Welcome to the latest edition of the Care New England Medical Group newsletter. I’m certain you are all as happy as I am that spring is finally here, allowing us all to get outdoors and active again!

While the weather is always a question mark at this time of year, one certainty is the energy and activity around CNEMG. As I’ve visited our many locations around the state, I’ve encountered nothing but enthusiasm and dedication to serving our patients. This is exactly the type of approach we need in order to continue differentiating ourselves.

In the coming weeks we will be discussing patient satisfaction results with the practices involved in our initial roll out of the Press Ganey survey, and sharing our ideas for how we can continue to improve our patient experience. The phrase ‘Every Patient, Every Time’ is often used to describe the type of clinical environment that well-run practices strive for, and CNEMG will be no different. We are all patients at some time, so continue to look through that lens as a means to develop ideas and strategies to make your practice and patient experience as great as it can be. Please share ideas with your CNEMG operations team and continue to challenge the status quo!

As a reminder, don’t forget to pick-up a copy of Rhode Island Monthly’s “Top Docs” issue, which should be available towards the end of April.

Thank you for all that you do, and I look forward to seeing you all soon.

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**Risk Management Promotes Patient Safety**

Risk management programs and strategies are aimed at helping promote patient safety, reduce medical liability, and foster positive physician-patient relationships which ultimately serve to protect stakeholders involved in our practices and contribute to maintaining positive fiscal responsibility. CNE Risk Management is committed to continually identifying relevant risk-related topics based on nationwide and internal trends in order to educate on best practices. As CNEMG employed physicians, there are a couple of expectations as being part of the indemnity program. Physicians who are part of the indemnity program are required to participate in formal

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Risk Management Promotes Patient Safety continued

Loss control programs for education that breaks down into two separate areas below.

1. Required education sessions:
   - Participation in Documentation: Best Practices to Minimize Risk, a live interactive session lead by CNE retained attorneys.
   - Participation in QUEST (Team Training). Physicians will be notified if they will be scheduled to attend the live session or complete the online version.

2. Six risk management education credits. These hours can be from classes offered by CNE Risk Management, other internal offerings (i.e. Schwartz Rounds), or other outside CME sources/topics (with CNE Risk Management approval).
   - CNE Risk Management education offerings are live presentations on relevant topics. These presentations are offered at locations across CNE. Some of the 2019 offerings include:
     - Significant Case Report
   - CNE Risk Management online education offerings. The online offerings are announced periodically during the year. These are videotaped sessions with a post-test that are available for credits via HealthStream.

Education must be completed within this policy year (ends 9/30/19). You will get periodic updates of upcoming risk management educational opportunities. The mandatory QUEST education is now available through HealthStream. Please note that the mandatory “Documentation: Best Practices Minimize Risk” live education session has limited number of seats per session, please sign up early to ensure participation. If you have any additional questions, please reach out to Mary Warburton, CNE Risk Management at (401) 681-2814.

MyChart Patient Portal Update

CNEMG continues to look for ways to expand enrollment and improve functionality of the MyChart patient portal. For example, through the utilization of standard enrollment scripting at check-in and by enrolling our patients at the time of checkout, the urogynecology and internal medicine Pawtucket practices were able to increase patient enrollment by nearly 30 percent since August 2018.

We’re excited to announce that starting in March this same group of practices will be trialing a new feature aimed at streamlining MyChart enrollment for both staff and patients. This new feature will automatically send a MyChart welcome letter and activation code to our patients via email in advance of patients upcoming appointments. By automating this process, we are ensuring that all of our patients have an opportunity to take full advantage of MyChart while eliminating the administrative burden from our staff. Stay tuned for more updates on this important initiative in upcoming editions of the CNEMG newsletter.

Bariatric Surgery Accreditation

The Center for Surgical Weight Loss at Care New England is pleased to report that it has been accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP).

“This designation means that our program meets the needs of bariatric patients by providing multidisciplinary, high-quality, patient-centered care,” said Dr. Jeannine Giovanni, director of bariatric surgery at Care New England. “More importantly, it demonstrates the hard work and commitment of our staff. We’re extremely happy to have achieved this accreditation.”

For more information about the program call (401) 736-3731 or visit carenewengland.org/bariatric.
Patient Satisfaction Update

Care New England Medical Group is continuing to measure patient satisfaction across a number of services including cardiology, orthopedics, surgery, hematology oncology, primary care, and most recently the Women & Infants Fertility Center. More than 1,000 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 General Surgery – “First class facilities and top-notch health professionals. I was very happy.”

CNEMG Family Medicine Lincoln – “The staff is very friendly and accommodating. I have had very good experiences here.”

CNEMG Primary Care West Warwick – “My provider and staff are kind, friendly, and helpful. Their office is organized and runs well.”

Thank you for your continued efforts towards improving patient satisfaction!

Care New England Medical Group Launches a Primary Care Referral Hub

In an effort to improve service and access for our patients, Care New England Medical Group successfully launched a referral hub on February 4, 2019. The referral hub is currently processing referrals for CNEMG Primary Care practices and specifically targeting referrals for Blue Cross insurance plans.

Upon receiving a referral request, the hub is initiating a three-way phone call between the patient and the specialist office. This customer-centered approach ensures that patients receive an appointment with their specialist and that the specialist office receives the prior-authorization in a timely manner.

Launching the CNEMG referral hub is our first step towards major improvements in the way that we manage referrals across our group. Moving forward, our goal is to expand the scope of the referral hub to include additional payers and practices. We have also established a referral taskforce that is currently researching and developing best practices in an effort to improve the efficiency of referral processes for our staff.

For questions about the CNEMG referral hub, please contact Bryan Liese, administrative director, at BLiese@carene.org.

Save the Date - Fourth Annual AFib Symposium

Care New England Cardiovascular Care is hosting its fourth annual symposium to help educate patients with atrial fibrillation (AFib) and others interested in learning more about cardiac health. The free event is being held on Wednesday, May 29 from 5 to 8 p.m. at the Crowne Plaza in Warwick. The event will feature presentations by physicians from Brigham and Women’s Cardiovascular Associates at Care New England. For information about our services, visit carenewengland.org/cardiology.