



East Hawaii IPA



Super Huddle

Tuesday, February 19, 2019

'Imiloa Astronomy Center

Agenda

Updates – Susan Mochizuki, Executive Director

Hilo Medical Center Specialty Clinics Update – Elena Cabatu, Hilo Medical Center

Hui Mālama Ola Nā ‘Ōiwi – New Medical Providers – Noe Scott, Medical Program Manager

Advanced Health Care Directive Initiative – Charlene Iboshi, Community First

KTA Comprehensive Medication Review & Disease Management Services –
Dayna Wong-Otis, PharmD, KTA Pharmacy

Ideal Office Workflows: Improve Patient Experience & Provider Satisfaction –
Dr. Scott Kronlund, Chief Medical Director/Kahea Wakinekona, Director of Quality & Care Management

Announcements – Susan Mochizuki, Executive Director

Membership Renewals

- Dr. Melanie Arakaki
- Dr. Gabriele Barthlen
- Dr. Daniel Belcher
- Dr. Brenda Camacho
- Dr. Pradeepta Chowdhury
- Dr. Darrett Choy
- Dr. Joseph D'Angelo
- Dr. John Dawson
- Dr. Ty de Silva
- Dr. Alan DeSilva
- Dr. Lynda Dolan
- Dr. Daniel Driscoll
- Dr. Matthew Dykema
- Dr. Buddy Festerling
- Dr. Sheareen Gedayloo
- Dr. Jon Gerdsen
- Dr. Carlos Gonzales
- Lynda Hirakami, APRN
- Dr. Craig Kadooka
- Dr. Erin Kalua
- Dr. Roy Koga
- Dr. Kevin Kurohara
- Dr. Richard Lee-Ching
- Dr. Don Matsuura
- Dr. Wanda Meurs
- Dr. Michael Miyashiro
- Dr. Aaron Morita
- Dr. David Nakamura
- Dr. Eugene Ng
- Dr. Thu Nguyen
- Dr. Kara Okahara
- Dr. Douglas Olsen
- Dr. Benjamin Ono
- Dr. Maria Perlas
- Dr. Heajung Ruesing
- Dr. Michael Russo
- **Dr. Gina Salcedo**
- Dr. Syuck Ki Saito
- Dr. Craig Shikuma
- Dr. Santad Sira
- Dr. Brian Wilson
- Dr. Douglas Yamashita

Membership Total

34 PCPs

8 Specialists

(15 pending)

Annual Member Meeting & Board of Directors Election

- Four open Board positions; nominations with the most votes will be assigned the longest term(s)
 - Nominees must be an MD, DO, or APRN in good standing & willing to attend monthly meetings and participate in committees & other initiatives
 - Candidates must confirm in writing that they are willing to serve
 - Must submit bio and statement explaining why they would like to be elected
 - Nominate as many candidates as you like

<i>Three-year term end dates</i>	2020	2021	2022
Brenda Camacho, MD- Pediatrician	X		
Lynda Dolan, MD- Family Medicine		X	
Buddy Festerling, MD- Family Medicine	X		
Sheareen Gedayloo, MD- Family Medicine		X	
Craig Shikuma, MD- Internal Medicine	X		
OPEN			X
OPEN			X
OPEN			X
OPEN		X	

- Nomination deadline:
Monday, February 25

- Annual Member Meeting & Election – **April 17, 5:30 PM** at ‘Imiloa



HMSA Updates

- Payment Transformation offices should receive "true up" checks covering attributed patients from September 2017-October 2018 who were inadvertently dropped due to changes in their HMSA health plan benefits
- COREO dashboard not fully functional- HMSA says they will "compensate"
- 2019 Payment Transformation not ready yet pending correction of COREO issues
- EHI is negotiating a special "Rural Designation" additional PMPM bonus for Payment Transformation providers to compensate for extra services/costs provided to patients due to lack of specialty services and other resources.

AMERICA'S PHYSICIAN GROUPS

**Taking Responsibility
for America's Health**

*******PRESS RELEASE*****PRESS RELEASE*****PRESS RELEASE*****PRESS RELEASE*******

East Hawaii IPA elected to serve on the Board of APG

APG is the leading association in the country representing physician organizations practicing capitated, coordinated care.

EHI is one of 300 APG members who are medical groups and IPAs across the country.

Scott Kronlund, MD, Chief Medical Director, and Susan Mochizuki, Executive Director, to represent EHI IPA

Dr. Lynda Dolan, IPA President, to give presentation at the Hawaii Regional meeting on February 21.

For more information contact Susan Mochizuki at smochizuki@ehiipa.com



Hilo Medical Center

Specialty Clinics Update

February 19, 2019

New Clinic Administrator

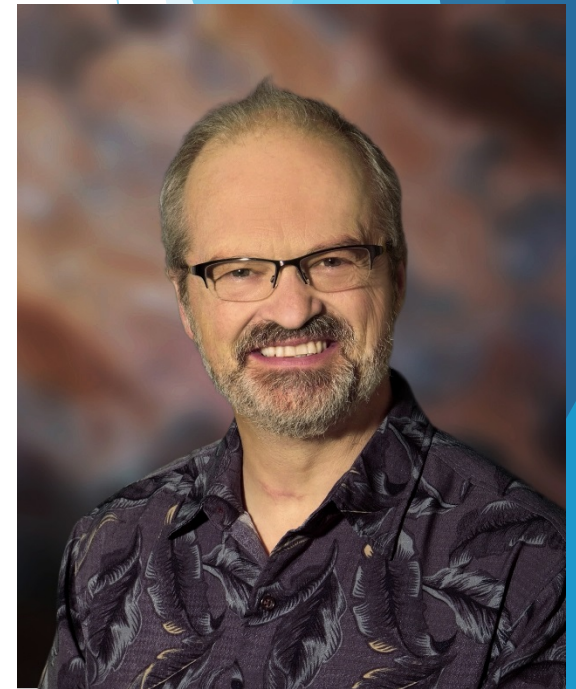
- ▶ Sanoë Kauhane, MHA
 - ▶ Hilo High School
 - ▶ University of Hawaii at Hilo
 - ▶ Colorado State University
 - ▶ Six years at Kona Community Hospital's Cancer Center



Provider Developments

Cardiology Clinic

- ▶ Dr. Carl Juneau, Interventional Cardiologist
- ▶ 2 additional Interventional Cardiologist
- ▶ 1 General Cardiologist
- ▶ 1 Nurse Practitioners



Provider Recruitment

Hilo Bone & Joint

- ▶ Dr. Mark Hansen, General Orthopedist
- ▶ Dr. Sara Sakamoto, Hand Specialist
- ▶ Landon Collins, APRN
- ▶ 1 additional APRN



Provider Developments

Urology Clinic

- ▶ Additional General Urologist
- ▶ Additional Nurse Practitioner

Neurology

- ▶ Additional Nurse Practitioner

Provider Developments

Hawaii Island Family Health Center

- ▶ OB/GYN
- ▶ Additional Nurse Practitioner

Neurology

- ▶ Additional Nurse Practitioner

Clinic Developments

Allergy Clinic

- ▶ Dr. Lovina Sabnani
- ▶ Dr. Lauren Stuart

Hilo Surgical Associates

- ▶ Dr. Andrew Lind



Clinic Developments

Rural Health Clinics

- ▶ Ka`u Rural Health Clinic
- ▶ Puna Community Medical Center
- ▶ Hilo
- ▶ Keaau



**Dr. Jennifer J.
Walker**
Family Physician
Medical
Director



**Dr. Mary K.
Nordling**
Family Physician
Residency
Director



**Dr. Mark
A. Knox**
Family
Physician



Dr. Doug Rose
Family
Physician



Allyson Wong
DNP



**Dr. Craig
Burger**
Pediatrician



Dr. Miki Cain
Pediatrician



**Dr. Lauren
Stuart**
Pediatrician



**Dr. Marina
Wilson**
Pediatrician



Michelle Kim
PharmD
Pharmacist



**Jared
Prudencio**
PharmD
Pharmacist



Momi Kawai
Community
Health Worker

Class of 2019



Dr. Tereza Molfino
Chief Resident



Dr. Vincent Giani



**Dr. Nataliya
Holmes**



Dr. Ashley Kong

Class of 2020



Dr. Devin Hazama



Dr. Kallan Ross



**Dr. Mililani Trask-
Batti**



**Dr. Warren
Yamashita**

Class of 2021



Dr. Henry Cho



Dr. Deanne Higa



Dr. Anna Maisu



**Dr. Antoinette
Moore**



Dr. Katelyn Steele



Dr. Alain Takane

Allergy Clinic
75 Pu'uhonu Pl., Suite 101
(808) 933-3800

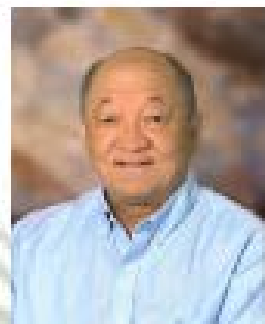


**Dr. Lovina
Sabnani**



**Dr. Lauren
Stuart**

Behavioral Health Clinic
1190 Waianuenu Ave.
(808) 932-4099



Dr. Dennis Lee



**Dr. Channing
Slate**



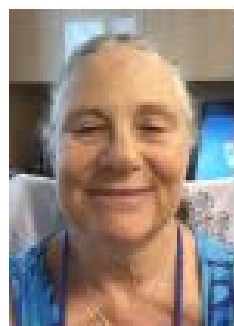
**Tracy Thornett,
APRN**

Cardiology Clinic
1190 Waianuenu Ave., 1st Fl.
(808) 932-3480



**Dr. Carl Juneau
Interventional
Cardiologist**

Hawaii Pacific Oncology Center
1285 Waianuenu Avenue
(808) 932-3590



**Dr. Linda S.
Gemer
Radiation
Oncologist**



**Dr. Kevin
Wilcox
Radiation
Oncologist**



**Dr. Anthony Lim
Medical
Oncologist**



**Terri Helbling,
APRN**



**Dr. Noemi Libed-
Arzaga, APRN**

Hilo Bone & Joint (Orthopedics)

73 Pu'uhonu Place, Suite 100
(808) 932-4235



**Dr. Jay
Boughanem**



**Dr. Mark
Hansen**



**Dr. Sara
Sakamoto**



**Landon
Collins, APRN**



**Dr. Victor
Bochkarev**



**Dr. Daniel
Hudak**



**Dr. Andrew
Lind**



**Dr. Joshua
Pierce**

Neurology Clinic
Hale Ho'ola Building
1190 Wai'anuenue Ave.
(808) 932-4230



Dr. William Herrera

Otolaryngology Clinic
(Ear, Nose & Throat)
75 Pu'uhonu Pl., Suite 101
(808) 933-3800



**Dr. Lovina
Sabnani**



**Mie Fowler,
APRN**

Urology Clinic
75 Pu'uhonu Pl.,
Suite 101
(808) 932-4240



**Dr. Lyric
Santiago**

Hui Mālama Ola Nā ‘Ōiwi – Medical Clinic

- Gaku Yamaguchi, MD
- Ka’ohimanu Dang Akiona, MD
- Ikaika Moreno, MSN, NP-C
- Donna Dennerlein, LCSW
- Stacy Haumea, RD, CDE



**Hui Mālama
Ola Nā ‘Ōiwi**



Advance Health Care Planning and Directives & EHI IPA Benefits

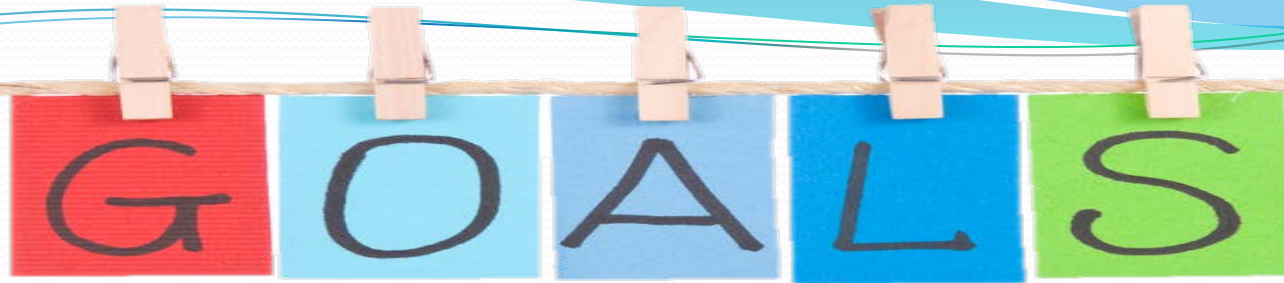
Give the Gift of “having the conversation.”



COMMUNITY
FIRST
Monthly
Sessions

Inspiring and supporting community-based conversations regarding end of-life care planning.





- Reducing suffering of families –clarity through AHCDs & conversations
- Provides clarity for physicians and caregivers
- Avoids controversy over who makes “final” decisions -- Healthcare agent
- Maximum use of healthcare resources based upon patient’s wishes
- Provides EHI IPA providers “benefits”—quality measure; time savings
- Referral, Education and Completion of AHCD—Loopback to EHI IPA

Monthly Workshops at the Aging & Disability Resource Center



POLST vs AHCD

	POLST	ADVANCE HEALTH CARE DIRECTIVE
Type of Document	Medical Order	Legal Document
Who Should Have One	Any seriously ill or frail individual (regardless of age) whose health care professional would not be surprised if he/she died in the year	All competent adults, 18 or older
Who Completes the Document	Physician or Nurse Practitioner	Individual
What Document Communicates	Specific medical orders	General end-of-life treatment wishes
Does this Document Appoint a Surrogate (Health Care Power of Attorney/Agent)?	No	Yes
Can Emergency Personnel Follow this Document	Yes	No
Ease in Locating/Portability	Provider Responsibility: Patient has original; copy in patient's medical record. Transferrable to all healthcare settings.	Patient/Family Responsibility: No set location. Individuals must make sure Surrogates have most recent version
Periodic Review	Health care professional responsible for reviewing with patient or surrogate	Patient is responsible for periodically reviewing

Our Ask:

EHI IPA Referral and Loopback

- Monthly workshops are set through November, 2019
- AHCD Initiative is a "Grassroots" and volunteer effort
- Refer your patients to the Free workshops.
- We ask how they heard about the sessions. If from EH IPA, noted
- Loopback to you:
 - When completed, we send an Excel Spreadsheet with the names/Drs.
 - Ask them to provide Doctors copy of AHCD
 - Ask them to review the AHCD annually or more often if have health issues

Together, We Can Make a Difference



Mahalo!



POLST vs AHCD for *Medical* Providers

POLST (Providers Orders for Life-Sustaining Treatment)

- A POLST is not for everyone
- Used when patient has a serious health condition (terminally ill/severe chronic illness) with limited life expectancy
- Contains medical orders that let healthcare providers, including paramedics, know what medical care patient wants or does not want. Takes effect as soon as it is signed.
- Must be signed by a physician or nurse practitioner. Review choices with patient

AHCD (Advance Health Care Directive)

- Everyone 18 and older should have an AHCD
- Provides instructions for end-of-life care when the patient cannot communicate
- Used to plan for an unforeseeable health care crisis sometime in the future
- Names a Health Care Power of Attorney (Agent)

**** A patient with a POLST should also have an AHCD. Neither form supplants the other; they complement each other.**



You're Someone Special

KTA Pharmacy

Comprehensive Medication Review and Disease Management Services

Dayna Wong-Otis, Pharm.D.

February 19, 2019

East Hawaii IPA Super Huddle

Comprehensive Medication Review Standards

A. Medication Review	<ul style="list-style-type: none">• Evaluate medication for efficacy, appropriateness and safety based on the following factors:<ul style="list-style-type: none">○ Age○ Disease states○ Guidelines○ Evaluation of high risk medications and safer alternative recommendations will be made
B. Allergies	<ul style="list-style-type: none">• Assess drug allergies listed in the EHR
C. Renal Function	<ul style="list-style-type: none">• Assess medication dosing based on renal function• Recommend dose adjustments
D. Missing or Unnecessary Medications	<ul style="list-style-type: none">• Evaluate medication appropriateness• i.e. after hospitalization continuation of a PPI that was never discontinued• Recommend initiation of appropriate medications based on guidelines• i.e. initiate bowel regimen if on opioids, statins for DM patients
E. Cost Effectiveness	<ul style="list-style-type: none">• Evaluate utilization of generic medications or cost saving medications
F. Immunizations	<ul style="list-style-type: none">• Evaluate immunization recommendation based on EHR vaccine history
G. Other Considerations and Findings:	<ul style="list-style-type: none">• Any other recommendations the pharmacist may have• Medication interactions will only be listed if there is significant concern• Liver function assessed only for medications where dose adjustments are recommended

Comprehensive Medication Review

- Target Population
 - High Risk Patients
- Examples of Implementation
- Time requirement
 - Approximately 90 minutes per patient



Disease Management Services

- Self-Management Support
 - Diabetes Self-Management Education (DSME)
 - Heart Failure / Hypertension



Interested? Please Contact Us!

- Kerri Okamura, R.Ph.

Director of Pharmacy Operations
KTA Super Stores

Email: kerri_okamura@ktasuperstores.com

Phone: (808) 959-2849

Transforming Primary Care in East Hawai'i

Big Island Management Services LLC



Our vision:
A community working together
to achieve better health.



Branding Opportunity

Adopting a Culture of Delivering the Best Patient Experience

1. Predictable, uniform experience independent of clinic location
2. Personalized care (“High Touch”)
3. Easy to engage through technology (“High Tech”)
4. Practice of choice (patients and payors)
5. Employer of choice
6. Best place to practice

<https://www.bing.com/videos/search?q=capital+one+cafe+commercial&view=detail&mid=328084395CEF23B5CBE7328084395CEF23B5CBE7&FORM=VIRE>

Guiding Principles

1. Practice team-based care
2. Differentiate **Physician Work** from **Physician-endorsed Work**
3. Foundation of pre-paid care
 - a. Improve accessibility
 - b. Better use of clinic resources
 - c. Supports just-in-time and asynchronous approaches as appropriate
 - d. Supports richer face-to-face visits
4. Optimize use of technology
5. Improve quality of work-life for staff and providers
6. Go home at a decent hour!!!

“Mass Customization”



But Common Care “Chassis”





Scheduling

OBSERVATIONS

AVG:24

12 – 40/DAY

PEDS vs ADULTS

URGENT ACCESS VARIES

ESTABLISH CARE WAIT TIME

TRIAGE VARIES

OPPORTUNITIES

BLOCK SCHEDULE TEMPLATES
(ALTERNATIVE & URGENT VISITS)

**CENTRALIZED SERVICES (TRIAGE,
SOME SCHEDULING)**

PORTAL SCHEDULING

Innovative Scheduling

Time	Primary care physician	Medical assistant 1	RN	Nurse Practitioner	Medical Assistant 2
8:00	Patient A	Assist with Patient A	Triage	Patient H	Assist with Patient H
8:10	Patient B	Assist with Patient B		Patient I	Assist with Patient I
8:30	Patient C	Assist with Patient C		Patient J	Assist with Patient J
9:00	Patient D	Assist with Patient D		Patient K	Assist with Patient K
9:30	Patient E	Assist with Patient E		Patient L	Assist with Patient L
10:00	Patient F	Assist with Patient F		Patient M	Assist with Patient M
10:30	Patient G	Assist with Patient G		Patient N	Assist with Patient N

Time	Primary care Physician	Medical assistant 1	Team RN	Physician Assistant	Medical Assistant 2
8:00	Huddle				
8:10	E-visits and phone visits	Panel management	RN Care management	Acute Patients	
8:30					
9:00	Complex patient				
9:30	Complex patient		E-visits and phone visits	Panel management	
10:00	Coordinate with hospitalists and specialists	outreach			
10:30	Huddle with RN, NP		Huddle with MD		



Pre-Visit Planning



OBSERVATIONS

VARIATIONS
MISUSE OF ECW TECHNOLOGY
INEFFICIENCY R/T ROLES

OPPORTUNITIES

CENTRALIZED QM SUPPORT
DEVELOP QM TEMPLATES

OBSERVATIONS

BOTTLE NECK
PHONES
PAPER FORMS
KIOSK

OPPORTUNITIES

TECHNOLOGY
KIOSK
SCREENS ON TABLETS
PHONES ANSWERED BEHIND SCENES



OBSERVATIONS

VARIATIONS IN ROLES & PROCESSES

- Meds
- History
- HPI

OPPORTUNITIES

DEFINED ROLES & TRAINING

TEMPLATES TO SUPPORT DEFINED ROLES

QM DOCUMENTATION TEMPLATES

OBSERVATIONS

HEAVY PROVIDER WORKLOAD
PREPPED DURING PRE-VISIT
PAPER > EHR

OPPORTUNITIES

**DEFINE ROLES & TRAINING (MA
SCRIBE)**
ECW SCRIBE
TEMPLATES

Consider “Super MA”



“Owns” the Exam Room for the day from pre-visit prep to after-visit care coordination

Coordinates daily huddle

Closes care gaps per Group protocol

Serves as Provider’s scribe

Coordinates all orders – treatments, diagnostics, & Rx



Population Health Management

OBSERVATIONS

DAILY, MONTHLY, QUARTERLY,
YEARLY
IGNORE IT

OPPORTUNITIES

CENTRALIZED SERVICE

Next Steps

- **10 providers discussing formation of medical group – July 1, 2019 formation target date**
- **Management Services Organization (MSO) Big Island Management Services, LLC established by the IPA in December 2018**
- **Potential services:**
 - Population Health**
 - Care Management**
 - Behavioral Health**
 - I T**
 - Referral Administration**
 - Practice Administration – management, billing, HR**
 - And much more**

Announcements

- General Election Meeting
– April 17, 5:30 PM
- Next Super Huddle
– May 14, 12:00 PM

Get Connected www.ehiipa.com

Read our weekly alerts to receive the latest:

- Meeting dates & RSVPs
- Provider webinars
- Ecosystem resources
- HMSA notices & measures
- Calendar events
- Community announcements
- READ OUR BLOG FOR PAST ANNOUNCEMENTS AND INFORMATION



East Hawaii IPA



23RD ANNUAL
Healthcare Symposium

AUGUST 16, 17 & 18, 2019 | FAIRMONT ORCHID HOTEL | KOHALA COAST | HAWAI'I ISLAND | HAWAI'I

Advancing Care for Patients, Providers, and Communities