



WARM WELCOME

Dr. Deborah Riester will be taking over Dr. Bart Alfano's practice starting April 3rd.

CONGRATULATIONS

Congratulations to Bolton Street Pediatrics – Drs. Solla-Cabrera and Rabab Khan, as well as Hopkinton Medical Care – Dr. Bundit Sopchockchai for receiving PCMH recognition.

PEDIATRIC PCP DINNER

Wednesday, May 3rd – Board Room, 85 Lincoln Street, Framingham.

ADULT/SPECIALIST MEETING

Thursday, April 20th @ 6:00 p.m. – MacPherson Hall, Framingham

GATE SCORE

2015 (through 12/31, processed through 1/31)

Overall Gate: 2.4 Pedi Gate: 2.5

2016 (through 12/31, processed through 1/31)

Overall Gate: 3.1 Pedi Gate: 3.9

We still have claims being processed so I am hoping that our gate score will continue to improve even further. I know many of you were disappointed in what you received in quality in 2015. Our low performance reflected a 5K decrease in quality dollars! I'm hoping with extra resources and more attention to small numbers you will see a significant improvement in 2016 quality payments.

2015 wasn't a great year and it cost us in quality dollars being received. In 2014 we received \$650,443 in quality payments and 2015 \$139,838 - A loss of approximately \$510,605! Each PCP's small numbers do matter. Most PCPs are carrying their weight and getting their patients in, but some PCPs are still falling behind. We will try to strategize at POD meetings what else can be done to help the low performers. Improved gate scores in 2016 should reflect favorably in 2016 bonus dollars!

PATIENT EXPERIENCE TIPS OF THE MONTH INTEGRATION OF CARE

Questions patients are asked - How often did the provider seemed informed and up-to-date about the care you got from specialists? How often did someone from this provider's office follow-up with you on lab and test results?

Prior to Visits - Manage outstanding labs, Do daily huddles, Put sticky notes on labs for paper charts

During Visits - Assist patients with referrals; ask MW CARES to assist; Communicate specific information on how to access lab and test results

After Visits - Scan specialists' reports into the EMR for physician; Review & discuss with patient; Effectively communicate results to patients.

ANTIDEPRESSANT MEDICATION MANAGEMENT

Age 18 years and older, male or female diagnosed with major depressive disorder, for 12-month period starting on May 1, 2017 through April 30, 2018. Members 18 years of age and older as of April 30, 2018. A full description of the measure was included in the March 16th Adult PCP packet. Please refer to this document for details. If you have any questions regarding the measure please contact Jim Gagnon @ NEQCA. He can be reached at JGagnon1@neqca.org

ROLE OF PQA'S

Improvements are being made to the PQA role lending more hands on support. Matthew Madara will be overseeing the program and will be contacting PCPs to set-up a meeting to go over the role of your PQA and services they can provide to help your practice continue to be successful.

Each practice will be asked to review a list of services PQA's can provide. You will be asked to check off the services you would like for your practice and sign a contract with NEQCA.

We are strongly encouraging all of our practices to check off ALL resources available. I have asked NEQCA to send me a spreadsheet listing each PCP and what type of support you have requested. We will monitor to see if additional initiatives have improved performance.

Remember your PQAs, Susan Divitto and Jennifer Clair, can assist with patient outreach and Nancy Barry, RN, NEQCA Case Manager is available to work with your high risk patients telephonically offering support and counseling.

QUALITY REPORTING

Quality reporting is changing. NEQCA is moving away from gate score and going to an all payor blind model. Every measure reached will be credited. We will discuss new dashboards and methodology at our upcoming POD meetings.

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