

MEMBER NEWSLETTER

Quarterly Newsletter from Hawai'i Health Partners

2nd Quarter 2020

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A Letter from Dr. Gerard Livaudais

Dear Colleagues,

We are living in interesting times. The COVID-19 pandemic has changed us, moving both society and health care into a new and uncharted era. Personal space has new meaning. The way we interact with each other and our patients changed overnight (all together, 6' apart). Now more than ever, technology has reshaped our lives, becoming a mainstay of health care, providing a means of support, connection, and creativity both at home and work (seen TikTok lately?). Public health is now everyone's personal concern. We're all thinking twice about use of public shared spaces, large events, and travel - including how and where we'll receive care.

There's also no shortage of tough developments: the economy having sudden and high levels of unemployment, loss of income and insurance, and worsening situation of vulnerable populations. This might be the pandemic's other second wave - impacting health by affecting social determinants of health.

As Hawai'i's Pacific Health looks to post-COVID-19 times, one of many challenges is strategizing how to resume elective and preventative care. New infection precautions and workflows will affect how fast care resumes and the number of patients able to be seen in a day. But as with any huge, tectonic change, there's opportunity. The COVID-19 pandemic has been an exercise in extreme prioritization. We have quickly learned how to do things very differently, with less risk and sometimes, with more efficiency (e.g. telehealth and population health management).

The Way Forward

COVID-19 has likely permanently reshaped health care. Caring for patients in our traditional fashion is no longer the only way. Going forward will look very different. The foundation is unchanged; establish trusting relationships with our patients.

On that foundation, the post-COVID-19 redesign focuses on four things: necessary care (unclear how much elective care will return), virtual care (the explosion of telehealth), population care (disease management programs) and distributed care. That last term might not be familiar.

Distributed care is simply moving care closer to the patient's home and easily defined by examples: hospital at home, remote monitoring, mobile diagnostic tests, expanded clinical services in pharmacies, ambulatory surgery and infusion centers. This is a big shift from the traditional hospital-centric approach. Hospitals will go on to serve a vital but very specific role for only the most acute/severe problems where inpatient treatment would be the right place and most appropriate choice.

A Letter continued

The COVID-19 pandemic is shining a bright light on existing structural disparities and the effects of social determinants of health. Health care has everything to gain by really getting after selecting the appropriate screening tools; creating workflows that engage, track, and collaborating with community organizations. Our part is to ask about social determinants and help connect patients with solutions. We can do that.

Thinking Ahead...

The way out is going forward, not backward, so, what is the future of medicine? How will you excel during and after COVID-19? What are your hopes and fears? A way to begin is by focusing on (1) necessary, (2) virtual, (3) population and (4) distributed care to the fullest extent possible in each and every specialty area.

Ask yourself the following questions:

1. How much of my practice activity is "necessary" versus "elective"?
 - How would I adjust if elective care volume dropped off permanently?
 - Even with necessary care, are there any unnecessary steps, tests or procedures?
2. How much of what I do could be done virtually?
 - What creative ways can I safely employ to distribute/deliver necessary care at home, school or workplace?
3. Are there new efficiencies for my practice operations, such as work from home, for me and members of my team?

Over the coming weeks, we will reach out to many of you across various specialties to ask your thoughts. You are all invited to this conversation. We will do this together.

Like you, we are grateful that our state leaders implemented early measures, and so far we have not seen signs that the pandemic matches our worst fears. Thank you for all that you do, for all of your small and large sacrifices, and for your steadfast presence and courage. Look forward to what we will create together.



Gerard Livaudais, MD, MPH, FACP
Executive Vice President
Population Health and Provider Networks

New and Noteworthy

COVID-19 Population Health Virtual Care Team Management

During the COVID-19 crisis, Hawai'i Pacific's Health's approach to population health management kick started a new initiative to help providers deliver an expanded scope of care to COVID-19 patients.

[COVID-19 Population Health Virtual Care Team Management](#) provides the following services:

1. [COVID-19 Test Registry Management](#)
2. A 14-day [COVID-19 Patient Monitoring](#)

These services differ from the HPH COVID-19 Virtual Clinic's video and phone visits, which are more acute care focused, whereas population health is from a population health perspective.

Hours of Operation*

Monday – Friday
8:00 a.m. to 3:30 p.m.

Saturdays & Sundays
9:00 a.m. to 12:00 p.m.

Contact Information

(808) 462-5430 (press 5)

How to Refer a Patient

1. Submit an EPIC referral to HHP Complex Care:
 - Type "COVID-19" as your "Reason for Referral"
2. Call the COVID-19 Population Health Virtual Care Team Management directly at (808) 462-5430 (press 5)

**hours are subject to change based on demand*

Weekly HHP/HPH COVID-19 Updates Webinar Series

Members of the Hawai'i Pacific Health and Hawai'i Health Partners leadership teams have been providing a weekly webinar series open to Hawai'i's community health care providers, provider organizations and leaders. Webinar access instructions are sent out on the Friday before, with a reminder on the day of.

Questions? Contact us at Info@hawaiihealthpartners.org

Visit the [HHP website here](#) to view past COVID-19 webinars.

To claim CME credit for past webinars, contact hphcontinuingeduc@hawaiipacifichealth.org.

Details

- CE/CME credit available
- Attendees will be able to submit questions during Q&A session
- Recordings of the meetings and pdfs of the presentation are available the next day on the HHP website

Webinar Tips

- You do not need to call/dial-in to the webinar. You cannot unmute yourself.
- Recommended: Join via a computer (e.g. laptop, desktop)
- Joining via smartphone. [Download](#) the Microsoft Teams mobile app.
- Attendees will be able to submit questions during a Q&A session via the "Live event Q&A" section.
- A recording of the webinar and PDF of the presentation will be available the next day on the [HHP website](#).

COVID-19 Survey from the State of Hawai'i Emergency Management Agency (HI-EMA) for Health Care Providers

The following survey is a statewide needs assessments by the Hawaii Emergency Management Agency (HIEMA), which oversees the response for medical care and public health. HIEMA is working to coordinate the community response to & recovery from the COVID-19 pandemic. The survey will take about 5-10 minutes to complete and is voluntary. Please consider contributing your experience and input to these data gathering efforts; it's a simple way to give back to our community.

Survey for Hawai'i Statewide Telemedicine Needs Assessment

- **Deadline is Monday, May 11, 2020 at 5:00 p.m.**
- [Click here](#) to take the survey, or copy and paste this address into your web browser: www.surveymonkey.com/r/hiema-telemedicine-survey

Questions?

Contact Dr. Aimee Grace at amgrace@hawaii.edu

What

This survey is a statewide needs assessment of telemedicine readiness. Critical to an effective statewide response to COVID-19 is to ensure all of Hawaii's populations have access to health care.

Purpose

To identify current telemedicine capacity across Hawai'i, determine readiness to increase that capacity, identify gaps for planning purposes, and measure telemedicine utilization pre- and post-COVID-19 public health emergency.

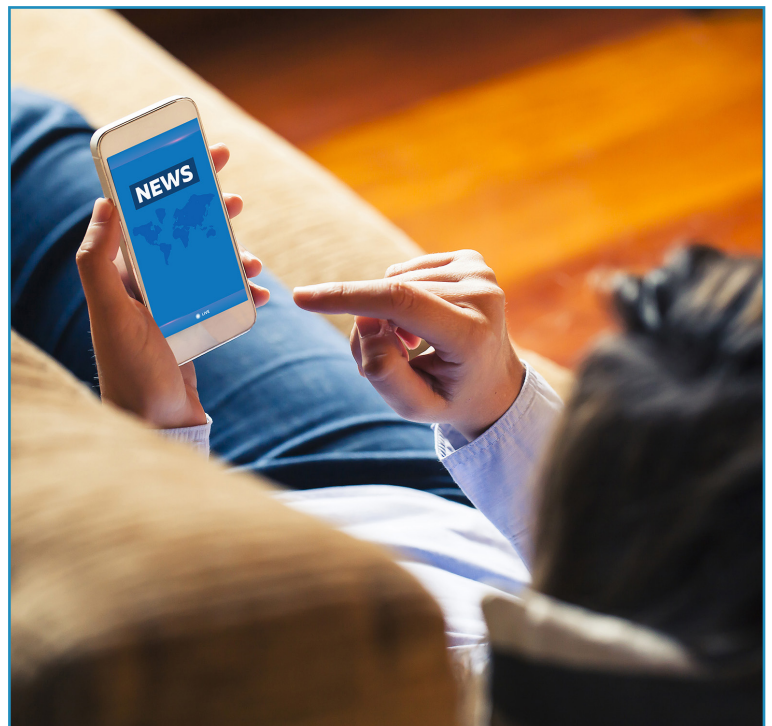
HPH eConnect for HHP Provider Members

We anticipate HPH eConnect becoming one of our primary forms of communication connecting us and our provider members; to be used for the distribution of our newsletters, PRN bulletins, and information regarding initiatives and programs such as the Quality Performance and Shared Savings Programs (QPP/SSP).

Recent Communications

You should have received either an email or mobile app notification via HPH eConnect information regarding free antibody testing and N95 FIT testing for HHP providers.

[Click here](#) to learn more about HPH eConnect and how to sign up.



Reminder & Notices

Expanded Services for COVID-19: HHP Central Support

Effective March 26, 2020 – “HHP Central Support” services were expanded to include answering provider questions regarding COVID-19.

Questions and concerns can be submitted via EPIC or by phone call. The service line will continue to support providers in other areas, including Behavioral Health care coordination, DME/Supply Orders & HHP Network Access.

Hours of Operation

Monday to Friday | 8:00 a.m. to 4:00 p.m.

Phone: (808) 462-5104

1. EPIC
2. Clinical Support Request via EPIC
 - Submit via EPIC, select "Network Access" as your "Reason for Referral"
 - Type out question(s)

Postponed - Member Satisfaction Survey

We are pushing back the timeline for the annual member satisfaction survey so provider members can focus on their practice and patients during this COVID-19 pandemic. We look forward to hearing your thoughts on HHP and how we're doing as your Accountable Care Organization.



Still Scheduled - 7th Annual Membership Meeting

As of today, the Hawai'i Health Partners 7th Annual Membership Meeting is still scheduled for Saturday, November 7th from 8:00 a.m. to 1:30 p.m. Our first priority is safety and as the year progresses, we will continue to monitor the situation with plans to follow all CDC and state guidelines as they are released to determine how the meeting will be formatted. We will keep you informed as more information becomes available.

HHP At-A-Glance

New! Updates from HHP Clinical Workgroups

Currently there are 8 accelerated ambulatory pathways at our HPH facilities.

Accelerated Ambulatory Pathway Projects

Accelerated Ambulatory Pathways improve quality and appropriateness of patient care by providing an efficient, effective alternative to hospitalization. These condition specific algorithms/pathways enable the referral of low-risk patients to specialty departments for timely follow up post ED discharge.

Accelerated Ambulatory Pathways						
Pathway	Status	SMC	PMMC	KMCWC	WMC	TOTAL
Atrial Fibrillation	Live & Running	√	√	√	√	4
Chest Pain	Live & Running	√	√	√		3
GI Bleed	Live & Running	√	√	√		3
Preeclampsia	Planning			√		1
Preterm Labor	Live & Running			√		1
Pulmonary Embolism	Live & Running		√			1
Renal Stone (Nephrolithiasis)	Live & Running		√			1
TIA	Live & Running		√			1
	TOTAL	3	6	5	1	15

Quality Process Improvement Projects

Hawai'i Health Partners has also initiated Quality & Process Improvement focused workgroups. These workgroups offer a creative and innovative approach to population management tailored to specific areas of clinical practice such as diabetes and support best practices with reduction in practice variation.

Workgroup	Running	Planning
ENT Transition to ASC	√	
HHP Surgery	√	
Pediatric Splinting		√
Straub Diabetes	√	
Straub Hypertension	√	
Urinary Retention	√	
Sleep Medicine		√
Pediatrics Bone & Joint/Sports Medicine	√	
Pediatric Head Trauma	√	
Leukemia Maintenance Chemotherapy	√	
Thyroid		√
TOTAL	8	3

continued

At-A-Glance continued

Specialty Episode & Care Model Workshops

As we enter a post-COVID-19 world, Hawai'i Health Partners clinical workgroups provide a great opportunity to come together to think about new models of care. Key aims of clinical workgroup projects include:

- Developing or implementing standards of care to improve quality and efficiency
- Demonstrating a positive impact on population health outcomes
- Achieving system-wide consistency
- Improving coordination of care
- Maintaining or improving quality while reducing total cost of care (TCOC)

As we prepare for the global payment model at HHP, we are pivoting our focus to encourage workgroups that address appropriateness of care in our highest cost specialty episodes. At the time of writing, the top specialty episode diagnosis categories for HHP are:

- Pregnancy w/ Vaginal Delivery
- Renal Function Failure
- Osteoarthritis
- Mental Health – Depression
- Coronary Artery Disease
- Infection/Inflammation – Skin/Subcutaneous Tissue
- Diabetes
- Gastrointestinal Disorders
- Eye Disorders
- Cardiac Arrhythmias
- Pregnancy w/ Cesarean Section
- Arthropathies/Joint Disorders
- Urinary Tract Calculus
- Fracture/Dislocation – Upper Extremities
- Dysfunctional Uterine Bleeding

How to Get Started

If you are interested in learning more about starting a specialty episode & care model workgroup or participating in an existing workgroup, contact Janelle Papin, Project Manager | janelle.papin@hawaiihealthpartners.org

Updates - Prior Authorization: Clinical Decision Support Tool for Providers

Go-Live Progress

The first phase of the pilot began in February 2020 and now includes four HHP physicians ([click here to read the HPH Epic Radiant Team bulletin](#)). Early feedback has been positive. Dr. Kiran Vadada, a Straub Medical Center specialist in Physical Medicine & Rehab, Sports Medicine shared his thoughts on his initial experience:

"This tool has tremendous potential for improving clinical workflow by eliminating some of the administrative burden associated with ordering imaging.

The user interface is straight-forward and the ordering process is smooth with step-by-step instructions/prompts. It has not added any significant time or effort to my workflow, and has immediately reduced the occurrence of inappropriate denials and unnecessary scheduling delays.

This tool also provides an educational function by drawing attention to key decision-making points that should be routinely addressed in the clinical documentation. I look forward to further development, expansion and integration of such software wherever applicable in delivery of health care."

'Fast Pass' Requirements

NIA/Magellan Health gives automatic prior authorizations for all advanced DI orders to individual providers who have earned a 'Fast Pass.'

Individual 'Fast Pass'

HHP provider members can earn an individual 'Fast Pass' if they have a minimum of 25 cases and a 95% approval rate.

Group 'Fast Pass'

HHP provider members earn a group 'Fast Pass' if they achieve an overall group approval rate of 95% or greater during a six month period.

Understandably, due to circumstances resulting from the COVID-19 pandemic, insufficient data from the pilot has resulted in delays of the software go-live and the 'FastPass' measurement period. Measurement for the National Imaging Associates (NIA) / Magellan Prior Authorizations measure in HHP's 2020 Shared Savings Program (SSP) is

"This tool has tremendous potential for improving clinical workflow by eliminating some of the administrative burden associated with ordering imaging."

not affected (refer to pg. 56 in the 2020 Program Guide). A tentative go-live date will be communicated as soon as it is available. More updates to come via email from Info@hawaiihealthpartners.org.

Provider-Level NIA Reports

Updated NIA reports showing your individual approval rate will be shared as the go-live date approaches. If you have questions about your report, please contact Janelle Papin, Project Manager, at janelle.papin@hawaiihealthpartners.org.



Updates - Quality Performance and Shared Savings Programs (QPP/SSP)

2019 Report

Your 2019 Report for the Quality Performance (QPP) and Shared Savings (SSP) programs is currently being prepared for your review. This report will quantify your 2019 performance results in the Hawai'i Health Partners' QPP/SSP, and, if applicable, includes a 'Patient Care Opportunity Report' listing patients who were eligible, but did not currently meet the measures specific to your specialty.

The review period for 2019 year-end points earned will begin in May. Look for an email from Info@hawaiihealthpartners.org and/or 'Hawai'i Pacific Health FileCatalyst,' containing download instructions. Inquiries and requests for reconsideration will not be accepted after the deadline specified in the review period email.

Learning Module Measure

Deadline Extended to May 18th

The Hawai'i Health Partners Quality and Clinical Integration (QCI) Committee has approved the following update to the 'HHP Learning Modules' measure for the 2020 HHP Quality Performance and Shared Savings Programs (QPP/SSP):

Learning Module Availability Period:

- Learning modules will be posted between January 1, 2020 and December 31, 2020.
- Learning modules will be **available for no less than 90 days and must be completed on or before the deadline determined at the time of publication.**

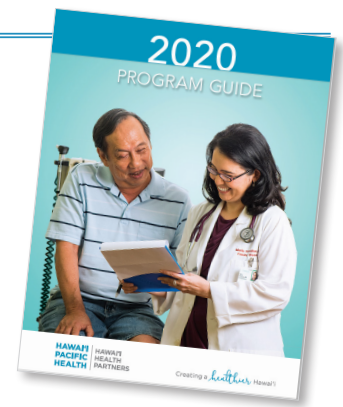
As a result, the deadline for all learning modules published to date has been changed to Monday, May 18, 2020. The original deadline was March 31, 2020.

If you have questions regarding the HHP QPP/SSP, please contact Janelle Papin, Project Manager, at Janelle.Papin@hawaiihealthpartners.org.

Responding Together to COVID-19

We have heard your concerns and recognize the effect of the COVID-19 pandemic on providers' ability to perform certain aspects of clinical practice. Additionally, we are aware of the potential challenges some providers may face in achieving the performance target for particular QPP/SSP measures. In response to your feedback, the Quality & Clinical Integration Committee (QCI) is reviewing the impact on quality performance for the 2020 measurement year. We will inform you of any adjustments made to accommodate the changes in clinical practice during this period.

The 2020 Program Guide containing the details of the HHP Quality Performance and Shared Savings Programs (QPP/SSP) and their specialty corresponding pocket guides were mailed out to HHP members in December 2019. If you have not received the Program Guide or if you have questions about the QPP/SSP, please contact Janelle Papin, Project Manager, at janelle.papin@hawaiihealthpartners.org.



HHP Welcomes New Members

Hawai'i Health Partners would like to welcome the following individuals who were recently appointed by the HHP Board of Managers as new members to the organization.

For more information on our new members or the credentialing process, please contact us at Info@hawaiihealthpartners.org

Member	Specialty	Facility	Clinic Location	Contact Number
Elisabeth Biuk-Aghai, MD	General Surgery	Wilcox Memorial Hospital	4643A Waimea Canyon Drive, Waimea, HI 96796	(808) 338-8311
John Bossian, MD	Family Medicine	Straub Clinic & Hospital	602 Kailua Road, Suite 200 Kailua, HI 96734	(808) 263-9100
Graham Chelius, MD	Family Medicine	Wilcox Memorial Hospital	4643A Waimea Canyon Drive Waimea, HI 96796	(808) 338-8311
Alyssa Murata, MD	Pediatrics (PCP)	Wilcox Memorial Hospital	4643 B Waimea Canyon Road, Waimea, HI 96796	(808) 335-0579
Candice Myhre, MD	Pediatrics (PCP)	Wilcox Memorial Hospital	3-3420 Kuhio Highway, Suite B, Lihue, HI 96766	(808) 245-1500
Andrew Perry, MD	Pediatrics	Kapi'olani Medical Center for Women & Children	Multidisciplinary Clinic, DHT 3rd floor, 1319 Punahou Street, Honolulu, HI 96826	(808) 983-8500

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Questions? Contact us at Info@hawaiihealthpartners.org

Hawai'i Health Partners
1100 Ward Avenue, Ste. 670
Honolulu, HI 96814
808.587.5808
Info@hawaiihealthpartners.org

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