

Winchester PHO Monthly Newsletter



SEPTEMBER 2019 UPDATES

UPDATES

WELCOME NEW PHYSICIAN MEMBERS!

Physician Membership Update

Affiliates In Foot Care, P.C.

Jeffy J Roy, DPM

Specialty: Podiatry

Effective: Tufts, HPHC

100 Unicorn Park Drive, Suite 3

Woburn, MA 01801

North Andover Women's Care PLLC

Michelle A. Rotter, MD

Specialty: OB/GYN

Effective: BCBS, Tufts, HPHC, Cigna,
Unicare, Allways

100 Andover Bypass, Suite 300

North Andover, MA 01845

Excel Orthopaedic Specialists, Inc.

Rajni Tanden, MD

Specialty: Physical Medicine

Effective: Tufts, HPHC, Cigna

200 Unicorn Park Drive, Suite 201

Woburn, MA 01801

WPA Weight Management Services

Keren Wilson, DO

Specialty: Obesity Medicine

Effective: Tufts, Allways

75 Riverside Ave, Suite 3

Medford, MA 02155

Rheumatology and Internal Medicine Associates

Sharon Stotsky, MD

Specialty: Rheumatology

Effective: Tufts, HPHC

64C Concord Street

Wilmington, MA 01887

WPA Middlesex Surgical Associates

Victor C. Kim, MD

Specialty: Surgery

Effective: Tufts, HPHC, Unicare

955 Main Street, Suite G2A

Winchester, MA 01890

WPA Mystic Valley Urological Associates

Octavia Devon, MD

William C. Faust, MD

Peter Tiffany, MD

Specialty: Urology

Effective: BCBS, Tufts, HPHC, Cigna, Unicare,
Allways

Zachary Koloff MD – BCBS

3 Woodland Road, Suite 216

Stoneham, MA 02180

WPA Medford Family Care

Dana Marcinkowski-Desmond, MD

Specialty: Primary Care

Effective: BCBS, Tufts, HPHC, Cigna, Allways

75 Riverside Ave, Suite 2

Medford, MA 02155

COMING SOON!

Virginia Hung, MD – Dexterity Surgery

Prasanthi Kandula, MD –
DermPhysicians of New England

Sara Mayer, MD – Neurology

- Allergy
- Anesthesiology/Pain Medicine
- Bariatric Surgery
- Breast Surgery
- Cardiology
- Dermatology
- Endocrinology
- ENT
- Gastroenterology
- General Surgery
- General/Robotic Surgery
- Gynecology
- Hospitalist/WoundCare
- Infectious Disease
- Neurology
- Neurosurgery
- OB/GYN
- Oncology
- Ophthalmology
- Orthopedic
- Orthopedics
- Pathology
- Pediatrics
- Podiatry
- Pulmonology
- Radiology
- Urgent Care
- Urology
- Vascular and Breast Surgery
- Vascular Surgery

Visit our Winchester Physician Hospital Organization website where you will find links for the current PHO Primary Care Physician and PHO Specialist Directories.

CLICK BELOW TO BE ROUTED TO THE:
[WinPHO Physician Membership
Directory](#)

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DermPhysicians of New England – NEW LOCATION!

DermPhysicians of New England is happy to announce a new, additional location for WINPHO providers and their patients!

**304 Cambridge Road, Suite 310
Woburn, MA 01801**



No Longer with the WinPHO

William Zucker, MD

Term Date: 08/16/19

Formerly practiced at Winchester
Primary Care Group

Douglas Tisdale, MD

Term Date: 07/31/19

Formerly practiced at WPA
Oncology

Andreas Sandor, MD

Term Date: 09/01/19

Formerly practiced at Commonwealth
Weight Loss LLC

Martha Dyer, MD

Term Date: 06/30/19

Formerly practiced at Mystic
Valley Urological Associates, Inc.

Stella Kinyota, MD

Term Date: 07/20/19

Formerly practiced at
Family Care Centers

Arthur Little, MD

Term Date: 06/30/19

Formerly practiced at Mystic Valley
Urological Associates, Inc.

Jose Efrén Gonzalez Monroy, M.D.

Term Date: 09/23/19

Formerly practiced at Boston Eye Group

David Taub, MD

Term Date: 09/01/19

Formerly practiced at Robert Obrien
Dermatology

**Jonathan Adler, MD will
be retiring from WPA
effective 10/09/19**

UPDATES

Please note that the WPA practice site Winchester Primary Care Group, 1021 Main Street, Suite 106, Winchester, MA 01890 will be officially closing its doors effective September 30, 2019. Joel Solomon, MD will be located at this new location effective October 1, 2019.

Winchester Primary Care Associates

1021 Main Street, Suite 101

WINCHESTER, MA 01890

Phone: (781) 729-1021

Fax: (781) 729-7504

Pearl of Wisdom from Montvale Endocrinology

This time of year medical costs begin to have a huge impact on patients with diabetes. Testing supplies can be particularly challenging. Offering patients a variety of lower cost options, such as purchasing supplies at Wal-Mart, can be beneficial in addition to accessing the mass.gov information on the attached flyer.

QUALITY MEASURE OF THE MONTH:

DIABETES:

2 HbA1c tests during the calendar year(<9)

Nephropathy screening

Diabetic Eye Exam

Blood Pressure Control (<139/89)

RX FOR SUCCESS:

- Schedule follow-up DM appointments
- Schedule all appropriate labs/screenings for patients
 - HbA1c testing
 - DM Eye Exam
 - Microalbumin
- Capture as much in office as possible (i.e. utilize POCT machines and collect urine in office)
 - Code appropriately for all tests/screenings (see attached code sets) when submitting claims
 - If BP is out-of-range, wait 5-10 minutes and re-take, document all readings in the chart

Our offices are located at: 1021 Main St, 2nd Floor, Winchester, MA 01890

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PATIENT ACCOLADES

Quality

Patient Lists/Performance Dashboards

The WinPHO 2019 Patient Lists and Performance Dashboards are housed in the WinPHO Membership Team Drive in [Google](#). Lists are uploaded into the drive on the 15th of every month (if the 15th falls on a weekend or holiday, they will be uploaded the next business day). An email will be sent to all practice coordinators and providers once the upload is complete. Please use the patient lists to schedule appointments for any patients that have outstanding appointments/screenings/labs.

Gate Score Cards

Beginning this month, the WinPHO will be providing each physician with a Gate Score Card. This represents the individual provider performance based on claims paid for BCBS HMO (AQC). The gate score is modeled after the BCBS Gate Score calculation, which takes minimum/maximum thresholds and measure weights into account to determine overall performance.

**Reminder – Outcomes measures (HTN BP, DM BP, HbA1c ≤9) are weighed 3 times the amount of the other measures.*

On-site Mammogram Scheduling

As of September 15th, 1,366 mammograms are currently scheduled or have been completed by our WinPHO practices that have gone live with this initiative. A monthly update on the amount of mammograms scheduled by practice can be found in the [WinPHO Team Membership Google Drive](#).

This is a quick, efficient way to get patients scheduled while they are at your office or when staff has a patient on the phone. We have received positive feedback from the practices and the patients and encourage each practice to participate in this initiative.

For any practices that need additional training, please reach out to Jo Calnan and she will connect you with the central scheduling team.

Telephone Encounters:

The WinPHO Quality Team will continue to work to identify any patients with outstanding measures that do not have an appointment scheduled. A telephone encounter will be sent through EPIC to the practice pool and the practice will call the patient to schedule an appointment. Please continue to monitor these pools/messages in order to get patients scheduled in a timely manner.

Family Care Center of Tewksbury

I always feel better after seeing Dr. Wilson. She's a consummate professional with an excellent bedside manner. I feel listened to and included in my care, and reassured about my concerns.

North Reading Medical Associates

Dr. Kim is an excellent listener and took time to answer all my questions & concerns. She also responds to my (written) portal questions within 24 hours - often far less.

Lahey Health Primary Care - North Andover

Dr. DeJesus is our PCP after the retirement of our 30+ year Dr. Alberto Sobrado. She is amazing and the transition was wonderful.

Woburn Medical Associates-Woburn

Dr. Albanese is a great doctor. I have been his patient for a long time and he still provides me with the same excellent care I need for my condition. His office staff is also very attentive. I always have a positive experience.

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Population Health

Diabetes Eye Exam Events

The upcoming Diabetes eye exam clinic is scheduled for the evening of Tuesday, September 10th at Reading Internal Medicine Associates. Although this event is filled, we have openings for our next clinic at Winchester Primary Care Associates on Thursday, October 3rd.

The final eye clinic of 2019 will be held at Montvale Endocrine and Diabetes Center on Thursday, November 7th with Dr. Gilbert.

Please contact Jo Calnan with any questions or to schedule interested patients for eye exams.

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 through an EPIC encounter or staff message.

BCBS HMO Diabetes Population Management

Jo Calnan is currently reviewing all pending appointments, measures/outcomes, and locating gaps in care for our BCBS HMO patients with diabetes. Information on patients requiring follow up on missing first A1cs and non-active telephone encounters were sent to Practice Coordinators on August 16th. Please contact Jo for additional information or assistance requiring follow up on missing tests or appointments.

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 in addition to at the elbow support if needed. Please contact Jo for information or assistance.

REFERRAL TIPS FOR THE MONTH

Copy Dr. Joel Solomon's Epic Referral Preference List! New providers have been added and termed providers have been removed. In addition, additional notes help to indicate how those orders are routed (if the option is available).

Internal (Epic) Schedule Order Routing is available for Winchester Hospital departments of Endocrinology, Pulmonology, Oncology, Hematology, General Surgery, Cardiology, Interventional Radiology, Pain Clinic, Wound Center, Physical Therapy, Occupational Therapy, and Diabetes Education.

External (non-Epic) Schedule Order Routing is available for the PHO specialty practices designated to Agility Orthopedics, Excel Orthopedics, North Suburban Cardiology, Digestive Health Associates, Robert J O'Brien Dermatology, DermCare (Dr. Helen Raynham), DermPhysicians (Dr. Katherine Masterpol), and North Shore Pain Management.

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WINPHO CENTRAL CONTACT NUMBERS

Patient Experience Practice Tip

The key to a proper introduction is exchanging names and using them. Additionally, it shows you are actively listening and interested.

Answer the phone introducing yourself, ask the patient's name and use it in the discussion.

Barrier to implementing:

The patient's name is difficult to pronounce or they may use a nickname.

Overcoming the barrier:

It is absolutely appropriate to acknowledge difficulty in pronunciation (you are probably not the first). Ask the patient how to properly pronounce their name and thank them. Ask the patient if they go by the name on the chart or prefer a nickname. Note the information in demographics.

Ending the call using the patient's name can have a lasting effect on how they view their conversation, which is an easy way to show you care and listened to them. This is a great tool for face to face conversations as well!

HARVARD PILGRIM HEALTHCARE

2020 Tier Reclassification for ChoiceNet and Hospital Prefer HMO and PPO Products

Effective Jan. 1, 2020

Hospitals	2020 Tier	2018-2019 Tier
Lahey Clinic Hospital	2	2
Northeast Hospital Corporation	1	1
Winchester Hospital	1	1

LCUs	2020 Tier	2018-2019 Tier
Congenial Health	2	2
Lahey Clinic	2	2
Northeast PHO	1	1
Winchester Physicians	1	2

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](#)