



Powered by The Valley Health System and Kindred Hospitals



September 2024

Newsletter

Volume 111

In this Issue:

- CAHPS Time
- Quality Spotlight
- Practice Meeting Recap
- Compliance Article

#VegasStrong



Visit our Website
www.silverstateaco.com

Contact Us:
(702) 800-7084
(775) 391-6484
Compliance Line:
(702) 751-0834

SilverStateACO@
SilverStateACO.com

It's CAHPS Time

Included in CMS's calculation of final quality results for ACOs are CAHPS scores. The CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey is conducted by an independent firm which is approved by CMS and paid for by the ACO. The survey aims to understand patients' perception of the care they're getting. Included in this is how engaged the patients feel, how much they believe the doctor educates them about their health, and how much they are included in decision making, in addition to how good their care is. The survey asks very specific questions related to the provider as well as to the workings of the clinic. It has been documented that when patients believe that their doctor cares about them, and feel comfortable and respected by the clinic, they are more likely to follow instructions, resulting in positive clinical outcomes.



Silver State ACO has engaged a company to conduct the CAHPS survey for performance year 2024. It is particularly important to be sure that your patients know that you care and have a positive perception of their interaction with provider and staff.

PREFERRED PROVIDERS – REMINDER

Preferred Providers are *not* Participants or "members" of an ACO. They are facilities and providers who the ACO has identified as experts in their fields and whose goals and services align with the ACO's mission.



NOTE:

Next Practice Meeting:
Southern Nevada
Wednesday, Nov. 6, 2024

Northern Nevada:
Thursday, Nov. 7, 2024

Visit our website
www.silverstateaco.com
Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:
(702) 800-7084
(775) 391-6484
Compliance Line:
(702) 751-0834

SilverStateACO@
SilverStateACO.com

Alyssa, Amanda, Angela,
Dineen, Jacquie, Jessica S.,
Jessica W., Larry, Martha,
Rena, Rhonda, Richelle,
Savannah



Please check the Silver State ACO Preferred Provider Network listing. The most up-to-date version is always available on our website www.silverstateaco.com, including an easily printed version.

As Medicare fee-for-service patients, the ACO’s beneficiaries can go to any provider they want for healthcare services. However, we know that if the provider with whom a patient has a long-standing, respectful, and trusting relationship makes a recommendation, the patient is likely to follow it. Please help us maintain a continuum of care by referring to a preferred provider.

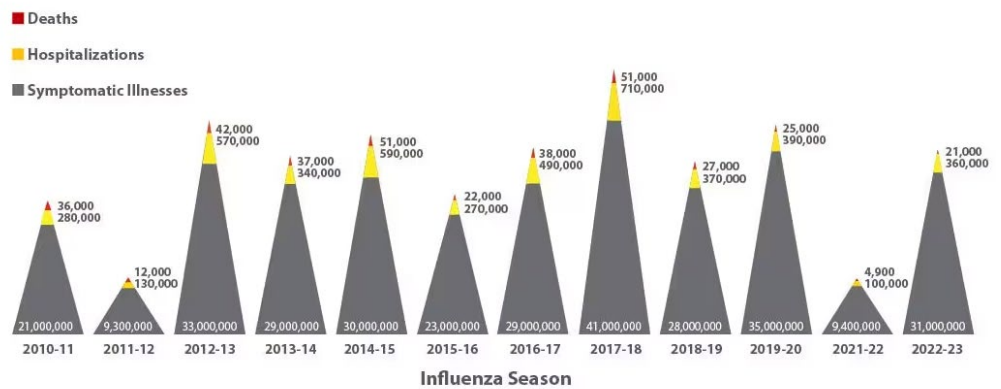
Quality Spotlight: Influenza Immunization



As we enter the 2024-2025 flu season, we wanted to take the opportunity to remind our practices about the Influenza Immunization measure the Centers for Medicare and Medicaid Services (CMS) requires Silver State ACO to report on behalf of our participating

practices.

The influenza virus causes 31.4 million outpatient visits each year and accrues over \$10.4 billion in direct medical expenses. According to the Centers for Disease Control and Prevention (CDC), there are anywhere from 9.3-41 million flu cases annually. On average that results in approximately 100,000-710,000 hospitalizations and 4,900-51,000 potentially avoidable deaths.



Estimated U.S. Flu Burden, By Season

Patients that are 65 years and older are at a greater risk of developing serious flu complications such as pneumonia, bronchitis, heart problems and worsening chronic conditions. Most recently, it was reported that 70-85% of deaths and 50-70% of hospitalizations relating to the flu virus occurred among those over 65 years of age.

NOTE:

Next Practice Meeting:
Southern Nevada
Wednesday, Nov. 6, 2024

Northern Nevada:
Thursday, Nov. 7, 2024

Visit our website
www.silverstateaco.com
Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:
(702) 800-7084
(775) 391-6484
Compliance Line:
(702) 751-0834

SilverStateACO@
SilverStateACO.com

Alyssa, Amanda, Angela,
Dineen, Jacquie, Jessica S.,
Jessica W., Larry, Martha,
Rena, Rhonda, Richelle,
Savannah



As with previous years, CMS requires patients aged 6 months and older to receive an influenza immunization each flu season. According to the CDC, the vaccine may not be 100% effective against the virus, however studies have shown patients that receive the vaccine experience a reduction in the severity of symptoms and are 40-60% less likely to go to the doctor. **The flu season is defined each year as between the months of August through March.**



Documentation of an influenza vaccine must include **BOTH** the month and the year the immunization was administered. Receipt of an influenza vaccine may be self-reported by the patient and can be documented during a telehealth visit. Even if your practice did not give the vaccination, you do still need to document in the patient chart if the patient reported receiving an influenza vaccine from another provider during the flu season months (August through March). CMS will also make exceptions for this measure, but these must be documented in a dated encounter during each flu season (August through March). The most common exceptions are:

- Patient allergy
- Anaphylaxis due to the vaccine
- Patient refuses the immunization

Please reach out to your Coordinator if you have any questions or need any assistance understanding the influenza immunization quality measure. Please respond to the email to which this newsletter was attached with “Flu Shot” in the subject line to be entered into the drawing for a gift card.

Quarter 3 Practice Meeting Recap



Pictured (left) Dr. Dodji Modjinou with Advanced Rheumatology Associates of Nevada.

NOTE:

Next Practice Meeting:
Southern Nevada
Wednesday, Nov. 6, 2024

Northern Nevada:
Thursday, Nov. 7, 2024

Visit our website

www.silverstateaco.com

Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Angela,
Dineen, Jacquie, Jessica S.,
Jessica W., Larry, Martha,
Rena, Rhonda, Richelle,
Savannah



Pictured (left) Dr. Jamie Shuff
with Cancer Care Specialists.

Pictured (right) Dr. Traci Biondi,
CMO, Prominence Health.



Pictured (left) Larry Preston,
CEO, Silver State ACO.

NOTE:

Next Practice Meeting:
Southern Nevada
Wednesday, Nov. 6, 2024

Northern Nevada:
Thursday, Nov. 7, 2024

Visit our website

www.silverstateaco.com

*Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.*

Contact Us:

(702) 800-7084

(775) 391-6484

Compliance Line:

(702) 751-0834

SilverStateACO@

SilverStateACO.com

Alyssa, Amanda, Angela,
Dineen, Jacquie, Jessica S.,
Jessica W., Larry, Martha,
Rena, Rhonda, Richelle,
Savannah



Pictured (left) Silver State ACO Quality Coordinator, Dineen Caseday.

Pictured (below) Silver State ACO Quality Coordinator, Amanda Almache.



Pictured (below) Silver State ACO Quality Coordinator, Richelle Heater.



During the practice meetings there are ways to win gift cards! Congratulations to our gift card winners at our Northern and Southern NV practice meetings.

NOTE:

Next Practice Meeting:
Southern Nevada
Wednesday, Nov. 6, 2024

Northern Nevada:
Thursday, Nov. 7, 2024

Visit our website
www.silverstateaco.com
Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:
(702) 800-7084
(775) 391-6484
Compliance Line:
(702) 751-0834

SilverStateACO@
SilverStateACO.com

Alyssa, Amanda, Angela,
Dineen, Jacquie, Jessica S.,
Jessica W., Larry, Martha,
Rena, Rhonda, Richelle,
Savannah



Pictured (right) from left to right:
Diana Pereda, NNMG; Peter
Adlish, Sierra Nevada Family
Medicine; Gwen Moore, Diane
Thomas MD; Molly Golden,
Internal Medicine Associates



Pictured (below) Katie Bowman, Sundance Medical Center; Julie
Burchette, Diagnostic Center of Medicine; Maryam Kavah, Frontline
Medical Group



NOTE:

Next Practice Meeting:
Southern Nevada
Wednesday, Nov. 6, 2024

Northern Nevada:
Thursday, Nov. 7, 2024

Visit our website
www.silverstateaco.com
Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:
(702) 800-7084
(775) 391-6484
Compliance Line:
(702) 751-0834

SilverStateACO@
SilverStateACO.com

Alyssa, Amanda, Angela,
Dineen, Jacquie, Jessica S.,
Jessica W., Larry, Martha,
Rena, Rhonda, Richelle,
Savannah



Picture (left) attendees of the Northern Nevada practice meeting.

We invite you to attend our last practice meeting of the year.

Practice Meeting – LAST MEETING OF THE YEAR

The last Practice Meetings for 2024 will be held on November 6th in Southern Nevada and November 7th in Northern Nevada, respectively. Please be sure to attend. The meetings are a great opportunity to learn how to improve scores, meet CMS requirements, and become acquainted with other Participants. We can all learn from one another. See more details below.

SOUTHERN NEVADA

Wednesday, November 6, 2024

All Southern Nevada Practice meetings will be held at Summerlin Hospital and begin at 11:30 am. Lunch is served.

NORTHERN NEVADA

Thursday, November 7, 2024

Northern Nevada Practice Meetings will be held at Northern Nevada Sparks Medical Building, Suite 201. Meet & Greet begins at 5 pm; Meeting begins at 5:30.

NOTE:

Next Practice Meeting:
Southern Nevada
Wednesday, Nov. 6, 2024

Northern Nevada:
Thursday, Nov. 7, 2024

Visit our website
www.silverstateaco.com
Newsletters, who we are,
who our members are,
preferred providers,
hospitalists, board of
directors, management,
results.

Contact Us:
(702) 800-7084
(775) 391-6484
Compliance Line:
(702) 751-0834

SilverStateACO@
SilverStateACO.com

Alyssa, Amanda, Angela,
Dineen, Jacquie, Jessica S.,
Jessica W., Larry, Martha,
Rena, Rhonda, Richelle,
Savannah



Cybersecurity – It’s All about the People!

According to the FBI, they received 880,418 cybersecurity complaints in 2023. These events represented about \$12.5 Billion (yes B) in business losses. And that’s just an estimate. When considering the actual cost in time, effort and money to companies and individuals, the impact is even greater.

The more impressive statistic is how fast the problem has grown. Five years earlier, in 2018, the FBI received only about 350,000 claims (about 900 everyday) representing about \$2B in losses. As technology has become more prevalent and invasive in our everyday lives, so has internet crime.



In fact, cybercriminals don’t need to be as IT savvy as the scientists building the defenses. They are more focused on people. Why? Because people are the easiest way for them to hack into systems. They just need to trick one person to let them in.

The unfortunate truth is that data breaches are not going away. And, therefore, companies must create a strong security culture, company-wide, to combat the barrage of threats. Policies and educational programs need to be introduced, reinforced, reviewed and revised constantly. The methods may vary, but the response must always be, “CAUTION ... Do not proceed until every effort has been made to ascertain validity of requests.”

Employees must be reminded, “If you see/think/notice something, say something.”

We are all busy and often too overloaded by important deadlines to pay much attention... or, more accurately, to take the time to act if we do notice something. However, it is most important to reiterate and reinforce that it is the obligation of every single employee of the company, from the CEO down, to pay attention to the hazards and dangerous landscape looming on our computers; to evaluate processes; to suggest ways to improve security; to train others; and to remain vigilant in the battle against security threats.

SILVER STATE ACO Compliance Line

702-751-0834

Available for secure reporting of any suspected compliance issues, without fear of retribution.

To cancel receiving the monthly Silver State ACO Newsletter please respond with "Unsubscribe" in the subject box.