



IN THIS ISSUE

- Initiative Announcements
- News
- Upcoming Events
- SIM Updates

UPCOMING WEBINARS - MAY

- SIM PCMH Initiative Office Hours - May 9 12:30 PM – 1:30 - [Register Here](#)
- Practice Transformation Collaborative Webinar – May 11 4:00 PM – 5:00PM [Register Here](#)
- SIM PCMH Billing and Coding Collaborative Webinar – May 23 11:30 AM – 12:30 PM - [Register Here](#)
- MiCMRC Educational Webinar – Pain Assessment in Ambulatory Care - Time to Repeal and Replace the Pain Score- May 24 2:00 PM – 3:00 PM - [Register Here](#)
- SIM PCMH Billing and Coding Q&A Hours – May 30 11:30 AM – 1:00 PM - [Register Here](#)

SAVE THE DATES

- Summit West – Grand Rapids, MI Tuesday October 10, 2017
- Summit Southeast – Ann Arbor, MI Tuesday, October 17, 2017
- Summit North – Thompsonville, MI Tuesday, October 24, 2017

ABOUT THE INITIATIVE

The Patient Centered Medical Home (PCMH) Initiative is a core component of the State Innovation Model (SIM) strategy for coordinated care delivery, focusing on the development and testing of multi-payer health care

Initiative Announcements

Welcome

Welcome to the 2017 Patient Centered Medical Home Initiative, and the fourth release of our monthly newsletter. Each month we bring together all the updates, news and upcoming events relevant to SIM PCMH Initiative Participants. Additionally, we provide updates on other happenings across the State Innovation Model.

As you continue to receive other regular communications and event reminders from the PCMH Initiative, you will find this newsletter is developed as a method to share information monthly in one common location. Details and descriptions of upcoming events can be found within this publication, and also referenced in our [monthly calendar](#).

Practice Transformation Collaborative – Learning Session 2

June 13-14, 2017 – Lansing, MI

Learning Session 2 This session will focus on quality improvement tools, strategies to build the team, population health management, activating patients and care teams as well as access and continuity of care.

Note: Registration for session 2 is now open. [Register Here](#)

East Lansing Marriott @ University Place is offering a special group rate for participants for \$149.00 per night. To register for the June Sessions, please follow this link. [Book your group rate for IHI Practice Transformation Learning - June](#)

Note: Last day to book for the group rate is May 19, 2017.

For more information about the Practice Transformation Collaborative, please see the [flyer on our website](#).

Billing and Coding Collaborative

The PCMH Initiative is excited to launch the Billing and Coding Collaborative in May. To kick-off the Collaborative, we will begin with a SIM PCMH Initiative Office Hour session focused on Care Management and Coordination Tracking Codes used in the Initiative. Following our kick-off each Billing and Coding Collaborative session will have a focused topic to be covered in detail, and subsequent Q&A session. This collaborative is geared towards practice leadership, care managers and coordinators, and those directly involved in billing services.

SIM PCMH Initiative Office Hour

Initiative Care Management and Coordination Tracking Codes
May 9, 2017
12:30 PM – 1:30 PM
[Register Here](#)

SIM PCMH Billing and Coding Collaborative Webinar

Transitional Care Management Code
May 23, 2017
11:30 AM - 12:30 PM
[Register Here](#)

SIM PCMH Billing and Coding Q&A Office Hours

Transitional Care Management Code
May 30, 2017
11:30 AM - 1:00 PM
[Register Here](#)

payment and service delivery models in order to achieve better care coordination, lower costs, and improved health outcomes for Michiganders.

CONTACT US

General questions can be sent to: SIMPCMH@mail.mihealth.org

Visit the SIM website at: www.michigan.gov/sim

Questions regarding PCMH Initiative dashboards and portal access can be sent to: MichiganDataCollaborative@med.umich.edu

Questions regarding Care Manager and Care Coordinator training can be sent to: micmrc-requests@med.umich.edu

Michigan Data Collaborative

Michigan Data Collaborative (MDC) is the data analysis and visualization partner for the PCMH Initiative. This section includes key participant information that is updated each month.

Coming Soon: New Access Method for MDC's SIM PCMH Project Site

MDC is currently testing a new login method to access our SIM PCMH project site. The new method does not use the VPN (Virtual Private Network) and will streamline the login process to make it easier for PO and Practice users to access their SIM PCMH data. We will provide more information and instructions after we test and finalize the change.

Michigan Care Management Resource Center

AVAILABLE NOW! Michigan Care Management Resource Center Announces eLearning—Online “Basic Care Management Program”

The Michigan Care Management Resource Center “Basic Care Management Program” is an interactive online program, focused on building care management skills. The program features quick tools for daily work.

The online eLearning series is open to all care managers and physician office practice team members at **no cost**. This online learning opportunity is designed for busy care managers and clinical team members in the primary care and specialty practices. The Basic Care Management Program consists of a series of online, interactive modules. Each module has brief 15-30 minute lessons; ideal for the busy learner.

When you participate in the eLearning modules you are joining care managers and office practice team members across the state from many practices and physician organizations, building core skills and improving the care delivered to their patients.

Each module offers continuing education contact hours for nursing and social work. Modules **available now** include:

- *Medication Management*
- *Introduction to Advance Care Planning and Palliative Care*
- *Transition of Care*
- *5 Step Process*
- *Care Planning (Coming soon!)*

Access the online program and complete CE contact hour details @ www.micmrc.org

Michigan Center for Clinical Systems Improvement (Mi-CCSI)

Mi-CCSI Self-Management Training Program Overview

Definition of self-management:

Self-management as defined by the [Improving Chronic Illness Care](#) group is “the decisions and behaviors that patients with chronic illness engage in that affect their health. Self-management support is the care and encouragement provided to people with chronic conditions and their families to help them understand their central role in managing their illness, make informed decisions about care, and engage in healthy behaviors.

Many patients do not understand what clinicians have said to them and do not participate in decisions about their care - leaving them ill-prepared to make daily decisions and take actions that lead to good management. Enabling patients to make good choices and sustain healthy behaviors requires a collaborative relationship: a new health partnership between health care providers and teams, and patients and their families. This partnership supports patients in building the skills and confidence they need to lead active and fulfilling lives.”

Mi-CCSI's training approach:

We are educating care team members, to include but not limited to care managers and care coordinators, on the case management process, motivational interviewing and self-management.

Motivational interviewing is a form of communication to engage patients, or as the Motivational Interviewing Network of Trainers site states, “a particular kind of conversation about change.”

Self-management is a technique to engage patients in developing a self-management action plan, or most recently described as a shared plan to improve their health by identifying a specific goal and then establishing steps to reach that goal. These two philosophies, motivational interviewing and self-management, are the emphasis of the simulation breakout in the Mi-CCSI training. It is using motivational interviewing skills to support the patient in developing the self-management action plan.

Simulation Feedback emphasis:

- Did the participant adequately introduce themselves, the role and how it correlates with the care they receive from the practice? How could they improve? What are their strengths?
- Did the participant listen to and allow the patient to come up with the goal and actions vs. telling the patient?
- Was the participant present in a way that conveyed respect and sincere enthusiasm – pointing out achievements and positives. Example – on the readiness/confidence ruler you say a 7 – we are training the participants to respond “great” why a 7 and not a 6? What will it take to get you from a 7 to an 8?
- Was the caller clear with the patient on next steps and when a follow up call or visit would occur?

The background:

We now have a mix of care coordinators and care managers participating in the training. With this, we have educated and trained “standard patients” to listen carefully to the way in which the participants describe their role, and with this, the “standard patients” provide feedback to the participant on what patients likely hear and understand in their description of the role. This is a crucial step in establishing a collaborative relationship with the patient. Being prepared to describe to patients the value of the care manager and or care coordinator service will pave the way towards a collaborative relationship. The emphasis and purpose of the simulation is to have firsthand experience within a coaching/supporting environment, in completing a self-management action plan.

Evaluations continuously reflect the value of the simulation activity, and the following are examples of the type of testimonial people have said about the approach.

“Albeit I was very nervous about the experience it was the best part of the learning.”
“Hearing the feedback from the standard patient will really help me in this role.”
“I really appreciated having the opportunity to practice the skill with a real person.”

See our website for more details and upcoming training dates: www.miccsi.org/training/upcoming-events/

Upcoming Events

MiCMRC Complex Care Management Courses

Introductory Webinar the first day of training. Total six-hour self-study modules and post-tests to be completed on the first two days of trainings, followed by the final two days of in person training.

June 5 - 8 | **Southfield, MI** | [REGISTER HERE](#) | Registration deadline: June 1st, 2017

June 19 - 22 | **Lansing, MI** | [REGISTER HERE](#) | Registration deadline: June 15th, 2017

July 24 - 27 | **Grand Rapids, MI** | [REGISTER HERE](#) | Registration deadline: July 20th, 2017

NOTE: If you have 15 or more Care Managers in your area and would like the MiCMRC team to provide a regional training at your location please submit your request to: micmrc-ccm-course@med.umich.edu

MiCMRC Care Management EDUCATIONAL WEBINARS

Date and Time: Wednesday May 24th, 2017. 2-3pm

Title: Pain Assessment in Ambulatory Care – Time to Repeal and Replace the Pain Score

Presenter: Terri Voepel-Lewis, PhD, RN, Associate Research Scientist Michigan Medicine

[Register HERE](#)

**Application in progress for Nursing and Social Work CE contact hours*

Date and Time: Wednesday June 7th 2-3

Title: Team based Care Related to Addressing Social Determinants of Health

Presenter: Cherry Health and Alcona Health Center

[Register HERE](#)

**Application in progress for Nursing and Social Work CE contact hours*

Date and Time: Wednesday June 21st 2-3
Title: Impact of SDOH on chronic conditions
Presenter: Melanie Brim, MHA , President and CEO of the Michigan Health Council
[Register HERE](#)

**Application in progress for Nursing and Social Work CE contact hours*

Date and Time: Wednesday July 26th 2-3
Title: Breast and Cervical Cancer Control Navigation Program
Presenter: E.J. Siegl, BSN, OCN, MA, CBCN, Program Director MDHHS
[Register HERE](#)

Date and Time: Wednesday August 23rd 2-3pm
Title: The Power of Prevention- Helping Your Patients Reduce Their Cancer Risk
Presenter: Danielle Karsies, MS, RD, CSO Michigan Medicine Comprehensive Cancer Center
[Register HERE](#)

Michigan Center for Clinical Systems Improvement (Mi-CCSI) **Self-Management Training: Introduction to the Roles of the Care Manager and Care Coordinator**

May 25 - 26 | Grand Rapids, MI
June 20 - 21 | Grand Rapids, MI
July 18 - 19 | Grand Rapids, MI
August 10 -11 | Grand Rapids, MI

For registration and details <http://www.miccsi.org/training/upcoming-events/>

Grand Blanc

May 22 & 23, 2017. Register at If interested, <http://www.miccsi.org/training/upcoming-events/>

Southeast Michigan

Participants interested in a training session during June in Southfield, Warren or Ann Arbor areas, contact Amy Wales at amy.wales@miccsi.org or 616-551-0795 ext. 11.

Northern Michigan

Participants interested in a training session during June or July in the Traverse City, Sault Ste. Marie or Marquette areas, contact Amy Wales at amy.wales@miccsi.org or 616-551-0795 ext. 11.

Continuing Education Credits are available for nursing, CCM, and social workers.

Michigan Care Management Resource Center Approved Self-Management Support Training Programs – Update

For information about MiCMRC approved self-management programs please see the document titled “Care Management Resource Center Approved Self-Management Support Training Programs” at www.micmrc.org

This document includes details for each MiCMRC approved self-management program: location, objectives, modality, resources, course date/criteria to schedule, trainer qualifications, certification/CEs, and cost.

SIM Self Study Modules

NOW AVAILABLE: Required Self-Study Modules for Care Coordinators and Care Managers

One component of the initial required training for the Care Coordinators and Care Managers is completion of a series of self-study recorded webinars. For full details about the Initial Required Training and to access the self-study recorded webinars click [here](#). For questions, please contact micmrc-requests@med.umich.edu

2017 SAVE THE DATES! SIM PCMH Initiative Regional Summits

The dates and venues for the 2017 Regional Summits are:

Summit West – Grand Rapids, MI

Tuesday, October 10, 2017
 Frederik Meijer Gardens and Sculpture Park
 1000 E Beltline Ave NE
 Grand Rapids, MI 49525

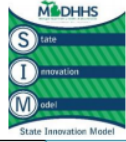
Summit Southeast – Ann Arbor, MI

Tuesday, October 17, 2017
 University of Michigan North Campus Research Center (NCRC)
 2800 Plymouth Road, Building 18
 Ann Arbor, MI 48105

Summit North – Thompsonville, MI

Tuesday, October 24, 2017
 Crystal Mountain Resort & Conference Center
 12500 Crystal Mountain Drive
 Thompsonville, Michigan 49683

May 2017 SIM PCMH CALENDAR

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7	1	2	3	4	5	6
	8	9	10	11	12	13
		SIM PCMH Initiative Office Hours Initiative Tracking Codes 12:30 PM - 1:30 PM REGISTER HERE		Practice Transformation Collaborative Action Period Teaching Webinar 4:00 PM - 5:00 PM REGISTER HERE		
14	15	16	17	18	19	20
		Practice Transformation Collaborative Peer Coaching Call 12:00 PM - 1:30 PM REGISTER HERE	Practice Transformation Collaborative Peer Coaching Call 12:00 PM - 1:30 PM REGISTER HERE	Practice Transformation Collaborative Peer Coaching Call 12:00 PM - 1:30 PM REGISTER HERE	Practice Transformation Collaborative Peer Coaching Call 12:00 PM - 1:30 PM REGISTER HERE	
21	22	23	24	25	26	27
		SIM PCMH Billing and Coding Collaborative Webinar Transitional Care Management Code 11:30 AM - 1:00 PM REGISTER HERE	MICMRC Educational Webinar Pain Assessment in Ambulatory Care - Time to Repeal and Replace the Pain Score 2:00 PM - 3:00 PM REGISTER HERE			
28	29	30	31			
		SIM PCMH Billing and Coding Q&A Hours Webinar 11:30 AM - 1:00 PM REGISTER HERE	PCMH Newsletter Release			