



## Executive Director Update

It has been an exciting 1<sup>st</sup> year working for NLPHO as the Executive Director! The NLPHO board of directors, staff, and Surge Advisors spent the last eight months creating a strategic plan, and I'm excited to share our key organizational goals and initiatives through this newsletter. Our focus is on being the high-quality, preferred network and to delivering exceptional service to our members. I welcome the opportunity to work closely with our vendors and payers so we can continue to meet the needs of our members. I would like to invite you to stay connected through updates in our quarterly newsletter and website, and by informing us of changes within your organization. We value your feedback and your continued support!

*Monica Pittman*



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## NLPHO's New Look & Expanded Mission

The Northeast Louisiana Physician Hospital Organization (NLPHO) board of directors hired Surge Advisors, LLC, a healthcare consulting firm, in April of 2018 to conduct a market assessment and to create a new strategic plan for the organization. The research findings and recommendations were presented to the board in June, and the board of directors commissioned work to create new branding for NLPHO that would showcase the organization's: 1) expansion of services, 2) dedication to high-quality patient care, 3) commitment to helping NLPHO members thrive, and 4) desire to be community health leaders.

**New mission statement:** NLPHO is committed to improving the health and well-being of the Northeast Louisiana residents through the **collaboration of shared resources** and **best practices, business partnerships, technological advances, and education.**

**New logo:** A new, modern, and vibrant logo was designed to represent the expanded mission of the organization. The three blue outside triangles represent NLPHO hospitals, physicians, and other healthcare members with the green triangle in the center representing the patient. This design also represents NLPHO's commitment to deliver the "Triple Aim" and its focus on patient-centered, integrated care delivery.



**Key organizational goals:** Several overarching goals were identified for the organization in the following core areas:

1. **Operational Management** – To efficiently and innovatively manage the NLPHO and aide members for success & sustainability.
2. **Financial Performance** – To optimize NLPHO and member financial performance through savvy contract negotiations and partnerships.
3. **Quality Improvement** – To be the high-performance network committed to quality, safety, care coordination, and patient engagement.
4. **Technology / IT** – To utilize technology to improve the delivery of health care.
5. **Workforce Development** – To train clinicians and staff to meet the needs of our members and our communities.
6. **Marketing / Public Relations** – To create awareness of and effectively promote NLPHO and its members.

Our goal is to help all members thrive in this ever-changing environment; so, please let us know how we can support you and add value to your NLPHO membership.

## Health Information Exchange (HIE) Readiness Assessment

The NLPHO is exploring development of a regional Health Information Exchange (HIE) and needs each NLPHO member to complete an online HIE Readiness Assessment. The Readiness Assessment will help the NLPHO and its partner, the Louisiana Public Health Institute (LPHI), determine existing electronic medical record capabilities, EMRs being used, and identify challenges / issues.

We need each NLPHO member to take the Readiness Assessment by March 31<sup>st</sup>. Before you begin the online assessment, make sure you have responses / info for the following questions:

- Key background info on your organization
- What services do you offer?
- Name of current EMR?
- EMR version?
- Is your EMR cloud-based?
- # of patients you see annually
- Top challenges your organization faces in caring for your patients?
- Has your organization participated in Meaningful Use Incentive Programs?
- Has your organization participated in LAHIE?

Take the assessment @ <https://redcap.lphi.org/redcap/surveys/?s=4D9HECRPL4>

# Preferred Partner Program

Our Preferred Partners are dedicated to your success! They've already been vetted and are ready to serve you.



NLPHO) has expanded its services to include **back office services** to help your organization thrive! With 12 hospitals and 120 individual physician practices interested in the same services, NLPHO realized it could create a program that took advantage of its group buying power; therefore, the NLPHO created a **Preferred Partner Program**.

*"We've done the legwork to thoroughly vet each vendor before selecting them as a Preferred Partner, and we have negotiated discounts for our members," said Monica Pittman, NLPHO Executive Director.*

Our Preferred Partners can help you: identify high-risk patients, improve revenue, enhance quality metrics, meet HIPAA compliance standards, maintain and protect patient records and IT hardware / software, increase patient satisfaction, and improve workflow efficiency.

Each Preferred Partner which includes the following vendors:

- **Accounts Receivable & Debt Recovery Partner** – Access Credit Management
- **Behavioral Health Screening Partner** – Vault
- **Document Shredding & Storage Partner** – The File Depot
- **Health Information Technology (HIT) Support & Security Risk Assessments Partner** – Business Communications (BCI)
- **Online Workforce Training Partner** – Opango
- **Medical Office Training & Professional Development**– Practice Management Institute (PMI)

### Contracting Update

NLPHO has been actively talking with health plans to secure favorable contracts. This includes exploration of value-based contracts offering shared savings, development of an NLPHO core quality measure set that would be used for all contracts, and payer education on NLPHO's network and geographical coverage. Some of our key conversations include:

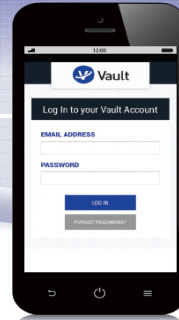
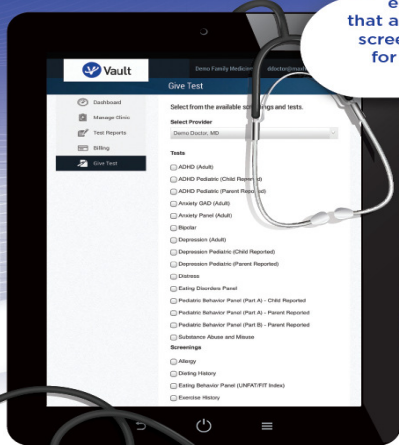
- **Peoples Health:** Face-to-face meetings with leaders of Peoples Health, a 4.5-star Medicare Advantage plan moving into the Monroe area, which led to an expanded 2019 contract.
- **United Healthcare:** Conversing with the clinical leadership team of United-Healthcare's behavioral health division.
- **Verity Healthnet:** Conversing with Verity, and requested their value-based agreement for review.

**Provider Alerts** will be emailed as we receive new contract information. Please visit our website for health plan updates, provider enrollment, directory, and network advantages.

## Performance That Pays



A cloud-based, HIPAA compliant, symptom evaluation and tracking tool that allows provider-directed testing, screening and at-home monitoring for common medical conditions clinicians face today.



## Fall 2018 Provider Networking & Hospital Summit

### Provider Networking Event:

To launch the Preferred Partner Program, NLPHO held a provider networking event on October 2, 2018 at Glenwood Regional Medical Center which featured many new vendor partners. NLPHO providers and practice administrators had a chance to personally meet the new Preferred Partners, socialize with other NLPHO members, and enjoy heavy hors d'oeuvres and beverages.



### Hospital Summit

A hospital summit was held on October 3, 2018 in the main auditorium of St. Francis Medical Center for the purpose of discussing ways NLPHO hospitals could collaborate to enhance care coordination. Hospital summit participants also shared related issues and challenges they were facing. LPHI also presented information about their existing health information exchange (HIE) and answered questions related to developing one for NLPHO.

## Cloud-based Behavioral Health Screening

The odds of dying from an opioid overdose (1 in 96) are now greater than from dying in a car crash (1 in 103) according to the National Safety Council, and Louisiana out paces the national opioid prescription rate of 76 scripts per 100 people by averaging 92 scripts per 100 people.

In addition to the opioid crisis, employers, health insurers, and Medicare / Medicaid recognize that a patient with a co-morbid behavioral health issue such as depression, distress, anxiety, substance abuse or chronic pain cost more to treat and can increase the likelihood of a 30-day hospital readmission.

Most providers have not been adequately trained to recognize and treat behavioral health issues and can often miss recognizing them. If they do recognize a co-occurring behavioral health issue, they are challenged on what to treat first, the medical or behavioral health issue as well as where to refer the patient for treatment.

New prescribing laws also complicate matters! The Louisiana State Board of Medical Examiners highlights in their "Recent Changes to Opioid Prescribing Laws" document the potential of the new laws to pit pharmacists against physicians, and they

recommend documenting your thought processes and plan for care on the prescription and in the patient's medical record in a clear and concise manner.

For all these reason, NLPHO selected Vault as a Preferred Partner. Vault is a cloud-based, HIPAA-compliant, symptom evaluation and tracking tool that allows provider-directed testing, screening, and at-home monitoring for adult and child common medical conditions.

## Vault's impact on workflow & reimbursement

### Q: How does Vault impact my workflow?

A: Developed by a primary care physician, Vault can screen for multiple issues in one combined test that can be ordered in advance, on a schedule, or at the time of a patient's office visit using any web-enabled device. Interactive reports show progress over time, and test results are immediately available for viewing, printing or uploading to the EMR. You no longer have to administer paper tests and have your staff score them. More importantly, Vault uses branching logic which triggers additional questions, as needed, based on an individual's responses. Vault even launches a screen for suicidal

thoughts or plans (STOP test), secures a contract for safety, and notifies the provider a STOP test was completed.

### Q: What is Vault's business model?

Vault tests cost \$17 per test or group of tests, and Vault offers a "risk-free" business model since you get credit for tests that do not get reimbursed. There are no contracts either. Reimbursements for electronic screening can be significant with Medicare paying \$34 per test and most commercial payers averaging \$50 to \$70 per test.



## Welcome New Members

Please join us in welcoming the following new members:

Last	First	Title	Specialty	Practice
Bingham	Kaitlyn	SLP	speech language pathologist	Melanie Massey Physical Therapy
Brunson	Courtney	NP	nurse practitioner	Guardian Health Clinic
Cannon	Richard	CRNA	nurse anesthetist	Endoscopy Center of Monroe
Daigle	Dustin	CRNA	nurse anesthetist	Endoscopy Center of Monroe
Gray	Cynthia	NP	nurse practitioner	Franklin Medical Center
Hawkins	Kimberly	NP	nurse practitioner	Physician Group of Louisiana
Kitchens	Trevor	MD	Hospitalist	HNI Medical Services (Glenwood)
Kornegay	Kimberly	NP	nurse practitioner	Physician Group of Louisiana
Krumpelbeck	Hannah	OTT	occupational therapist	Melanie Massey Physical Therapy
Lawrence	Jereta	NP	nurse practitioner	The Arthritis & Diabetes Clinic
LeBleu	Laurie	MD	OB/GYN	Woman's Clinic of Monroe
Liles	W. Bart	MD	Surgery	Surgery Clinic of NE LA
Liles	Michael	CRNA	nurse anesthetist	Endoscopy Center of Monroe
Midyett	Catherine	NP	nurse practitioner	The Arthritis & Diabetes Clinic
Morrow	Lindsey	NP	nurse practitioner	Physician Group of Louisiana
Nicolle	Gabrielle	NP	nurse practitioner	The Arthritis & Diabetes Clinic
Robinson	Kasey	NP	nurse practitioner	Franklin Medical Center
Sartor	Walter	MD	Surgery	Surgery Clinic of NE LA
Smith	James P.	MD	Surgery	Surgery Clinic of NE LA
Stewart	Amanda	NP	nurse practitioner	West Ouachita Family Medicine
Wessels	Elizabeth	PT	physical therapist	Melanie Massey Physical Therapy

### Upcoming Event

Vault demo on **Thursday, Feb. 28<sup>th</sup>** from Noon – 1 p.m. given by Dr. Jeffrey Bullard, MD, the CEO and founder of Vault. Call our office for details or join the demo using the following link:

<https://global.gotomeeting.com/join/951831477>

NLPHO News Issue 01 March 2019



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