Beacon Leadership Team (BLT) Wrap

Week # 88
March 8, 2013

Remember to SPRING FORWARD on Sunday, March 10th at 2am and set the clocks ahead one hour to begin Daylight Savings Time.

THANK YOU!!

The Beacon team would like to thank the NORC Evaluation team and all of the Beacon team members who participated in this week’s site visit. Dr. Kristina Lowell, Gretchen Torres, MPP, and Karen Swietek, MPH, were the interviewers/evaluators from NORC and they were thoroughly engaged in our presentations. They asked numerous questions to learn more about the people and processes involved in our projects. Our Beacon presentation teams were led by Dr. Jean Wright, Dr. David Lobach, Tracy Olson, Kerry Kribbs, Phred Pilkington, Pam Shipman, Dr. Tom Trahey, Deb McGowan, Dr. Mark Robinson, Dr. John Graham, the CHA team, Kim Kimrey, Frances Graczyk, Becky Slone, and Tamika Robinson.

Each of the presenters and their team did a fantastic job shining our Beacon’s light by providing their project’s overview, lessons learned, success stories, barriers overcome and results to date. The NORC team will make a visit to the Beacon in Utah, and then get to the task of compiling all the information they have gleaned from their trips to the various Beacons across the country. We will share any publications with you as they come to us. Thanks again to all involved!
Meaningful Use (MU) Update

The NC Medical Society is also a great resource for Meaningful Use information. I came across these webinars that you might be interested in viewing:

Archived Webinars Presented by the North Carolina Medical Society Foundation.
- HIT Funding for Technical Assistance
- Implementing Meaningful Use of EHR
- NC Initiatives and Activities
- EHR: Unpacking the Meaningful Use Final Rule
- Training Your Staff on an EHR
- Meaningful Use & PCMH - Two Big Initiatives that Work Great Together

Must read articles

Melody S. Wareham, RN, BSN, Medical Home Case Manager, at Concord Internal Medicine asked me to share this article with you. It is being published in the CCME’s QP Online newsletter and in the Washington Week Notebook, which is their annual visit to Washington DC to share successes in QI.

Keeping the Patient at the Center: A Team-Based Approach
By: Jacqueline Brown, MHA

“We made a commitment to quality as a health system,” said Phyllis Wingate, President of Carolinas Medical Center – NorthEast, located in Concord, North Carolina.

This is evident in the work of Dr. Douglas Kelling, internist and pulmonologist at Concord Internal Medicine, a part of Carolinas Medical Center. Kelling’s model for chronic disease management has received national attention from medical centers and physicians.

“We are always measuring outcomes and always trying to do better,” said Kelling. “Complications of chronic illnesses are assumed to be a failure of the system, not the patient, until proven otherwise.”
Dr. Kelling describes his model for chronic disease management as a team-based approach. Kelling’s team-based approach places the patient at the center and utilizes all staff members in the clinic to provide the best care possible. This approach requires the commitment of the office staff, as well as the dedication of the patient and their caregivers. “Patients should have an advocate, not just a doctor,” said Kelling. “That is why we have a well dedicated staff member that is focused on just that.”

Melody Wareham, RN, BSN serves as a medical home case manager with Dr. Kelling’s practice. She focuses on patient access, health disparities and costs issues. Her work is funded by the Beacon Community Program, a project that provides care teams for patients with diabetes, congestive heart failure, hypertension, and other chronic diseases in the area to help establish a seamless, integrated health care experience.

Wareham assists the patient in arranging transportation for doctor’s visits through family members and caregivers, ambulance services and through Medicaid, if they are eligible. She also serves for a resource for patients when filling out paperwork. “We make every effort possible to ensure that the patient makes their appointment,” said Wareham.

Concord Internal has developed a process to ensure that patients are aware of doctor’s appointments and understand how to properly take medications. Staff members call the patient within 48 hours of discharge from the hospital to help them understand discharge instructions.

They provide medication reconciliation over the phone and involve home health, as appropriate. In addition, patients receive an automated phone call from the office to remind them about their appointment; they address transportation issues and remind them to bring their medications to the office. “Our team meets with each patient to make sure they understand everything and are compliant with having tests,” said Wareham. “Using my knowledge to help the patient successfully navigate through the system makes me proud.”

Kelling’s commitment to quality improvement is evident in his participation in The Carolinas Center for Medical Excellence’s (CCME) Cardiac Learning and Action Network. “This is a never-ending journey; we are not at the end of our process when it comes to patients.” said Kelling.

For additional information, contact:

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Must see media clips/internet links
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=GiupJJ1tE&playnext=1&list=PL9CZabk3nD4H8nck6xZ7MWcBFe9kWLru&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 successfully manage her condition. Please click the link here http://sproutvideo.com/videos/a49bd8b71a1ee5c42c?type=hd

Our website has a new look! Check it out at http://www.ccofsp.com/about-us/
Upcoming Meetings and Events
April 2nd or 9th – Beacon Executive Committee Meeting – 7am – 8am CCofSP Large Conference Room or call in
July 10th-12th - National Association of County and City Health Officials (NACCHO), Dallas, TX

Career Opportunities
CCofSP Opportunities
Community Care of Southern Piedmont (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. Currently, we are seeking to fill the opening listed below. To apply, please email your resume and the position you are applying for to: HR@CCofSP.com

- Executive Director
CCNC Opportunities
Community Care of North Carolina 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

Career opportunities at CCNC. Applications are currently being accepted for the following positions. For more information, please see the CCNC Careers page.
- Senior Analyst, Quality Measurement and Reporting
- IC Reports Developer
- Technical Integration Developer
- Project Coordinator Technical Integration
- Health Educator

Positions at local CCNC networks
If you’re interested in position at one of the 14 CCNC networks, please click the link or go to the Network Careers Page.
- Registered Nurse; Hospital Intake Care Manager-Smithfield, NC (Community Care of Wake and Johnston Counties)
- Registered Nurse; Hospital Intake Care Manager-Raleigh, NC (Community Care of Wake and Johnston Counties)
- Quality Improvement Director-Pinehurst, NC (Community Care of the Sandhills)
- Lead Nurse Care Manager-Raleigh, NC (CapitalCare Collaborative)

Announcement:

Longtime NCMS Member Named Director of Office of Rural Health and Community Care
March 6th, 2013 by Elaine Ellis Stone

Longtime North Carolina Medical Society (NCMS) member and 2005 graduate of the NCMS Foundation’s Leadership College, Robin G. Cummings, MD, FACC,FACS, joined the NC Department of Health and Human Services as the new Director of the Office of Rural Health and Community Care effective March 7th. Dr. Cummings is a North Carolina native and graduate of the University of North Carolina, Chapel Hill and the Duke University School of Medicine. He is board certified in general surgery as well as cardiothoracic surgery and practiced medicine in Pinehurst until his retirement in 2004. Since 2005, Dr. Cummings has served as chair of the NC Commission on Indian Affairs Health Committee. He is the founding chair of the NC American Indian Health Board. He has also served since 2008 on the NC Rural Center Board. Until his appointment to DHHS, Dr. Cummings was the medical director and executive director of Community Care of the Sandhills.
Helpful Links

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

Southern Piedmont Beacon Community
http://healthit.hhs.gov/portal/server.pt/community/healthit_hhs_gov__southern_piedmont_beacon_community/3327

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

Medicaid service providers may attest for incentive payments on the NC-MIPS Portal at
https://ncmips.nctracks.nc.gov/

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

Stay connected, communicate, and collaborate with ONC

Browse the ONC websites at: healthIT.gov

Office of the National Coordinator for Health Information Technology

Southern Piedmont Beacon Community
845 Church Street North, Suite 104 Concord, NC 28025
http://www.ccofsp.com/beacon
Subscribe, watch, and share:

- Twitter: @ONC_HealthIT
- YouTube: http://www.youtube.com/user/HHSONC
- LinkedIn: Health IT and Electronic Health Records
- Scribd: http://www.scribd.com/HealthIT/
- Flickr: http://www.flickr.com/photos/healthit
- Health IT Buzz Blog

Stay connected with CMS

Browse the CMS Innovations website at: http://www.innovations.cms.gov/

CMS EHR Incentive Programs Centers for Medicare and Medicaid EHR Incentive Program

Potential Beacon Headlines in 2013:

A **Beacon Community** has safer hospitals
A **Beacon Patient** is a better informed patient
A **Beacon Physician** has the information they need to direct patient care
A **Beacon Community** keeps patients and families from falling through the cracks
A **Beacon Community** is a community that has bent the cost curve

Do you need to find a previous edition? They are available on our website located at http://www.ccofsp.com/beacon-blt-wraps

Have a safe and wonderful weekend!