

**OPTUM Newsletter: [July Focus](#) – High Blood Pressure and Stroke**

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## **PHYSICIAN & PRACTICE CHANGES/UPDATES**

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### **New Providers**

- ▶ **Forrest Schwartz, MD** has joined **Sports Medicine North**, 1 Orthopedics Drive, Peabody, MA 01960 [978-818-6350](tel:978-818-6350) (F) 978-818-6355.

### **Physician/Practice Changes**

- ▶ Effective 6/15/2018, **Menaham Abraham, MD** of **Northeast Emergency Associates** has terminated his NEPHO affiliation.
  - ▶ Effective 6/27/2018, **Michael Moharan, DPM** has terminated his affiliation with **Cape Ann Medical Center**.
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## **SAVE THE DATE**

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### **MD Orientation**

**Date: August 22, 2018 @7:30 A.M.**

**Place:** 500 Cummings Center, Suite 6500

Good Harbor Conference Room

Beverly, MA 01915

**RSVP:** **Alycia Messelaar** [978-236-1784](tel:978-236-1784) or [Alycia.Messelaar@Lahey.org](mailto:Alycia.Messelaar@Lahey.org)

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## **NEW ENGLAND COMMUNITY MEDICAL GROUP ANNUAL MEETING**

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The New England Community Medical Group (NECoMG) Annual Meeting was held on June 21, 2018.

### **Guest Speaker**

This year's guest speaker was Chrissy Daniels, a Partner at Press Ganey, who provided an overview of her research in patient experience trends and the consumerism in health care. She shared data on the increase in patients who search online reviews and comments to select a physician.

One of the key Patient Experience measures is Likelihood to Recommend. It has been shown that patients are more likely to recommend a practice if they have:

- 1) confidence in the provider
- 2) the team works together
- 3) the provider shows concern for their worries

# NEPHO NEWS

## July 2018 Edition

The good news is that these are the areas we focus on as well.

She noted how individual patients look for specific characteristics or practice styles to match their needs. It is important to share details about you and your practice to help patients find you online. It was recommended that you Google your profile to see what patients will find about you.

Ms. Daniels highlighted that top organizations are sharing their patient experience scores and comments online for patients to view. She shared a few helpful articles including one found at this link: <http://uofuhealth.utah.edu/innovation/algorithms/2015/three.php>

### Election

Dr. Pierre Ezzi reported the results of the NECoMG Board election. Drs. Heiskell and Richard Mugge were re-elected for 3 year terms as Class P and Class S Directors, respectively. Dr. Eric Sleeper was elected for a 3 year term as a Class P Director. Congratulations to Heiskell, Mugge and Sleeper for their appointments to the Board.

We would like to thank Dr. Suzanne Graves for her many years of service as a Board of Director and her role as the Secretary of the Board. We appreciate her dedication to our organization.

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## IPA and POD MEETING SUMMARIES

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### Data/Reports

Dr. DiLillo, MD, NEPHO Medical Director, distributed the following reports:

- April and May 2018 Out of PHO data by provider
- Break down of number of patients by risk contract for each practice
  - o The goal is to help practices and PHO allocate resources accordingly
- Initial Optum Commercial high risk patient registries were distributed

### Efficiency Update

Dr. DiLillo, discussed the following efforts to improve budget:

Focus on 3 conditions of high prevalence during the rest of the year

First condition is Morbid Obesity

- o 100 Charts with BMI > 40 were reviewed for capture of Morbid Obesity coding
- o Only 15% were coded correctly
- o Based on CMHCC tables, correct coding of these patients alone would yield ~\$200K in aggregate to the budget
- o Correct capture requires both the morbid obesity code and the BMI code to be on the claim















