



Northern Minnesota Network

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Monday—Friday—8:00am—4:30pm

www.northernmnnetwork.org

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Dates to Remember

INK Call.....Sept. 11

NMN Board
Meeting.....Sept. 18

NMN QI
Meeting.....Sept. 26-27

Patient Centered Medical Home

Demo Project in Bigfork

SRHS Bigfork Site is very busy implementing a patient centered medical home through an NCQA PCMH demo project. This project started in the fall of 2011 and is a 3 year demonstration project, ending in October, 2014 with the goal being reaching NCQA Level 3 recognition at the end of the demo project.

Practice Transformation:

A complete "Practice Transformation" needs to take place in order to accomplish all that is required with implementation for a patient centered medical home. Significant changes in workflows and duties will take place starting at registration and following the patient through all aspects of their clinic visit.

Modular Nursing:

SRHS Bigfork Site will be implementing Modular Nursing where 3 levels of nursing skills are utilized to assist in creating a more efficient clinical practice, and enhance the patient experience. Modular nursing is the concept of recognizing nursing staff's strengths and skill sets and best utilize the nursing staff to assist with patient care, case management, pre-visit chart reconciliation and communication with patient, care plans, and ultimately provide improved patient care as well as improved provider satisfaction and efficiency. (continue reading on page 4)
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Message from the Director.....

Jackie Moen

The Center for Medicare/Medicaid Services (CMS) released its finalized Stage 2 Meaningful Use criteria last week and it aligns with original proposed rules, with the addition of some exclusions in response to issues raised during the comment period. Items of interest that were confirmed include:

The timeline for Stage 2 is triggered at the third year a provider attests to meeting Meaningful Use criteria. For most Medicaid program providers:

Year 1 is Adopt-Implement-Upgrade

Year 2 is 90-days at Stage 1

Year 3 is 12-months of Stage 1 criteria

Year 4 is 12-months of Stage 2 criteria

Stage 1 criteria for testing HIE is eliminated in Stage 1 and replaced in Stage 2 by ongoing “robust” HIE for transitions of care. This means you have to test during Stage 1 years anyway, but not in order to attest for Stage 1 incentives.

Stage 1 criteria for providing patients with an electronic copy of their record is eliminated in Stage 1 and replaced in Stage 2 by having a patient portal.

The NMN health center members continue to work closely with the MN-ND Regional Extension Center (REACH) to work through all requirements for Meaningful Use. Since MN and ND are not yet open to accept registrations, we have one member, Lake Superior Community Health Center, that successfully attested and received incentive payments from Wisconsin. We look forward to helping our other members achieve Meaningful Use incentives under Medicaid services as soon as early 2013.

This Month's Technology Tips

By Kyle Gilbertson

How to Submit a Help Ticket to SISU

1. By Phone – You can call the SISU help desk and submit a ticket. There is a local number and a toll free number. The numbers are:

a. 218-529-7979

B. 1-888-413-7979

All Urgent tickets should be called in

2. By Email – You can submit a ticket, including attachments to the SISU help desk by email. The email to submit a ticket is:

support@sisunet.org

a. By Intranet – You can submit a ticket by using the Intranet. The Intranet is a nice way to submit a ticket, as you get to use your own words, add attachments, and the ticket is automatically created when you submit it. You can submit a ticket at:

<http://sisusp.sisunet.org/Pages/Custom/NewCall2.aspx>

a. Login with your Username and Password

b. Select Type of IT issue or request, i.e. Software application

c. Select App, i.e. Centricity

d. Browse for Attachment, if there is one

e. Provide a description

Submit Request

The screenshot shows a web browser window displaying the 'Submitting New Help Desk Ticket' page on the SISU Intranet. The page title is 'Have an IT problem? SISU can help!' and the form is titled 'SISU Ticket Form'. A red message states: 'If your issue is urgent, please call our service desk at 1-888-413-7979.' The form fields include: Name (Kyle L. Gilbertson), PC Name (sisu-mis-109), and Phone# (218-529-7984). The 'Type of IT issue or request' is set to 'Software application'. A dropdown menu for 'App:' is set to 'Centricity'. There is an 'Add Attachment' section with a 'Browse...' button and a text area containing 'System not working'. A 'Please provide a detailed description:' text area is also present. A 'Submit Request' button is at the bottom right. The footer of the page says: 'Thank you for using SISU Support to resolve your IT issues and requests. You are welcome to review and update any of your SISU Tickets. This is the best way to communicate directly with the SISU staff and to make your IT issues...

(Continued from page 1—PCMH at SRHS)

Providers and nursing staff all recognize that implementation of the EMR has taken the focus off the patient with greater focus on documentation. The modular nursing concept brings the patient back to the main focus of the visit, i.e. the concept of patient centeredness. This is accomplished with a team approach to patient care which allows providers more time for direct patient care by utilizing Planned Care Visits, standing orders, case management and patient empanelment. All patients will belong to team of providers and nurses which will improve continuity of care, access to providers and patient satisfaction.

Other Staffing Changes:

Non-clinical staff are also undergoing changes in their job descriptions and duties to allow nursing staff more time for direct patient care and allow these employees the opportunity to utilize their skills to enhance patient care. Medical records department staff will now be Patient Care Coordinators and Health Information Coordinators. Reception staff has been busy implementing enhanced access appointment scheduling, patient assigning of Primary Care Providers and will become a check out location for patients to schedule their follow up appointments and receive a visit summary.

Go-Live:

The Practice Transformation go-live date is 9/17/2012. The providers and staff are excited about these upcoming changes and look forward to experiencing overall improved clinical practice efficiencies, improved patient experience, and improved staff and provider satisfaction.

Many months of planning and training go into this implementation. The PCMH Team consists of:

Jeff Scrivner, Director; Nancy Mault, Coordinator; Cathy Sellers, Clinical

Support; Linda Buckingham and Jessica Furey, Clinical Support; Carmen Heinecke, HIT Support; and Stacey Moran, Site Manager.



**PCMH—Case Management Nursing Training:
L-R Denise Forsline, Linda Buckingham, Nancy Mault Gabby
Root, Jessica Furey**



Community Health Information Collaborative Adds Staff and Opens Twin Cities Office

CHIC is pleased to announce that its HIE-Bridge™ service, Minnesota's only certified health information exchange, has opened an office in St. Louis Park to better serve healthcare providers statewide.

"Our metro office will create a true statewide presence for HIE-Bridge," said Cheryl Stephens, President/CEO. "Because we will be in closer proximity to our customers in the southern portion of the state, we will be able to provide much better customer service and access."

The HIE-Bridge metro office is located at 4820 Minnetonka Blvd., Suite 403, St. Louis Park, MN 55416. The office telephone number is 952-681-2320.

Several new staff members have joined the Community Health Information Collaborative:

Cheryl Larsen has been hired as a HIE-Bridge™ Marketing Specialist who will be based in the Duluth office. Cheryl has over a decade of experience working in the dental field and recently received her Master's degree from The College of St. Scholastica in Health Information Management. Cheryl is a member of the American Health Information Management Association. Cheryl can be reached at clarsen@medinfosystems.org.

Sarah Leuck has been hired as Finance Director. She will be responsible for oversight of all financial transactions and will provide the financial analysis necessary for long-term, strategic planning. Most recently, Sarah was a Senior Assurance Associate (Auditor) at McGladrey, where she worked with health care and not-for-profit entities. Sarah is a Certified Public Accountant and earned her Bachelor's degree from UW Eau Claire. Sarah's email address is sleuck@medinfosystems.org.

Nancy Mellin has been hired as a HIE-Bridge™ Marketing Specialist who will be based in the new Twin Cities office. Nancy brings to CHIC over two decades of marketing, public relations, and small business management, including nine years as a Senior Sales Representative for Johnson & Johnson Pharmaceuticals. Nancy is a graduate of the Univ. of MN-Duluth and holds certificates in non-profit administration and fundraising. Her extensive marketing background and specialized training will help with the implementation of HIE-Bridge™ statewide. Nancy can be contacted at nmellin@medinfosystems.org.

Lynn Cases has been hired as a HIE Implementation Specialist and Project Manager. Lynn will work directly with new HIE-Bridge™ subscribers to navigate through the on-boarding process. Her experience in technical training and curriculum design will help ease the transitions to new ways of communication. She is a Returned Peace Corps Volunteer from Namibia and active in Toastmasters. Lynn holds a Bachelor of Science from Loras College and a Master of Health Informatics from the University of Minnesota. Her email address is: lcases@medinfosystems.org.

For additional information, contact Cheryl Stephens at 218-625-5515

NMN Member Clinics

Migrant Health Service, Inc.

www.migranthealthservice.org

Moorhead 218-236-6502

Grafton 701-352-4565

Rochester 507-529-0503

Willmar 320-214-7286

Sawtooth Mountain Clinic

www.sawtoothmountainclinci.org

Grand Marais 218-387-2330

Grand Portage 218-475-2235

Tofte 218-663-7263

Cook Area Health Services dba

Scenic Rivers Health Services

www.scenicrivershealthservices.org

All SRHS Clinics can be reached Toll Free at 877-541-2817

Bigfork, Big Falls, Cook, Floodwood and Northome

Lake Superior Community

Health Center

www.lschc.org

Duluth 218-722-1497

Superior 715-392-1955

Community Health Partnership of Illinois

www.chpofil.org

Aurora 630-859-0015

Hoopeston 217-283-5523

Kankakee 815-932-6045

Mendota 815-539-6124

Rantoul 217-893-3052

Woodstock 815-337-9640

Admin. Office 312-795-000

The Northern Minnesota Network

We take our mission to heart and commit to serving our member organizations through customized service.