



## Resources Strengthen Patient-Centered Primary Care

Whatever the outcome of health care reform on the national level, it is clear that patients in Massachusetts already expect a lot from their primary care practices. With increased demand for access and services, leveraging existing resources to help deliver quality care has become even more important for primary care providers.

Primary care physicians employed by or affiliated with UMass Memorial Health Care can access a number of resources to help them better serve the needs of their patient populations. Here are just a few of them.

### Electronic Health Records

Approximately 200 employed primary care physicians are now using Allscripts, the clinical system's choice for an electronic health record. Functions include: e-prescribing and drug utilization; patient demographics; medications and allergy lists; lab, test and x-ray reports; and various clinical data. UMass Memorial is now offering access to an EHR for private physicians called Allscripts MyWay. Private physicians are invited to one of two seminars on February 23 and 24 to learn more about the product.

View [invitation](#).

### Patient Call Service: *Reminders for Your Health*

This centralized mail and telephone reminder service is being piloted by the UMass Memorial Managed Care Network for Blue Cross Blue Shield patients. *Reminders for Your Health* customizes the tracking, mailing and calling service for each participating practice so that patients experience communications as if coming directly from their own PCP. BCBS patients with coronary artery disease or

diabetes, and those who are receiving an ACE inhibitor, ARB or diuretic, as well as women overdue for mammograms are eligible for the service.

Contact Roger Luckmann, MD, MPH, at [roger.luckmann@umassmemorial.org](mailto:roger.luckmann@umassmemorial.org) or call 774-442-4150 for more information.

### Geriatric Psychiatry Consulting

The goal of Geriatric Psychiatry Consulting is to support primary care clinicians in the care of elder patients with mental health problems. The program is a real-time telephone consultative service, providing clinicians with telephone access to a geriatric psychiatrist and/or case manager, depending on the needs of the patient. The program is available to all patients regardless of ability to pay.

Call Monday to Friday, 9 am to 5 pm, at 508-334-0637.

### Toxicology Consulting

The Division of Medical Toxicology at UMass Memorial Medical Center now offers consultation for outpatients at the new Toxicology Clinic on the University Campus. The clinic currently operates on the second Tuesday of each month from 1 to 5 pm. Referrals of any adult patient with known or suspected toxicological issues are welcomed. Those issues can include conditions related to exposure to lead, asbestos, heavy metals and organic solvents. Referring physicians should contact Sean Rhyee, MD, MPH, for additional information.

Call 508-421-1400 or e-mail [sean.ryhee@umassmemorial.org](mailto:sean.ryhee@umassmemorial.org). Patients call 508-421-1455 for appointments.

### UMass Memorial Laboratories

UMass Memorial Laboratories, with its state-of-the-art facility, extensive advanced testing capabilities and highly qualified staff provide full laboratory services to primary care physicians throughout New England. In addition, a primary care physician can direct patients to a number of convenient locations to have their lab work completed.

For a listing of locations, go to the [web site](#). For customer service, call 800-476-4431.

**Check your mailbox** in the coming weeks for the Center for the Advancement of Primary Care's first annual report. The report details CAPC activity in the areas of quality improvement, practice improvement and redesign, workforce, marketing and communications, advising and consulting, and data and analysis.

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## Quality Scholars' Improvement Projects Underway

Our ten Quality Scholars are off and running. The participants and mentors in this certificate program (see October 2009 *Primary Care News*) are meeting in biweekly workshops and learning sessions.

“Each of our scholars has designed and is leading an improvement project within his/her own practice setting,” said Jeanne McBride, quality improvement manager for CAPC and one of the lead faculty for the Quality Scholars Program. “These projects target a variety of clinical conditions, practice management issues and evidence-based clinical guidelines through a systems approach to improving efficiency, patient outcomes and patient, staff and provider satisfaction.”

The improvement projects chosen by the scholars are:

**Konstantinos Deligiannidis, MD** – Improve hypertension and CAD care at Barre Family Health Center

**Gerald Gleich, MD** – Improve PCP scheduling and patient continuity at Hahnemann Family Health Center

**Rajneesh Hazarika, MD** – Reduce wait time for initiation of suboxone treatment at Community Health Connections, Fitchburg

**Trudy Manchester, MD** – Improve the efficiency of patient lab test result notification in the Benedict Adult Primary Care Clinic

**Elizabeth Murphy, MD** – Improve appropriate HPV ordering and cervical cancer screening intervals in the Benedict Adult Primary Care Clinic

**Beverly Nazarian, MD** – Improve the ADHD management process in UMass Memorial Pediatric Primary Care



*Quality Scholars left to right: Konstantinos Deligiannidis, MD, family medicine, Barre Family Health Center, Gerald Gleich, MD, family medicine, Hahnemann Family Health Center, Sara Shields, MD, MS, family medicine, Family Health Center, Elizabeth Murphy, MD, internal medicine, Benedict Primary Care, Beverly Nazarian, MD, pediatrics, Benedict Pediatrics, Trudy Manchester, MD, internal medicine, Benedict Primary Care, David Remis, MD, medicine-pediatrics, Westborough Internal Medicine and Pediatrics, Cornelius Tyrell, MD, pediatric hospitalist, UMass Memorial Medical Center, Bruce Weinstein, MD, internal medicine, Benedict Primary Care, Rajneesh Hazarika, MD, family medicine, Community Health Connections, Fitchburg*

**David Remis, MD** – Decrease the number of pediatric patients who are overdue for a well visit at Westborough Med-Peds

**Sara Shields, MD** – Improve gestational diabetes (GDM) care at Family Health Center of Worcester

**Cornelius Tyrell, MD** – Improve pediatric discharge process for home medication administration instruction

**Bruce Weinstein, MD** – Improve the process for test result notification to PCP/ordering provider in a residency practice

## Congratulations!

UMass Memorial Medical Group community practices once again ranked as a “Better Performer” by the Medical Group Management Association in its Performance and Practices of Successful Medical Groups 2009 Report, which is based on 2008 data. The Community Medical Group achieved status in three of the four possible categories: productivity, capacity and staffing; accounts receivable and collections; and patient satisfaction. More than 1,700 practices submitted data and just nine in Massachusetts and 490 nationally achieved Better Performer ranking. Only 28 practices were chosen nationally as Better Performers in three categories; none were chosen in all four categories. This places our team in the top two percent!

The **Center for the Advancement of Primary Care** at the University of Massachusetts Medical School and UMass Memorial Health Care will create, strengthen and integrate activities across the Medical School and the clinical system to ensure a robust primary care network that will serve as the main portal of care for patients and will provide excellence in teaching and research.

# Practice Improvement Corner

## Optimizing Transitions in Care



Ronald Adler, MD

One of the challenges faced by primary care providers is the coordination of care for patients across multiple settings. The most common instance of this coordination for patients is their transition from the hospital to home.

At such times, our patients are particularly vulnerable; not only has their health been compromised, but also they may be asked to

participate in many unfamiliar activities related to their health: undergoing diagnostic testing, seeing new subspecialists, struggling to institute lifestyle changes, taking new medications and participating in rehab. These are also the times during which poor coordination of care can result in complications, unnecessary duplication of services and other issues.

This spring, the Center for the Advancement of Primary Care will partner with the UMass Memorial Department of Quality and Patient Safety as the department leads an initiative to optimize such transitions in care. Many of the interventions associated with this improvement project will be conducted on the inpatient units.

However, there will also be a need for interventions in PCP practice. This will involve processes for facilitated communication, expedited appointments, and the education and activation of patients and their caregivers.

Our goal is to develop and reliably implement a process which is patient-centered, efficient and safe. Outcome measures will likely include rates of communication, re-admission and office follow-up, as well as patient and PCP satisfaction.

The CAPC is currently seeking input from PCPs about this topic. We are interested to hear your illustrative anecdotes of successes and failures, as well as your ideas regarding how to optimize such transitions. We are also inviting those of you who may be interested in participating in the project to let us know. We expect to launch this project in April.

If you are interested in sharing information about this topic, please click on this [link](#). If you think you may want to participate in this project, contact Ron Adler, MD, at [ronald.adler@umassmemorial.org](mailto:ronald.adler@umassmemorial.org).

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#### Center for the Advancement of Primary Care

Sponsored by two parent institutions with firm commitments to primary care — the University of Massachusetts Medical School and UMass Memorial Health Care — the Center for the Advancement of Primary Care (CAPC) is dedicated to ensuring that we have a robust primary care network that serves as the main portal of care for patients and provides excellence in teaching and research. In the past year, the center focused its work on quality improvement; practice redesign; physician workforce issues; marketing and communications; advising and consulting; and data-driven analysis. If we can assist you in your work or if you have suggestions about ways in which we can strengthen primary care at UMass Memorial Health Care, please contact us:

[capc@umassmemorial.org](mailto:capc@umassmemorial.org) or 774-442-7050.

#### Webinar Series – Prime Time Conversations

*Prime Time Conversations*, a monthly webinar series produced by the CAPC, is available to all PCPs affiliated with UMass Memorial Health Care. The 30-minute broadcast is easily accessible via a computer station and telephone, and covers topics of interest to today's practitioners. Broadcasts are archived and available for on-demand viewing.

To view past presentations, go to our [archives](#).

#### Diabetes Care

The CAPC has developed a number of patient education and clinician resources as a result of our work in the Diabetes Collaborative. These resources are available to any clinician/patient on our web page:

[www.umassmemorial.org/capc](http://www.umassmemorial.org/capc). Click on “Diabetes Collaborative Project” and then “Clinician Information” or “Patient Information.”

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The Center for the Advancement of Primary Care is supported by UMass Medical School and UMass Memorial Health Care.

**Contact Us:** 774-442-7050 or [capc@umassmemorial.org](mailto:capc@umassmemorial.org)