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#VegasStrong



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NEW YEAR, NEW PROGRAMS, NEW EXCITEMENT

We begin 2022 with a new awareness of the uncertainty of our world. Last year, transitioning from 2020 to 2021, we believed that we might go back to a pre-COVID reality. Unfortunately, that was only partially true.

The start of the new year is an opportune time to review our accomplishments, individually and as a company. Over the course of the past year, we have learned the importance of maintaining flexibility to enable us to adapt to new circumstances as they arise; we have discovered hidden creativity and talent; and we have worked together to maximize positive outcomes.

At Silver State ACO, we have been blessed with exceptional Participants, partners and staff. Working together, we have been able to earn Shared Savings for an incredible *six years in a row*. During the last quarter of 2021 we had the unique privilege to visit Participant practices with check in hand, reflecting their share of 2020 Shared Savings.

Each year presents new rules, new ideas and new opportunities. Each new program or protocol affects different practices in different ways. We won't know the results of 2021, nor how the pandemic may have affected costs or utilization, until late 2022. What we do know is that each challenge is best addressed by a united team, working to do the best we can for the patients while also keeping ourselves and our staff happy, healthy, financially stable and successful. Please continue to work with your quality coordinators who are dedicated to educating and helping each of their practices.

We look forward to continuing the journey with you all. Best wishes for a Happy New Year from all of us.



Next Practice Meetings:

*Southern Nevada
February 2, 2022*

*Northern Nevada:
February 3, 2022*

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Silver State ACO Bids Farewell to Dr. Upinder Singh

Medicare Shared Savings Program (MSSP) Accountable Care Organizations (ACO) are closely regulated by CMS (Centers of Medicare and Medicaid Services). Every ACO is required to have a Chief Medical Officer (CMO) to provide guidance and leadership on questions of medicine and medical practices to the ACO and its providers.

Since its inception, Silver State ACO has been privileged to be led by Dr. Upinder Singh as its CMO. Under his guidance, Silver State ACO has grown to be one of the most successful CMS Medicare Shared



Savings Program Accountable Care Organizations in the country, earning Shared Savings for its Participants for six consecutive years. Dr. Singh has decided to follow his quest for knowledge and to maximize his positive contributions to patient care by pursuing other avenues and, has thus, stepped down from his duties as Chief Medical Officer of Silver State ACO. We are grateful to Dr. Singh for his leadership as we developed into the remarkable organization we are today, and wish him the best of luck in his future endeavors.

Silver State ACO Welcomes New Chief Medical Officer

Silver State ACO (SSACO) is delighted to announce the appointment of



our new Chief Medical Officer, Leslie C. Jacobs, who is also the Associate Chief Medical Officer for Valley Health Systems. Dr. Jacobs received her medical degree from Loyola University, Stritch School of Medicine after completing her undergraduate degree from the University of Southern California in Los Angeles. She received her training in Internal Medicine at the University of California, Irvine Medical Center where she met her husband, Dr. William Shoemaker. She is a Diplomate of

the American Board of Internal Medicine and has worked alongside her family serving the Las Vegas community for over three decades. She has taken on many leadership roles over the years, most recently as the CMO for a local large health plan prior to her current role at Valley Health Systems. Dr. Jacobs is a provider with Las Vegas Medical Group, a respected and dedicated Silver State ACO Participant since 2016.

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DISPATCH HEALTH

Silver State ACO and the Valley Health System have partnered with DispatchHealth to offer same-day, in-home medical care. Access to DispatchHealth's integrated solution brings care for urgent illnesses and injuries to the patient's home and may help avoid an emergency room visit. DispatchHealth (DH) extends the capabilities of the practice and is available after hours and on weekends or holidays when the practice may not be available. Improving access to medical care is the first step to improving results.



Each DispatchHealth team consists of a nurse practitioner or physician assistant, as well as a medical technician. An ER physician is always available by phone for consultation. DH treats a wide range of complex illnesses and injuries. The medical kit that each team carries contains nearly all of the tools and technologies typically found in an emergency room, including onsite laboratory testing, a 12-lead EKG, IV fluids and more.

DispatchHealth provides prompt medical intervention to the patient, documents the visit and sends clinical notes back to the patient's provider within forty eight hours. Being in the home may also provide additional insights into the patient's health status. In addition, DH will follow up with the patient within three days of the in-home visit.

Providers appreciate the added service that DispatchHealth makes available. Patients find it a convenient alternative to the ER or Urgent Care Center for illnesses and injuries that simply cannot wait to be addressed when there's availability of a time slot and transportation to their doctor's office. The services are generally covered by Medicare and patients have overwhelmingly reported being very satisfied with the care.

As a partner with Silver State ACO and the Valley Health System, DispatchHealth is determined to help improve outcomes and reduce ER utilization. A special phone number has been set up for Silver State ACO referrals: **725-246-1973**. Using this number will allow DH to immediately know that the patient is a Silver State ACO beneficiary which affords the patient special attention. It will also give Silver State ACO the ability to follow a patient's progress and monitor the effectiveness of the program so as to understand if / how it can be improved in the future.



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We are excited to bring this new benefit to our practices and beneficiaries. Providers can refer patients, or patients can contact DispatchHealth directly.

Once connected, DH uses established triage protocols to ascertain that the patient can be safely treated in the home. We urge our Participant providers to refer appropriate patients to DispatchHealth to help reduce unnecessary ER visits while still providing excellent care to the patients.



Note: DispatchHealth does *not* replace the emergency room for life threatening injuries or illnesses, nor do they replace the PCP for primary care services. For additional information, please call DispatchHealth directly at **702-246-1973**.

EXPERIAN – Community Partner Encounters

The new portal, known as Community Partner Encounters or CPE, is working well for most of our practices. The ability to quickly see a list of patients who have been discharged from the hospital, including particulars about their stay, alerts the practice to reach out to the patient. This affords the practice the opportunity to follow up with the patient post-discharge, as well as to bring the patient in within 7 -



14 days and bill for a Transitional Care Management visit. One of the benefits of the transition to this new portal is the ability to download the data to an Excel worksheet, allowing practices to analyze their patient

flow and follow up.

If you are having an issue with accessing your patient information, please be sure to call. We can't help fix it if we don't know that it's broken! Please reach out to your quality coordinator or directly to Rena Kantor, Director of Operations, at 702-751-0945.

GAP CLOSURE CONTEST – Announcing the WINNERS

WOW! This contest was a WINNER for all! Aside from the cash winners, there were 1,462 Care Gaps closed! We're excited to see that the cash winners also include a number of small practices and first time Champions!

Congratulations to:

WINNERS

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PECOS Name	Category
Jeaniene A Talley MD A Professional	Breast Cancer Screening (Percent Done)
Reno Family Physicians Jennifer Hornback MD ET AL LTD	Breast Cancer Screening (Number Done) Influenza (Number Done) Controlling HTN (Number Done)
Ferdowsian, Global Services, PLLC	Controlling HTN (Percent Done)
Sundance Medical Center LLP	Colorectal Cancer Screen (Number Done)
Andrea K Weed DO Professional Corporation	Colorectal Cancer Screen (Percent Done) (Tie for this category)
Vista Family Medicine, LLC	Colorectal Cancer Screen (Percent Done) (Tie for this category)
Curry PLLC	Diabetes A1c (Percent Done)
Carson Medical Group, Professional Corporation	Diabetes A1c (Number Done) Fall Screening (Number Done)
Edward Tsai	Fall Screening (Percent Done)
Betty H Yao MD A Professional Corporation	Influenza (Percent Done)
Sagebrush Medical Center LLC	Tobacco Screen (Number Done) Tobacco Screen (Percent Done)

BRAVO and Thank You to all the practices and staff who worked hard to close Gaps in Care over the last several weeks!

CMS Quality Measures update

Earlier in the year, CMS announced that it would require all ACOs to report quality measures via ECQM/MIPS, including data on *all* patients seen by a practice, not just its ACO attributed patient population. Many practices were, understandably, concerned about sharing Protected Health Information (PHI) of non-Medicare patients and how that could be allowed, considering HIPAA Privacy Rules. Silver State ACO staff have been in contact with CMS for clarification and will continue to share updates with all our 2022 practices.



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QUALITY MEASURES SPOTLIGHT - 2022

Silver State ACO is responsible for both the quality and cost of Medicare attributed lives. Before we can share in any savings, we must demonstrate that we have met certain performance standards outlined by Medicare. We do this through quality reporting.

Throughout the year, your Quality Coordinators manually audit your patient charts for specific documentation. As we head into the New Year, we would like to take the opportunity to prepare our practices for the changes Medicare has made to some of our Quality Measures for 2022.



SPOTLIGHT

For the **“Screening for Depression and Follow-Up Plan”** measure, there have been some notable changes. This measure requires that Patients aged 12 years and older be screened for depression each year using an age-appropriate standardized depression-screening tool. If the patient’s screening is positive for depression a follow-up plan is required on the date of the positive screen. Chart documentation **MUST** include the name of the tool and an interpretation by the clinician. (**EVERY** score is considered positive, including a score of “0” unless the clinician notates “No Depression” in the chart).

The changes for 2022 from previous years are that **an additional evaluation or assessment for depression, including a Suicide Risk Assessment will no longer qualify as a follow up plan.** The documented follow-up plan for a positive depression screening **must** include one of the following:

- Referral to a provider for additional evaluation and assessments (Psychiatrist, psychologist, social worker, mental health counselor)
- Pharmacological interventions
- Other interventions or follow-up for the diagnosis or treatment of depression (Behavioral health evaluation, psychotherapy etc.)

There has been a change made by Medicare to the **“Tobacco Use: Screening and Cessation Intervention”** measure. This measure still requires that all Patients aged 18 years and older be screened for **ALL** forms of tobacco use (smoked **and** smokeless) **AND** receive cessation-counseling intervention if identified as a tobacco user. **The change to this measure is that both the screening for Tobacco use and the Cessation Intervention MUST be completed during the measurement year (2022).** Any documentation done in 2021 will not count towards this measure.

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For the “Screening for Future Fall Risk” measure which requires that all patients 65 years of age and older be screened for future fall risk **Medicare has eliminated the exception for non-ambulatory patients.** Any patients assessed to *be non-ambulatory during the year are now required to have a fall screening performed.* There are no exceptions for this measure. Screening requires an assessment of whether an individual has experienced a fall and/or has problems with gait or balance.

The other Quality Measures for 2022 remain unchanged from 2021. These include the following measures: Influenza Vaccination, Breast and Colon Cancer Screenings, A1C for patients with Diabetes, HTN measure, Statin Measure and the Depression Remission measure.

Your Quality Coordinators will provide more in depth education on all measures in your next monthly meetings. Please do not hesitate to reach out to them if you require any assistance with meeting these measures or any of the other 2022 measures.

New Year’s Resolution:

Integration, Cooperation and Communication

Businesses often segregate responsibilities. This works for many functions and departments, but certainly not for security. Every department and every function must work in conjunction with the others. When it comes to security, the chain is, indeed, only as strong as its weakest link.

Silver State ACO reminds all practices that the beginning of a new year is a great time to review, restate, and refresh security policies. Things change, so must we. Be sure to confer with your IT department to learn the best new practices for securing information. And then, follow the recommendations and be sure to include your entire team!

Consideration, Communication, Commitment.



2021 Practice Meetings

Practice meetings are an opportunity to learn new insights and procedures, as well as review existing systems, with the added benefit of being able to ask direct questions and (we hope) receive immediate, accurate answers. It also affords staff the chance to meet additional members of the Silver State ACO team and staff from other practices.

Practice Meeting Schedule for 2022:

Please note your calendar and watch for emails re: changes to schedule or venue (in person or virtual)

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Southern Nevada:

IMPORTANT NOTE: Henceforth, there will be only one session on each date, at 11:30. Lunch will be served.

Wednesday, February 2, 2022 - at Desert Springs Hospital
Wednesday, May 4, 2022 - at Summerlin Hospital
Wednesday, August 3, 2022 - at Desert Springs Hospital
Wednesday, November 2, 2022 - at Summerlin Hospital

Northern Nevada:

IMPORTANT NOTE: Henceforth, all meetings will begin with a “meet and greet” at 5 p.m. The program will begin at 5:30.

*All meetings will be held at the
NNMC Sparks Medical Building, Suite 201.*

Thursday, February 3, 2022
Thursday, May 5, 2022
Thursday, August 4, 2022
Thursday, November 3, 2022

Happy Holidays from all of us at Silver State ACO!

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Thank You Dr. Singh!

