Care Management Connection

A publication of the Michigan Care Management Resource Center

miCMRC

Strategies to Help Patients Engage in the Management of Their Health Care

The Center for Advancing Health defines patient engagement as "*Actions individuals must take to obtain the greatest benefit from the health care services available to them. Engagement is not synonymous with compliance. Engagement signifies that a person is involved in a process in which he or she harmonizes robust information and professional advice with his or her own needs, preferences, and abilities in order to prevent, manage, and cure disease.*"

When developing strategies to support patient engagement one needs to keep in mind that these processes are not as straightforward for vulnerable patients, those who are older, have literacy issues, mentally or cognitively impaired, or must manage complex treatment regimens. Many times patients rely on friends and family to provide assistance with accessing care, speaking with the provider, and making treatment decisions. Evidence so far has indicated that when active family members are involved with the visit this leads to increased patient satisfaction with their provider, and patients participate more in decision making. Aside from family involvement, there are additional strategies to address and promote engagement.

Patient Portal

Technology today has been finding its way into the primary care office in an attempt to increase patient engagement. One of these platforms is the patient portal. The **patient portal** is a secure online website that allows patients to communicate with their provider, receive test results, and even check in for upcoming appointments. Portals allow patients access to their medical record 24 hours a day. This technology allows patients to have more control over their healthcare and increases engagement. However, a patient portal may not be reliable for older patients, those with health literacy concerns, or those who may lack an internet connection. Primary care practices should educate their patients on the use of the portal and ensure family and other care givers are aware of it as well. Additional tools that can lead to successful engagement may include online prescription refills and secure emailing between providers and patients.

Touch Points

There are various touchpoints for a patient during the physician office visit. This may include:

- Receptionist at time of check in
- Video in the waiting room
- Interaction with Medical Assistant during vitals
- Physician during the initial exam
- Care manager meeting
- Check out with receptionist
- After visit summary document

UPCOMING EVENTS

VIEW OUR UPCOMING COURSES

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

July 9-12, 2018, Lansing

July 23-26, 2018, Dimondale

August 6-9, 2018, Dimondale

MiCMRC WEBINARS

Title: 2018 Update in Standards of Care for Management of Diabetes
Date and Time: Friday, July 27th 12:30-1:30 pm
Register HERE

Title: Advance Care Planning Conversation Basics
Date and Time: Wednesday, August 8th 2-3 pm
Presenter: Carol Robinson DNP, MS, BSN, RN, CHPN®
Community Coordinator, Making Choices Michigan
Register HERE

Title: Management of Acute Exacerbation of COPD
Date and Time: Wednesday, August 22nd 2-3 pm
Presenter: Catherine Meldrum PhD MS RN CCRC
Clinical Nurse IV, Lung Volume Reduction Surgery Program Coordinator, Department of Internal Medicine, Division of Pulmonary & Critical Care, Michigan Medicine
Register HERE

MiCMRC 2018 CARE MANAGEMENT EDUCATIONAL WEBINARS

Title: 2018 Update in Standards of Care for Management of Diabetes
Date and Time: Friday, July 27th, 12:30-1:30 pm
Presenter: Jill Vollbrecht, MD
Endocrinology, Munson Medical Center

AMA: Munson Medical Center is accredited by the Michigan State Medical Society to provide continuing Medical Education for Physicians.
Munson Medical Center designates this live activity for a maximum of 1 *AMA PRA Category 1 Credits™.* Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Register **here**

Title: Advance Care Planning Conversation Basics
Date and Time: Wednesday, August 8th 2-3 pm
Presenter: Carol Robinson DNP, MS, BSN, RN, CHPN®
Community Coordinator, Making Choices Michigan

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

This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM® board certified case managers. The course is approved for 1.0 CE contact hour(s). Live Webinar Activity code: I00032397 Approval Number: 180002075
To claim these CEs, log into your CCMC Dashboard
at **www.ccmcertification.org**

Register **HERE**

For questions, please submit to **micmrc-requests@med.umich.edu**

Educational CE Offering: MiCMRC Educational Webinar "Management of Acute Exacerbations of COPD"

The MiCMRC Educational Webinar: "Management of Acute Exacerbations of COPD" will discuss signs, symptoms, and patient presentation indicative of COPD disease exacerbation and relate those findings to the levels of urgency for action. Expert presenter is Catherine A. Meldrum, PhD MS RN CCRC. Dr. Meldrum is a lecturer at Eastern Michigan University School of Nursing, and Clinical Nurse IV, Michigan Medicine Lung Volume Reduction Surgery Program Coordinator, Department of Internal Medicine, Division of Pulmonary & Critical Care Medicine.

Nursing, Social Work, and CCMC continuing education contact hours for the "Management of Acute Exacerbations of COPD" webinar may be obtained by one of the following activities:

- Attend the live webinar on August 22, 2018 from 2:00 - 3:00 pm **-OR-**

- Listen to the recorded webinar which will be available soon after the live presentation.

To Register for the Live webinar: http://micmrc.org/

Following the webinar a CE request link will be posted on **http://micmrc.org/**. Click this link to initiate a request for CE Credit. This will generate an email message containing a link to complete the CE request and required evaluation form. Follow the CE instructions contained in the email. Once the required evaluation is submitted, an email will be sent containing the CE certificate.

The CE request process will be the same for the recorded webinar. CE credit for viewing the recorded webinar will be available until June 12, 2020.

Continuing Education Nursing, Social Work and CCMC

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)

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This program has been pre-approved by The Commission for Case Manager Certification to provide continuing education credit to CCM® board certified case managers. The course is approved for 1.0 CE contact hour(s). Live Webinar Activity code: I00032652 Approval Number: 180002334
To claim these CEs, log into your CCMC Dashboard at **www.ccmcertification.org.**

For questions, please submit to **micmrc-requests@med.umich.edu**

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/**

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:

July 9-12 |Lansing MI |**REGISTER HERE** | Registration deadline: July 5, 2018

July 23-26 |Dimondale |**REGISTER HERE** | Registration deadline: July 19, 2018

August 6-9 |Dimondale |**REGISTER HERE**| Registration deadline: August 2, 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!)
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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.

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

To join this meeting from bcbsm.webex.com

Meeting Number: 735 921 157
Meeting Password: pgip
https://www.webex.com

July 5th
August 2nd
September 6th
October 4th
November 1st
December 6th

In addition, practices can provide educational materials pertaining to chronic disease management in various ways, such as in the lobby or waiting room. This may include educational posters or computer kiosks. Additionally, the receptionist at the end of a call with the patient could ask them to hold to listen to a short recorded message on the improvement of their health care services.

Social Media

It's been estimated that between 75% and 80% of internet users have researched health information. Of those, 60% stated that information found online played a role in their decision of how to treat a medical condition, 56% stated it changed their approach to health management, and 53% stated it led them to ask specific questions with their provider. In some cases, many will turn to social media by the time their search is completed. (Markham et al.)

Social media refers to any tool or platform for interactive or social sharing of information. Social media has become an established mode of communication in our current society. Among Americans, 86% are internet users, with 80% using Facebook, 32 % using Instagram, and 24% using twitter. Therefore, it is unlikely that one standard website will be adequate enough to improve patient engagement. Health care organizations are moving towards models providing more interactivity. Be sure to check with your practice and their use of social media. (Markham et al.)

There are six key overall benefits of applying different formats of social media to health issues:

- Increased interaction with others
- More available, shared and tailored information
- Widening access to health information
- Peer support
- Public health surveillance
- Potential to influence health policy

Care Management

Care Managers have a unique role in helping patients engage in their healthcare. One way to help with engagement is addressing health literacy issues. By doing so, information can be personalized for the patient and reinforced by the Care Manager. Information has a greater impact when it is personalized and reinforced by verbal information from the care team. Shared decision making also helps involve patients. This is accomplished by including them with the care team to make decisions regarding tests, treatments, and management based on clinical evidence and the patient's preference. Patient decision aids such as one-page sheets outlining options, informational DVDs, detailed brochures, or interactive websites can potentially benefit the patient with the shared decision making process.

For more information on patient engagement visit **http://micmrc.org/topics/patient-engagement-0**

References

Markham, M.J., Gentile, D., & Graham, D. (2017). Social media for networking, professional development, and patient engagement. *American Society of Clinical Oncology ASCO Educational Book*. 782-87. **https://www.researchgate.net/profile/Dirk_Schadendorf/publication/317270400_Advances_in_the_Treatment_of_Advanced_Extracutaneous_Melanomas_and_Nonmelanoma_Skin_Cancers/links/593cff5f458515e398360b91/Advances-in-the-Treatment-of-Advanced-Extracutaneous-Melanomas-and-Nonmelanoma-Skin-Cancers.pdf#page=807**

Wolf, J.L., Clayman, M.L., Rabins, P., Cook, M.A. & Roter,D.L. (2012). An exploration of patient and family engagement in routine primary care visits. *Health Expectations*. (18):188-98.

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Strategies for Improving Patient Engagement through Health IT. Retrieved from **https://www.healthit.gov/sites/default/files/playbook/pdf/improving-patient-engagement-through-health-it.pdf**

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