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Upcoming Practice Meetings:

Southern Nevada:
Tuesday, November 12th at
Summerlin Hospital

Northern Nevada: Thursday,
November 21st at NNMC Sparks
Medical Building

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SilverStateACO.com

Adrienne, Alyssa, Bruce,
Estela, Heather, Jackie,
Jamie, Jessica, Larry,
Leeann, Martha, Rena,
Rhonda, Scott, Sharon,
Tommy

Silver State ACO Roars into the Roaring 20s.

No Banks Heisted

Substantial \$\$\$ Earned for Shared Savings



Silver State ACO staff celebrating Halloween, masquerading as gangsters of the Roaring 20s. The check is not “masquerading”. That is the actual amount of Shared Savings earned that is being distributed to 2018 Participants. From left, Back row: Larry Preston (CEO), Rhonda Hamilton (COO), Jessica Shepard (Quality Supervisor), Heather Burke (QC - Quality Coordinator), Adrienne Garcia (QC), Tommy Ahsan (Director of Analytics), Jennifer Sullivan (PMC Practice Liaison); Front Row: Estella Holloway (QC), Martha Sutton (QC), Leeann Schwartz (QC)

SSACO Hits a Grand Slam

SHARED SAVINGS EARNED

FOUR YEARS IN A ROW

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Happy Thanksgiving

CMS Releases Results for 2018 Performance Year

We are exceptionally proud to share the great news. Silver State ACO (SSACO) has, once again, been successful. **For the fourth consecutive year, SSACO has earned Shared Savings!**

Silver State ACO is among fewer than 10% of all ACOs – ever – to have achieved this and we are the *only* ACO in the State of Nevada to have done so. Silver State ACO has, once again, proven that it is possible to deliver outstanding care while reducing costs. Over the course of the four years – 2015, 2016, 2017 and 2018 – Silver State ACO has saved CMS (Centers for Medicare and Medicaid Services) and taxpayers almost **\$70,000,000**.

CMS designed the Medicare Shared Savings Program to enable providers and, in particular, PCPs (Primary Care Providers), to share data in an effort to improve results. Much of the focus is on preventative care and the availability of knowing when a beneficiary is at risk, allowing for earlier intervention and avoiding exacerbation of an issue. The sharing of data also allows for better communication between hospitals, specialists and the PCP, thereby making it easier to provide Medicare beneficiaries with the right level of care, in the most appropriate setting, and at the right time.



Announcing Gaps in Care Contest for Year End 2019

Quality scores play a role in whether SSACO is successful and, if so, just how successful. CMS considers both cost and quality of care when calculating results for all ACOs.

At the end of 2017 and 2018, Silver State ACO ran contests, giving added incentive to practices to close gaps in care and improve quality scores. In each year, practices competed to win cash prizes. Winners were awarded in several categories.



The contests were so successful that Silver State ACO is, once again, finalizing rules for a contest this year. Watch your email for contest details.

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Although we encourage practices to work with their designated SSACO Quality Coordinator all year, it's not too late to focus on closing gaps now. Every little bit helps toward increasing overall quality scores which, in turn, determine how much money SSACO will earn if we are successful.

Four years in a row. Let's try our best to make it an unprecedented five years in a row!

SSACO Board of Directors Celebrates "Grand Slam" at the Las Vegas Ballpark



Many thanks to Karla Perez (SSACO Board member and Regional Vice President of Universal Health Services) and Linn Billingsley (SSACO Board Vice Chairperson and Kindred HealthCare Vice President of Regional Operations) for arranging use of the Las Vegas Ballpark for the October 16th meeting of the SSACO Board of Directors.



In the dugout: (from left): Dr. Tom Peters, Dr. Sam Green, Dr. Cliff Molin (Chairman of the Board), Dr. Benito Calderon, Larry Preston, (CEO)

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It was a wonderful evening, enjoyed by all, in celebration of another successful year. Custom bats and jerseys were created for members of the Board. Turns out that some of the doctors are pretty good with a bat and a mitt, though we certainly encourage them not to give up their day jobs!

Right: Dr. Angela Ortega-Bermudez (Nevada Family Care) with Dr. Henry Soloway, (Beneficiary Representative Member of the Board)



USHS – Who’s that?

As we mentioned, CMS defines both cost and quality parameters for calculating an ACO’s success. The two go hand in hand because the better the care, the less likely that conditions will worsen or that patients will be admitted – or readmitted - to a hospital. Let us clarify that when we say “better care” the implication is really better care coordination. In other words, we have great faith in our providers’ abilities. Issues arise because of a lack of follow-up or coordination of care, often based on a lack of available data. That is why Silver State ACO includes care coordinators as part of the “team” and contracts with IT companies that help access and organize beneficiary data.

About six months ago, Silver State ACO introduced a new group of care coordinators: US Health Systems (USHS).

US Health Systems is a team of care specialists, including nurses, whose current primary function for SSACO is to help patients transition home after a hospital stay. They utilize data from various sources, including the statewide Health Information Exchange and the Experian notification system (designed in conjunction with SSACO) that notifies us when a beneficiary presents at the ED, or is admitted to or discharged from the hospital. Someone from USHS will reach out to engage the patient after he’s been discharged from an acute setting, ensuring that the patient is following instructions, has access to medications prescribed, and has someone to talk to about issues he may be experiencing. In addition, USHS may assist, if needed, with making a PCP appointment or organizing transportation for the patient. USHS creates a two-page Transition of Care document which is faxed to the PCP.

USHS staff introduce themselves as “calling on behalf of your doctor” or “on behalf of Silver State ACO”. We understand that

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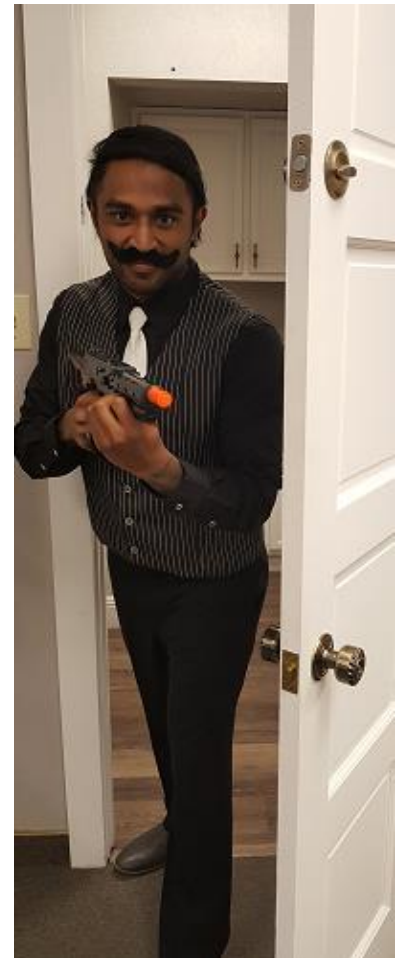
Happy Thanksgiving

patients may hesitate to talk to USHS before calling your office to verify that “this person” is, in fact, calling on your behalf. The hesitation is understandable. The best way to avoid it, or to minimize its impact, is to be sure that your staff is aware that you are a Participant in Silver State ACO. In the future, USHS may expand its services to include intervening on behalf of your patients when they are in the ED, assisting them in finding the right level of care. Again, the more familiar your staff and patients are with the name Silver State ACO, the more likely we can help them and you by being an extension of your practice in certain settings and under particular conditions.

SSACO owes its success to teamwork – providers, practice staff, and SSACO staff, quality coordinators and care coordinators - all working together. Please consider US Health Systems part of our team and cooperate with, and assist them, however possible.

First and Last Layer of Security – Your Employees!

Securing digital data, as well as facilities, has become a top priority and a substantial budget item for most businesses. But studies continue to show that the biggest security risk in most offices is the staff. No matter how good your technical checks, balances, fences and defenses are, none can protect from an employee who retrieves privileged or inappropriate data, accesses the internet over non secure connections, or falls prey to a phishing attempt. Most of these breaches are not purposeful. For example, someone doing work remotely at a coffee shop and finds it easy to log on to the wifi there, may not realize that he could be jeopardizing the entire company’s data. The “bad actors” are very resourceful at creating and imitating emails to lure employees into responding, possibly exposing the entire network.



Tommy Ahsan, SSACO Director of Analytics with (obviously) his Tommy Gun.

The best way to avoid problems? Education; remind your employees of the risks; do not allow employees to use their own, non-secured devices on a company network; consider two-step

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authentication for logins; reduce the amount of time before auto log-out. Passwords should be changed periodically. Consider hiring an outside company to review your security plan and, possibly, to conduct a test to find your “vulnerabilities”. There are many reputable companies that provide these services at very affordable rates.

Having your data hacked or ransomed is very time consuming and expensive, including services to reinstate the data and possible fines or penalties. It’s worth your time and funds now to avoid problems later.

Reminder: Final Practice Meetings for 2019 :

Please be sure to join us and your fellow Silver State ACO Participant practice managers, providers and staff at our quarterly practice meetings. It’s a wonderful opportunity to learn, meet other SSACO Participants, and win great prizes.

SOUTHERN NEVADA

Summerlin Hospital - Tuesday, November 12, 2019

Two sessions: 7:30 a.m. and 11:30 a.m.

NORTHERN NEVADA

NNMC Sparks MOB

Thursday, November 21, 2019 at 5 p.m.

We hope to see you at the meetings.

Interesting thought...

SSACO earned shared savings four years in a row, dubbing our success a “grand slam”. In fact, a grand slam can refer to one player winning all four major annual tournaments in golf or tennis, although the term is also used in other sports to suggest outstanding success in winning all available competitions.

Last chance this year to win great prizes at the practice meetings. (Anybody thinking about Christmas yet?) Respond to the email to which this newsletter was attached with the phrase “Thanksgiving – grateful for so much” in the subject line.

FOUR YEARS IN A ROW - FABULOUS RESULTS!

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Happy Thanksgiving



#VegasStrong



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Back Row Pictured Left to Right:

Bruce Wiggins (Vice Chairperson), Dr. Sam Green, Dr. Larry Allen, Dr. Tom Peters, Dr. William Resh, Dr. Upinder Singh, Dr. William Shoemaker, Dr. Bard Coats, Dr. Olayinka Alonge, Dr. Benito Calderon, Dr. Henry Soloway, Dr. John Onyema and Rhonda Hamilton

Front Row Pictured Left to Right:

Larry Preston, Dr. Dost Wattoo, Dr. Angela Ortega-Bermudez, Dr. Clifford Molin, Wayne Salem, Dr. Robert Chiascione, Karla Perez, Linn Billingsley and Rena Kantor

Additional Photos of SSACO Board Members from the Las Vegas Ballpark!



Karla Perez (SSACO Board member and Regional Vice President of Universal Health Services)



Dr. Benito Calderon
(Calderon Medical Center)



Dr. Robert Chiascione
(Box Canyon Primary Care)



Dr. Samuel Green
(Nevada Cardiology Associates)



Dr. William Resh
(Nevada Heart & Vascular Center)



Dr. Dost Wattoo
(Heart Center of Nevada)



Dr. Thomas Peters
(Sundance Medical Group)



Pictured Left to Right: Dr. Bard Coats (Healthcare Partners),
Dr. Olayinka Alonge (Healthcare Partners)
Karla Perez (Valley Health System)



Pictured Left to Right:
Dr. Lawrence Allen (Diagnostic Center of Medicine),
Dr. Clifford Molin (Priority Health Group)
Dr. Upinder Singh (Kindred Healthcare)



To the left - pictured left to right:
 Wayne Salem (Kindred Healthcare)
 Linn Billingsley (Kindred Healthcare)
 Dr. Upinder Singh (Kindred Healthcare)

To the right - pictured left to right:
 Karla Perez (Valley Health System)
 Larry Preston (SSACO)
 Dr. Angela Ortega-Bermudez (Nevada Family Care)
 Dr. Lawrence Allen (Diagnostic Center of Medicine)



Pictured Left to Right:
 Linn Billingsley (Kindred Healthcare)
 Larry Preston (SSACO)
 Karla Perez (Valley Health System)