

# PCP FOCUS



**METROWEST AHO**

MAY 2017 VOLUME 2, NUMBER 5

*"I commonly start with a new patient by asking, 'What is the most important concern you have about your physical or emotional health?' It opens the door for conversation."*

*- Roy Gandolfi, MD*

## **RESPONSES REQUIRED:**

**TMC/Floating ADT Feeds:** When patients are transferred to non-Tufts Medical Center and Floating Hospital you will receive an e-mail from me requesting information. Regardless if you were aware of transfer or not a two week turn-around response is required as part of our NEQCA Citizenship requirement.

**Fallon Mass Health:** Medical Record Reviews have been sent to PCP offices. Forms need to be filled out and returned to Fallon before May 3, 2017.

**Minuteman Health:** HEDIS requests were sent and are due back to Minuteman Health on or before May 9<sup>th</sup>.

## **Pediatrics**

May 3<sup>rd</sup> Pediatric Dinner Meeting – Board Room – Framingham 6-8 p.m.

May 17, 2017 – 7:30 a.m. – 12:30 p.m. MacPherson Hall – Floating Hospital for Children & MWMC Update in Pediatrics. Registration free, but on a first come first served basis as space is limited.

To register on line, please visit: [www.floatinghospital.org/updateinpediatrics](http://www.floatinghospital.org/updateinpediatrics) - Register by phone – 617-636-2837 – Mike Shron

## **POD Meetings Begin**

Outreach will be made to PCPs to confirm dates. This is a **required meeting and every PCP is expected to attend one of these forums:**

May 9 <sup>th</sup>	7:30 a.m.	Natick Board Room
May 18 <sup>th</sup>	Noon	Conference Room C – Framingham
May 30 <sup>th</sup>	5:30 p.m.	Conference Room C - Framingham

June 8<sup>th</sup> – PCP Office Manager Meeting - Helm Auditorium, Natick. 11:30 am to 1 pm

## **Patient Experience Tip of the Month – Kayi Teko**

Organizational Access Domain -

" After hours, utilize effective answering service (s) that provide the necessary direction or answers to questions patients may have"

For example, do you have after hour coverage? Do you direct patients to a particular urgent care center when it's not a true emergency etc.?

## **All Pavor Blind Dashboards**

New dashboards should be completed in May. They will look similar to what you have seen in the past, but we will no longer concentrate on Gate Scores and Plan only.

Your Numerator and Dominator will reflect all insurers that have HEDIS and Quality Measures. It will give you the minimum and upper thresholds and % of completion. Overall % return weighted for Adult/Pedi member months will be displayed.

I will have these presented at POD and Pediatric Meetings

## **Total Accountable Care Organization "TACO" (DBA Collaborative Health ACO**

The GPRO Quality Audits are complete. Your individual scores will be discussed with you in the near future.

If you have not joined TACO (Medicare), you should seriously consider joining. There are major benefits in being part of a track III ACO. **The deadline for joining is August, 2017.** If you would like more information regarding CHACO, please contact Dr. Michael Coffey to meet with you to go over the benefits of joining. He can be reached at [Michael.Coffey@mwmc.com](mailto:Michael.Coffey@mwmc.com) or by calling 508.650.7476.



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