

# Fast Facts

SPECIAL EDITION

JANUARY 2018

News for Providers from HealthPartners Professional Services and Hospital Network Management

## Administrative

### 2017 Innovations in Health Care Award Announcement

We are pleased to announce the top five health care team organizations that received the Innovations in Health Care Award at the Partners in Excellence celebration dinner on November 8, 2017. The recipients demonstrated trailblazing approaches aimed at improving health, patient experience and affordability.

Overall recognition went to 32 diverse Innovation Award applicants, representing all levels of the health care delivery system who demonstrated their tremendous cutting-edge work that our medical community delivers in pursuit of continuous rapid improvement and transformational change.

We recognize and appreciate all the efforts each of you are making in achieving the Triple Aim on behalf of your patients, our members. Full details on the Innovations Award and submissions this year are available under **Partners in Quality** (*path: [healthpartners.com/provider-public/quality-and-measurement/partners-in-quality/?skin=provider](http://healthpartners.com/provider-public/quality-and-measurement/partners-in-quality/?skin=provider)*) on our Provider Portal website.

#### ALLINA HEALTH MENTAL HEALTH AND ADDICTION SERVICES

##### *Enhancing Mental Health & Addiction Services Access with a Centralized Contact Center*

**Contact:** Kathleen Tuenge, 612-262-6085; [kathleen.tuenge@allina.com](mailto:kathleen.tuenge@allina.com)

They partnered with a sophisticated health care contact center to create a dedicated MH&A Connection line for patients, providers and community to facilitate access. It aggregates all disparate service sites into a centralized resource, providing 24/7 access for patients and clinical teams. The contact center team acts as a navigator service, provides general information, schedules appointments and makes connections with clinical resources for patients with all levels of MH&A acuity and in all stages of condition management.

#### PARK NICOLLET MELROSE CENTER

##### *Accelerated Refeeding*

**Contact:** Kari Haeger, 952-993-7108; [kari.haeger@parknicollet.com](mailto:kari.haeger@parknicollet.com)

They created and implemented an accelerated refeeding protocol for patients admitted to IRes and Res programs at Melrose Center. Through this protocol project they:

- Standardized caloric meal plan increases and micronutrient composition.
- Developed a lab protocol and Epic SmartSets to ensure patient safety during refeeding.
- Created a Best Practice Alert (BPA) to alert all staff when a patient is on the protocol.
- Incorporated existing outcome measures into the protocol to track depression, anxiety and eating disorder symptoms.
- Developed additional family education and meal opportunities.

## MAYO CLINIC

### *Transforming Care for Medically Complex Children*

Contact: Alison Larson, 507-266-4598; [larson.alison@mayo.edu](mailto:larson.alison@mayo.edu)

Physicians launched a multispecialty project to completely redesign the practice model and improve the evaluation and treatment of children with feeding and swallowing disorders. Through the assistance of an internal health care systems engineering analyst, multiple workgroups formed to focus on specific aspects of the redesigned practice (e.g., intake and triage, scheduling, clinical algorithms, care coordination). The overarching goal was to create a seamless, coordinated, thorough, consistent and efficient multispecialty aerodigestive program using a pediatric and family-centered approach.

## PARK NICOLLET HEALTH SERVICES

### *Collaborating with Patients to Establish Care with a Primary Care Provider*

Contact: Priscilla Wojcik, 952-993-7692; [priscilla.wojcik@parknicollet.com](mailto:priscilla.wojcik@parknicollet.com)

Created in 2013, the Clinician Finder Team assists patients in finding a Primary Care provider. The Clinician Finder Team's main focus is to contact patients without an identified Primary Care Provider, share the importance of having a Primary Care Provider, and assist patients with scheduling a visit with the right provider for them. Park Nicollet also developed an identifier in the electronic medical record to help flag patients for outreach.

**We thank all health care groups who submitted an innovation this year. Great work and congratulations!** To view all innovation posters, visit [healthpartners.com/provider-public/quality-and-measurement/partners-in-quality/](http://healthpartners.com/provider-public/quality-and-measurement/partners-in-quality/).

### ALLINA HEALTH

#### *Closing the Disparity Gap through Personal Outreach*

Jana Beckering, RN, 612 262-5211; [jana.beckering@allina.com](mailto:jana.beckering@allina.com)

### ALLINA HEALTH

#### *Medicare Wellness-Preparing for a Healthy Retirement*

Kathleen Keller, 651-797-9053; [kathleen.keller@allina.com](mailto:kathleen.keller@allina.com)

### ALLINA HEALTH

#### *Combatting Opioid Abuse with Data-Driven Prescription Reduction*

Kathleen Keller, 651-797-9053; [kathleen.keller@allina.com](mailto:kathleen.keller@allina.com)

### ALLINA HEALTH NEUROSCIENCES PROGRAM

#### *Cognition and Memory Program (CAMP)*

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### CENTRACARE HEALTH & CENTRAL MINNESOTA MENTAL HEALTH CLINICS

#### *HealthCare Integration Collaboration: Reverse Integrated Behavioral Health*

Daniel Backes, 320-229-5199 x70766; [daniel.backes@centracare.com](mailto:daniel.backes@centracare.com)

### CENTRACARE HEALTH

#### *Heart to Heart: A Collaborative Model to Improve Patient Experience*

Ann Rudnicki, RN, 320-291-0991; [rudnickia@centracare.com](mailto:rudnickia@centracare.com)

<p><b>CENTRACARE HEALTH</b></p> <p><i>Reducing the Incidence of Unmanaged Diabetes in the Latino and East African Patient Population</i></p> <p>Becky Baldwin, 320-251-2700 x50349; <a href="mailto:becky.baldwin@centracare.com">becky.baldwin@centracare.com</a></p>
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<p><b>FAIRVIEW HEALTH SERVICES</b></p> <p><i>Occupational Therapy in the NICU</i></p> <p>Kris Wilson, 952-465-9799; <a href="mailto:kwilso16@fairview.org">kwilso16@fairview.org</a></p>
<p><b>FULCRUM HEALTH, INC.</b></p> <p><i>Enhancing Patient Safety through Clinical Hygiene Best Practices</i></p> <p>Vivi-Ann Fischer, DC, 651-389-2006; <a href="mailto:v.fischer@fulcrumhealthinc.org">v.fischer@fulcrumhealthinc.org</a></p>
<p><b>HENNEPIN COUNTY MEDICAL CENTER</b></p> <p><i>A Clinical Tool to Risk Stratify Potential Kidney Transplant Recipients and Predict Major Adverse Events</i></p> <p>Barb Danielson, RN, 612-873-7701; <a href="mailto:barbara.danielson@hcmcd.org">barbara.danielson@hcmcd.org</a></p>
<p><b>LAKEVIEW HOSPITAL</b></p> <p><i>Safe Disposal of Unused Opioid Prescriptions</i></p> <p>Cynthia Appleseth, 651-430-4561; <a href="mailto:cynthia.a.appleseth@lakeview.org">cynthia.a.appleseth@lakeview.org</a></p>
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<p><b>NOVACARE REHABILITATION</b></p> <p><i>Utilization of a Work Conditioning Program to Return to Work Post-Concussion</i></p> <p>Corinne Meisel, PT, 320-363-3140; <a href="mailto:cemeisel@selectmedical.com">cemeisel@selectmedical.com</a></p>

<p><b>OBSTETRICS AND GYNECOLOGY ASSOCIATES, PA</b></p> <p><i>Improve the Care of Patients with Gestational Diabetes Mellitus (GDM)</i></p> <p>Pat Burgraff, 952-928-3677; <a href="mailto:pburgraff@diamondbgyn.com">pburgraff@diamondbgyn.com</a></p>
<p><b>PARK NICOLLET METHODIST HOSPITAL</b></p> <p><i>Building on Healthy Beginnings: Care Transitions for Babies with Antenatal Substance Exposure</i></p> <p>Mary Murati, MD, 650-815-1823; <a href="mailto:mary.murati@parknicollet.com">mary.murati@parknicollet.com</a></p>
<p><b>PHYSICIANS' DIAGNOSTICS AND REHABILITATION CLINICS</b></p> <p><i>Preparing for an Episodic Low Back Pain Payment Model: Using Predictive Indicators to Improve Outcomes</i></p> <p>Jennifer Missling, PT, 952-908-2569; <a href="mailto:jenniferm@pdrclinics.com">jenniferm@pdrclinics.com</a></p>
<p><b>PREMIER OBGYN OF MINNESOTA</b></p> <p><i>Improving Care for Patients Experiencing First Trimester Loss</i></p> <p>Dottie Jung, 952-920-5494; <a href="mailto:djung@southdaleobgyn.com">djung@southdaleobgyn.com</a></p>
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<p><b>UNIVERSITY OF MINNESOTA HEALTH</b></p> <p><i>Evidence-based Spine Intake Tool Improves Access and Appropriateness of Care while Reducing Cost</i></p> <p>Emily Karlen, MPT, 612-672-7120; <a href="mailto:ekarlen1@fairview.org">ekarlen1@fairview.org</a></p>
<p><b>VIBRANT HEALTH FAMILY CLINICS</b></p> <p><i>Intensive Review to Ensure High Quality-Low Cost Specialty Care</i></p> <p>Kelsey McCarty, 715-426-3745; <a href="mailto:kmccarty@vibranthealthclinics.com">kmccarty@vibranthealthclinics.com</a></p>

## 2017 Preventive Care Recognition Awards

We are pleased to announce that three provider groups received the fifth annual HealthPartners Preventive Care Recognition Award. These groups submitted work that “raises the bar” for preventive health care by improving outcomes and demonstrating care process sustainability that addresses the total cost of care.

Both groups received their awards at the recent annual Partners in Excellence dinner. During this dinner, HealthPartners proudly recognized seven Preventive Care Recognition Award applicants overall. These groups each made significant quality improvements to their patient populations.

We recognize and appreciate all the efforts each of you are making in achieving the Triple Aim by providing high quality preventive care on behalf of our members, your patients. Full details on the preventive care winners and all applications are available under **Partners in Quality** (*path: healthpartners.com/provider-public/quality-and-measurement/partners-in-quality/?skin=provider*) on our Provider Portal website.

### CENTRACARE HEALTH

#### *Improving Immunization Rates in Individuals over the Age of 12*

**Contact:** Becky Baldwin, 320-251-2700 x50349; [becky.baldwin@centracare.com](mailto:becky.baldwin@centracare.com)

They removed the task of ordering vaccinations from providers and shifted it to the nursing staff. The nursing staff received education on vaccine schedules, ordering and administering per clinic protocol. Pre-visit planning process highlighted potential vaccines for each patient visit. Nursing staff reviewed vaccines with patients and ordered and administered vaccines prior to the provider entering the room. Providers reviewed and supported these process changes.

### ESSENTIA HEALTH

#### *Strategies for Integrating Tobacco Dependence Treatment*

**Contact:** Cindy Ferrara, 218-786-1655; [cindy.ferrara@essentiahealth.org](mailto:cindy.ferrara@essentiahealth.org)

They took a number of steps, including expanding internal resources of Certified Tobacco Treatment Specialists (CTTS) from eight to 38 by offering on-site training. They focused outreach for patients with comorbidities of diabetes and/or vascular disease. Provider education was delivered using evidence-based clinical guidelines. They implemented a team-based approach, including expanded role of the RN, and standardized workflows/referral process and utilization of protocols. Lastly, they collected and shared data to monitor progress and impact of their interventions.

### M HEALTH

#### *The Use of Electronic SmartSet Orders by Rooming Staff to Improve Preventive Cancer Screening*

**Contact:** Tyler Starr, 612-884-0301; [tstarr10@umphysicians.umn.edu](mailto:tstarr10@umphysicians.umn.edu)

A physician and rooming staff member partnered to design and implement training for PCC rooming staff to update, discuss and order preventive care, including breast, cervical and colorectal cancer screenings that were due for each patient. This is now part of the standard rooming process for all patients. This process was tracked using a “Missed Opportunity” report which shows patients who had a visit, were due for preventive care and screenings, and whether the preventive care need was addressed. Rooming staff were expected to review this report weekly and additional guidance was provided by their rooming staff champion.

We thank all our providers who submitted a Preventive Care application this year. Great work and congratulations!

To view all Preventive Care posters, visit [healthpartners.com/provider-public/quality-and-measurement/partners-in-quality/](http://healthpartners.com/provider-public/quality-and-measurement/partners-in-quality/).

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<p><b>M HEALTH</b></p> <p><i>Utilization of Electronic Health Record Tools to Improve Compliance in Lung Cancer Screening Requirements</i></p> <p>Abbie Begnaud, MD, 612-624-9859; <a href="mailto:abegnaud@umn.edu">abegnaud@umn.edu</a></p>
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If you have questions regarding the content of this newsletter, please contact the person indicated in the article or call your HealthPartners Service Specialist. If you don't have his/her phone number, please call **952-883-5589** or toll-free at **888-638-6648**.

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