September 12th - Accountable Care & HIT Strategies Fall Summit 2013
Greater Cincinnati, Southern Piedmont, and Central Indiana Beacons will participate in a Beacon panel titled “Health IT Services for ACOs: Lessons Learned from the Beacon Community Program.” Also, Jac Davies from Southern Piedmont Beacon Community
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the Beacon Community of the Inland Northwest will speak at the plenary session. For more information, visit the Healthcare IT Connect website.

**September 13**th – Final invoices are due to Southern Piedmont Beacon Community

**September 30**th – Beacon “Shine the Light” end of grant close-out meeting & celebration - time TBD

**September 30**th – Beacon grant ends. Annual report due to ONC

**December 31**st – Grant Closeout and final reports are due to ONC

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**Career Opportunities**

**Community Care of Southern Piedmont (CCofSP)**

CCofSP is a nonprofit organization and one of fourteen (14) Community Care Networks currently serving Medicaid and dually-eligible enrollees across the state of North Carolina. The foundation is physician led and includes implementation of evidence-based practice guidelines, targeted care and population management, physician engagement and buy-in, local partnerships and collaborative arrangements with local hospitals, health departments, mental health providers and departments of social services. CCofSP serves three counties, Cabarrus, Rowan and Stanly.

If you want to join a dynamic team, enhance your career and make a difference in the lives of others, then CCofSP is the place to work. We offer a great work environment in all three locations, competitive salaries, excellent benefits (health, dental, vision, 403b), vacation/sick time after 90 days of employment and much more.

**Open Positions**

- Outreach Specialist I
- Clinical Pharmacist (PT)

To apply, please email your resume and the position you are applying for to: HR@CCofSP.com
Community Care of North Carolina (CCNC) –

CCNC is a nonprofit organization that works collaboratively with physicians and other health care professionals to improve health care quality and restrain costs. We serve beneficiaries of Medicaid, Medicare and have begun partnerships with private sector organizations, including Blue Cross and Blue Shield of North Carolina. If you want to make a difference in the health of North Carolinians, CCNC might be the place for you. Currently, we are seeking to fill the openings listed below. For more information contact HR Director John Dowd

Applications are currently being accepted for the following positions. For more information, please see the CCNC Careers page.

- Medicaid Financial Data Analyst
- Business Intelligence Project Coordinator
- Data Analyst

Local CCNC networks positions available -

If you're interested in position at one of the 14 CCNC networks, please go to our Network Careers Page.

- Quality Improvement Director - Pinehurst, NC (Community Care of the Sandhills)
- Psychiatrist - Winston-Salem, NC (Northwest Community Care Network)
- Director, Care Management Services - Fayetteville, NC (Carolina Collaborative Community Care)
- Lead Care Manager - Fayetteville, NC (Carolina Collaborative Community Care)
- Licensed Practical Nurse (LPN) - Wilmington, NC (Community Care of Lower Cape Fear)
- RN Care Manager for Integrated Care Team - Wilmington, NC (Community Care of Lower Cape Fear)
- Executive Director - Fayetteville, NC (Carolina Collaborative Community Care)

Helpful Links

Beacon Communities
http://www.healthit.gov/policy-researchers-implementers/beacon-community-program

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NC Office of Health Information Technology
http://www.ncdhhs.gov/healthIT/

NC MIPS - North Carolina’s Medicaid EHR Incentive Payment System
https://ncmips.nctracks.nc.gov/

The NC Department of Health and Human Services (DHHS) Medicaid Electronic Health Record Incentive Program
http://www.ncdhhs.gov/dma/provider/ehr.htm

North Carolina Health Information Exchange (NC-HIE)
http://nchie.org/

North Carolina AHEC REC
https://www.ncahecrec.net/

Charlotte AHEC REC
http://www.charlotteahec.org/continuing_education/quality_initiatives/rec_hit_ipip.cfm

Northwest AHEC REC
http://www.wakehealth.edu/Northwest-AHEC/Regional-Extension-Center.htm

Health IT – ONC
http://www.healthit.gov/

CMS Innovations website
http://www.innovations.cms.gov/

CMS EHR Incentive Programs

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