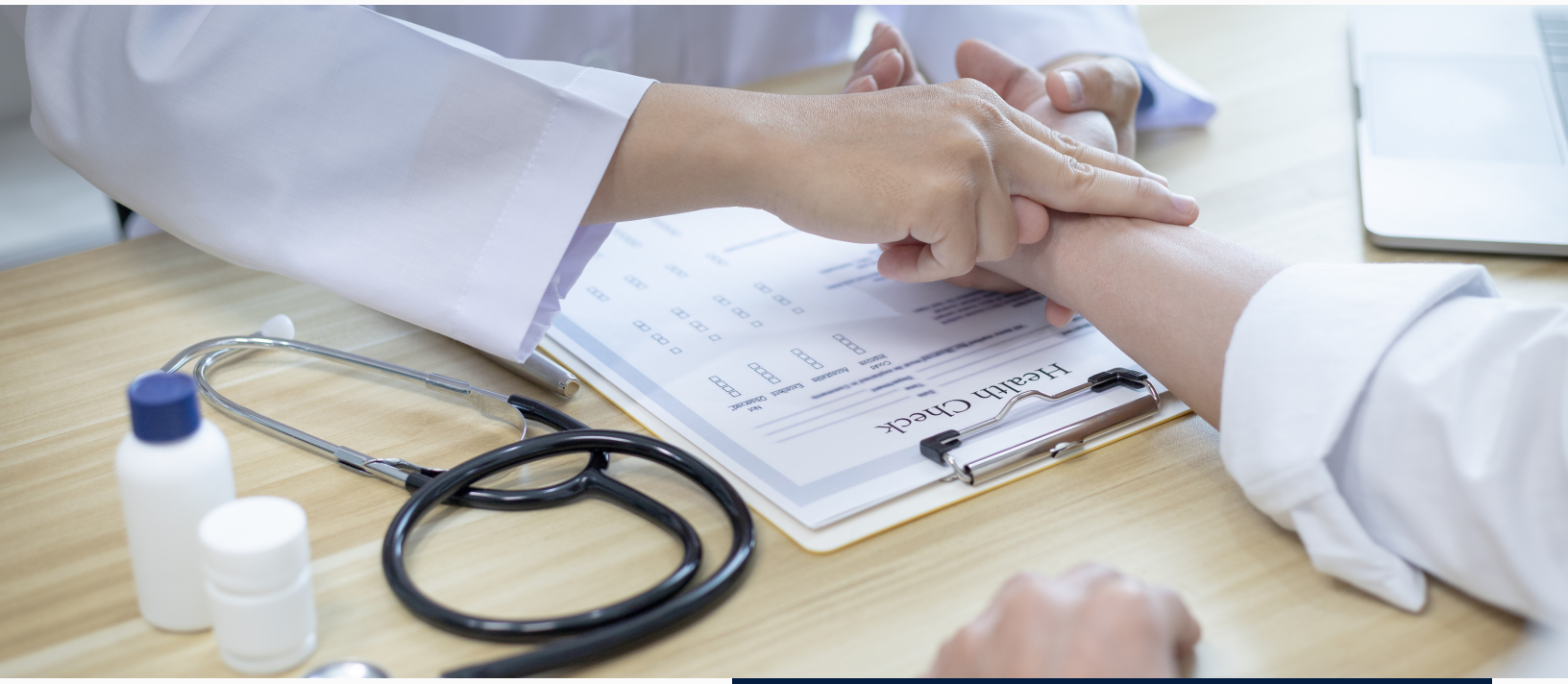
JULY 2023 | ISSUE 3

QUALITY IMPROVEMENT

A bi-monthly e-newsletter provided to share announcements, performance updates, and educational reminders for our value-based programs.



ETSU Health

For questions, suggestions, or educational requests related to quality improvement, please contact:

Jennifer Logan
Director of Population Health
Email: loganja@etsu.edu

or

Send a task in Allscripts to the Population Health Team

INSIDE THIS ISSUE

NEW ANNUAL WELLNESS VISIT NOTE

On Monday, July 3rd, the NEW Annual Wellness note went live. The new note is called **'Annual Wellness Medicare'** and will be shared by Infectious Disease, Internal Medicine, & Family Medicine.

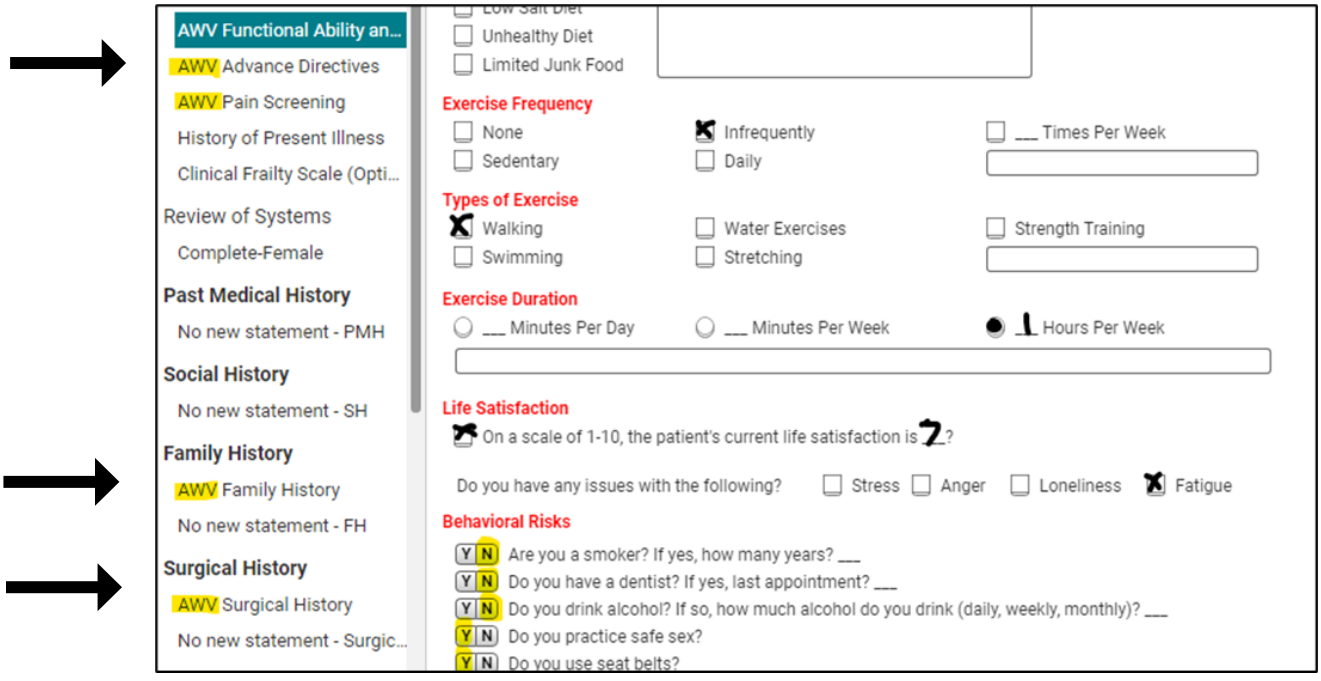
The previous Medicare Annual Wellness note (used by Internal Medicine) and the Annual Wellness Visit note (used by Family Medicine), as well as the Welcome to Medicare note, have been inactivated.

- A training video for the Annual Wellness Medicare note can be found here: **https://www.quillenphysiciansehr.com/annual-wellness-medicare.html**

Things to Know:

1. **Required vs. Optional -** If the form starts with "AWV," then each subsection is required and needs to be filled in. If a form is not required, then the word "Optional" follows the form.

   Example of required forms:

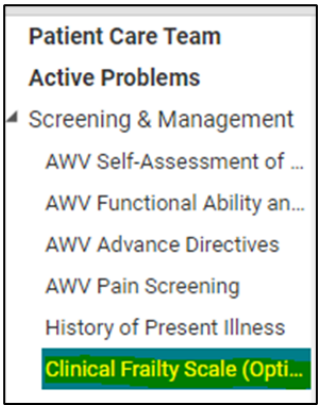


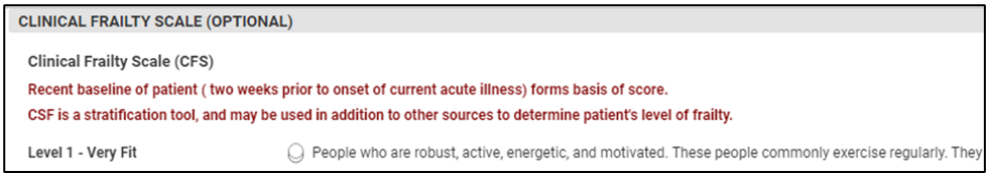
NEW ANNUAL WELLNESS VISIT NOTE

2. FYI on Shared Notes - Please keep in mind that this note template will be shared by Internal Medicine, Family Medicine, and Infectious Disease. Accordingly, some site-specific forms are included that may not be applicable to all users.

- For example, the Plan section contains the Family Medicine Resident Attestation and Pharm Note forms.

3. Clinical Frailty Scale - This new form is optional. The intent of this tool is to help assess overall functioning by providing an objective picture of a patient's recent baseline.

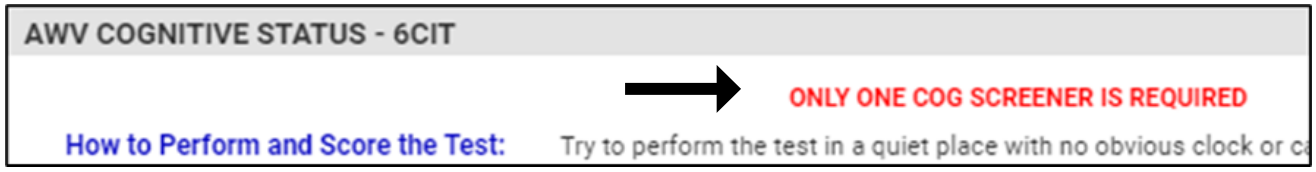




Additional education regarding the application of the Clinical Frailty Scale can be found here:
https://ucc.cloud.panopto.eu/Panopto/Pages/Viewer.aspx?id=ce9a4d94-fc1c-44ca-8a39-ab9600f624f3

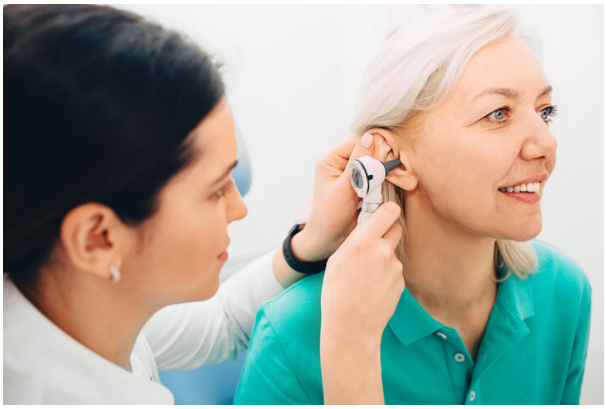
NEW ANNUAL WELLNESS VISIT NOTE

4. Cognitive Screeners – There are TWO available cognitive screeners; the Cognitive Impairment and the 6CIT. Only ONE is required. Both forms are labeled as such, so this should be clear from within the note.



5. New AWV Chronic Opioid Management form - The AWV Chronic Opioid Management form in the Current Meds section is required if the patient is on chronic opioids. If opioids are prescribed, the NIDA Quick Screen MUST be completed annually.

6. W2M Hearing Acuity Assessment - This is only required if it is the patient's first Medicare visit (i.e., the Welcome to Medicare visit). For subsequent annual exams, this is optional.

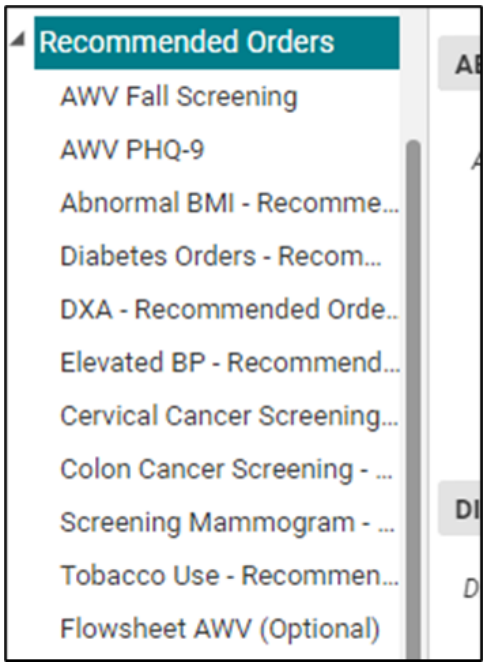


7. Physical Exam - A physical exam is not required for the Annual Medicare Wellness exam; however, most patients expect it, and reimbursement is higher if a physical exam is completed. There are two forms available: the Brief Physical Examination, and the more robust Comprehensive Adult Complete Exam template. You may use whichever form you prefer.

NEW ANNUAL WELLNESS VISIT NOTE

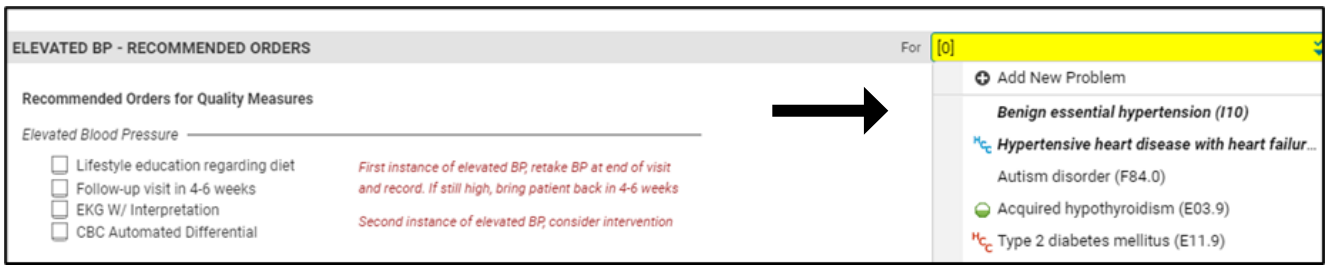
8. Recommended Orders - This is a new section containing links to orderable items that align with our value-based quality measures, such as fall risk screening, diabetes orders, mammogram screening, tobacco screening and education, etc.

Each section has a “For” box where you can link the appropriate diagnosis.



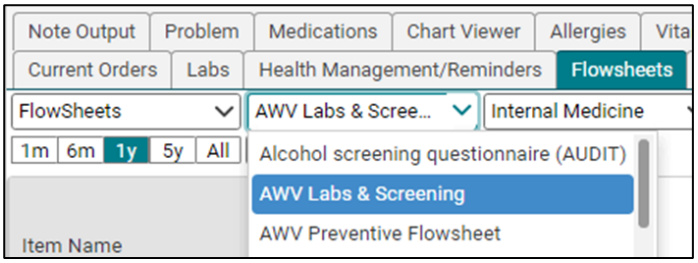
- If there is a commonly used diagnosis for the order, it will appear in **bold** in the drop-down list. Once you link the diagnosis, depending on the order, it should be a single click to order.

- For residents, if you are ordering a test that requires a supervising provider, you will still get the Order Details box where you can pull in the supervising provider’s name.

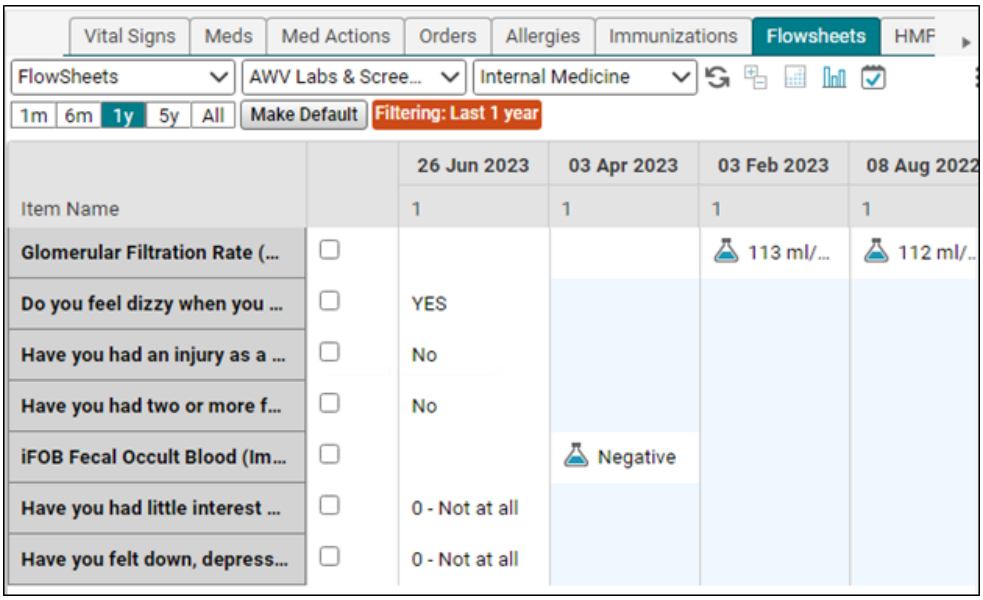


NEW ANNUAL WELLNESS VISIT NOTE

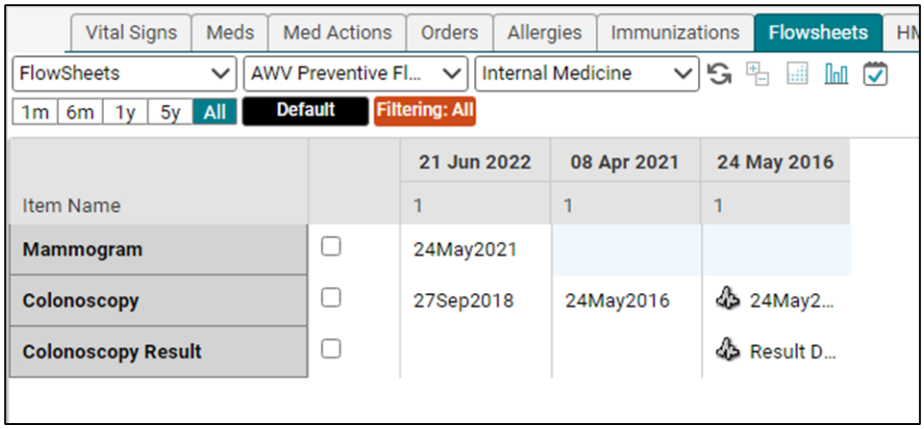
9. Preventive Flowsheets - The patient's preventive tests can be located on the Flowsheets tab on the right.



- **AWV Labs & Screenings** contains the PHQ9 score, fall risk screening responses, A1cs, iFOBTs, and other tests that are done frequently.



- **AWV Preventive Flowsheet** contains mammogram, colonoscopy, Pap, and DXA results. These can also be viewed from the desktop.



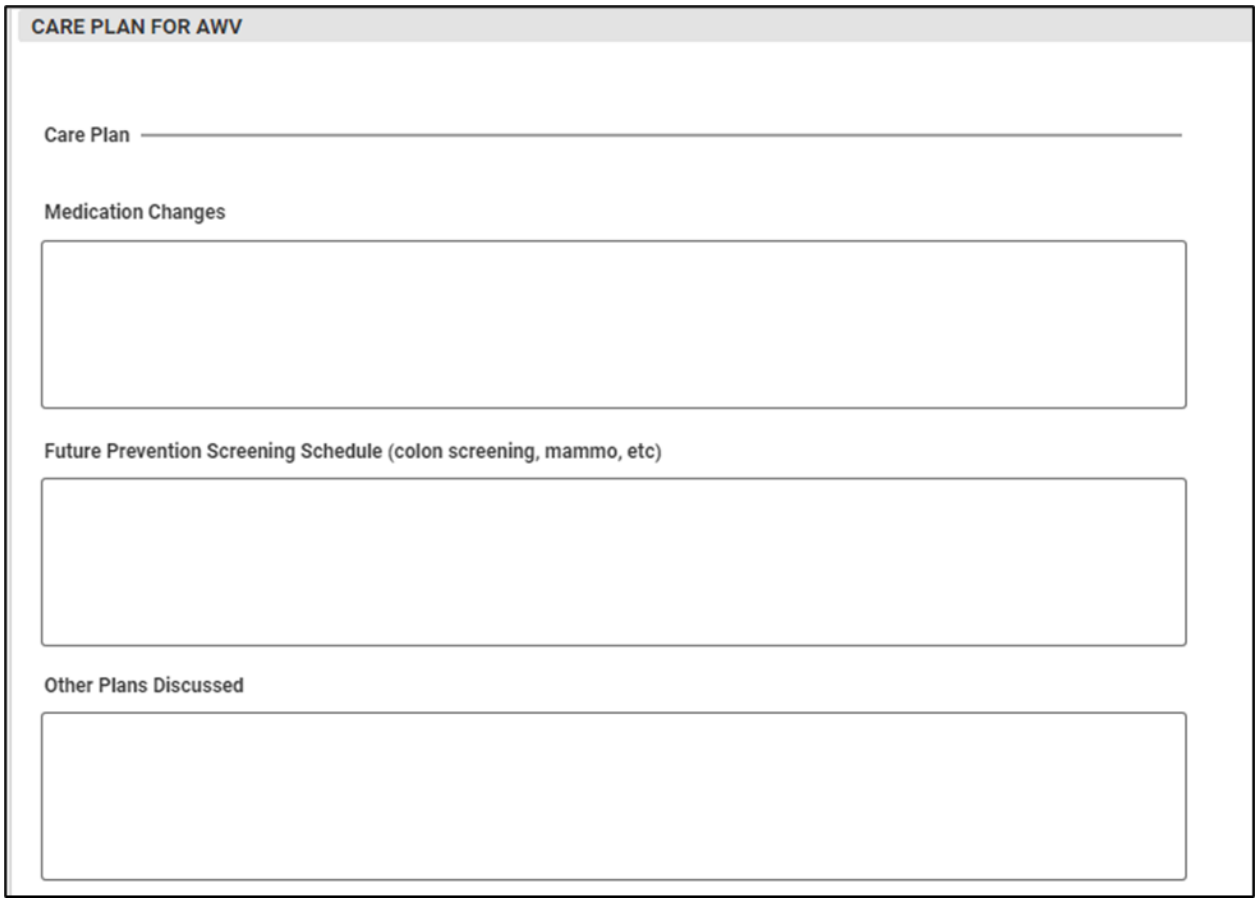
NEW ANNUAL WELLNESS VISIT NOTE

10. Care Plans - A new section called 'Care Plan for AWV' has been added. This section provides a place to type out instructions for patients, such as medication changes, future preventive screening schedules, and other plans.

- Patients registered with the portal will be able to view these instructions since they can access the entire note from their visit.

- Future plans may include implementing the functionality to print the care plan at the front desk to provide to the patient. If this would be a useful addition, please share this feedback with EHR or Population Health.

- This is an important part of the Annual Wellness exam, and we encourage you to use this section.

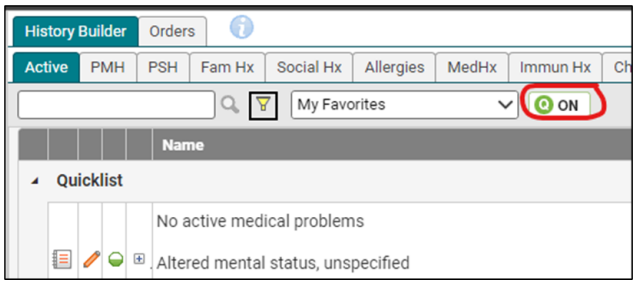


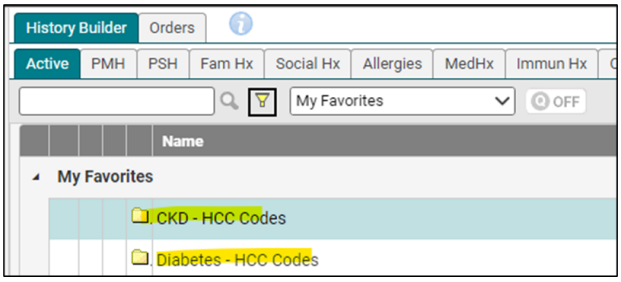
HCC FOLDERS

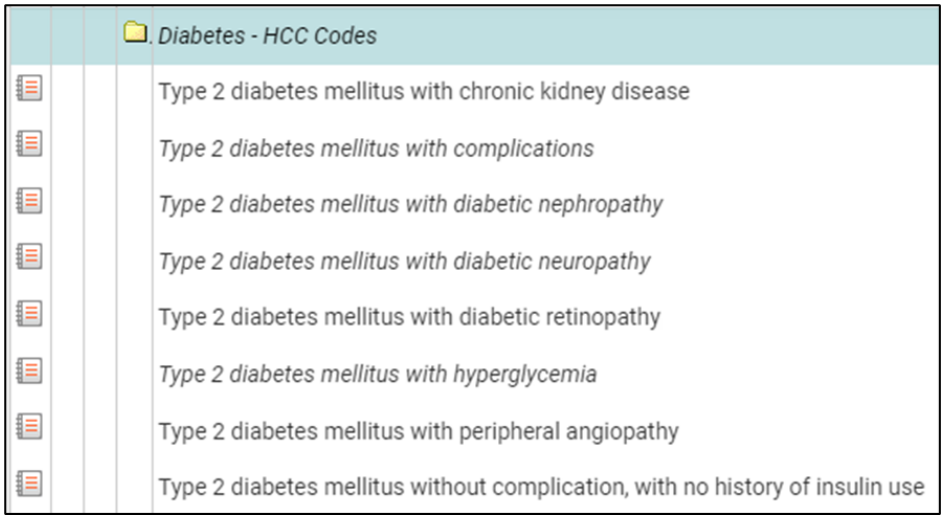
To help improve our organization's risk score and redocumentation rate, shortcut folders have been created to help facilitate the use of Hierarchical Condition Category (HCC) codes. For quick access, these folders contain a concise list of common HCC codes within each condition category.

- Note, these lists are not all-inclusive. If the exact code you are needing is not available, please search to look up the correct code.

Important: In order to see the HCC folders, click the green "Q" on your Active problem list to turn the Quicklist off. The CKD - HCC Codes and Diabetes - HCC Codes folders will appear. Single click to expand.







IN-HOME SERVICES AND HEALTH PARTNERS

In-home services and screenings provided by insurance companies are becoming an increasingly prevalent component of the healthcare space.

The following table outlines the most common vendors associated with our current value-based programs. To help optimize care coordination, please review this information, as your clinic should be receiving screening results and care summaries from these organizations.

Insurance	Partner	Description of Service	Eligibility
Traditional Medicare (Palmetto)	ACO Remote Patient Monitoring (RPM) Program	In-home biometric monitoring.	Patients with at least one of the following diagnoses: • Diabetes mellitus • Hypertension • CHF • COPD
	ACO Comprehensive Medication Management	In-home medication review services, including education and patient assistance, by a licensed pharmacist.	All
	ACO Extender Home Visits	In-home visits provided by a nurse practitioner or social worker for a variety of care management needs.	All
United HealthCare - Medicare Advantage and Dual Eligible	Landmark	In-home longitudinal medical care and acute care interventions available 24/7.	Patients with multiple chronic conditions and/or complex health needs
	HouseCalls	In-home physical exam and health screening by a physician or mid-level provider.	All
United HealthCare - TennCare and Dual Eligible	Firsthand	In-home peer support and engagement to connect patients to benefits, local resources, and care pathways.	Patients with at least one of the following diagnoses: • Bipolar disorder • Major depression • Schizophrenia Patients who are unengaged with primary care Patients with high healthcare spend/utilization
BlueCross BlueShield - Medicare Advantage and BlueCare Plus Dual Eligible	Signify Health	In-home physical exam and health screening by a physician or mid-level provider.	All
	Retina Labs	In-home preventive screenings and test kits.	All
Humana	Everlywell	In-home preventive screenings and test kits.	All

For questions regarding in-home services, or to check eligibility for referral, please contact the Population Health Team for more information.

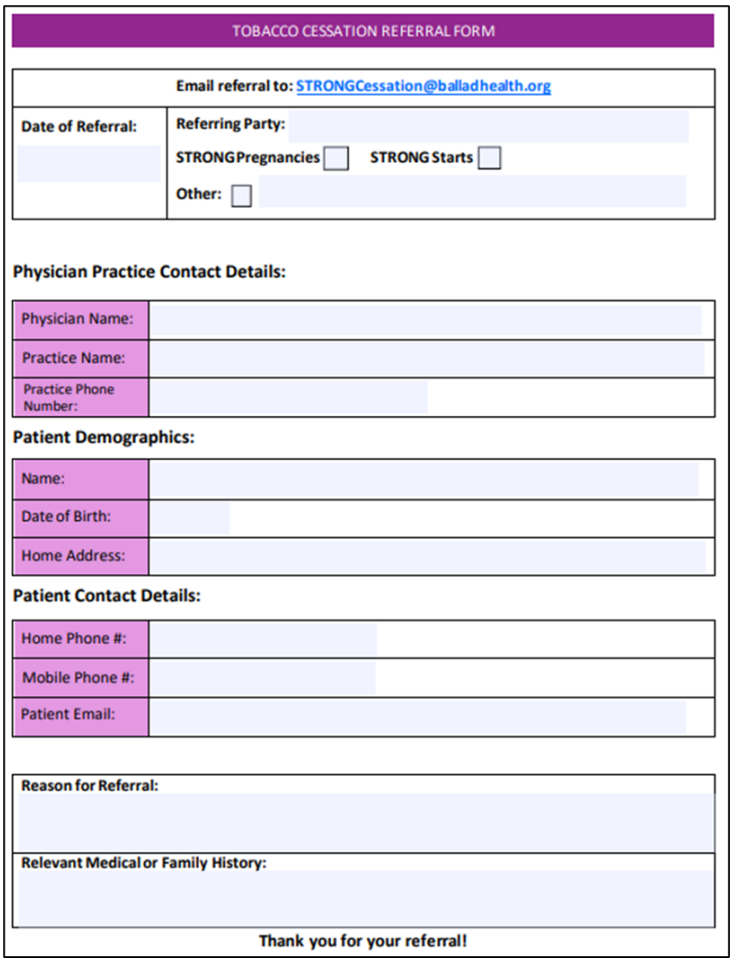
BALLAD HEALTH FREE SMOKING CESSATION PROGRAM

Ballad Health is now offering a free smoking cessation program that is available for all community members. Patients can enroll directly or the care team can refer by phone or email.

Contact for Free Smoking Cessation

Call **423-480-6706**

Email the following referral form to **strongcessation@balladhealth.org**



TOBACCO CESSATION REFERRAL FORM

Email referral to: STRONGCessation@balladhealth.org

Date of Referral:	Referring Party: STRONG Pregnancies ☐ STRONG Starts ☐ Other: ☐

Physician Practice Contact Details:

Physician Name:	
Practice Name:	
Practice Phone Number:	

Patient Demographics:

Name:	
Date of Birth:	
Home Address:	

Patient Contact Details:

Home Phone #:	
Mobile Phone #:	
Patient Email:	

Reason for Referral:
Relevant Medical or Family History:

Thank you for your referral!

For a PDF of the referral form, please see the attachment included with this email or contact Population Health.