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Who we are, who our members are, preferred providers, hospitalists, board of directors, management

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SMILE - It really can make a difference!

You might know that research shows that smiling may help you as much as it helps the person “receiving” the smile. But did you know that it could actually help your GPRO score and, therefore, eventually, your bottom line?

CMS requires all ACOs to do quality reporting using standardized CMS mandated metrics. For 2015 there were 33 individual metrics divided into four domains, each of which was weighted as 25% of the overall score. The four domains are: 1) Patient/Caregiver Experience 2) Care Coordination / Patient Safety 3) Preventive Health and 4) At-Risk Population. The first domain, Patient/Caregiver Experience is the only one done by an outside, independent entity. Each year, CMS posts a list of companies approved to do a CAHPS (Consumer Assessment of Healthcare Providers and Systems) survey. The ACO must contract with one of these companies, although the ACO has no control whatsoever on how the survey is administered nor on the patients surveyed.

In 2015, Silver State ACO contracted with HealthStream Inc. to conduct the CAHPS survey on our behalf. HealthStream sent letters to patients, asking them to participate in the survey and then followed up with phone calls. The survey consisted of questions designed to rate the Patient/Caregiver Experience, including questions about the provider, how well he/she communicated, as well as the office experience. Patients were asked about the ease of getting an appointment, getting timely care and clear information, communication between visits, and care coordination. They were also asked to rate how courteous and helpful the office staff was. Imagine: if the person checking out a patient cared enough to be sure that the patient understood directions, confirmed contact information and was both helpful and pleasant, the patient’s last (and lasting) impression was a positive one. The take away: if the front desk staff is always respectful, and greets each patient with a smile, this will set the tone for the visit. Patients are more likely to respond to the survey favorably. Favorable answers = higher scores. Higher scores = a successful ACO and the possibility of shared savings.

FALL SCREENING

Doing a fall screening is one of the easiest quality measures to complete. Here’s a quick and easy form developed for patients to self-report for the fall screening included in wellness visits and quality measures reporting. We hope this helps you.

Fall Risk Assessment – Please circle one answer for each category

<i>Have you fallen in the past 12 months?</i>	Yes
	No
If yes, were you injured?	Yes
	No
If yes, did you seek medical treatment?	Yes
	No
	IF Yes, Where?
Do you use an ambulatory aid?	Furniture
	Crutches / Cane / Walker
	None / Bed Rest / Wheel Chair / Nurse

Date of Service: _____

Patient Name: _____

HICN: _____

Patient DOB: _____

Gender (Circle One): M F

Have you seen your claims data?

In our last newsletter we announced that CMS had downloaded claims information for all Medicare patients (whether attributed to the ACO or not) who are being seen by our practices. We have been reaching out to our practices, particularly those that joined in January of this year, to set up appointments. We'd like to come out and "show you around" the Health Endeavors website where you can access the claims information, including reports which automatically analyze much of the data.. PLEASE set up an appointment. We think you will love the ability to see the data, and will be pleased with how easy it is.

Reminder - Practice Managers Meeting

Wednesday, May 5, 2016 at 7:30 a.m. at Desert Springs Hospital – South Magna Conference Room. Breakfast will be served. Please join us. Please RSVP so that we know how many people to expect. Also let us know if you have any particular topics which you would like discussed

"Accept the challenges so that you can feel the exhilaration of victory." *George S. Patton*