

# Vital Sounds

A Newsletter for Health Care Professionals and Facilities

KaMMCO

Kansas Medical Mutual Insurance Company

www.KaMMCO.com

## KaMMCO Spring Education Series Starts In March

Three webinars headline the KaMMCO spring 2017 education offerings to members. The diverse range of topics will appeal to clinic and hospital administrators, risk managers, office and support staff, and other interested healthcare professionals. Each webinar is presented from 12:00 to 1:00 p.m. Dates and topics are as follows:

March 30	MPLI 101 for the Kansas Healthcare Community
April 24	Using Data to Improve Care Delivery
May 24	Health Literacy: What's at Stake for Physicians and Patients



Cristy Anderson, JD  
Vice President of Claims,  
KaMMCO

**MPLI 101 for the Kansas Healthcare Community** presented by Cristy Anderson, JD, KaMMCO Vice President, Claims

Understanding medical professional liability insurance is not easy. What is covered, how much per claim, and annual aggregate are commonly used vernacular, but often may not have real meaning until an insured is faced with a claim. Let KaMMCO step you through the insurance maze. Register [here](#).

At the conclusion of this program, attendees will be able to:

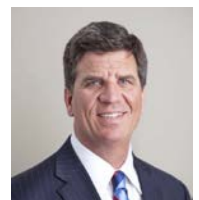
- Understand how a claim is covered based on the policy period.
- Identify who is covered, what the coverage limits are, and what indemnity means.
- Determine what, if any, additional coverage is available for individuals or facilities.

**Using Data to Improve Care Delivery** presented by James Walton, DO, MBA, FACP and President and CEO of Genesis Physicians Group, and Laura McCrary, Ed.D, Sr. Vice President KaMMCO Health Solutions and Executive Director of KHIN.

Developing a strategy to meet MACRA reporting and technology requirements in 2017 should be top of mind for physicians. Unfortunately less than 1/3 of physicians report they and their practices are ready for "value-based performance." KaMMCO is pleased to share helpful strategies to ease data collection and use it to improve care delivery.

At the conclusion of this program, attendees will be able to:

- Utilize clinical data to improve patient care and thrive in new quality payment programs.
- Demonstrate the physicians' role in capturing data and utilizing data analytics for clinical reporting.
- Understand how business intelligence tools can support physicians and simplify new reporting requirements.



James Walton, DO,  
MBA, FACP  
President & CEO,  
Genesis Physicians



Yolanda Sims, JD, MHA  
Loss Prevention & Risk  
Management Advisor,  
KaMMCO

**Health Literacy: What’s at Stake for Physicians and Patients** presented by Yolanda Sims, JD, MHA, KaMMCO Loss Prevention & Risk Management Advisor

Clients and patients come to the physician’s office with all levels of education or literacy. At times the challenges of a different language may create additional barriers to helping patients understand health information and the care process. KaMMCO can help you improve and remove communication barriers with your patients.

At the conclusion of this program, attendees will be able to:

- Identify the warning signs of patients who may have low literacy.
- Remove elements of confusion when communicating with low literacy patients.
- Understand how to communicate basic health information and services.

To register for one or more of the webinars in the Spring Education Series, visit [www.KaMMCO.com](http://www.KaMMCO.com) and click on EVENTS.

## **KaMMCO Foundation Endows KUMC Scholarship in Honor of Jerry Slaughter**

To honor 41 years’ commitment to the physicians of Kansas, the KaMMCO Foundation Board of Directors announced the establishment of the Jerry Slaughter Scholarship for Health Care Policy at the University of Kansas School of Medicine (KUMC).

The generous endowment will annually award a \$5,000 scholarship to a student in the Department of Health Policy and Management at KUMC. Guidelines indicate a preference to award the scholarship to Kansas

residents whose studies include a primary interest in the development of public policy in healthcare. The first scholarship will be available to students for the Fall 2017 semester.

“We are pleased to honor the outstanding commitment and service Jerry has blessed us with for so many years,” explained Kurt Scott, CEO and president of the KaMMCO Foundation. “Making a long-term commitment to educate the healthcare leaders of the future is our way of demonstrating our immense appreciation of Jerry’s work.”

Slaughter retired January 30, 2017, as Executive Director of the Kansas Medical Society. He did not turn in his keys though – his retirement from KMS simply dovetails into an Executive Vice President position with KaMMCO and a new focus on the development of several strategic initiatives within the Family of Companies.

“It is my pleasure to announce the creation of the scholarship in Jerry’s name, and acknowledge our continued commitment to the healthcare profession in Kansas,” said Daniel Suiter, MD, Chairperson of the KaMMCO Foundation Board of Directors. “Jerry has been here since the beginning, serving as a trusted counselor, delivering thoughtful and generous advice, and strongly steering the organization’s course. We can’t thank him enough.”

## **“Secret Patients” Provide Feedback to Family Physicians**

Ottawa Family Physicians, Ottawa, Kan., have found an effective patient feedback tool. “It’s simple,” said Betty Franklin, administrative assistant, and it’s based on the “secret shopper” idea.



Jerry Slaughter  
Executive Vice  
President, KaMMCO



Franklin explained that two or three weeks ahead of time, they review the patient schedule and randomly pick three or four patients for the special task. A staff member calls and asks each individual to serve as a “secret patient.” If the individual agrees, a patient satisfaction survey is mailed, along with a self-addressed, stamped envelope. Following the appointment, the “secret patient” completes the survey and returns by mail.

“We get feedback on how the visit went. They might name specific employees or tell us about anything from the front office to ancillary services. The feedback is usually positive – any complaints are usually about the wait time,” Franklin said.

To follow-up, “we go over the surveys in staff meeting, and if an employee is identified, we give them kudos.”

As a thank you for their participation, “secret patients” receive a gift card to Walmart or a local merchant.

Ottawa Family Physicians includes seven physicians and three nurse practitioners, and sees approximately 40,000 patients annually. The practice has used this simple tool monthly for a number of years and plans to continue as an easy way to gain valuable patient feedback.

## **Provider Practice Strategies for a Successful Telehealth Program**

*By: Connie Dyke Christian, MBA, CPHRM  
Facility Risk Management & Patient Safety Advisor*

As the development of telehealth technology continues to become more provider and patient friendly, providers in the practice setting are exploring how to deliver their services through telehealth programs.

Kansas hospitals have actively participated in telehealth programs such as TeleRadiology, TelePharmacy and Acute/Emergency TeleMedicine for several years to supplement provider staffing issues and improve access to specialty care. The Centers for Medicare and Medicaid (CMS) provides guidelines and regulations for telehealth services in the hospital setting; however, regulations have not addressed telehealth in the provider practice. Here are a few strategies the provider practice may want to consider in a telehealth program:



- Determine what the successful telehealth program looks like when fully operational and what the desired outcome will be to evaluate. Defining and measuring success will be critical to the program operation, i.e., one practice may feel that success is seeing a significant cost savings and achieving predetermined financial benchmarks while another practice may define their success as improved clinical outcomes and meeting specific quality thresholds.<sup>1</sup>

- Identify what problem the telehealth program is going to solve.<sup>2</sup>
- Define a market (patient panel subset) to initiate the telehealth program Identify what problem the telehealth program is going to solve.<sup>3</sup>
- Limit the scope of medical conditions and/or eligible patients in the beginning, then expand as the program matures.<sup>4</sup>
- Set specific hours the telehealth program is available to patients.
- Dedicate staff to the telehealth program during hours of operation.
- Ensure policies and procedures are in place prior to initiating the program such as, but not limited to: secure HIPAA compliant connections, consent to telehealth visits, documentation of the visit, and when to terminate the virtual visit and schedule an in-person evaluation.
- Understand payer requirements for billing and pending regulations for performing telehealth services.<sup>5</sup>
- Identify and engage all stakeholders when planning the telehealth program. Leadership, providers, frontline staff, IT, and patients all play an important role in a successful telehealth program.
- Maintain the existing culture of the practice. While there will be obvious changes occurring with the implementation of a telehealth program, it is important to find out what really matters to the providers and practice staff and ensure those qualities are maintained.<sup>6</sup>

For more information on telemedicine programs:

- KaMMCO Loss Prevention Guide at [www.KaMMCO.com](http://www.KaMMCO.com)
- American Telemedicine Association at [www.americantelemed.org](http://www.americantelemed.org)
- American Medical Association at [www.ama-assn.org](http://www.ama-assn.org)

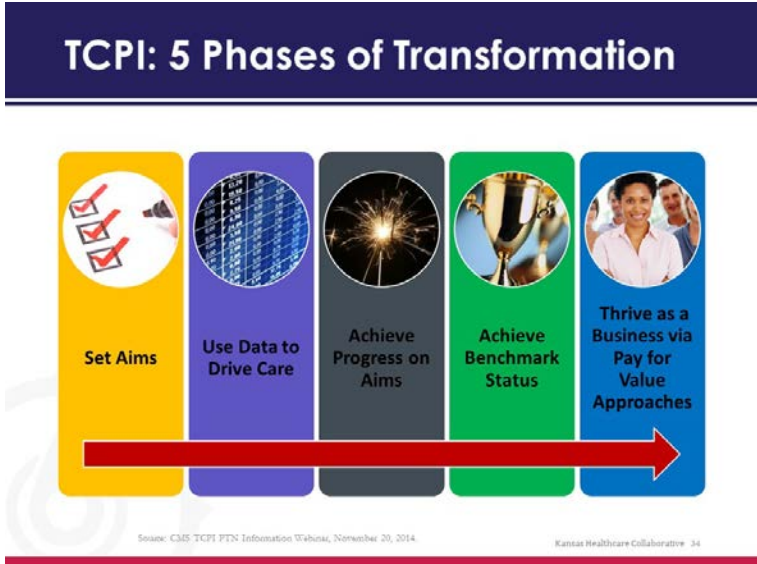
<sup>1&6</sup> Health Data Management: HIT Think – How to make sure a telehealth program pays off.  
By Ashley Amaral. January 9, 2017. [www.healthdatamanagement.com](http://www.healthdatamanagement.com)

<sup>2-5</sup> MGMA Connection: Starting small with e-visits. By Sannon Geis. October 2016 Vol. 16 No.8 pg. 17.

## Practice Transformation Network (PTN) Update

The Kansas Healthcare Collaborative in partnership with Compass PTN and the CMS’ Transforming Clinical Practice Initiative (TCPI) team lead improvement efforts to accelerate Kansas providers enrolled in the TCPI project.

As of January, 2017, all Kansas clinicians enrolled in the program for 90 days or more have achieved phase II of the five transformation phases. To achieve phase II, providers set aims and develop strategic plans. The next step in the process is to utilize data to drive care within their practices. Quality Improvement Advisors currently work with more than 1,300 Kansas providers on quality improvement activities, and establishing population health management and patient/family engagement projects. PTN continues to accept eligible providers. For more information, contact Rosanne Rutkowski, [rrutkowski@khconline.org](mailto:rrutkowski@khconline.org).



## Member Q and A: Defining Psychotherapy Notes

**Q.** During the patient intake process we often ask patients about their health history and sometimes learn they have previously been treated for depression, schizophrenia and other mental health issues. Once entered into the patient’s chart, is this sensitive information now considered psychotherapy notes?

**A.** No. HIPAA defines psychotherapy notes as notes recorded by a healthcare provider who is a mental health professional documenting or analyzing the contents of a conversation during a private counseling session or a group, joint, or family counseling session. Psychotherapy notes excludes medication prescription and monitoring, counseling session start and stop times, the modalities and frequencies of treatment furnished, results of clinical tests, and any summary of the following items: diagnosis, functional status, the treatment plan, symptoms, prognosis, and progress to date. See 45 CFR § 164.501.

## KHS, KMS Help Physicians Solve the MACRA Reporting Puzzle

KaMMCO Health Solutions, in collaboration with the Kansas Medical Society, can help physicians put the puzzle pieces together and comply with the new reporting and technology requirements of the Medicare Access and CHIP Reauthorization Act—also known as MACRA.

Two upcoming one-hour sessions of **“Equipping Physicians for the Shift to Quality Payment Programs—Employing Data Analytics to Empower Physicians and Enhance Patient Care,”** will be presented by Laura McCrary, Ed.D, Senior Vice President, KaMMCO Health Solutions, Inc., and Executive Director, Kansas Health Information Network, Inc., on:

- Tuesday, March 28, from 5:30 to 7:00 p.m. Register [here](#).
- Tuesday, April 25, from 5:30 to 7:00 p.m. Register [here](#).

This webinar is designed to empower physicians with the knowledge to enhance quality improvement and transform healthcare through the implementation of technology and utilization of MACRA-inspired reporting tools. This activity is approved *for AMA PRA Category 1 Credit™*.

For more information and to register in advance visit [www.KaMMCO.com](http://www.KaMMCO.com) and click on EVENTS.

## Preparing for MACRA: Helpful Resources

The Medicare Access and CHIP Reauthorization Act (MACRA) will combine current CMS programs and change how physicians are reimbursed including the measurement of performance across a broad set of standards, assessing quality, cost, clinical practice improvements and advancing care information.

To learn more about the legislation, join the Tuesday, March 21 webinar from 12 – 1:15 p.m., featuring Patricia Meier, MD, CMS Chief Medical Officer. She will speak to how MACRA will change Medicare reimbursement. Rosanne Rutkowski, MPH, BSN, RN, program director for Kansas Practice Transformation Network, will discuss Kansas resources available to physicians and assist with a successful transition. [The event is free; registration is required.](#)

## Visit the KaMMCO Booth at Spring Healthcare Trade Shows and Conferences

- April 6** Pioneer Health Network, 2017 Trustee Conference  
Clarion Inn Conference Center, Garden City
- April 6-7** Kansas HIMSS Chapter, 2017 Spring Conference  
Drury Hotel, Wichita
- April 6-8** Kansas Association of Osteopathic Medicine, 2017 Annual Meeting & Convention  
DoubleTree, Overland Park
- April 18-19** Kansas Association of Health Care Executives, 2017 Spring Education & Networking  
Hilton Garden Inn, Manhattan
- April 19** Greater Kansas City Medical Group Management Association, 2017 Annual Conference  
Research Medical Center, Brookside Campus, Kansas City, MO
- April 19-21** Kansas Medical Group Management Association, 2017 Spring Conference  
Wichita Marriott, Wichita
- April 27** Leading Age, 2017 Spring Convention/Expo  
Century II Convention Center, Wichita