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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 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 Care Delivery webpage](#)

[SIM Population Health webpage](#)

Welcome to the 2018 Patient Centered Medical Home Initiative monthly newsletter. Each month we will bring together all the updates, news and upcoming events relevant to PCMH Initiative Participants.

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 Quarter 3 Progress Report

The PCMH Initiative Quarter 3 Progress Report was released on September 26 and the submission deadline is Wednesday, October 31 by 5:00pm. The link to the electronic submission was distributed to your organization's key contact. You can preview the requirements and instructions to complete the report in the report guide. There is a "care manager lead" section in the "contact" spreadsheet, which will support care coordination collaborative connections at the practice level. Please provide only the care manager lead information rather than a comprehensive care manager list in this section.

PCMH Initiative Intent to Continue Participation

As we approach January 2019, Michigan Department of Health and Human Services (MDHHS) is preparing for year three of the PCMH Initiative. Similar to the 2017-2018 transition, we will be hosting a webinar to inform all participants on how to indicate their intent to continue participation, as well as what programmatic changes and funding updates can be expected. We look forward to sharing this information with you on the second half of the next Quarterly Update webinar on October 4th from 12:00—1:30PM. If you haven't yet registered for that webinar already you can [REGISTER HERE](#) to reserve your spot.

Evaluation Updates

The PCMH Initiative provider survey is now closed and we received nearly 500 responses. Thank you for supporting this survey! We are in the process of analyzing the data and will have aggregate reports to you by mid-October. We are excited to announce that 14 provider organizations were approved to participate in the Clinical-Community Linkages (CCL) Data Partnership. We're looking forward to leveraging their data to assess changes in Medicaid costs and utilization related to patients' participation in CCLs. Finally, the Patient Experience Survey will be administered this Fall. Preliminary feedback on the survey was received from provider organization leads at the end of August. More information will follow.

Regional Summit Registration Now Open!

MDHHS is pleased once again this year to offer a day-long SIM PCMH Initiative Annual Summit in three regional locations. The 2018 summits are interactive and feature the theme “Seamless Partnerships for Effective Patient Care”. The Summit goal is to provide an opportunity for SIM PCMH Initiative participants to hone their skills in collaborating and partnering together and with patients and family caregivers to achieve care goals to deliver an optimal experience.

Intended Audience: The Summits are intended for Michigan SIM PCMH Initiative participants and partners including physicians, practice teams, care managers, care coordinators, Physician Organization leaders, CHIR partners, administrators, and health plans.

Registration: Please select your morning and afternoon breakout session options when registering.

The dates and venues for the 2018 Regional Summits are:

Summit North – Gaylord, MI
Treetops Resort
Wednesday, October 10, 2018
[Gaylord Summit Register Here](#)

Summit West – Muskegon, MI
Holiday Inn - Muskegon
Tuesday, October 23, 2017
[Muskegon Summit Register Here](#)

Summit Southeast – Ann Arbor, MI
The Kensington Hotel
Thursday, November 8, 2017
[Ann Arbor Summit Register Here](#)

Time for all Summit locations is 9:00 am – 3:30 pm

Continuing Education Nursing, Social Work and CCMC

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

This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to Complex Care Management (CCM) board certified case managers. The course is approved for 4.5 CE contact hour. Activity code: S00033447 Approval number: 180003131
To claim these CEs, log into your CCMC Dashboard at www.ccmcertification.org

For continuing education questions email micmrc-requests@med.umich.edu

Visit the SIM MDHHS Summit [webpage](#) for an agenda for each location and learning objectives. Questions about Summit registration may be directed to Veralynn Klink at vklink@med.umich.edu. Other questions about the Summit may be sent to MDHHS-SIMPCMH@michigan.gov

Social Determinants of Health (SDoH) Screening Tool: Updates Required for 2018

A quick reminder to all participating organizations that the addition of questions to the SDoH screening tool on personal/environmental safety (e.g. domestic violence) and family care (e.g. children, elders) is expected by November 2018. For further explanation, a description of each domain is located in Appendix B of the 2018 PCMH Initiative Participation Guide. If you have any questions, please contact us at MDHHS-SIMPCMH@michigan.gov.

Upcoming Michigan Data Collaborative Deliverables

Care Coordination Report Reprocessing

In mid-to-late December Michigan Data Collaborative (MDC) plans to reprocess the Care Coordination Reports to “true-up” previously-released reports. We will make the following updates:

- To include additional claims received by MDC after the original quarterly reports were generated, we will re-run the 4Q17, 1Q18, and 2Q18 Percentage of Patients with a Care Management Claim reports. There are several reasons that MDC receives claims after the original reporting period, including:
 - Some Medicaid health plans made improvements in processing the care management codes, and these claims were received after the reports were generated.
 - Some SIM PCMH participating organizations needed to make changes to their billing groups to include zero-dollar claims.
 - The regular adjudication process results in a lag between when claims are serviced and paid. This process allows for additional months of run-out claims to be included.
- MDC is also modifying the PCP Follow-Up After Inpatient Discharge reports to align with recent changes to the Acute Admissions measures on the Dashboard. These reports will also be re-processed in the revised logic.

SIM PCMH Dashboard Release 6.0

MDC plans to post Release 6.0 at the end of October. It will include the following:

- Paid claims through August 2018 (Medicaid data received by September 15, 2018)
- A 12-month reporting period of July 2017 – June 2018
- June 2018 filtered SIM Participant File (SPF) and Provider Hierarchy data
- New measures, including Total Cost PMPM, Ambulatory Care Sensitive Condition (ACSC) Admissions, and multiple Quality Outcome measures

We will provide more information, including measure details, as we get closer to the release date.

Upcoming MDC Deliverables

- June 2018 Care Coordination and Claims Detail Reports - *early October 2018*
- 3rd Quarter 2018 Aggregated Patient Reports - *early October 2018*
- 2nd Quarter 2018 Care Coordination and Claims Detail Reports - *mid October 2018*
- October 2018 PPLs and Provider Reports - *late October 2018*
- SIM PCMH Dashboard Release 6.0 - *late October 2018*

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

Michigan Physician Orders for Scope of Treatment (MI-POST) - Educational Opportunities

According to the www.acpmich.org website, “Public Act 154 was signed by Michigan’s Governor in November 2017. This law establishes the use of Physician Orders for Scope of Treatment in Michigan.”

MI-POST

A medical order designed to improve end-of-life care by converting patients’ treatment decisions into medical orders that are transferable throughout the healthcare system. It is:

- A standard of care for communicating the scope of treatment decisions
- For frail elders or others whose death in the next 12 months would not be surprising.
- Always voluntary
- A form that follows the patient

MI-POST Goals:

- To create a specific written plan to document medical treatment decisions and ensure they are honored by healthcare providers throughout the continuum of care.
- Ensure discussions are focused on assisting the individual, or the designated Patient Representative, in making the following healthcare decisions:
 - CPR
 - goals of care for cardiopulmonary failure, including hospitalization
 - artificial nutrition and hydration
 - comfort care options
 - other types of treatment desired

MI-POST and Advance Directives:

MI-POST and Advance Directives serve different purposes. According to the newly established law, an appropriately executed MI-POST form, as a medical order, takes precedence over the hypothetical advance directive document when it comes to medical treatment decisions. The purpose of an advance directive is to:

- Name a Patient Advocate, to communicate the individual’s treatment decisions in the event he/she cannot. This is the legal portion of the document, called the Designation of Patient Advocate form.
- Communicate to the Patient Advocate wishes for future healthcare and other related wishes, in a non-legally binding portion referred to as a living will portion.
- Ensure the Patient Advocate, as a legal decision-maker, can communicate medical decisions that result in the completion of a MI-POST or changes to an existing MI-POST.

The MDHHS is currently working with an advisory committee to finalize the MI-POST form and recommended rules to its use. The form is not yet readily available across the state.

Resources to learn about MI-POST:

The Michigan Care Management Resource Center (MiCMRC) hosted an educational webinar on June 13, 2018 titled “Michigan Physicians for Order Scope of Treatment (MI-POST) 101”. To view the recorded webinar, [click here](#).

Upcoming Webinar: “Conversations for MI-POST”, October 31, 2018

Presenter: Kate LeBeau, RN, Advance Care Planning Program Manager, Upper Peninsula Health Plan

Registration: <http://micmrc.org/webinars>

For further information on MI-POST refer to the [Advance Care Planning Michigan](#) website.

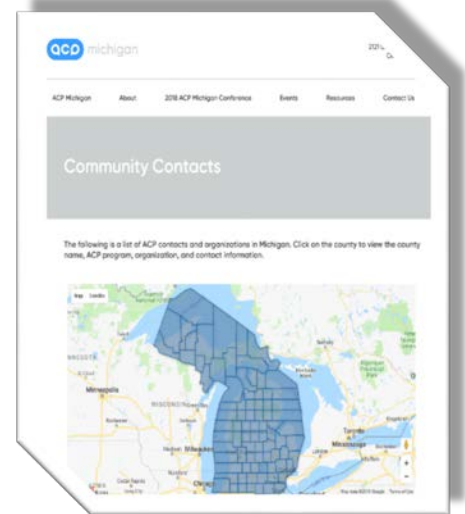
"This continuing nursing education activity was approved by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. (OBN-001-91)"

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

This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM® board certified case managers. The course is approved for 1 CE contact hour(s). Activity code: I00032995 Approval Number: 180002679
To claim these CEs, log into your CCMC Dashboard at www.ccmcertification.org

Advance Care Planning (ACP) Michigan

ACP Michigan is a network of individuals and organizations working to provide and grow advance care planning services in their communities. They provide education and resources including a listing of community and state-wide events and the ACP Michigan annual conference. In addition, ACP Michigan provides a list of ACP contacts and organizations in Michigan. If interested in learning about resources in your area [Click here](#) for an interactive map that will allow you to locate county level resources including: ACP program, organization, and contact information.



Facilitators and Barriers to Care Coordination

The PCMH Initiative is committed to providing timely, applicable and relevant resources to our participants. As part of this commitment, we aim to share articles and tools that are newly published as well as some seminal pieces in the national literature that capture learning and are cornerstones that have stood the test of time. This month, we focus on an interesting contribution from University of Delaware researchers published in *The Journal of the American Board of Family Medicine* in 2016, "[Facilitators and Barriers to Care Coordination in Patient-Centered Medical Homes \(PCMHs\) from Care Coordinators' Perspectives](#)".

The authors studied a group of care coordinator and managers from various states. The most common elements of their work were: Reaching out to patients, conducting face to face patient encounters, providing social support to patients, collecting, managing and exchanging patient data, supporting physicians and backing up other practice staff. Their caseloads ranged from 200 to 500 patients.

The article identifies several techniques to overcome challenges and increase potential for success:

- Separating responsibility for care coordination/management from panel (population) management;
- Having some kind of system in place (even if simplistic) for gathering information about community resources and social agencies;
- Participating in regular team huddles;
- Taking time to “win over” or deliberately focus on good relationships with physicians and external facilities;
- Maintaining and improving skills in motivational interviewing (some starting informal “motivational interviewing clubs”. One idea was to meet monthly in-person or via phone to practice role playing with difficult patients;
- Practicing self-care (e.g., yoga, meditation, etc.) to relieve stress and increase resiliency.

Take time today to consider whether one of these ideas is useful for your practice and organization, and what you have found to be most helpful in your work.

Upcoming Events and Initiative Resources

MiCMRC Approved Self-Management Course Registration

To access the list of the Michigan Care Management Resource Center (MiCMRC) approved Self-Management Support [courses](#). 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. Click [here](#) for "Self-Management Support Tools and Resources".

Both of these documents can also be accessed on the MiCMRC website home page <http://micmrc.org/>

Upcoming Complex Care Management Course Dates and Registration

The MiCMRC Complex Care Management (CCM) course is designed to prepare the healthcare professional for the role of Complex Care Manager. Course content is applicable to all Care Managers in the ambulatory care setting, working with complex patients. For CCM Course details [click here](#)

October 15-18 | Dimondale | [REGISTER HERE](#) | Registration deadline: October 11, 2018

NOTES: 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

For questions please contact: micmrc-ccm-course@med.umich.edu

2018 MiCHWA Annual Meeting

The Michigan Community Health Worker Alliance (MiCHWA) is hosting their Annual Meeting on October 24th, 2018. The theme this year is *Deeping Our Roots and Growing Relationships* to update participants on community health worker sustainability statewide and ongoing progress in areas of education, advocacy, and policy. If you are interested in attending this year's meeting please visit the MiCHWA Registration [webpage](#) for more event details and to reserve your spot!

For More Information

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



