Saint Francis PHO Annual Meeting and Election

IMPORTANT!

*****PLEASE NOTE—DATE CHANGE*****
TO MONDAY, APRIL 21st

From the PHO President & CEO...

Dear PHO Physician:

The PHO Annual Meeting and Election is scheduled for Monday, April 21, 2003. The meeting is designed to provide physician members with a concise overview of PHO activities. The focus will be on 2002 results and 2003 priorities.

The challenges facing providers today are numerous. The PHO has initiatives designed to increase revenues and decrease expenses. The physician leaders on the PHO Board of Directors are committed to improving the economic well being of PHO members. Your feedback to the Board of Directors is critical as we establish priorities for 2003.

Please take advantage of this opportunity to be informed of initiatives the PHO is undertaking on your behalf. The annual meeting is designed to provide you with this valuable update in a concise format. I encourage all of you to take advantage of this opportunity.

I look forward to seeing you on the 21st.

Regards,

Jess Kupec

95 Woodland Street * 4th Floor * Hartford, CT 06105 * A Saint Francis Care Provider
visit our website at www.saintfrancispho.org
Did you know that you can access this edition, as well as archived editions, of Milestones on our website?
The PHO APRN Program Utilizes Multidisciplinary Approach to Disease Management
By: Rose Stamilio, MSN, BSN, Director of Medical Management

The PHO APRN Community Program is committed to enhance patient management and improve clinical and financial outcomes of patients with chronic disease or high utilization of services. Complex conditions such as Asthma, CHF, COPD, and Diabetes or multiple coexisting diseases often require the care of several providers. Greater coordination between health services, better management of chronic conditions, including interventions that reduce risk behaviors, and enhanced individual self-management may reduce the progression of these diseases.

The key component of the APRN program is the utilization of a multi-disciplinary approach designed to serve the needs of these patients across the continuum. This approach encourages the development of effective solutions as well as optimal use of resources for those patients that require a multiplicity of medical and psychosocial needs.

The APRN Model developed three multi-disciplinary teams:

- Diabetes
- Pulmonary
- Cardiac

Each team meets quarterly and consists of providers involved in patient care, including representation from the health plans. This team approach provides a vehicle to link all the providers in the disease management process, and identify opportunities to improve the delivery of care.

Utilizing this approach, the goals for this integrated disease management process include:

- Increase quality of life and improve health outcomes, with specific focus on Asthma, CHF, COPD and Diabetes
- Reduce preventable hospital admissions and inappropriate Emergency Department utilization
- Prevent or delay the progression of these chronic diseases

Ongoing quality improvement initiatives are inherent to disease management. The importance of such initiatives will only grow as managed care organizations implement Health Plan Employer Data Information Set (HEDIS). The HEDIS performance measures are used to gauge and improve the quality in the management of these diseases. Quality pertains not only to the skill with which the care is delivered, but also, to the appropriateness, consistency and soundness of the care.

All three teams have identified the need to improve patient education as well as enhance staff education in the treatment of these diseases. A recent patient education session “Living with Congestive Heart Failure” was offered to the community. The Pulmonary Team is developing a Pulmonary Care Educational Program for the staff at Saint Francis Hospital & Medical Center that will be offered on June 2.

An essential ingredient in effective management of these diseases is the education of patients, families, physicians and other health care providers. With improved knowledge, those involved will be better prepared to make informed decisions, develop effective management plans and comply with standards of care. Success will be achieved when compliance is improved in the management of these chronic diseases and better outcomes are seen.

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To make a referral, call the PHO toll free line 1-888-310-4412
The deadline for compliance with the HIPAA Privacy Standards is just days away – April 14, 2003! In an effort to help its physician offices comply with HIPAA’s standards, the Saint Francis PHO and Cummings and Lockwood, LLC rolled-out a HIPAA compliance program to PHO physicians in 2001. This comprehensive program included on-site information technology (IT) and physical plant security assessments, HIPAA compliant summaries, forms, and policies and participation in several workgroups.

As a result of this initial program generating modest physician interest, the PHO worked with Cummings & Lockwood to develop a basic compliance program. The basic program provided PHO physician offices with HIPAA manuals, which contained all of the necessary summaries, forms and policies, and participation in a 2-hour workgroup session. The workgroups for the basic program were held during February and March of this year.

Physician offices that have taken no action to become HIPAA compliant should consider that according to the Department of Health and Human Services (DHHS), the average health care provider must perform the following six basic compliance activities:

1. Designate a Privacy Officer to oversee compliance
2. Notify patients about their rights and how their health information will be used/disclosed
3. Adopt and implement policies and procedures
4. Secure health information to limit access to those with a “need to know”
5. Enter into Business Associate Agreements
6. Train workforce members

Physicians interested in purchasing the HIPAA manuals may still do so by contacting the PHO office at 714.5606. Also available, at a minimal cost, are HIPAA forms – Consent & Acknowledgement, Notice of Privacy Practices and Authorization – translated into Spanish.
Saint Francis Hospital and Medical Center, in collaboration with the Department of Orthopedic Surgery, has introduced a program.

**New PHO Physicians**

Please join us in welcoming the following physicians to the PHO....

<table>
<thead>
<tr>
<th><strong>Physician</strong></th>
<th><strong>Primary Specialty</strong></th>
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<tbody>
<tr>
<td>Anton Alerte, M.D.</td>
<td>Pediatrics</td>
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<tr>
<td>Kirstin Anderson, M.D.</td>
<td>Pediatrics</td>
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<tr>
<td>Michele Apiado, M.D.</td>
<td>Family Practice</td>
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<tr>
<td>Robert Babkowski, M.D.</td>
<td>Pathology</td>
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<tr>
<td>Donna Boccelli, D.P.M.</td>
<td>Podiatry</td>
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<tr>
<td>Albert Kozar, D.O.</td>
<td>Family Practice &amp; Osteopathic Manipulative Treatment</td>
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<tr>
<td>Thomas McLarney, M.D.</td>
<td>Family Practice</td>
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<tr>
<td>Joerg Rathmann, M.D.</td>
<td>Hematology/Oncology</td>
</tr>
<tr>
<td>Clifford Rosenberg M.D.</td>
<td>Family Practice</td>
</tr>
<tr>
<td>Lisabeth Shlansky, M.D.</td>
<td>Obstetrics/Gynecology</td>
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<tr>
<td>Brett Volpe, M.D.</td>
<td>Internal Medicine/Pulmonary Medicine</td>
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<tr>
<td>Ruth Weissberger, M.D.</td>
<td>Internal Medicine</td>
</tr>
<tr>
<td>Kristen Winters, D.P.M.</td>
<td>Podiatry</td>
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Mark Your Calendars!

it’s time once again for...

The Seventh Annual PHO Managed Care Fair

Date:  Tuesday, May 13, 2003
Time:  8:00 a.m.—2:00 p.m.
Place:  The Center for Health Enhancement
   95 Woodland Street, 2nd Floor
   Hartford, CT  06105

Invited Attendees:  Aetna  AIM
       Anthem BC/BS  CIGNA
       CMIC  Colonial
       ConnectiCare  Covenant
       Health CT  Health Consultants
       Oxford (Medspan)  PHO Medical Management
       MultiPlan  NIA
       Northeast Direct  PHCS
       SFH&MC Health Learning Center

This is your chance to speak directly with a payor representative!
Get updated payor materials!

Also… don’t forget:
   PHO Door Prize!
   Payor Door Prizes!
   PHO Provider Directories!
   Payor Directory Information!
   Giveaways!
   Breakfast/Lunch at the PHO Café!
New Unit Opens at the Rehabilitation Hospital of Connecticut

The Rehabilitation Hospital of Connecticut opened an additional unit on March 10 for general rehabilitation patients. Patients in need of intensive rehabilitation who have undergone open heart surgery, or other surgical procedures, are debilitated from long hospitalization, or have complex medical and wound care needs are ideal candidates for the new unit, which is designated as 4 South. The Medical Director for the general rehabilitation program is Thomas Miller, M.D., a specialist in physical medicine and rehabilitation who is also board certified in internal medicine. A multi-disciplinary team, including physician extenders, rehabilitation nurses, physical, occupational and speech therapists, case managers and social workers; pharmacists, and dietitians, cares for patients in the program.

Information Regarding CAQH
By Hermennie Carrara, Network Representative

I’m sure by now you have heard about the Council for Affordable Quality Healthcare (CAQH); probably have even been approached to purchase the product. The following will clarify the Saint Francis PHO’s position regarding CAQH in regard to the payors under the PHO’s umbrella (see list below):

- The PHO has verified with all PHO payors their commitment to continue working through us – even though some of them are participating in the CAQH credentialing initiative.
- The payors will continue to accept the PHO application, credentialing and recredentialing processes.
- A PHO physician is not required to purchase CAQH in order to be participating with any of the following PHO payors:

**Saint Francis PHO Commercial Contracts**

- Aetna
- CIGNA
- Colonial Cooperative Care
- Concentra Managed Care, Inc.
- Connecticare, Inc.
- CorVel Corporation
- First Health Network
- Health Connecticut
- Health Payors Organization
- Medview Services, Inc. (CCN)
- MultiPlan, Inc.
- NorthEast Direct Health
- Oxford Health Plans (including any remaining MedSpan business)
- Pioneer HealthCare
- Private Health Care Systems (PHCS)