

# Fast Facts

JANUARY SPECIAL EDITION 2020

News for Providers from HealthPartners Professional Services and Hospital Network Management

## Administrative

### 2019 Innovations in Health Care Award

#### ANNOUNCEMENT

We are pleased to announce the recipients of the 2019 Innovations in Health Care Award. These healthcare organizations received their awards at the recent Partners in Excellence celebration dinner on November 12, 2019. Each group demonstrated a trailblazing approach aimed at improving health, patient experience and affordability.

#### **Allina Health Senior Health**

*Improving Advance Care Planning for Assisted Living Dwelling Seniors*

**Contact:** Josaleen Davis, 612-262-7800; [josaleen.davis@allina.com](mailto:josaleen.davis@allina.com)

- Advance care planning (ACP) allows patients to convey goals and wishes to their medical team. Despite recommendations for all adults over 60 to have a documented health care directive, only 65% of nursing home residents in the U.S. have completed ACP. Within Allina Health Senior Health, 65%-76% of patients had completed an ACP, but this was not documented in an accessible manner. For their innovation, the care provider implemented ACP as a practice-wide quality metric for their assisted living patients. To complete the metric, patients need to have ACP listed on their problem list and a scanned document in the Electronic Medical Record (EMR). The problem list contains documentation about ACP conversations, as well as power of attorney for medical decision making. As a result, 89% of their patients have a documented ACP that improves quality of life and helps providers honor patients' wishes.

#### **Essentia Health**

*Connecting our Communities to Healthy Food*

**Contact:** Emily Anderson, 218-576-0028; [emily.anderson@essentiahealth.org](mailto:emily.anderson@essentiahealth.org)

- Across Essentia Health's service area, food insecurity remains a problem, with some counties seeing rates as high as 18% of its population compared to the state average of 10%. Essentia Health's campus in Duluth is located in the Hillside neighborhood, where 41.6% of residents reported food insecurity (Bridge to Health Survey, 2015). Essentia Health launched a new intervention to identify and connect patients and family members with food insecurity to community resources. Patients were screened for social needs including food insecurity, transportation and financial strain through the electronic medical record (EMR). A community health worker followed up with each patient and made electronic referrals to community partner organizations. Additionally, Essentia Health supported local food access capacity by starting a farmer's market in the Hillside neighborhood, donating food from the cafeteria, financial and volunteer contributions to local food banks resulting in 241,000 meals.

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## **HealthPartners Medical Group & Park Nicollet Health Services**

*E-Consults: A New Pathway for Specialty Care*

**Contact:** Amber Larson, 952-993-0064; [amber.larson@parknicollet.com](mailto:amber.larson@parknicollet.com)

- Previously, there were two ways of seeking specialty advice on patient situations: quickly, not formally documented and not typically compensated (a “curbside consult” such as paging, calling or emailing a colleague); or more delayed, but documented and billed (a face-to-face visit, for which the first available appointment is often 2+ weeks). The provider envisioned a pathway in which referring clinicians and patients could access specialty advice in a timely manner that would be documented and billable while still being cost effective. They positioned e-consults as an option rather than a requirement for all involved; patients, referring clinicians and specialists would have the opportunity to determine whether the question was in fact a good fit for an e-consult. In June 2019, they implemented a new functionality and process across their care group to leverage their electronic medical record (EMR) and provide “E-Consults.” Once an e-consult is submitted via the EMR, specialty teams provide a response within two business days.

## **Park Nicollet Melrose Center**

*Suicide Risk Assessment Protocol*

**Contact:** Heather Gallivan, 952-993-6702; [heather.gallivan@parknicollet.com](mailto:heather.gallivan@parknicollet.com)

- A 2017 Joint Commission Survey identified the absence of standardized suicide risk assessment and documentation as an area for improvement. While treatment providers routinely assess for and document suicide concerns, chart review indicated a lack of standardization surrounding screening tools, documentation components and follow-up procedures. Park Nicollet Melrose Center developed and implemented a standard suicide risk assessment protocol. Patients are screened for suicide risk, and providers then follow standard procedures for follow-up and documentation. In light of the fact that patients with eating disorders are at a heightened risk for suicide, additional assessment components were developed to ensure that the patient’s individual and diagnosis-specific risk and protective factors would be considered in the overall assessment.

## **St. David’s Center for Child & Family Development**

*Multidisciplinary Assessment Team*

**Contact:** Maureen Walsh, 952-548-8620; [mwalsh@stdavidscenter.org](mailto:mwalsh@stdavidscenter.org)

- Challenges to children’s emotional wellbeing and development are common, affecting 1 in every 5 young people. In Minnesota, 9% of school-age children and 5% of preschool children have a mental health problem that interferes significantly with the child’s functioning at home and in school. The complexities of developmental and behavioral issues in children often defy traditional approaches to assessment, which provide one isolated view of the child and do not always identify the root cause of their challenges, leading to misdiagnoses and ineffective treatment plans. They designed, implemented and evaluated a pediatric multidisciplinary assessment to accurately diagnose developmental and behavioral health needs, bringing three specialists together in one 3-5 hour assessment, on one day, in one location.

**Thank you to all health care groups who submitted an Innovation in 2019.  
Great work and congratulations!**

Overall recognition went to 25 diverse Innovation Award applicants, representing all levels of the health care delivery system. They demonstrated the 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 from 2019 are available under **Partners in Quality** on our Provider Portal website. *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)

## **View all Innovation posters**

*Path:* [healthpartners.com/provider-public/quality-and-measurement/partners-in-quality/](http://healthpartners.com/provider-public/quality-and-measurement/partners-in-quality/)

## 2019 INNOVATIONS IN HEALTH CARE SUBMISSIONS

<p><b>Allina Health Senior Health</b>  <i>Providing Home-based Primary Care to Complex Seniors</i>  Chris Wellner, 612-262-7638;  <b>christine.wellner@allina.com</b></p>	<p><b>Fairview Pharmacy Services</b>  <i>Improvement in Statin Therapy Prescribing in Persons with Diabetes</i>  Jeri Nowak, PharmD, BCPS, 612-672-5211;  <b>jnowak3@fairview.org</b></p>
<p><b>Allina Health – Courage Kenny Rehabilitation Institute</b>  <i>Making Lives Work Through Spinal Cord Injury Care Coordination</i>  Jill Henly, 612-863-0884; <b>jill.henly@allina.com</b></p>	<p><b>Fulcrum Health</b>  <i>Journey to Value-Based Care</i>  Vivi-Ann Fischer, DC, 763-204-8543;  <b>v.fischer@fulcrumhealthinc.org</b></p>
<p><b>Center for Diagnostic Imaging</b>  <i>Education and Dissemination of Appropriate Use Guidance for Advanced Imaging</i>  Erik Rockswold, MHA, MA, 952-543-6519;  <b>erik.rockswold@cdirad.com</b></p>	<p><b>Inspired Spine</b>  <i>Oblique Lateral Lumbar Interbody Fusion (OLLIF)</i>  Mike Hanson, 651-283-8718; <b>vpm@inspiredspine.org</b></p>
<p><b>CentraCare Health</b>  <i>CentraCare is Innovating Correctional Care</i>  Dane Nelsen, 320-251-2700 x54134;  <b>dane.nelsen@centracare.com</b></p>	<p><b>M Health</b>  <i>IMPACT Diabetes Quality Improvement Project</i>  Alex Paffrath, 612-676-5824; <b>affra1@fairview.org</b></p>
<p><b>CentraCare Health</b>  <i>Health of Immigrant/Refugee Communities: Listening with Empathy and Understanding</i>  Dane Nelsen, 320-251-2700 x54134;  <b>dane.nelsen@centracare.com</b></p>	<p><b>M Health</b>  <i>Wiping the Slate Clean: Improving Opioid Prescribing Habits Using Refined EMR Decision Support</i>  Carmen Parrotta, 651-232-1667; <b>cparr1@fairview.org</b></p>
<p><b>CentraCare Health</b>  <i>Embracing My Panel Metrics Dashboard to Improve Patient Outcomes</i>  Katie Troisdahl, 320-251-2700 x53914;  <b>katie.troisdahl@centracare.com</b></p>	<p><b>Northwest Family Clinics</b>  <i>Team Care Innovation</i>  Brenda McNeill, 763-504-6510;  <b>brendam@northwestfamilyclinics.com</b></p>
<p><b>Essentia Health</b>  <i>Pharmacist Clinician Integration into Primary Care Team to Improve Outcomes in Patients with Diabetes</i>  Kirsten Stone, PharmD, 218-786-1047;  <b>kirsten.stone@essentiahealth.org</b></p>	<p><b>Physicians' Diagnostics &amp; Rehabilitation Clinics</b>  <i>Early Post-Surgical Spine Program</i>  Jennifer Missling, 952-908-2569; <b>jenniferm@pdrclinics.com</b></p>
<p><b>Fairview Health Services</b>  <i>Building High-Reliability through the Daily Engagement System</i>  Mark Kuhl, 651-232-1291; <b>mmkuhl@healtheast.org</b></p>	<p><b>Tri-County Health Care</b>  <i>Nicotine Cessation: Become a Quitter</i>  Miranda Haugrud, 218-632-7112;  <b>miranda.haugrud@tchc.org</b></p>
<p><b>Fairview Health Services</b>  <i>Reducing the Availability of Prescription Opioids through Detera Bags</i>  Seah Buttar, 507-271-1669; <b>butta004@umn.edu</b></p>	<p><b>Twin Cities Orthopedics</b>  <i>Retrospective Record Review of Patient-Reported Adverse Events Following Surgical Intervention</i>  Corinne Thomas, 763-302-2089; <b>corinnethomas@tcomn.com</b></p>
<p><b>Fairview Health Services</b>  <i>Using Patient-Perceived Health to Improve Primary Care</i>  Gina Morgan, 612-672-2209; <b>rmorgan1@fairview.org</b></p>	<p><b>Vibrant Health Family Clinics</b>  <i>Self-Monitoring Blood Pressure Kits</i>  Rose Breslin, 715-426-3751;  <b>rbreslin@vibranthealthclinics.com</b></p>

# 2019 Preventive Care Recognition Awards

## ANNOUNCEMENT

We are pleased to announce that three provider groups received the sixth 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** on our Provider Portal website.

*Path: [healthpartners.com/provider-public/quality-and-measurement/partners-in-quality/?skin=provider](https://healthpartners.com/provider-public/quality-and-measurement/partners-in-quality/?skin=provider)*

### CentraCare Health

*Preventing Cancer with Improved Vaccination*

**Contact:** Dean Kirkeby, 320-251-2700 x70582; [dean.kirkeby@centracare.com](mailto:dean.kirkeby@centracare.com)

- Based on Centers for Disease Control and Prevention (CDC) data, approximately 14 million people in the United States become infected with human papillomavirus (HPV) each year. Annually, over 30,000 people are impacted by cancer from an HPV infection. They were determined to become a leader in HPV-related cancer prevention by improving vaccination rates for adolescent and young adult patients. Multiple training sessions were conducted throughout the organization. These were open to all, but targeted towards providers and nursing staff. These sessions emphasized the proven best practices of a united and strong message of cancer prevention through vaccination. These trainings provided an informative message that compelled a recommendation for the vaccination of patients. The sessions also educated staff on the technical aspects of the vaccine and the protection it provides through informative and inspirational testimony by fellow providers and an HPV cancer survivor.

### M Health/Fairview

*Improving Rates of Depression Screening in a Specialty Clinic*

**Contact:** Alvina Brueggemann, 612-884-0345; [abruegge10@umphysicians.umn.edu](mailto:abruegge10@umphysicians.umn.edu)

- Depression screening is vital to identify patients who could benefit from resources to reach optimal physical and mental health, but is rarely completed in specialty clinics. Depression screening was well below the MIPS 50th percentile at a pilot specialty clinic in 2019. To combat this issue, they created a standard screening and follow-up workflow, supplied providers with training on how to ask sensitive questions, and streamlined Epic documentation. They aligned Health Maintenance Alerts with Merit-Based-Incentive Payment criteria set by CMS in Epic, and provided 1:1 support between quality consultants and operations leaders in weekly huddles to identify any issues. Because of this process, screening rates rose from 16% to 94% within the first month of implementation in the pilot clinic. The Cardiology Clinic tripled their screening rates from 12.7% to 40.6% in the first three weeks.

### Sanford Health

*Depression Screening & Remission in Primary Care*

**Contact:** Tessi Ross, 701-234-6671; [tessi.ross@sanfordhealth.org](mailto:tessi.ross@sanfordhealth.org)

- Understanding that 70-80 % of all patients with depression receive their care exclusively in primary care clinics and that nearly 80% of patients with depression do not seek care or are not receiving proper depression treatment, Sanford Health implemented a robust strategy to improve how depression is recognized and treated in primary care. They incorporated annual universal behavioral health screening to include depression, trained all staff on the Columbia Suicide Severity Rating Scale and incorporated into workflows, created a Depression Toolkit, and offered mental health first aid training. Their Depression Remission at 6 months performance improved from 7.45% in 2017 to 10.04% in 2018. 67% of their clinics scored at or above the 70th percentile for Depression Screening and Follow-up and Depression Utilization of the PHQ-9 Tool. They also had over 800 employees attend the Mental Health First Aid Training.

**We thank all our providers who submitted a Preventive Care application in 2019.  
Great work and congratulations!**

**View all Preventive Care posters**

*(Path: <https://www.healthpartners.com/provider-public/quality-and-measurement/partners-in-quality/>)*

**2019 PREVENTIVE CARE SUBMISSIONS**

<p><b>CentraCare Health</b> <i>CentraCare Colorectal Cancer Screening Improvement for Patients of Color</i> Phil Opatz, 320-251-2700 x76740; <b>phil.opatz@centracare.com</b></p>	<p><b>Integrity Health Network</b> <i>Adolescent Depression Screening</i> Teri Shelton, 218-722-8802 x116; <b>tshelton@ihnhealth.com</b></p>
<p><b>CentraCare Health</b> <i>CentraCare's Collaboration with Local Legislation to Pass T-21</i> Dane Nelsen, 320-251-2700 x54134; <b>dane.nelsen@centracare.com</b></p>	<p><b>Sanford Health</b> <i>Direct Scopes: Removing Barriers to Colorectal Cancer Screening</i> Tiffany Johnson, 605-333-7360; <b>tiffany.johnson@sanfordhealth.org</b></p>
<p><b>CentraCare Health</b> <i>Pediatric Weight Management</i> Dane Nelsen, 320-251-2700 x54134; <b>dane.nelsen@centracare.com</b></p>	<p><b>Stillwater Medical Group - HealthPartners</b> <i>Completion of Breast Cancer Screening in Congruence with Primary Care Appointments</i> Sonya K. Steiner, 651-275-3318; <b>sonya.k.steiner@lakeview.org</b></p>
<p><b>CentraCare Pediatrics</b> <i>Improving Immunization Errors</i> Becky Baldwin, 320-251-2700 x50349; <b>becky.baldwin@centracare.com</b></p>	

# Pharmacy Updates – January 2020

## PHARMACY MEDICAL POLICIES

Coverage Policies	Comments / Changes
<p>Infliximab (Inflectra Remicade and Renflexis)</p> <p>Medical policy will be live on the web by 4/1/2020.</p> <p><b>Coverage policy</b> can also be found in the medical coverage policy search page, searchable by drug name or billing codes.</p> <p><i>Path: <a href="http://healthpartners.com/public/coverage-criteria/">healthpartners.com/public/coverage-criteria/</a></i></p>	<p>The infliximab medical policy has been updated to require the use of Inflectra (infliximab-dyyb), an infliximab biosimilar.</p> <ul style="list-style-type: none"> <li>• Inflectra will be required for both treatment naïve and patients currently treated with Remicade starting 4/1/2020 for all commercial members.</li> <li>• Prior to 4/1/2020, Remicade will remain the preferred infliximab product. Claims for any product other than Remicade prior to 4/1/2020 will be denied.</li> <li>• After 4/1/2020, claims for any product other than Inflectra will be denied.</li> <li>• All Remicade use after 4/1/2020 will require a new prior authorization, with clinical rationale outlining why the biosimilar Inflectra is not medically appropriate.</li> <li>• For patients that currently have Remicade prior authorizations, HealthPartners Pharmacy Administration will proactively enter approvals for Inflectra for the duration of the original Remicade authorization. Reauthorization will still be required for Inflectra.</li> </ul> <p>See the coverage policy for the full clinical criteria and prior authorization requirements.</p> <p>For questions regarding the policy, please contact Travis Tacheny by email: <a href="mailto:travis.j.tacheny@healthpartners.com">travis.j.tacheny@healthpartners.com</a></p>
<p>Ophthalmic Vascular Endothelial Growth Factors (Eylea, Lucentis and Beovu)</p> <p>Medical policy will be live on the web by 4/1/20.</p> <p><b>Coverage policy</b> can also be found in the medical coverage policy search page, searchable by drug name or billing codes.</p> <p><i>Path: <a href="http://healthpartners.com/public/coverage-criteria/">healthpartners.com/public/coverage-criteria/</a></i></p>	<p>Prior authorization is required beginning 4/1/2020. Patients new to therapy must use bevacizumab unless medical criteria are met.</p> <p>Eylea, Lucentis and Beovu are generally covered when the following criteria are met:</p> <ul style="list-style-type: none"> <li>• Patient has been previously treated with bevacizumab (Avastin or a biosimilar) and had disease progression or did not tolerate treatment with bevacizumab.</li> <li>• Patients with significant visual impairment at baseline will not be required to initiate therapy with Avastin (see criteria for details).</li> <li>• Patient is currently treated with Eylea, Lucentis, or Beovu and is stable on therapy.</li> </ul> <p>Additional criteria may apply – see coverage policy for more information.</p>

## Prior authorization required for obstructive sleep apnea testing

Effective April 1, 2020, HealthPartners will require prior authorization for all attended evaluations for obstructive sleep apnea (OSA) testing performed in a health care facility, laboratory or sleep clinic. As outlined in HealthPartners policy for attended polysomnography for evaluation of OSA, prior authorizations will not be required for the following:

1. Home sleep apnea testing (HSAT)
2. Anyone under the age of 18
3. Positive airway pressure (PAP) device titration

This policy will not apply to the following products:

1. State Public Programs
2. Any Medicare plan
3. Retiree National Choice

For a list of indications for which attended evaluations of OSA will be covered or for more information, please visit our **coverage criteria webpage**. (Path: [healthpartners.com/public/coverage-criteria/](http://healthpartners.com/public/coverage-criteria/))

If you have any questions regarding the content of this newsletter, please contact your HealthPartners Contract Manager or Service Specialist.

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