

WINCHESTER PHO

MONTHLY NEWSLETTER

PHYSICIAN MEMBER UPDATE

WELCOME NEW PHYSICIAN MEMBERS!

DermPhysicians of New England

Prasanthi Kandula, MD

Specialty: Dermatology

Effective: BCBS, Tufts, HPHC, Allways

304 Cambridge Road

Suite 310

Woburn, MA 01801

Mark Latina, MD

Edward Ryan, MD

Vicki Kvedar, MD

Specialty: Ophthalmology

Effective: Enrollment Pending

20 Pondmeadow Drive # 203

Reading, MA 01867

and

607 North Avenue Lakeside Park Door 15

Wakefield, MA 01880

Excel Orthopaedic Specialists

Adam J. Mandel, DO

Specialty: Orthopaedics

Effective: HPHC, Tufts

200 Unicorn Park Drive, Suite 201

Woburn, MA 01801

WPA Middlesex Surgical Associates

Julie Dricken, MD

Specialty: General and Colorectal Surgery

Effective: BCBS, Tufts, Unicare

955 Main Street, Suite G2A

Winchester, MA 01890

WPA Breast Care Clinic

Kristin Smith, MD

Specialty: Breast Surgery

Effective: BCBS, Tufts, HPHC, Cigna,

Unicare, Allways

200 Unicorn Park

Breast Care Center

Woburn, MA 01801

Excel Orthopaedic Specialists

Lauren K. Szolomayer, MD

Specialty: Orthopaedics

Effective: Tufts, HPHC

200 Unicorn Park Drive , Suite 201

Woburn, MA 01801

SPECIALTIES:

- ALLERGY
- ANESTHESIOLOGY/PAIN MEDICINE
- BARIATRIC SURGERY
- BREAST SURGERY
- CARDIOLOGY
- DERMATOLOGY
- ENDOCRINOLOGY
- ENT
- GASTROENTEROLOGY
- GENERAL SURGERY
- GENERAL/ROBOTIC SURGERY
- GYNECOLOGY
- HOSPITALIST/WOUND CARE
- INFECTIOUS DISEASE
- NEUROLOGY
- NEUROSURGERY
- OB/GYN
- ONCOLOGY
- OPHTHALMOLOGY
- ORTHOPEDIC
- ORTHOPEDICS
- PATHOLOGY
- PEDIATRICS
- PODIATRY
- PULMONOLOGY
- RADIOLOGY
- URGENT CARE
- UROLOGY
- VASCULAR AND BREAST SURGERY
- VASCULAR SURGERY

CLICK BELOW TO BE ROUTED TO THE:
WINPHO PHYSICIAN MEMBERSHIP DIRECTORY

PHYSICIAN MEMBER UPDATE

NO LONGER WITH WINCHESTER PHO

Drew Taft, DPM

Specialty: Podiatry

Term Date: 9/30/2019

Formerly practiced at Affiliates in
Foot Care, P.C

Philip Ellerin, MD

Specialty: Dermatology

Term Date: 01/09/2020

Formerly practiced at
DermPhysicians of New England

Michael Mazzini, M.D

Specialty: Cardiology

Term Date: 11/30/2019

Formerly practiced at North
Suburban Cardiology Associates, PC

Emad Younan, MD

Specialty: Pain Management

Term Date: 12/01/2019

Formerly practiced at Agility
Orthopedics



MERRIMACK VALLEY FAMILY PRACTICE - NEW LOCATION!

Dr. Herron, Dr. Konduri, and Dr. Templer of Merrimack Valley Family Practice will be moving to their new location on January 20th!

**100 Andover Bypass, Suite 100
North Andover MA**

UPDATES

SLEEP CENTER ACCREDITED

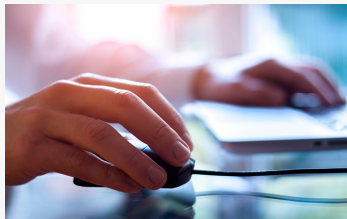
The Sleep Center has been re-accredited for the next 5 years. The AASM standards for accreditation have been the gold standard by which the medical community evaluates sleep medicine facilities.

Achieving AASM accreditation demonstrates a commitment to high quality, patient-centered care through adherence to these standards.

Congratulations to Dr. Patwa, Sean Ahern, Kara Toomey and the entire staff of the Sleep Center!

WINCHESTER PHO WEBSITE COMING SOON!

Expected Go Live: January 2020



PEARL OF WISDOM: THE BENEFITS OF WORKING WITH A CERTIFIED DIABETES NURSE EDUCATOR

The role of the certified diabetes nurse educator is instrumental to a patient understanding and managing their diabetes. The education compliments the clinical information covered by the PCP as the nurse educator has the time to evaluate and assess areas of the patient's care that require more information for sustainable self-management. The best time to initially see a diabetes nurse educator is when a patient is originally diagnosed with diabetes. Less than 60% of patients with diabetes receive this cost effective resource even though data shows higher compliancy, lower overall medical costs, and improved outcomes. We are thrilled to announce the addition of **Diabetes Nurse Educator, Erin Murphy, NP** at **Montvale Endocrine and Diabetes Center** and are confident that she will benefit our patients who are newly diagnosed, non-compliant or require additional education to manage their health.

To refer a patient to Erin Murphy, NP for diabetes education in Epic:
AMB Referral to Winchester Diabetes Education

POPULATION HEALTH

PATIENT EXPERIENCE

The Priority Index for each practice is an excellent indicator of what areas of improvement will positively impact the Likelihood to Recommend score. Information and tools are available through Jo Calnan with at the elbow support. Additionally, coaching on active listening, motivational interviewing and incorporating an empathetic approach to patient care is available. Please contact Jo for information or assistance.

jo.c.calnan@lahey.org
781-756-7664

HEALTH COACH

Jo Calnan is seeing patients who need assistance from a health coach for wellness goals related to exercise nutrition and stress management with a focus on patients who have a diagnosis of diabetes or pre-diabetes. Additionally, Jo can be a resource in assisting patients who have not received diabetes education or nutrition counseling. Health coaching services are available without cost to patients with BCBS HMO/PPO, Tufts, HPHC and Cigna insurance plans and no referral is needed. Simply send a message to Jo Calnan through an EPIC encounter or staff message.



"I am very happy having Dr. Gumuchian as my doctor. She takes the time to listen to my concerns and together we work out solutions."

"I am very fortunate to have Dr. Kerouz as my doctor. She listens, she explains everything thoroughly, and she is extremely knowledgeable of anything I have ever asked or needed for my health."

"Dr. Samaha is the best doctor I have ever been to. She shows genuine care and support for her patients. She is incredibly competent and has perfect bedside manner."

DIABETIC EYE EXAM EVENTS

A diabetes eye exam clinic was held at Montvale Endocrine and Diabetes Center on Thursday, November 7th with Dr. Gilbert and his team. Five clinics have been held at the practice sites for the year with the first 4 enabling patients to complete outstanding labs during the event.

Dr. Gilbert will be offering an addition eye exam clinic at his office in Medford the evening of Thursday, December 5th. Please contact their office directly to schedule patients at (781) 395-9916.

Additionally, please add Dr. Jason Gilbert or Boston Eye Group to all order referrals for Ophthalmology. These orders will be routed every Tuesday and Thursday to the specialist for immediate outreach to patients.

QUALITY

2019 CHALLENGES

The WinPHO Quality Team has launched two challenges to encourage patient outreach and reward practice staff. Both challenges will run through year end.

Outcomes Challenge: Practice staff are given updated lists for all patients that have an out of range/missing outcomes measure. If appropriate, the practice staff should reach out to patients and schedule appointments for HbA1c test and/or blood pressure check.

Win With Prevention!: Practices have received a list of patients still outstanding for their cancer screenings/well child visits. The goal is to have practices schedule and complete as many appointments/screenings by the end of 2019.

**Winners will be determined in the new year.*

WINPHO QUALITY CAMPAIGNS

MAMMOGRAM REMINDER POSTCARDS:

A pink postcard was mailed to patients in October still due for their breast cancer screening with location, hours, and contact information to schedule their mammogram. Each postcard was personally signed by the provider and/or practice.

IFOBT MAILING CAMPAIGN:

The WinPHO Quality Team prepared approximately 1,400 IFOBT kits, created orders, and mailed IFOBT kits out to patients still due for the colorectal cancer screening measure. Look out for these orders and followup in two weeks!



REMINDER

As the end of the year approaches, please remember that for all outcomes measures, the **last value of the year will count.**

Hypertension BP <140/90

Diabetes A1c: ≤ 9

Diabetes BP: <140/90

BPs - Please remember to take and document multiple blood pressure readings if your patient has an out of range blood pressure. The lowest systolic and lowest diastolic will count towards your quality scores.

A **Brainshark** on best practices for ensuring accurate blood pressure readings was offered by Dr. Heather Jones on 11/21/19. This tutorial is a valuable tool for all levels of providers involved with taking BP readings and can be accessed by the following link:

[BRAINSHARK: Blood Pressure Reading Tips](#)

HbA1c - Remember to make sure your diabetic patients have completed their A1c before the end of the year. If you have POCT in your office, we encourage taking the A1c while the patient is there for their appointment!

REFERRALS

SCHEDULE ORDER REQUESTS: SPECIALTY PRACTICES PERFORMING OUTREACH TO PATIENTS

If a Primary Care Provider (PCP) practice indicates any of the following Specialty Practice names and/or a Specialist from one of these practices, the specialty practice has agreed to perform the outreach to schedule these patients. This information is then relayed back to the WinPHO who updates Epic on behalf of the PCP's office.

- Boston Eye Group (Medford, Lawrence)
- DermCare Physicians and Surgeons (Arlington, Chelmsford)
- DermPhysicians of New England (Burlington, Woburn, Beverly)
- Digestive Health Associates (Stoneham)
- ENT Consultants (Woburn)
- Excel Orthopaedic Specialists (Woburn)
- Jason Gilbert, MD PC [Ophthalmology] (Medford)
- Middlesex Surgical Associates [now on EPIC, should auto-route to their work queue as long as their practice name is chosen] (Winchester)
- North Shore Pain Management (Woburn, Beverly)
- North Suburban Cardiology Associates (Stoneham)
- Robert J O'Brien and Associates [aka Winchester Dermatology Associates] (Winchester, Melrose, Reading, Danvers)

**Use Preference List - Prepopulated with information already entered*

NEW PROVIDERS JOINING THE WINPHO - REFERRAL REQUIRED?

Please note, several new specialists have recently joined the WinPHO. Enrollment for new providers may be pending which may mean referral waivers would not apply. If the new specialist is not yet contracted with HPHC HMO through the WinPHO for example, the HMO Referral Waiver would NOT apply and a referral WOULD be needed. Once the specialist becomes enrolled with HPHC HMO, the referral waiver would apply. Please be mindful of the exceptions where a referral is always required, examples include Managed Care Blue for Seniors, Allways, and/or Podiatry for BCBS, etc.

Please copy and refer to the Epic Preference list often. As providers leave the PHO for various reasons, this list is updated accordingly. Provider affiliations in Epic are also updated for your reference and convenience.

WINPHO CENTRAL CONTACT NUMBERS

CENTRAL LINE
781-756-2111

CENTRAL REFERRALS
781-756-2111 OPTION 2

CENTRAL REFERRALS DEDICATED
FAX NUMBER
781-756-8504

PROVIDER ENROLLMENT
781-756-2111 OPTION 3

GENERAL OFFICE INFORMATION
781-756-2111 OPTION 4

GENERAL FAX
781-756-7274 ATTN: WINPHO

EMAIL
WINCHESTERPHO@LAHEY.ORG

PAYER NEWS ALERT SITES

BCBS NEWS ALERT SITE

HPHC NEWS ALERT SITE

TUFTS NEWS ALERT SITE

REFERRALS

LIMITED NETWORK PLANS

- Please remember to always scan the most recent copy of the card for all patients, especially those with a Limited Network marked on the insurance card.
- If you have a patient with a Limited Network, please let the patient know that s/he must contact his/her carrier before seeing anyone other than his/her PCP.
- There is an HPHC named MA HMO Primary Choice (GIC), for which at this time and until further notice, ALWAYS requires a referral.



OOON SMARTPHRASE USAGE

A new SmartPhrase was recently instituted that is meant to do two things:

- Continue to provide the PCP with the data points s/he would need in order to make an informed decision regarding to where a patient's care should be directed.
- Affords the PCP the opportunity to let those processing referrals (within the practice and at Central Referrals) know his/her position as to how the referral request should be managed. The options are:

A. A PCP may elect to see the patient in office

B. Have the patient contacted for a soft redirect/educational phone call (will be processed if unsuccessful)

- Indicating the approved number of visits would be helpful (1v, 3v, or 6v).

- If the practice attempted the redirect first, please note in the system. Central Referrals may try again depending on those notes.

C. Hard redirect where the request is denied as the care can and should be performed within the preferred referral circle.

- Flagging these as Urgent would be helpful as it will allow the most amount of time possible to redirect.

D. Have the request processed as is due to medical necessity where the PCP provides said explanation.

**STREAMLINING COMMUNICATIONS
HELPS US TO MANAGE MOST
EFFECTIVELY AND EFFICIENTLY.**