

Care Management Connection

A publication of the Michigan Care Management Resource Center



April, 2018

Volume 3 Issue 4

Patient Engagement Through Shared Decision-Making

Patient engagement combines a patient's knowledge, skill, ability and willingness to manage their health care with interventions designed to increase activation and promote positive patient behavior. The complexity of the healthcare system has many patients struggling to process, communicate and understand basic health care information and services.

One strategy to help engage patients with their health care is shared decision making. Shared decision making refers to patients, providers, and care managers discussing together the patient's condition, treatment options, benefits and risks of treatment, and patient preferences. This strategy is often used with patients who are "preference-sensitive" to conditions or treatment options.

Through shared decision making care managers and members of the health care team can assist and support patients as they consider treatment options. The

Agency for Healthcare Research and Quality has developed a 5 step approach to shared decision making titled [SHARE Approach](#). This process includes exploring and comparing the benefits, harms and risks of each option through meaningful dialogue about what matters most to the patient.

By using the SHARE approach, the patient is informed and supported by the health care team. The patient's feelings about the risks versus benefits are valued and explored. There are various modalities by which shared decision making can be conducted. A typical process is using decision aids such as leaflets, books, videos, websites or other forms of media. The decision aids provide patients with information about the risks and benefits of various treatments, which can be discussed with the health care team. A result of the SHARE approach, is the patient working together with the health care provider, and making a health care decision that is best for the patient.

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The SHARE Approach: A Model for Shared Decision Making

The SHARE Approach is a five-step process for shared decision making that includes exploring and comparing the benefits, harms, and risks of each option through meaningful dialogue about what matters most to the patient.



Shared decision making occurs when a health care provider and a patient work together to make a health care decision that is best for the patient. The optimal decision takes into account evidence-based information about available options, the provider's knowledge and experience, and the patient's values and preferences.

UPCOMING EVENTS



Click on the dates below to register for MiCMRC Complex Care Management Courses:

[April 23-26, 2018, Lansing](#)

[May 7-10, 2018, Lansing](#)

[June 11-14, 2018, Dimondale](#)

MiCMRC WEBINARS

Title: Pediatric Office Hours: Engaging Families, Common Challenges Across the Chronic Conditions

Date and Time: Tuesday, April 24th 10-11 am

Presenter: Jane Turner, MD, FAAP Professor Health Programs, Pediatrics and Human Development, Michigan State University

Register [HERE](#)

Title: Heart Failure Management

Date and Time: Wednesday, April 25th 2-3 pm

Presenter: Karen Jackson, RN MSN Care Manager, Integrated Health Associates

Register [HERE](#)

To view additional upcoming webinars see [page 2](#)

The Michigan Care Management Resource Center supports ambulatory practices statewide to implement and build upon Patient-Centered Medical Home (PCMH) and PCMH Neighborhood (PCMH-N) capabilities related to care management, population management, self-management support, and care coordination. MiCMRC provides foundational and longitudinal curriculum, tools and resources to assist practices with developing a sustainable, evidence-based clinical model for care management activities. Support for the Michigan Care Management Resource Center is provided by Blue Cross® Blue Shield® of Michigan as part of the BlueCross Value Partnerships program. Michigan Care Management Resource Center is not affiliated with or related to Blue Cross Blue Shield of Michigan nor Blue Cross Blue Shield Association .



Nursing and Social Work continuing education opportunity. For more information visit www.micmrc.org/continuing-ed

MiCMRC Questions?
For questions please [Contact Us](#)

Share Your Success Stories

Submitting your success story is as easy as clicking on the following link:

[Share Your Success Story](#)

For help submitting your success story contact us at <http://micmrc.org/contact-us>

MiCMRC 2018 CARE MANAGEMENT EDUCATIONAL WEBINARS

Title: Pediatric Office Hours: Engaging Families, Common Challenges Across the Chronic Conditions

Date and Time: Tuesday, April 24th 10-11 am

Presenter: Jane Turner, MD, FAAP

Professor Health Programs, Pediatrics and Human Development, Michigan State University

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Title: Heart Failure Management

Date and Time: Wednesday, April 25th 2-3 pm

Presenter: Karen Jackson, RN MSN

Care Manager, Integrated Health Associates

Register [HERE](#)

Title: Advance Care Planning 101

Date and Time: Wednesday, May 23rd 2-3 pm

Presenter: Carolyn Stramecki, MHSA

Consultant, Advance Care Planning – Michigan, Michigan Primary Care Consortium

Register [HERE](#)

Title: Michigan Physician Orders for Scope of Treatment (MI-POST)

Date and Time: Wednesday, June 13th 2-3 pm

Presenter: Carolyn Stramecki, MHSA

Consultant, Advance Care Planning – Michigan, Michigan Primary Care Consortium

Register [HERE](#)

Multi-payer Billing and Documentation Grid-Now Available

SIM PCMH Initiative practices use G and CPT Tracking Codes to document the delivery of care management and coordination services to Medicaid patients. Commercial payers (e.g., BCBSM and Priority Health) use G and CPT billing codes for the submission of claims for eligible services delivered to commercial patients. In an effort to be helpful to POs and practices, and G and CPT care management code guide is now available as a resource for POs and practices. It also includes information for CPC+ practices that also participate in SIM. The multi-payer grid will be updated on a quarterly basis and posted on the Care Management Resource Center website at <http://micmrc.org/training/care-management-billing-resources>

Announcing Pediatric Office Hours for 2018

Open to All Michigan Care Management Team Members

In response to requests for care management curriculum with a focus on pediatric topics, the State Innovation Model PCMH Initiative is announcing a series of three Pediatric Office Hours in 2018.

The first Pediatric Office hours will be this Spring:

Date: Tuesday, April 24th 10 am-11 am.

Topic: “Engaging Families, Common Challenges Across the Chronic Conditions”.

Presenter: Jane Turner, MD, FAAP, Professor Health Programs, Pediatrics and Human Development, Michigan State University.

This presentation is supported by Funding Opportunity Number CMS-1G1-14-001 from the U.S. Department of Health and Human Services (HHS), Centers for Medicare and Medicaid Services. The content provided is solely the responsibility of the authors and does not necessarily represent the official views of HHS or any of its agencies.

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 interested Michigan Care Management team members.

MiCMRC Complex Care Management Course 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](#)

Upcoming CCM course dates and course registration:

April 23-26 | Lansing MI | [REGISTER HERE](#) | Registration deadline: April 19th, 2018

May 7-10 | Lansing MI | [REGISTER HERE](#) | Registration deadline: May 3rd, 2018

June 11-14 | Dimondale MI | [REGISTER HERE](#) | Registration deadline: June 7th, 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

**Provider Delivered Care Management (PDCM)
Blue Distinction Total Care (BDTC)
High Intensity Care Model (HICM)**

Monthly Billing Q & A Sessions

On a monthly basis, Blue Cross Blue Shield of Michigan will conduct a question and answer session via WebEx relating to questions you may have after you've completed the online Billing/Coding course regarding these programs. They are scheduled for the first Thursday of each month from 12:00 – 1:00 for 2018. Below is the 2018 scheduled question and answer sessions.

Please do not ask specific questions about claims. If you have an issue, you should contact your provider consultant for assistance or you can submit an inquiry to valuepartnerships@bcbsm.com. For additional billing resources visit <http://micmrc.org/training/care-management-billing-resources>

Below are the dates and WebEx information to join the conference call.

Barbara Brady invites you to an online meeting using WebEx.

To join this meeting (Now from mobile devices!)

1. Go to <https://bcbsm.webex.com/bcbsm/j.php?MTID=m4b96f6a21bf31261e0162488e206e731>
2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: pgip
4. Click "Join".
5. Follow the instructions that appear on your screen.

Teleconference information

1. Please call one of the following numbers:
Toll-Free: 1-800-4625837
Local: 1-313-2254000
2. Follow the instructions that you hear on the phone.
Your Cisco Unified MeetingPlace meeting ID: 735 921 157

To join this meeting from bcbsm.webex.com

Meeting Number: 735 921 157

Meeting Password: pgip

<https://www.webex.com>

- May 3rd
- June 7th
- July 5th
- August 2nd
- September 6th
- October 4th
- November 1st
- December 6th

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Care Managers as effective coaches and/or partners ask “What’s important to you?” as well as “What is the matter?” Viewing the healthcare experience through the eyes of our patients helps us become more responsive to patients’ needs. For more information about patient engagement and shared decision making visit micmrc.org and click on the [Patient Engagement](#) page where you will find various resources and tools.

References

HIMSS Health Care News May 1, 2015

Health Affairs. Health Policy Brief: Patient engagement: People actively involved in their healthcare and health care tend to have better outcomes-and some evidence suggests, lower costs. February 13th, 2014 retrieved from

Barry, J., Edgman-Levitan, S. 2012. Shared decision making – The pinnacle of patient-centered care. New England Journal of Medicine. 366:9.

Agency for Healthcare and Research and Quality. SHARE Approach. A Model for Shared Decision-Making. Retrieved from <https://www.ahrq.gov/professionals/education/curriculum-tools/shareddecisionmaking/tools/sharefactsheet/index.html>

MiCMRC Approved Self-Management Support Courses and Resources Update

To access the list of the MiCMRC approved Self-Management Support courses, [click here](#). 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. For “Self-Management Support Tools and Resources” [click here](#).

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

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 www.micmrc.org

Also, for Patient Engagement resources [click here](#)

[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