

## Getting the Year Off to a Quality Start

As the calendar changes, so do measures of quality and program goals. Like a New Year's resolution, changes reflect on the past year and target improvement. Therefore, it is important to identify the 2018 programs and quality measures for your practice and patient population.

The best path to improved performance requires that the physician office practice team members know the goals of the programs and the quality metrics which their practice will work on. Just as we encourage our patients to take SMART goals, we must also plan specific actions to achieve the program and quality measure goals. This knowledge empowers the physician office team members to consider how their work, and potentially the changes in their daily work, supports the quality measures and goals of the practice.

If you are unsure what has changed for 2018 or new to your practice, this is the perfect time to investigate. Here are a few tips:

Learn about resources in your practice related to quality including types of quality reports and how are the quality reports shared. Ask "Who are the quality experts in my practice? For example, program or quality experts might be an office manager, a care coordinator, or a practice transformation coach.

Learn which programs are important to your practice. If your office is a Patient Centered Medical Home (PCMH), which areas is your office working on this year?

Michigan primary care practices may be participating in multiple programs and/or demonstration programs. For 2018, several care management programs, including Provider Delivered Care Management and the State Innovation Model PCMH, require more patients to be served by care management. How will your team get there? Will you work on patient engagement? New referrals? Setting aside more time for warm handoffs or team conferences?

While other programs, like Comprehensive Primary Care Plus (CPC+), focus on patient targeting and complexity. Will you have new tools this year? Do you know how to get them?

The Michigan Care Management Resource Center has a Care Manager Measure Map for new care managers. This tool lists common questions to guide a conversation about quality measures and programs, and includes space for notes. To access this tool click here

For additional Quality resources:

Michigan Care Management Resource Center <http://micmrc.org/topics/quality-and-population-health-management>

MiCMRC recorded webinar: "Quality Metrics in Ambulatory Care" (click here)

## UPCOMING EVENTS



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

[March 5-8, 2018 Lansing](#)

[April 9-12, 2018 Lansing](#)

### MiCMRC CARE MANAGEMENT EDUCATIONAL WEBINAR

**Date and Time:** Wednesday  
February 14 2-3 pm

**Title:** Managing Hypertension

**Presenter:** Kristina Dawkins, MPH,  
Clinical and Public Health Consultant  
Michigan Department of Health and Human Services  
Cardiovascular Health, Nutrition, and  
Physical Activity Section  
Heart Disease and Stroke Prevention Unit

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](http://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:** Managing Hypertension  
**Date and Time:** Wednesday February 14<sup>th</sup> 2-3 pm  
**Presenter:** Kristina Dawkins, MPH, Clinical and Public Health Consultant  
Michigan Department of Health and Human Services  
Cardiovascular Health, Nutrition, and Physical Activity Section  
Heart Disease and Stroke Prevention Unit  
Register [HERE](#)



**Title:** Heart Failure Self-Management Through Diet  
**Date and Time:** Wednesday February 28<sup>th</sup> 2-3 pm  
**Presenters:** Emily Matson, MS and Theresa Han-Markey, MS, RD Bio Nutrition Manager  
U-M Nutrition Obesity Research Center  
Register [HERE](#)

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**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/>

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**Blue Cross Blue Shield of Michigan Online Provider Delivered Care Management Billing Training course**

The Blue Cross Blue Shield of Michigan (BCBSM) Provider Delivered Care Management (PDCM), Blue Distinction Total Care (BDTC) and High Intensity Care Model (HICM) Billing Online Course is now offered via web-based training. The PDCM/BDTC/HICM Billing Course is available for viewing at your convenience.

To access the Blue Cross PDCM/BDTC/HICM Billing Online Course [click here](#).

To access the Blue Cross PDCM/BDTC Payment Policy and Billing Guidelines [click here](#)

**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](mailto: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.

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To join this meeting (Now from mobile devices!)  
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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.

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Teleconference information  
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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

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To join this meeting from bcbsm.webex.com  
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Meeting Number: 735 921 157  
Meeting Password: pgip  
<https://www.webex.com>

February 1<sup>st</sup>

March 1<sup>st</sup>

April 5<sup>th</sup>

May 3<sup>rd</sup>

June 7<sup>th</sup>

July 5<sup>th</sup>

August 2<sup>nd</sup>

September 6<sup>th</sup>

October 4<sup>th</sup>

November 1<sup>st</sup>

December 6<sup>th</sup>

## Coming Soon! MiCMRC Patient and Family Engagement New eLearning Course

Early in 2018 MiCMRC will release an eLearning module on Patient and Family Engagement (PFE) as part of its “Basic Care Management Program”. This online opportunity will allow you to learn at your own pace, whatever time is best for you! The “Basic Care Management Program” addresses Care Manager and Care Coordinator foundational skills for daily work, using an interactive format.

Patient engagement refers to the actions an individual takes to obtain the greatest benefit from the health care services available to them. This module will address concepts integral to PFE, list potential challenges to effective PFE, incorporate evidence-based engagement strategies when working with patients and families, and increase awareness of the positive outcomes for successful PFE.

Check back soon to [www.micmrc.org](http://www.micmrc.org) to access this new MiCMRC Care Management eLearning course.

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### 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:**

March 5- 8 |Lansing, MI | [REGISTER HERE](#) | Registration deadline: March 1<sup>st</sup>, 2018

April 9-12|Lansing, MI | [REGISTER HERE](#) | Registration deadline: April 5th, 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](mailto:micmrc-ccm-course@med.umich.edu)

For questions please contact : [micmrc-ccm-course@med.umich.edu](mailto:micmrc-ccm-course@med.umich.edu)