



NEWSLETTER First Quarter 2006

Envision the care you want to deliver - let Nova help bridge the gap.

NovaHealth Annual Physician Educational Program

"Improving the Art and Science of Medicine"



We were fortunate to have **Dr. Tom Royer** as the keynote speaker for our Annual Meeting in January. Dr. Royer, President & CEO – CHRISTUS Health System, has repeatedly received national recognition for his leadership skills and his contributions to the industry.

Dr. Royer shared many of his valuable experiences during his presentation which can be viewed from the Physician Area of the Nova website.

The evening also provided an opportunity for Nova participating providers to review some of the accomplishments of the Nova Clinical Initiatives and the work currently underway. The successes to date illustrate the value of convening multidisciplinary teams with diverse skill sets to achieve what we would be unable to accomplish alone.

Feedback after the event included:

◇Great to talk with other Nova members, Dr Royer's talk was inspiring, Speaker had many do-able points

◇Speaker interesting, very informative, Nice to hear we're on the right track

Suggested improvements included:

◇More time for interaction

◇The presentation was limited by time. I would enjoy a full interactive conference on this subject.

The evening left most who attended inspired to continue pursuing improvement and more clearly valuing the fact that our collaborative teams bring synergy from the combined clinical expertise, systems support and management talent.

Thanks to NovoNordisk for the sponsorship of the Annual Meeting and their ongoing support and collaboration around improving care for patients with diabetes.



QUALITY INITIATIVES



DIABETES UPDATE

Celebrate the Progress

The TEL Registry Diabetes Module continues to indicate improved process and outcome measures.

	12/31/2004	12/31/2005
OV Last 12 months	96%	97%
HbA1c	96%	97%
BP	95%	97%
LDL	88%	93%
MiAI / Crea Ratio	41%	64%
Eye Exam	35%	50%
SMG	15%	20%
Ref to DSME or ADEF	36%	48%
HbA1c < 7.0%	49%	52%
HbA1c > 9.0%	9%	7%
BP <= 130/80	35%	42%
LDL < 100	65%	68%

In order to continue to improve outcomes, Diabetes Education programs are scheduled in May. The programs will focus on the newly adopted glycemic control algorithm, delivery devices and setting self management goals.

Team Care Approach

The Nurse Practitioners and Physician Assistants recently attended an education program during which Dr. Stephen P. Babirak provided an update on glycemic control. Currently over 1,400 patients are linked to one of these practitioners and co-managed with a Nova PCP. Please make sure that the data entry person at the sites continues to link patients with their NP or PA in the registry. This will allow us to run reports measuring the impact of the team care approach.

ASTHMA UPDATE

The Asthma Task Force (ATF) has been working effectively to design, pilot and now fully implement the Pediatric Asthma Module. The goals set by the Task Force are as follows:

◇Severity Classification:	90%
◇Persistent Asthmatics:	
Controller Medications:	95%
Self-Management Plan (*SMP):	70%
Symptom Free Day (SFD):	50%
Average SFDs:	>10
◇Influenza:	60%
◇Peak Flow (for patients \geq 5 years):	40%

**SMP is defined as one of the following:
Action/Management Plan, School Plan or
Childcare/Preschool Plan.*

CARDIAC UPDATE

The Cardiovascular Health (CVH) module to TEL, designed by the Cardiac Task Force (CTF) in collaboration with the Diabetes Task Force (DTF) has been piloted by Drs. Albaum and Zeitlin. Nova has conducted web based training on the new module and the combined DM/CVH form and will continue to do so. The goal is to fully implement the CVH module by June 30, 2006. An instruction document outlining the uses and requirements of each part of the progress note is found on the Nova website.

The CVH module has been designed to support reporting required to obtain NCQA Heart/Stroke Recognition. It is anticipated that all Nova cardiology and neurology providers will obtain such certification. This will guarantee inclusion in the preferred tier of

specialists with Cigna and Aetna as they continue to develop their specialty networks.

OSTEOPOROSIS UPDATE

The Osteoporosis Task Force (OTF) is working on several fronts, including the development of patient education materials and a quick reference guide for osteoporosis risk factors. Nova has been conducting a series of presentations at the sites outlining the patient survey to be done to ascertain baseline data. Plans are underway for an education program to update providers on screening, treatment and outcome improvement and to present the findings of the Nova survey. We are fortunate to have Procto and Gamble working with Nova on this project, offering survey development assistance and supplying statistical specialists to help with data analysis.



*****TEL TALE*****

Email your questions, problems, comments directly to Nova without leaving TEL. Click on,

[Send Message/Comment](#)

A text box appears allowing you to enter and send your message. Nova monitors the message board frequently and responds as soon as possible. By using the message center, we can contact you easily for additional information should we need it to investigate a problem. Please include the chart number with the description of your problem.

Remember: SM Goal = A goal has been established, after review of a completed Self-Management Support Tool, a copy of which is given to the patient and a copy is retained in the chart. The Self-Management Support Tool, Healthy Changes Plan, can be found on the Nova website.

Sharing Office System Best Practices

Thomas Claffey, MD

We are asking the Site Leadership to share best practices from your sites in the areas of community resources, guidelines used in the exam room, and patient education materials. Nova is working on

documenting current Office Systems that enhance quality, focusing on three areas:

The Resource Notebook will include information about community based and specialty services that effectively compliment the care we deliver.

The Guidelines will include guidelines implemented as part of current Nova quality initiatives (i.e. Diabetes, Cardiac Stress Testing, CHF, Coumadin, Low Back Pain, Asthma, Osteoporosis) and a manageable number of other frequently used guidelines (to be recommended by you).

Patient Education Materials will include all Nova adopted materials (e.g. LBP Brochure and Video; DM Education Materials on Nova Website; NHLBI DASH Diet approved by the CTF; Asthma Materials endorsed by the ATF). We are asking the Site Leadership to send Nova their top three favorite patient education materials – other than the Nova endorsed materials.

Nova will aggregate these materials and bring them back to the Site Leadership for review.

PATHWAYS TO EXCELLENCE NEWS



The Maine Health Management Coalition, Pathways to Excellence 2006 Office System Survey letters outlining process have been sent to the sites. Please let Anne Hindley know if you haven't received yours by contacting her at ahindley@nova-health.org or by calling 846-5621. PTE's targeted date to forward collection instructions to the practices is April 24th.

NETWORK UPDATES



InterMed / CCM Physician Survey Results

The CTF conducted a survey to assess how the Nova / CCM relationship is working and identify opportunities for improvement. CCM was especially

interested to know how they can provide a better experience for our mutual patients and contribute to the improved outcome. The results showed a high level of satisfaction and identified a few areas where we might raise the bar.

Feedback included the following:

- ◇ *Very happy with our relationship*
- ◇ *Excellent physician contact, availability and good team effort*
- ◇ *Excellent access!*
- ◇ *I have consistently been pleased and impressed by the care and service that CCM provides; it has clearly changed my referral patterns over the past 5 years.*

Improvement Suggestions included:

- ◇ *EHR portal when available*
- ◇ *E-mail would be great*
- ◇ *Make clear who is the primary provider*
- ◇ *Improved communication with Nova NPs and PAs*

Please visit www.heartmaine.com, CCM's website, for further information as to the services offered and the comprehensive cardiovascular patient education information available. CCM also continues to offer an in-service on any aspect of cardiology at our individual offices.

WELCOME ABOARD

Daniel P. McCormack, is a new *Member of the NovaHealth Operations Committee*, and CEO of InterMed. Dan received his undergraduate degree in Economics from Harvard and is pursuing his MBA at the University of Southern Maine. Dan brings to the team a unique understanding of the payer perspective having served at Anthem BCBS as Executive Director of Provider Network Management. Dan also has practice management expertise having worked at the David Grant USAF Medical Center and the Bolling Air Force Base Medical Group. Dan is a highly regarded leader in the Maine health care arena and his ability to broker relationships and seek opportunities for collaboration is valued by the IPA. He also currently serves on the Board of Medical Care Development.

CONTRACTING NEWS

There is increasing conversation in the media and on the state and federal level about migrating from a health care reimbursement system founded on fee-for-service payments to a system of pay for performance (P4P), in order to provide information for patients and financial rewards for providers who deliver higher quality care.

Nova is investing time in staying informed on current trends in this area and where possible, is collaborating with payers to ensure the data used to determine quality metrics is accurate, credible and fair. Nova supports the concept of pay for performance and rewarding higher quality providers. The challenge is to find an effective methodology.

Nova is also opposed to measurements that create additional administrative work without a causal link to improved results.

WEB BASED RESOURCES

Improve Efficiency Through Use of Web Based Tools

Many staff members reluctant at first to utilize web based resources are fast becoming experts. Others are beginning to explore this opportunity. The payers with whom we partner want their web sites to be easy to navigate and to be useful. If you have any suggestions contact Anne Hindley and we will pass along your ideas.

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NovaHealth News

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