

**MEDICAL DIRECTOR MEETING – MINUTES**

October 5, 2017

**IDN GROUP MEMBERS PRESENT:**

<u>TOPIC</u>	<u>DISCUSSION/QUESTIONS</u>	<u>QUESTIONS/ANSWERS/ACTION/ FOLLOW UP</u>	<u>WHO</u>
Review of September meeting	Provider dispute process Paid Claims Report Review DRG Validation Audits BH Transitions Taking Advantage of AEP for group growth	See September meeting minutes for details	
Short Topics	JH: How valuable would it be to get a daily admit/discharge report daily from all the hospitals?  Extremely valuable: get Marlborough and Metro West now Second that.  Partners Hospitals are not on the reports received now. Jatin  Would you act on it: Yes.  Are you using Patient Ping or PreManaged? Three MDs.  Paper copies of the survey were distributed.		

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Clinovations	<p>Have you worked with Centricity?</p> <p>Are reports daily or retrospective?</p> <p>Opportunity to opt out?</p> <p>Are you working to incorporate other EMR systems? (in addition to EPIC, Cerner)</p> <p>Are you working on a wraparound that is agnostic?</p> <p>Claims based diagnosis: How many can be listed?</p> <p>If diagnoses get truncated, might not be dealt with.</p> <p>Key differentials?</p> <p>Alerts?</p> <p>Subscriber model? And how hosted?</p> <p>Alert analytics and coding: Two separate services?</p>	<p>No.</p> <p>Both.</p> <p>Yes.</p> <p>Yes.</p> <p>Yes.</p> <p>Up to 12 can make it on a claim.</p> <p>System would prompt open claims.</p> <p>Smart form and documentation assistance. Clinovations is a healthcare, not a technology firm. Physicians assist with rollouts.</p> <p>Can set up custom alerts. Can refine alerts.</p> <p>Both subscriber and consulting based. Cloud hosted.</p> <p>Yes.</p>	

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Medication Adherence	<p>Does adherence derive from members not being able to afford medicines while in gap?</p> <p>If member misses a fill, fax goes to doctor, letter goes to member. How many have a conversation about adherence?</p> <p>We have data on all three measures; glad to share. Would that be helpful?</p> <p>Patients often claim that they are taking their meds.</p> <p>One physician asks patient to bring bottles in a brown paper bag. Few do.</p>	<p>Not necessarily.</p> <p>Inhalers are expensive. Ask them to bring them in and demonstrate.</p> <p>In a normal week, how many dosages are you taking?</p> <p>When is the last time you missed a dose elicits a more accurate response?</p> <p>Yes, for some.</p>	

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	<p>What is timeline for nonadherence?</p> <p>What is financial incentive for STAR measure?</p> <p>A 90-day supply or autofill strengthens adherence.</p>	<p>Ten days after fill date.</p> <p>There are financial incentives to stay out of ER and hospital.</p>	
Readmissions	<p>What year was this study done? Bogus. Hospitals know that they need to come up with a new diagnosis for a readmit.</p> <p>What is the best sustained low readmission rate over the years? With some members, with crappy discharge papers, impossible to manage.</p> <p>Can we invite our case managers to this meeting?</p> <p>Are a small number of patients being admitted multiple times?</p>	<p>Yes.</p> <p>Feel that it is more widespread, though a small cadre might account for some.</p>	

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	<p>Is discharge, 7-day visit, data available by provider?</p> <p>Is is better to see a stranger in four days or a PCP in 8?</p>	<p>It can be cut that way.</p>	
<p>Future meetings</p>	<p>Reminder: The November meeting is at MMS and is on the SECOND Thursday, 11/9, rather than the usual first thursday</p>		

November Agenda

Matrix home visit program  
 2018 Star



2018 Benefits  
Member Retention program

A handwritten signature in black ink, appearing to read "Jonathan Harding".

Jonathan Harding, MD, Senior Medical Director, Senior Products, Tufts Health Plan