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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 payment and service delivery models in order to achieve better care coordination, lower costs, and improved health outcomes for Michiganders. For more information and resources, check out our webpage.

Contact Us

Questions can be sent to:
MDHHS-SIMPCMH@michigan.gov

Links

[SIM Initiative website](#)

[SIM Population Health webpage](#)

[SIM Care Delivery webpage](#)

Welcome to the 2018 Patient Centered Medical Home Initiative, and the fifteenth release of our monthly newsletter. Each month we will bring together all the updates, news and upcoming events relevant to PCMH Initiative Participants. Additionally, we will provide updates on other happenings across the State Innovation Model.

You will continue to receive other regular communications and event reminders from the PCMH Initiative. This newsletter has been developed as a method to share information in one common location. Previous editions of the newsletter can be found [here](#).

Program News and Updates

PCMH Initiative Quarterly Update Meeting

We look forward to connecting with you at our PCMH Initiative Quarterly Update webinar on Thursday April 5, 2018 from 11:30-1:00. Topics covered will include an outline of resources available to participants, reporting requirements and upcoming events, along with an update on the Michigan Public Health Institute (MPHI) Evaluation. We will also provide an opportunity for questions and answers for both the PCMH Initiative Staff and the MPHI Evaluation Team. [REGISTER HERE](#) (Please Note: *participation is a requirement for at least one representative from each Physician Organization and Practice (if participating independent of a Physician Organization)*).

April Office Hours: Operationalizing Clinical Community Linkages

We encourage you to attend our April 19 Office Hours Session from 12:00—1:00PM where we'll host a discussion with participating practices around how they've implemented Clinical Community Linkages. (Please note the date change). We'll specifically discuss the practice's demographics (size, location, patient panel, EHR system used, etc.), implementation history, lessons learned, and have a time for questions and answers regarding Social Determinants of Health screening, assessing, linking and follow up. You won't want to miss this opportunity to learn from peers. [REGISTER HERE](#)

PCMH Initiative Quarter 1 Progress Report

The PCMH Initiative Quarter 1 Progress Report will be released on March 26, 2018. Submission deadline is **Monday, April 30, 2018** by 5:00pm. The link to the electronic submission will be distributed to your organization's key contact. You can preview the requirements and instructions to complete report in the report guide, which will be posted on the website when it becomes available.

Evaluation Office Hours

The SIM statewide evaluation team at Michigan Public Health Institute (MPHI) will provide an overview of the evaluation for the PCMH Initiative. Participants will learn about the PCMH logic model, overall design, and specific evaluation activities. The PCMH evaluation is focused on care management/care coordination and clinical-community linkages and will include stakeholder feedback and analyses of Medicaid claims data referenced to a comparison group population. Participants will be given detailed information and offered the opportunity to provide feedback on each of these components on April 10, 2018 from 12:00PM—1:00PM.

[REGISTER HERE](#)

Pediatric Office Hours: Engaging Families - Common Challenges across the Chronic Conditions

Our first in our series of Pediatric Office Hours sessions is upon us! Tuesday April 24, 10:00-11:00 AM Dr. Jane Turner, FAAP will present an interactive session to highlight challenges and solutions in engaging family members in pediatric care plans. Dr. Turner has been practicing pediatrics for over 35 years and will bring her experience to the discussion. Please come with questions. This session is specifically designed for Pediatric practices, but all are welcome. [REGISTER HERE](#)

Save the date for additional Pediatric Office Hours: June 6th 11am-12pm and September 13th 12pm-1pm. The Pediatric Office Hours is open to all.

2018 PCMH Initiative Regional Summits

Save the date! The PCMH Initiative Summit Planning Committee is excited to announce the following dates and locations for the 2018 PCMH Initiative Regional Summits:

- North: October 10th at Treetops in Gaylord
- West: October 23rd at the Holiday Inn in Muskegon
- Southeast: November 8th at the Kensington Hotel in Ann Arbor

These Summits are an opportunity to gather together in person to learn, network and be brought up to speed on current events within the Initiative. Stay tuned for further information regarding topics, agenda, and registration details.

Website Updates

The MDHHS SIM Care Delivery website is being revamped! Starting in April you may notice some changes to our website. While all the existing content will remain somewhere on the site, navigation to these items may be changed. We will introduce you to the new website design on our Quarterly Update Webinar on April 5, but in the meantime we encourage you to click around and familiarize yourself with the new layout.

Upcoming Michigan Data Collaborative Deliverables

Dashboard Training

Michigan Data Collaborative (MDC) created online training tutorial to help users complete the setup steps to access the SIM PCMH Dashboards:

- Dashboard Access Step 1: [Setting Up Duo](#)
- Dashboard Access Step 2: [Setting Your Level-2 Password](#)
- PCMH Dashboard Access Step 3: [Setting Up Citrix Receiver to Access the SIM PCMH Dashboard](#)
- CHIR Dashboard Access Step 3: [Setting Up Citrix Receiver to Access the SIM CHIR Dashboard](#)

New and Updated Reports

As a result of the user feedback we have received so far, MDC is implementing the following reporting changes:

- **Updates to the PCMH Aggregated Patient Reports**

The Quarter 1 reports (set for release on April 5) will include a new Age Group breakout for Pediatric and Adult Patients. This was added to help reconcile payments that vary starting in 2018 for Adult and Pediatric patients. Note that an individual's age on the last day of the month is used to calculate age category (Adult or Pediatric) for the purposes of payment. For example, if an individual has a birthdate of 1/31/1999, they will be considered an adult on the January 2018 PCMH Patient List and for the purposes of Initiative payment.

- **Updates to the PCMH Patient Lists**

MDC is including additional elements in the Patient Lists starting in May 2018. The following fields will be added to the end of the PPL layout:

- SSN - Last 4 digits
- Patient Address Line 1
- Patient Address Line 2
- Patient City
- Patient Zip

Additionally, the following existing fields will be populated with data:

- Number of visits to any PCP (This field will include the number of visits over the newest 12 months of available data.)
- Most Recent PCP visit date

You can view more details in the [PCMH List Information Guide](#).

- **New Report – *Percentage of Patients with Care Management Claims Detail***

These reports will include claims information for members identified in the Care Management Percentage numerator for the monthly reports and will contain member-level demographic and claims detail information, which will be released in the near future.

- **New Report – *Provider Reports***

These reports include a list of providers for a Managing Organization. (If a Practice is participating as an independent practice, they can access a report that is specific to their Practice.) This will be released in the near future.

Thank you for your reporting survey responses and feedback. We appreciate your comments and suggestions! If you have any additional comments, please contact us at MichiganDataCollaborative@med.umich.edu.

Upcoming Michigan Data Collaborative Deliverables

- November Percentage of Patients with Care Management Claims Detail Reports – mid to end March
- March 2018 PCMH Patients Lists – March 28
- March Provider Reports – March 28
- December 2017 Care Coordination Reports – April 2
- 1Q18 PCMH Aggregated Patient Reports – April 5
- 4Q17 Quarterly Care Coordination Reports – April 11
- April 2018 PCMH Patients Lists – April 25
- Dashboard Release 4.0 – April 30

You can view an up-to-date list of upcoming deliverables on the [SIM PCMH Initiative page](#) of the MDC website.

Quarter 1 2018 SIM PCMH Initiative Payments

The first quarter of the 2018 Initiative is coming to a close and payments are at the top of mind for many

Participants. There are a few key points to keep in mind about the upcoming payments:

- Payments for the first quarter will include the Care Management and Coordination PMPM and the Practice Transformation PMPMs for January, February, and March 2018
- Care Management and Coordination PMPMs have been updated per the [2018 SIM PCMH Initiative Participation Agreement](#), for details on how beneficiary age is calculated for payments see the [2018 Participation Guide](#).
- Reconciliation of payments made in 2017 for beneficiaries that have since been found to be deceased, incarcerated, or served within a skilled nursing facility will be processed during this quarter. Individualized emails detailing this process will be sent to participating organization key contacts and financial contacts.

As a reminder, PCMH Initiative attribution and payments are in part contingent upon accurate and up to date participant data. Please use the electronic [Provider and Practice Change Form](#) to keep the Initiative up to date with any changes.

Care Management Literature Today

The PCMH Initiative is committed to providing timely, applicable and relevant resources to our participants. As part of this commitment, we aim to share highlights of current literature which provides support implementing and refining Care Management services within practices. The following article offers 3 key strategies to enhance care management programs and detailed recommendations. Please keep in mind, while this article offers a foundation for the implementation of care management services, we encourage you to look to future articles for ways to support services for the rising risk population and others.

Agency for Health Research and Quality (AHRQ): A Synthesis of Effective Care Management Strategies

Effectively managing population health is central to the triple aim: improving the experience of care, improving the health of populations, and reducing cost. AHRQ's Care Management Issues Brief "Care Management: Implications for Medical Practice, Health Policy and Health Services Research" highlights three key strategies to enhance care management (CM) programs: 1) Identify populations with modifiable risks; 2) align CM services to the needs of the population(s) and 3) identify, prepare and integrate appropriate personnel to deliver the needed services. A few key concepts:

<i>Strategy</i>	<i>Recommendations for Physician Office</i>
Identify populations with modifiable risks	Develop risk-based approaches to identify patient most in need of CM services
Align CM services to the needs of the population	Tailor CM services, with input from patients, to meet specific needs of populations with different modifiable risks
Identify and train personnel appropriate to the needed CM services	Implement interprofessional team-based approaches to care

Access the AHRQ Care Management Issue Brief article [here](#).

Reference: Timothy W. Farrell, MD et al, AHRQ Care Management Issue Brief: Care Management: Implications for Medical Practice, Health Policy and Health Services Research, AHRQ Publication No. 15-0018-EF, April 2015.

2018 Healthology Symposium

Wanted: A Connected Network of Michigan Upstreamists Focused on social determinants of health (SDoH)

The upstreamists are coming! The upstreamists are coming! We couldn't be more excited to announce that

Rishi Manchanda, MD, MPH, founder of Health Begins will be coming to Michigan (for the first time!) when MedNetOne joins with the Oakland University's School of Health Sciences on Wednesday, April 18 to present a day-long symposium at Oakland University on SDoH, Better Upstream Health for Better Downstream Care. Dr. Manchanda will be joined by healthcare innovator Paul Grundy MD, MPH, who just stepped down after a stellar career as IBM's Global Director of Healthcare Transformation and is considered the "godfather" of the Patient Centered Medical Home.

The broad spectrum of factors comprising SDoH can make it challenging to know where to begin when managing health crises that arise as a result of inadequate understanding of the role SDoH play in overall health and quality of life. To this end, Better Upstream Health for Better Downstream Care is an important event - but not only for those directly involved with providing healthcare and administering healthcare programs or organizations. It's planned as a community event to engage the healthcare community, legislators, local and state leaders, business decision makers and concerned citizens who want to be part of the solution for holistic healthcare that addresses the role that SDoH play in overall health and wellness.

To register for the event or for sponsorship information, visit [Oakland University's Healthology website](#).

[Upcoming Events and Initiative Resources](#)

MiCMRC 2018 Care Management Educational Webinars

Title: Caring for the Diabetic Patient: Understanding Diabetes

Date and Time: Tuesday, March 27th 2-3 pm

Presenter: Dianne Conrad DNP, RN, FNP-BC, BC-ADM, CDE, FNAP

Associate Professor – Kirkhof College of Nursing, Grand Valley State University, Grand Rapids, MI

Family Nurse Practitioner – Cadillac Family Physicians, Cadillac, MI

[REGISTER HERE](#)

Continuing Education

This activity has been submitted to the Ohio Nurses Association for approval to award contact hours. The Ohio Nurses Association is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)

"Michigan Care Management Resource Center (MiCMRC) is an approved provider with the Michigan Social Work Continuing Education Collaborative". Approved Provider Number: MICEC 110216

MiCMRC Approved Self-Management Support Courses and Resources Update

MiCMRC maintains a [list of approved Self-Management Support courses](#) that has recently been updated. The list of MiCMRC approved Self-Management Support Courses provides a detailed summary of each course, with associated objectives, location, cost and more.

Additionally, MiCMRC has collected resources for Self-Management Support including: websites of interest, publications, tools, videos, and even patient materials. MiCMRC's "Self-Management Support Tools and Resources" document offers an at a glance list and summary of these resources, along with descriptions and website links for quick access: [Self-Management Support Tools and Resources](#).

Both documents can also be accessed on the [MiCMRC website](#) home page.

The MiCMRC Patient and Family Engagement New eLearning Module is Available!

MiCMRC has launched the eLearning module “Patient and Family Engagement (PFE)”. This new eLearning module is part of a series titled “Basic Care Management Program” available at the Michigan Care Management Resource Center [website](#). Also, you can find [resources for Patient Engagement](#).


Continuing Education for Patient and Family Engagement eLearning Module

Nursing and Social Work CE Contact Hours: 1.0

"This continuing nursing education activity was approved by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)".

"Michigan Care Management Resource Center is an approved provider with the Michigan Social Work Continuing Education Collaborative". Approved Provider Number: MICEC 110216

April 2018 SIM PCMH CALENDAR

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5 Quarterly Update Meeting REGISTER HERE	6 Dec '17 PCMH Care Coord. Reports Release	7
8	9	10 April Supplemental Office Hours: SIM Evaluation REGISTER HERE	11	12	13 Q1 Aggregated Patient Report Release	14
15	16	17 May Newsletter Release	18	19 April Office Hours: Operationalizing CCL Implementation REGISTER HERE	20 Q4 '17 PCMH Care Coord. Reports Release	21
22	23	24 Pediatric Office Hours: Engaging Families - Common Challenges Across the Chronic Conditions REGISTER HERE	25	26	27	28
29	30 Q1 '18 Progress Report Submission Deadline MDC Dashboard R4: Jan '17 - Dec '17 April PPL Release					

For More Information

www.michigan.gov/SIM | MDHHS-SIMPCMH@michigan.gov

