

# Value Connection

Arkansas Health Network's Newsletter

Spring 2019

## Caring for the Whole Person—Arkansas Health Network Social Workers Team Up with Outpatient Behavioral Health Providers



A large body of research supports that mental health is a key underlying factor in determining patients' overall health outcomes and cost of care. As an example, a 2016 study stated that patients with behavioral health problems cost two to three times as much to care for as those without them. Patients struggling with both mental illness and chronic diseases, will struggle to manage their conditions unless mental needs are addressed. For that reason, value-based programs such as Comprehensive Primary Care Plus (CPC+) and Medicare Shared Savings Program (MSSP) are increasing requirements related to behavioral health quality.

To align with this research the Arkansas Health Network (AHN) Social Work team based in Little Rock has begun collaborating with CHI St. Vincent Outpatient Behavioral Health Clinic providers, in addition to

working with Primary Care Providers and clinic-based teams, to develop and implement more compassionate and efficient mechanisms to address the needs of patients referred for behavioral health assessment and/or treatment.

*Article continued on p. 2*

### What's in this Issue?

- ◇ **AHN Social Workers & Outpatient Behavioral Health .....p.1-2**
- ◇ **CommonSpirit Health.....p.1**
- ◇ **New AHN Board Members.....p.1**
- ◇ **2019 MACRA Requirements.....p.2**
- ◇ **AHN Digital DTE Resources .....p.3**
- ◇ **COREO On-Site Training Outcomes.....p.3**
- ◇ **New Network Additions.....p.4**

## The Future is Bright with CommonSpirit Health

On January 31, 2019, the merger was finalized between Catholic Health Initiatives (AHN's parent company) and Dignity Health. Together, the merged system is known as CommonSpirit Health. CommonSpirit Health is now the largest nonprofit health system with a presence in 21 states, with more than 700 care sites. There are also 14+ Clinically Integrated Networks (CINs). Population health and related innovations are considered "bright spots" for CommonSpirit Health. Arkansas Health Network leaders have already connected with other CINs across CommonSpirit in order to learn about care management and technology best practices. AHN looks forward to collaborating further on resources and tools not previously available. It has also been announced that local organization names and logos will be maintained, including Arkansas Health Network and CHI St. Vincent.

## Welcome to new AHN Board Members!

In the last quarter, two new physicians have joined Arkansas Health Network's Board of Managers. AHN is thrilled to have the leadership and expertise of Dr. Showalter and Dr. Wornock.

- ◇ **Heath Showalter, MD** - Internal Medicine, CHI St. Vincent Little Rock Diagnostic Clinic
- ◇ **J.P. Wornock, MD** - Family Medicine, PrimeCARE Medical



## 2019 MACRA\* Requirements: Promoting Interoperability

All practices, whether they are in the MIPS (Merit-based Incentive Payment System) or AAPM (Advanced Alternative Payment Model) pathways under MACRA, must report independently for the Promoting Interoperability (PI) category. This also applies to any participants in AHN's Accountable Care Organization. PI (formerly known as "Meaningful Use") is worth 25% of a practice's total MIPS score. Practices and hospitals need to be aware of several important requirements in 2019:

*\*Medicare Access & CHIP Reauthorization Act*

<b>CEHRT Edition</b>	For the 2019 reporting period, practices are REQUIRED to have activated 2015 Edition Certified EHR Technology (CEHRT) for the minimum 90-day continuous period for which you report.
<b>Performance Measurement</b>	PI performance will no longer be the sum of threshold Base Score + Performance Score + Bonus Score. Rather there will be only a Performance Score comprised of six required measures with two optional bonus measures.
<b>Added/Removed Measures for 2019:</b>	<u>Added:</u> Verify Opioid Treatment Agreement, Query of Prescription Drug Monitoring Program (optional in 2019, mandatory in 2020) <u>Removed:</u> Secure Messages, View/Download/Transmit, Patient Generated Health Data

For more detailed CMS information, visit <https://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/> and <https://qpp.cms.gov>. Questions may also be directed to Rachel Longfellow ([rdlongfellow@stvincenthealth.com](mailto:rdlongfellow@stvincenthealth.com)).

## Outpatient Behavioral Health Continued

The Social Work team is providing case management support, triage evaluations, and referral tracking/case disposition, with conscious emphasis on improving the quantity and quality of feedback to referring physicians.

After less than two weeks, this cross-team collaboration has produced positive results. By making their skill sets available to the Outpatient Behavioral Health (OBH) Clinic, the Social Work team is touching and shaping human lives. Two recent examples include:

An adult female contacted the OBH Clinic asking where she could find safe housing to escape from domestic violence. Clinic providers were seeing other patients and were not going to be able to respond quickly or thoroughly enough to address the patient's pressing concerns. The OBH Clinic Front Office Lead reached out to an AHN Social Worker, who was able to contact the patient quickly to provide her with practical options.

Another adult female was referred for psychotherapy at the OBH Clinic, but was informed that (unfortunately) it would be several weeks before the next new patient appointment became available. The referral was sent to an AHN Social Worker, who contacted the patient by telephone to discuss her concerns and the treatment options available to her. The patient eventually decided to make an appointment at the OBH Clinic and eagerly accepted the Social Worker's offer of a weekly telephone visit until her initial intake. The patient was so pleased with the interaction that she took the time to send an email stating: "I was moved and blown away with the outreach and professionalism of the social worker who contacted me. It touched me deeply and I wanted to let you know how special and cared-for I felt."

The OBH Clinic and AHN Social Work teams will continue to refine workflows to ensure that the spirit of patient-centered, team-based care is not just promised but competently and compassionately delivered to those who are in need.

For questions or comments, please contact Camille Wilson ([crwilson@stvincenthealth.com](mailto:crwilson@stvincenthealth.com))

## WHAT'S NEW? - AHN Digital DTE Resources

In the last several editions of the Value Connection newsletter, AHN has introduced its partnership with Arkansas Children's Care Network (ACCN) to provide Direct-to-Employer (DTE) services to local Arkansas company health plans, such as Anthony Timberlands, Inc. AHN and ACCN are now actively meeting with employers to discuss providing services for the 2020 calendar year.

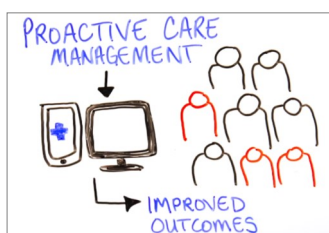
If you would like more information about AHN and ACCN's DTE offerings and the value this can bring to an employer, please utilize these new resources which have been published over the last quarter:



### 2017 Value Report

<http://www.arkansashealthnetwork.com/annual-value-report>

AHN has published its 3rd annual Value Report to share the final performance results and successes from multiple value-based programs including the Medicare Shared Savings Program, CPC+, and CHI St. Vincent's Employee Health Plan. The Value Report illustrates the quality and cost impact of AHN's "high tech" and "high touch" population health model.



### DTE Promotional Video

<http://www.arkansashealthnetwork.com/employers>

In just four short minutes, this video provides potential employer and broker clients with a quick, easy-to-understand overview of the AHN and ACCN organizations, their population health driven model, and all the benefits their members and company can hope to receive.



### Featured Article—Arkansas Business <https://www.arkansasbusiness.com/article/125926/anthony-timberlands-seeks-to-chop-health-costs>

In March 2019, AHN and ACCN were featured in the Health Care section of Arkansas Business. The article announced Anthony Timberlands, Inc. as a new Direct-to-Employer client and speaks to the growing need for employers everywhere to seek innovative options to manage their health plan expense.

## COREO/Lightbeam Onsite Training - A Successful Introduction!

Throughout February, March, and April, AHN and Navvis Health hosted a series of training sessions on the COREO analytics platform (a white label product of Lightbeam Health) in the Little Rock, Conway, and Hot Springs markets. These sessions were offered to both providers and staff of participating Primary Care clinics in Arkansas Health Network. The content of the sessions were tailored to specific roles within clinics— Provider, Provider Lead, Office Administrator, and Quality Specialist/Care Coordinator. 82 people representing 46 different practices attended.



Attendees walked away with an understanding COREO/Lightbeam analytics modules, provider dashboards, tools for tracking gaps in care, and AHN's data infrastructure. For the remainder of the year, AHN will be establishing a COREO Hub on its website complete with How-To Guides, monthly Tips of the Day, and instructional videos for all network participants.

For questions or comments, please contact Rachel Longfellow ([rdlongfellow@stvincenthealth.com](mailto:rdlongfellow@stvincenthealth.com))

## New Network Participant Additions

Arkansas Health Network welcomes the following practices to its roster of participants. All new participants are reviewed and approved by the AHN Board of Managers.

- ◇ Access Medical Clinic  
*Primary Care, 22 Locations, <https://www.myaccessmedicalclinic.com>*
- ◇ Alleviant Health Centers  
*Psychotherapy, Behavioral Health Case Mgmt, Psychiatry/Medication Mgmt, Little Rock, (866) 951-4325*
- ◇ ArCare  
*Primary Care, 29 Locations, <https://www.arcare.net/>*
- ◇ Arkansas Ophthalmology Associates  
*Ophthalmology, Little Rock, (501) 661-1123*
- ◇ Arkansas Retina  
*Ophthalmology, Conway, (501) 327-4444*
- ◇ Carl Gilbert, MD, PC  
*General Surgery, Little Rock, (501) 558-3000*
- ◇ Carson Chiropractic, Inc  
*Chiropractic, Hot Springs, (501) 767-0900*
- ◇ Conway Pulmonology Clinic, PA  
*Pulmonary Disease, Conway, (501) 327-9532*
- ◇ Crestwood Foot Clinic  
*Podiatry, North Little Rock, (501) 771-4785*
- ◇ Dallas County Medical Center Family Clinic  
*Family Medicine, Fordyce, (870) 352-6424*
- ◇ Dan Martin Clinic  
*Internal Medicine, Camden, (870) 836-6627*
- ◇ Freeway Surgery Center– Legacy Surgery Center  
*Neurosurgery, Little Rock, (501) 661-0910*
- ◇ Gabriel M. Peal, MD, PA  
*General Surgery, Little Rock, (501) 558-4900*
- ◇ Gregory Wood, MD  
*Ob-Gyn, North Little Rock, (501) 955-9585*
- ◇ Harmony Park Family Medicine  
*Family Medicine, Hot Springs, (501) 881-4988*
- ◇ Higginbotham Family Clinic  
*Family Medicine, Malvern, (501) 337-9994*
- ◇ Hillcrest Family Clinic  
*Family Medicine, Little Rock, (501) 664-0769*
- ◇ Infectious Disease Resource Group  
*Infectious Disease, Little Rock, (501) 661-0037*
- ◇ Kidney Care Center  
*Nephrology, Little Rock, (501) 588-1100*
- ◇ Lake Hamilton Family & Sports Chiropractic  
*Chiropractic, Hot Springs, (501) 762-9648*
- ◇ Legacy Spine & Neurological Specialists  
*Neurosurgery, Neurology, Little Rock, (501) 661-0077*
- ◇ Little Rock Foot Clinic  
*Podiatry, Little Rock, (501) 664-8888*
- ◇ Little Rock Gastroenterology  
*Gastroenterology, Little Rock, (501) 217-8500*
- ◇ Little Rock Gynecology & Obstetrics  
*Ob-Gyn, Little Rock, (501) 221-9700*
- ◇ Little Rock Rheumatology Clinic, PA  
*Rheumatology, Little Rock, (501) 280-9115*
- ◇ Malvern Family Medical Clinic  
*Family Medicine, Malvern, (501) 337-1836*
- ◇ Nutt-Walley Clinic of Dallas County Medical Center  
*Family Medicine, Fordyce, (870) 352-3525*
- ◇ Patterson Eye Care  
*Optometry, Conway, (501) 450-9900*
- ◇ Plastic & Reconstructive Surgery Assoc, LTD  
*Plastic Surgery, Little Rock, (501) 663-4100*
- ◇ Premier Gastroenterology  
*Gastroenterology, Little Rock, (501) 747-2828*
- ◇ Root's Chiropractic  
*Chiropractic, Hot Springs, (501) 625-3446*
- ◇ Sleep Partners, LLC  
*Sleep Management, 6 Locations, (501) 224-5200*
- ◇ Springhill Surgery Center  
*General/Breast/Gastro/Ocular Surgery, N. Little Rock, (501) 945-5800*
- ◇ Surgical Pavilion, LLC  
*General/Breast/Gastro/Ocular Surgery, Little Rock, (501) 227-9088*
- ◇ Timothy Gauldin, MD (Ouachita Foot & Ankle)  
*Podiatry, Hot Springs, (501) 627-0700*
- ◇ Todd Eye Clinic  
*Optometry, Conway, (501) 329-6859*
- ◇ Tristate Orthopedics & Sports Medicine  
*Orthopedic Surgery, El Dorado, (870) 863-3122*
- ◇ Wrinkle Respiratory & DME, Inc  
*Durable Medical Equipment, Little Rock, (501) 455 - 1100*

For questions or comments, please contact:

Tiffani Butler ([tbutler@stvincenthealth.com](mailto:tbutler@stvincenthealth.com)) or Aaron Pilkington ([apilkington@stvincenthealth.com](mailto:apilkington@stvincenthealth.com))

The Value Connection Newsletter is designed and written by Rachel Longfellow, Market Director of Operations, Arkansas Health Network. Please email her ([rdlongfellow@stvincenthealth.com](mailto:rdlongfellow@stvincenthealth.com)) with feedback, future story ideas, or requests to be added to the distribution list. For more information, please also visit AHN's website— [www.arkansashealthnetwork.com](http://www.arkansashealthnetwork.com) or call 501-552-8400.