



CNEMGnews

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Message from Mike Ryan, COO

Welcome to the latest edition of the Care New England Medical Group newsletter. It's hard to believe 2018 is almost over, and with the holiday season in full swing, I find myself reflecting on the past year and planning for the next. We've come a long way in the two years since CNEMG was launched, and we should all take a moment to acknowledge our successes, take stock of where we can improve, and head into 2019 with the same level of enthusiasm that characterized 2018.

This month's newsletter provides important updates on patient satisfaction and the MyChart initiative, as well as some new policies approved by the CNEMG Board. All of this work relates to our key focus areas both as

a system and as a medical group: Quality, Service and Access. By continuing to be a market leader in these key areas CNE and CNEMG will differentiate itself from our competition and continue to thrive.

I'd like to thank each and every one of you for all that you do to make our physician practices and medical group a success. I very much look forward to my new role as CNEMG's chief operating officer and feel strongly that the best is yet to come. Happy Holidays and Happy New Year!

Sincerely,
Mike Ryan, COO

Our Docs are Tops



Who would YOU recommend to care for your parents, your children, your friends? Consumers are turning to you—the doctors in our state—to help determine who the top in their field is.

2019-20 Best Doctors in America™

Those physicians who are currently named to the Best Doctors list should have received an email to participate in the Best Doctors in America survey, which also strives to provide patients and their families with a list of the top physicians as voted by their peers. Only physicians who have previously been honored as a "Best Doctor in America" are eligible to vote. In mid-November invitations were sent via email to current Best Doctors physicians with instructions to access their online ballots. A listed Best Doctors physician who has not received an email invitation can provide his/her current email address at research@bestdoctors.com to receive voting information.

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Our Docs are Tops *continued*

At the close of voting all doctors who have been selected by their peers for the 2019-2020 Best Doctors in America List will be notified by letter of inclusion. For information, contact research@bestdoctors.com or (800) 675-1199.

2019 Rhode Island Monthly Top Docs

During the last week of December, all Rhode Island MDs and DOs should receive a postcard (delivered to your work mailing address) from *Rhode Island Monthly*. The postcard will feature a survey link and an individualized pass code where you will be able to vote for who you believe delivers the highest quality care to patients. Voting concludes at the close of the second week of January.

If you are a provider and do not receive a survey link or are having trouble with the voting process, please contact *Rhode Island Monthly* directly at (401) 649-4800. The selected "Top Docs," as voted by their peers, will be featured in *Rhode Island Monthly's* May 2019 issue.

Across Care New England, our experts deliver quality, compassionate care and we hope you take these opportunities to honor those who you would trust to care for your own loved ones. We look forward to seeing medical staff from all of our organizations represented in these trusted publications.

CNE implementation of electronic prescribing for controlled substances

While the adoption of electronic prescribing for controlled substances (EPCS) for C II-V (all schedules) has been slow due to complexities of implementation, regulations passed by the Drug Enforcement Administration now require the adoption of EPCS by all prescribers. While some of these efforts are a response to the ongoing opioid epidemic, EPCS provides the benefits of increased convenience and security for prescribers, as well as improved individual and population health outcomes for patients. As a result, Care New England has begun the process to implement eligible provider adoption of EPCS for members of the Care New

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In an effort to ensure CNEMG practices have the safest medication oversight in place, the Medical Practice and Quality Committee (MPQC) and CNEMG Board have approved a policy prohibiting the use of starter medication and drug samples, including over the counter medications, for all ambulatory practices effective January 1, 2019. The policy is intended to avoid a situation where patients could receive a potentially unsafe medication that has been expired, stored improperly, or potentially damaged.

A communication has been sent to all CNEMG providers and implementation plans are in motion with the support of our hospital pharmacy leads and MPQC committee members.

Feel free to contact your practice administrator or MPQC members who are also available as colleague resources for any CNEMG practices.

- Christy Dibble, MD, Chairperson
- Katherine McCleary, MD, Vice Chairperson
- Elisabeth Howard, CNM
- Margaret Howard, PhD
- Guy Lancellotti, MD
- Deborah Myers, MD
- Kathleen Phillips, NPP
- Naveed Rana, MD
- Debra Roberts, MD
- Robert Shalvoy, MD
- Ghulam Surti, MD
- Roxanne Vrees, MD
- Rodolfo Galinatti, PA

England Medical Group via both Epic and Cerner. While the DEA and the state of RI have imposed an implementation deadline of January 2020, Care New England has committed to going live with EPCS in early 2019. With the understanding that there are multiple barriers to EPCS adoption (technology, provider authentication, controls), a CNE steering committee has been convened to help navigate this process and answer any questions you may have.

CNE implementation *continued*

We will be communicating with you in a variety of ways moving forward regarding the details and timing necessary for successful EPCS adoption.

For more information about the requirements regarding electronic prescribing of controlled substances, please visit the Drug Enforcement Administration website at <https://bit.ly/2Bd4Tyn>.

Patient satisfaction update



Our last newsletter introduced two initiatives focused on improving patient satisfaction across Care New England Medical Group—"Patient I Wants" training sessions and Press Ganey patient satisfaction surveying. We have made significant progress with both initiatives and are excited to share the following updates.

At this time more than 200 CNEMG employees have either attended or are scheduled to attend a "Patient I Wants" training session. Feedback from employees who have attended the training continues to be very positive, especially in regards to the program lessons and the interactive, fast-paced learning environment. Participants are leaving the training with an understanding of the relationship between satisfaction and outcomes while also learning best practices to improve the patient experience on a daily basis. If you have not had a chance to attend "Patient I Wants" please speak with your office manager about registering.

On October 1, CNEMG implemented Press Ganey patient satisfaction surveys across a number of services including cardiology, orthopedics, surgery, hematology, oncology, and primary care. More than

CNEMG Notes *continued*



An educational seminar for the EMS community was held on Tuesday, December 11 from 5:30 to 8 p.m. at the Kent Hospital Doctors' Auditorium to highlight Kent's ST-elevation myocardial infarction (STEMI) program. Presenters included Robert Haffey, MBA, MSN, RN, president and COO of Kent Hospital, Chester M. Hedgepeth, III, MD, PhD, executive chief of cardiology at Care New England, Peter Graves, MD, chief of the emergency department at Kent, and Edward Thomas, MD, FACC, director of Kent's cardiac catheterization lab.

700 patients have already submitted surveys that are providing us with valuable feedback on key drivers of satisfaction including care providers and staff, communication, and access.

Take a look at some of the great things that our patients are saying about our group:

CNEMG Primary Care – Warwick "I couldn't have asked for a better doctor – and staff. I'm very pleased with them all."

CNEMG Orthopedics – Warwick "The staff is very knowledgeable and courteous. You have the doctor's complete attention and never feel rushed."

Cardiovascular Associates – Warwick "I was very impressed with every employee that I dealt with. They made me feel like caring for me was the best moment of their day."

Thank you for your continued efforts towards improving patient satisfaction.

Kent Hospital holds free vascular screening

Kent Hospital hosted a free screening for Peripheral Arterial Disease (PAD) last month at the hospital's Ambulatory Services Pavilion.

PAD is a common circulatory problem that develops when plaque builds up within the arteries and reduces blood flow to the arms and legs. The disease affects one in every 20 Americans over the age of 50, and symptoms can include: pain when walking; cramping in hips, thighs, or calf muscles; sores on the toes or feet that will not heal; or leg numbness.

Those at risk for developing PAD typically smoke or have smoked cigarettes; have diabetes, high blood pressure, or high cholesterol; are obese or engage in limited physical activity; and/or have a family history of cardiovascular disease or stroke.



“Peripheral Arterial Disease is often considered a warning sign as other arteries, including those in the heart and brain, may also be blocked. This increases the risk of a heart attack or stroke,” explained Guy Lancellotti, MD, vascular surgeon, Kent Hospital's chief of surgery, and a member of Care New England Medical Group. “An accurate diagnosis is the first step in reducing that risk.”



Also participating in the screenings was Garima Dosi, MD, a vascular surgeon with Care New England Medical Group, who is affiliated with Brigham and Women's Hospital. Drs. Dosi and Lancellotti see patients in the Ambulatory Services Pavilion at Kent Hospital.

After screening, attendees had the opportunity to meet with Drs. Lancellotti or Dosi to discuss what their ABI results mean, and if needed, schedule a follow-up appointment.

CNEMG Notes *continued*

In order to help preserve confidentiality of patient information, while also providing media outlets accurate and timely access to information, CNE's Public Relations/Media Contact policy governs media relations for Care New England and its member organizations, including outreach and response to the media. The policy enables Care New England and its member organizations to comply with the Health Insurance Portability and Accountability Act (HIPAA) of 1996, which governs privacy standards for health care information.

More information on how providers can assist with proper implementation of this policy is available at carenet/policies/ and click on ConvergePoint—Policy Documents.

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Thank you to all who completed the 2018 Employee + Provider survey. We are pleased to report that there was a 107 percent increase in responses as compared to last year's survey.



Your feedback is critical to the continued success of CNEMG and we look forward to sharing the survey results once they are available in early 2019.

Butler Hospital's Intensive Outpatient Programs (IOPs)

Butler Hospital is pleased to announce the addition of three NEW intensive outpatient programs (IOPs) to our range of existing services.

To make a referral, please complete the form at <http://butler.org/programs/outpatient> or call the Care New England Behavioral Health Services Call Center at 1 (844) 401-0111. Staff are available 24/7.

IOP for College Students (18-26) – NEW!

Monday, Tuesday, and Thursday | 3:15 to 6:15 p.m.
Group psychoeducation and interpersonal therapy with topics focused on managing stressors, mood, and anxiety in the college environment.

IOP for Older Adults (65+) – NEW!

Monday, Tuesday, and Thursday | 9 a.m. to 12:15 p.m.
Group psychoeducation and interpersonal therapy with topics focused on overall mental health as well as aging, transition, and loss.

IOP for Young Adults in the LGBTQ+ Communities (Ages 18 to 26) – NEW!

Monday through Thursday | 3:15 to 6:15 p.m.
Called “True Self,” group psychoeducation and interpersonal therapy with topics focused on overall mental health, as well as gender identity, gender expression, and sexuality.

IOP for Substance Use Disorders – (Formerly called Continuum)

Tuesday through Friday | 4 to 7 p.m.
Group psychoeducation and interpersonal therapy with topics focused on substance use disorders and relapse prevention.

IOP for OCD and Anxiety Disorders

Monday through Thursday | 2 to 5 p.m.
Exposure-based CBT with exercises practiced in group, individual, and home/community settings.

Specialty Services building open on Butler Campus

On Monday, December 3, Brigham and Women's Cardiovascular Care at Care New England opened a new office, located on the Butler Hospital campus in the CNEMG Specialty Services Building. A full range of cardiovascular testing services as well as an anticoagulation clinic will be provided at this location, allowing us to continue providing the convenience of comprehensive cardiac care in one setting. Contact information for our Butler location is as follows:

Brigham and Women's Cardiovascular Care at
Care New England
100 Butler Drive
Providence, RI 02906
Phone: (401) 681-4996
Fax: (401) 889-5002

As a reminder, the Care New England Department of Orthopedic Surgery and Sports Medicine also has an office at the CNEMG Specialty Services Building. This site has ample walk-up parking and on-site x-ray. The hours of operation are from 8 a.m. to 5 p.m., Monday through Friday. Contact information is as follows:

Care New England Department of Orthopedic Surgery
and Sports Medicine
100 Butler Drive
Providence, RI 02906
Phone: (401) 729-2800
Fax: (401) 729-2877