

**PO Collaborative Physician Experience Discussion**  
**August 28, 2019**

Theme	Short Description	PO Efforts to Explore	HMSA & PO Efforts to Explore
<b>Using same survey tool</b>	Difficult to compare or share best practices if we are using different tools. Need to know context and demographics around what is being measured (e.g. influence of financial, staffing, years to retirement, etc.) for additional analysis.	Evaluation of survey tools: <ul style="list-style-type: none"> <li>• PFI: 6 academic medical centers will be collaborating and using this survey tool.</li> <li>• Mini Z: According to AMA, captures information about systemic drivers of burnout compared to other survey tools (address individual burnout).</li> <li>• One of the developers of the Wellbeing Index moved over to the Stanford tool.</li> <li>• General concerns with multiple survey tools across POs: Challenging to compare results and determine best practices if POs are using different instruments.</li> </ul>	<ul style="list-style-type: none"> <li>• Mini-Z survey tool is \$1,500/year electronic via Survey Monkey.</li> <li>• If HMSA were to send out the tool then would we get the same response rates?</li> <li>• Could jointly brand?</li> <li>• Helps to come from the PO level, but would be helpful to have the same tool.</li> <li>• <b>Next Steps: Explore Mini-Z further as a PO Collab</b></li> </ul>
<b>Attribution</b>	Patients disappearing and having to add them back. Excessive amounts of time spent on adding them back in Coreo.		
<b>COREO</b>	Stability and accuracy		
<b>Administrative burden</b>	Quality metrics management, <b>prior-authorization</b> requirements Not taking care of the patients that was the problem. Burden of reporting or the way that certain things have to do. (e.g. different codes for the same measure in different programs). Documenting on non-chronic conditions like "acute sepsis". <b>Lack of time for documentation. e-Prescribing. Formulary differences (e.g. HMSA vs. EUTF).</b>	<ul style="list-style-type: none"> <li>• Implement MSO Services such as team based care, referral management, off-island travel coordination, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Look at standardization of codes for consistency in measures across various programs (e.g. CPC+).</li> <li>• Explore areas where there is flexibility for change.</li> <li>• Look into decision support tools (e.g. CMS).</li> </ul>
<b>EMR/EHR</b>	Inefficient, not integrated	<ul style="list-style-type: none"> <li>• Proving greater support and training for EHR efficiency</li> <li>• Optimize EHR to allow for easier referrals</li> </ul>	<ul style="list-style-type: none"> <li>• Further integration of claims data with EHR data</li> <li>• Coreo integration</li> </ul>

<b>Loss of control and autonomy</b>	Office influenced by requirements, certifications, payers, clinical protocols determined by outside requirements		
Silo-ization of health care	Isolated services, loss of continuity of care	<ul style="list-style-type: none"> <li>• Adopt/expand team-based approaches to care</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Explore enhanced reimbursement to better support team-based care and chronic care management</li> </ul>
Payment Transformation	Quality Metrics, PRU, PMPM		<ul style="list-style-type: none"> <li>• Continue PO Workgroups to identify opportunities for improvement</li> <li>• Engage PO's in PMPM process</li> </ul>
Physician wellness	Raise awareness and provide resources to support physician wellness. Mind-body-spirit.	<ul style="list-style-type: none"> <li>• Network Pau Hana; social events; Christmas parties; karaoke</li> <li>• Community serving together</li> <li>• Hiring wellness coaches to do group exercises and stress relievers</li> <li>• Wellness resource kits</li> <li>• Hosting webinars on burnout for physicians and staff</li> <li>• Weekly emails or newsletters</li> </ul>	

Take all comments from all PO's and organize into the 7 drivers from Mini-Z. PO's to try to "bucket" the comments into the 7. **Dr. Chung to send out the categories** to the group and **PO's to send back the spreadsheets for consolidation.**