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#VegasStrong



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(775) 391-6484

Compliance Line:

(702) 751-0834

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Silver State ACO
Accountable Care Organization

2022 GAP CLOSURE CONTEST

October 17th - November 18th

WIN UP TO \$21,000

We are handing out prizes for each of the following **SEVEN** categories...

- Breast Cancer Screening
- Colorectal Cancer Screening
- Tobacco Screening and Cessation
- Influenza Immunization
- Fall Screening
- Controlling Hypertension
- Depression Screening & Follow-Up Plan

\$1,500 for the practice that completes the most per category **AND**

\$1,500 for the practice that completes the highest percentage of attributed patients per category!

Your practice can win in one category or all seven!!!

Rules:

- Quality Coordinators will provide a Gap in Care Report that includes eligible patients
- Must submit your completed list to your Quality Coordinator no later than November 18th
- Supporting documentation must be scanned in the chart no later than November 18th
- All submissions must be documented in an excel spreadsheet
- Any gap closures qualify, including IllumiCare closures

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Southern Nevada
November 2, 2022

Northern Nevada:
November 3, 2022

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Direct Messaging Addresses and Silver State ACO Database

Since the inception of [Promoting Interoperability](#) within the Merit-based Incentive Payment System (MIPS), practices have struggled with generating high scores for the [Health Information Exchange](#) measure. This measure is a **requirement** for the Promoting Interoperability portion of MIPS and will result in an automatic fail for the entire Promoting Interoperability category if not met.



Failures affect not only your practice, they also impact every practice that participates within Silver State ACO. The Center for Medicare and Medicaid Services (CMS) provides an aggregate score for all of the ACO participating practices and this score equates to a positive, negative or neutral claims adjustment for those providers who **do not** achieve “QP status.” (Click the following link to look up QP status for your providers: [QP Status](#)). The [Health Information Exchange](#) measure focuses on the practice’s ability to send and receive referrals via **Direct Secure Messaging** utilizing their own Electronic Health Record (EHR).

Direct Secure Messaging was developed as a means for providers to communicate and exchange healthcare data electronically while ensuring the security of protected health information (PHI). While other ways of transferring PHI (regular email, fax, texts, etc.) involve inherent risk of being compromised or accessed by unauthorized users, **Direct Secure Messaging** mitigates these risks by using identity proofing to ensure messages are only accessible to the intended recipient. It provides a simple communication method that maintains a high level of privacy and security per the regulations of HIPAA. It is noted as the standard for exchanging health information between primary care physicians, specialists, hospitals, clinical labs, etc. In order for a practice to utilize this application, a **Direct Messaging Address** is required. This address can be issued to an individual clinician, organization or specific department within the practice and can be obtained within your own EHR.

A **Direct Messaging Address** is required to send protected health information electronically across different EHR networks. Please keep



in mind that **Direct Messaging Addresses** are often mistaken as “email” addresses. While they may look similar to traditional email addresses, it is important to note that they do not function the same way. A traditional email address does not meet a majority of security guidelines and often times is not encrypted. Utilizing your **Direct**

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Address to send a **Secure Message** ensures no loss in quality during transmission and, unlike with faxing or traditional email, you are able to integrate this data directly into your own EHR.

We, at Silver State ACO, strive to make these programs as easy as possible for our practices. In the past, we have provided a **Direct Address Database** for our practices to reference in order to assist in meeting the Health Information Exchange measure. Included with this newsletter is our updated version of the **Direct Address Database** for the current year. This **Direct Address Database** contains the **Direct Addresses** for our participating and preferred providers.

DIRECT ADDRESS DATABASE BENEFITS:



- One database filled with hundreds of direct addresses to specialists, primary care providers and facilities
- No more calling multiple practices to find out their direct address and receiving the wrong one
- Communicate with other practices participating within the ACO
- Be able to transmit patient referrals, demographics, test results etc. electronically and securely
- Meet the Health Information Exchange measure for Promoting Interoperability

Follow this [LINK](#) to all of the Promoting Interoperability specifications – please note that the Health Information Exchange measure discussed in this article is listed under “**Electronic Referral Loops by Sending/Receiving and Reconciling Health Information**”.

Please work with your Quality Coordinator if you realize anything within the database isn’t current or if you need any additional guidance. And remember when you succeed, we all succeed!!

UHS Bariatrics Center

Surgical Weight Control Center (SWCC), the Silver State ACO Preferred Provider for Bariatrics, has moved to Henderson! Drs. Atkinson, Soong and Leduc, who won the GOLD AWARD as the BEST WEIGHT LOSS CENTER in Las Vegas for 2021, continue to be the leaders in bariatric care in our community.

The office has moved to a beautiful new location at 2850 W. Horizon Ridge Parkway, Suite 100, in Henderson. Please contact the office (702-313-8446) with any questions about patients who are considering

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weight loss surgery. The surgeries are performed at Desert Springs Hospital.

As the SSACO preferred provider, SWCC has proven its ability to provide excellent care. Silver State ACO requests that its participant providers refer within the Preferred Provider network whenever possible.



The Valley Health System
Centennial Hills Hospital • Desert Springs Hospital • Henderson Hospital (2016)
Spring Valley Hospital • Summerlin Hospital • Valley Hospital

In addition to serving the Medicare population through the ACO, SWCC is contracted with most major insurance carriers.

It's CAHPS Time

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey aims to recognize the value of a patient's experience with his/her doctor and clinic. The score is considered in CMS's final quality results for the ACO.

It is beneficial to your practice, your patients, and to the ACO, to take steps to ensure that your patients have the best experience possible when interacting with you. Patient satisfaction affects clinical outcomes and patient retention. A loyal and satisfied patient is more likely to adhere to provider recommendations, improving clinical outcomes and controlling expenditures.

Below are categories that are key to the patient experience along with suggestions for improving the experience for your patients.

Timely Care, Appointment and Information

Schedule your patients as soon as possible for an illness, injury or condition that needs care right away.

Whenever possible, return patient calls/answer patient medical questions the same day that they call.



Provider Communication

Providers should explain things in a way that is easy for the patient to understand.

Rating of Provider



Ask your patients how they would rate their provider on a scale of 0-10. Asking for feedback will let you know what areas may need improvement.

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Courteous and Helpful Office Staff

Be sure all of your office staff treat every patient with courtesy and respect.

Access to Specialists

Assist your patients in obtaining appointments with any specialists you refer them to.



Health Promotion and Education

Be sure a member of the patient's health care team discusses exercise/physical activity and healthy diet with the patient.

Shared Decision Making

Encourage the patient to be involved in their medical care, i.e. ask the patient how they feel about starting/stopping medications, etc. Be sure your providers talk about how much personal health information the patient wants shared with family or friends.

Stewardship of Patient Resources



Be certain someone on the health care team discusses how much the patient's prescription medicines cost and if possible/appropriate offer a lower cost alternative.

Care Coordination

Whenever one of your providers order tests (labs, x-ray, etc.) be certain that someone on the health care team contacts the patient to provide the results.



Our prime goal is to help patients, in any way we can, to get well and stay well. Listening to them, and letting them know that they are valued and respected, will help them achieve better results.

Password Policy

In an effort to secure patient data, nearly all systems currently being used in healthcare settings have password protection built in. But, because of the multitude of passwords that most people have to remember as well as the different requirements for each of them, experts point out that many people suffer from "password burnout." In short, this means that people have become sloppy. Sometimes, employees write down passwords which are then left where others can access them. In



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some cases, the password is even posted on the device! Obviously, this defeats the purpose of the password. A recent survey found that 52% of IT professionals are concerned about weak and compromised passwords.

The National Institute of Standards and Technology (NIST) has recently updated its recommendations on password protection. As the keepers of so much patient data, and being subjected to the strict requirements of HIPAA, medical practices must be particularly diligent to keep data secure. Following the most recent guidance established by NIST may be helpful.

Two of the NIST recommendations are particularly easy to implement, and actually makes things easier for users and administrators:

- Require longer passwords

The more characters in a password, the more difficult or time consuming it is for cybercriminals to break. Allowing longer passwords also enables users to create *passphrases* which are actually easier to memorize. Obviously, favorite expressions (MaryHadALittleLamb) are less favorable than sequences of words that might appear to be unrelated (other than to the user).



- Encourage the use of all characters, but don't require it

NIST recommends that all characters be used, including numbers and spaces. This makes it easier for users to create unique passwords which they can remember. But, don't *require* "special" characters (such as @ or ?), as many people have come to make substitutions which are easily discernable (such as @ for a).



If your IT department / company has not yet implemented the ability to incorporate these updates, be sure to talk to them about doing so. It should be an "easy fix" and beneficial to everyone. Protecting patient data is important to us and even more important to our patients.

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I Know I Had That Here, Somewhere...

Sometimes, the most important documents we use “suddenly disappear.” And, we spend so much time looking for them!



Just a reminder that many of those documents – particularly those that may have been given to you by your SSACO Quality Coordinator – may be on our website, easily available for your use. The website, www.silverstateaco.com, contains listings of our participants, providers and preferred providers. It also has extensive educational information about quality scoring, HCC coding, annual wellness visits, and more. Please visit the website and browse. You might find it very helpful.

DispatchHealth

DispatchHealth provides same day, in home medical care. The practice – or the patient him/herself – can make a referral. DispatchHealth has established a dedicated SSACO phone number- **725-246-1973**. Using this number may cut waiting times. It will also help SSACO to track patients and ensure that clinical reports are sent back to the correct PCP for documenting and follow up, if needed.



Feel free to use this card, also attached to the newsletter email:



dispatchhealth

In-Home Acute Care that Helps You Close the Loop

Prepare your team for flu and COVID-19 this Fall and Winter. Silver State ACO is teamed up with DispatchHealth to bring same-day, in-home medical care to your patients for urgent illnesses and injuries. Their integrated care delivery solution extends the capabilities of your team and helps improve access to medical care.

Call or visit to request care:

<<725-246-1973>>

DispatchHealth.com

Home is where your health is.™

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Your Resource for Same-Day, High-Acuity Medical Care in the Home

DispatchHealth partners with organizations across the country to work as an extension of your care to improve patient access to high-acuity care, deliver an exceptional patient experience, and prevent unnecessary emergency room visits.

When to request care from dispatchhealth	VS	When to go to the Emergency Room
<p><u>URGENT BUT NOT LIFE THREATING</u></p> <ul style="list-style-type: none"> • COPD exacerbation • Cellulitis • Respiratory infections • Complex UTI • COVID-19 • CHF exacerbation • GI issues • Fever • Shortness of breath • Edema • MSK injuries • Dehydration • And more! 		<p><u>CONDITIONS THAT ARE LIFE OR LIMB-THREATENING</u></p>
<ul style="list-style-type: none"> • QUICK, EASY CARE REQUEST • NO STRESSFUL AMBULANCE RIDES • AVOID UNNECESSARY ER VISITS • WAIT AT HOME IN COMFORT • EXPERT CARE IN THE SAFETY OF HOME • INSIGHT INTO SDOH • COST SAVINGS FOR HIGH-ACUITY MEDICAL ATTENTION • PERSONAL FOLLOW UP: Post care, we also call in prescriptions and communicate with primary care team 		<ul style="list-style-type: none"> • ADDITIONAL TRAVEL TIME • FAMILY HAS TO BE CALLED • OVERWHELMING PAPERWORK • WAITING IN AN UNCOMFORTABLE ER • EXPOSURE TO ILLNESS • JUST ANOTHER PATIENT AND LESS COMPREHENSIVE FOLLOW-UP <i>And potential loss of personal items</i>

DispatchHealth is in-network with most health insurance plans, including Medicare and Medicare Advantage. The cost is significantly less expensive than an emergency room visit, and often the same out-of-pocket cost of an in-network urgent care center. Based on nearly 30,000 patient claims over the last three years, on average a patient pays the following amount out-of-pocket for their DispatchHealth visit:

Medicare with secondary insurance \$5.44 Medicare without secondary insurance \$27.31

Discover the proven value of partnering with DispatchHealth. Lower healthcare costs, improved clinical outcomes, and incredible NPS scores are waiting. Imagine what we can achieve together.

Learn more at dispatchhealth.com/partners

*All results shown are representative of The Retirement Center Management Senior Living, with data chosen from 1/2019-12/2019. DispatchHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Visit www.DispatchHealth.com/civil-rights-statement for more. ©2022 DispatchHealth. All Rights Reserved.

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

Final Practice Meetings for 2022:

Watch emails for changes to schedule or venue (in person/ virtual)

SOUTHERN NEVADA

Meetings are scheduled to be held at 11:30 a.m.

Wednesday, November 2, 2022 - at Summerlin Hospital

NORTHERN NEVADA

*Meet and greet begins at 5 p.m., program begins at 5:30.
at NNMC Sparks Medical Building, Suite 201:*

Thursday, November 3, 2022

Quote of the month:

"We cling to our own point of view, as though everything depended on it. Yet our opinions have no permanence; like autumn and winter, they gradually pass away."

Zhuangzi, 4th century BCE Chinese philosopher.

Makes me think that things haven't really changed all that much....

Whether you agree, or not, if you'd like to be entered to win a prize at the November practice meeting, respond to the newsletter email with "Happy October" in the subject line.

To cancel receiving the monthly Silver State ACO Newsletter please click Unsubscribe and type "Unsubscribe" in the subject box.

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