



Physician Performance LLC

Office Manager Meeting April 10, 2024

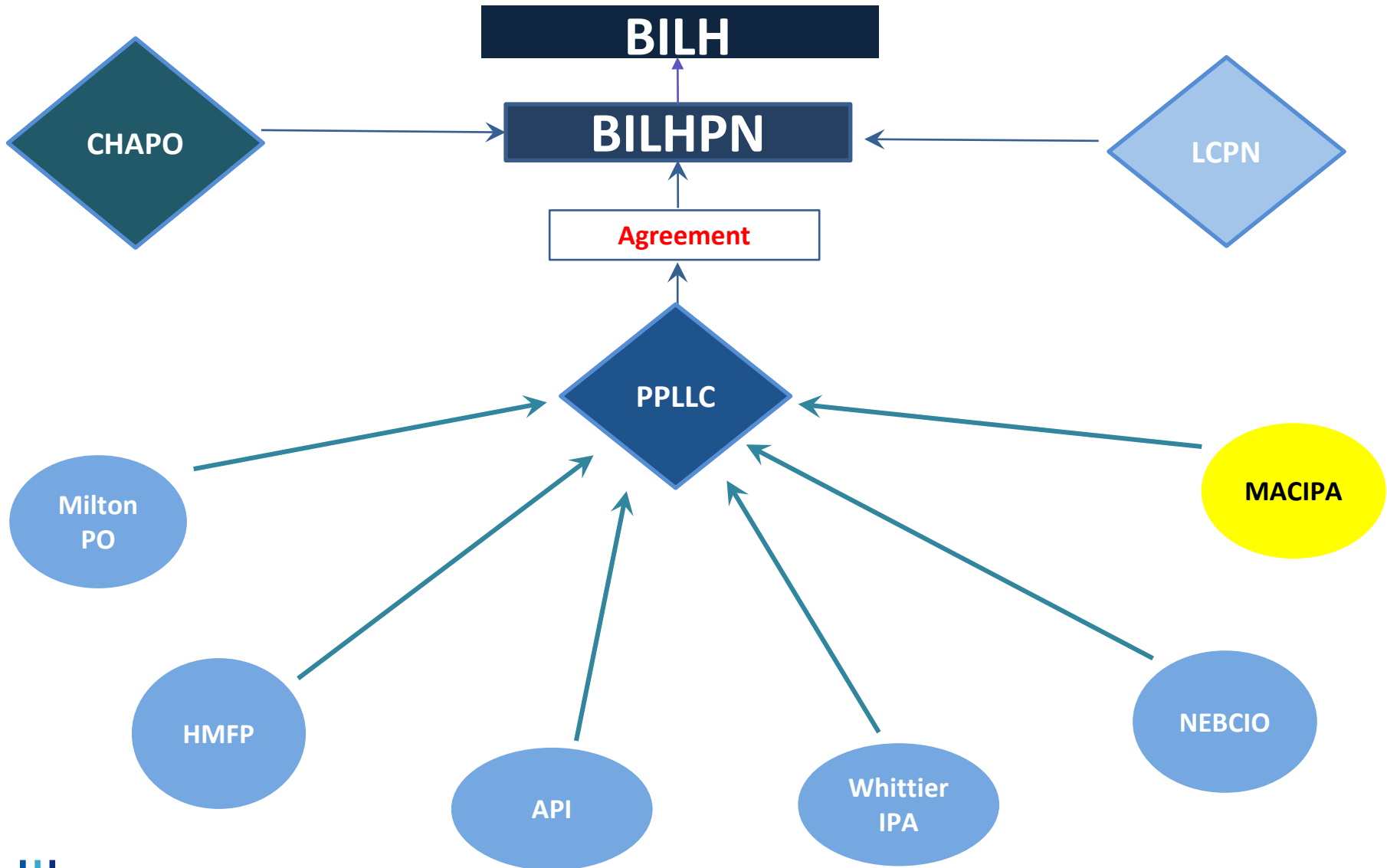


Agenda

- Physician Performance LLC
 - New Member of PPLLC
 - Introduction of PPLLC staff and services provided
- Beth Israel Lahey Health Performance Network Updates
 - Local Care Unit structure
 - 2024 Performance Focus Areas
 - 2024 Settlement Distribution Model
- Access to Epic
 - Implementation plan
 - EpicCare Link

Physician Performance LLC Updates

PPLLC structure and Affiliations



PPLLC Team

- Dr. Alexa Kimball, President
- Deb Schoenthaler, Executive Director
 - dschoent@bidmc.harvard.edu
- Todd Lowthers, Associate Executive Director
 - tlowther@bidmc.harvard.edu
- Leslie Levine, Operations Administrator
 - llevine5@bidmc.harvard.edu
- Diana O'Malley, Operations Administrator
 - domalley@bidmc.harvard.edu

Service Offerings



Physician Representation



**Advocacy on Government
Policy issues**



**Clinical Education
Sessions**



**Provider Enrollment &
Network Relations**



**Performance
Management
support**



**Group Purchasing
Program**

Beth Israel Lahey Performance Network Updates

Population Health Provider Hierarchy

Local Care Units & Hospital Partner

Our Aim and Purpose

- Improve the health of populations
- Improve the patient experience
- Improve the care team's well-being
- Reduce Costs

Proposed LCU Names/ Hospital Partner

BEVERLY – Beverly/Addison Gilbert

BOSTON - BIDMC

BURLINGTON - LHMC

CAMBRIDGE/CHA - Cambridge

CAMBRIDGE/MACIPA – Mt Auburn

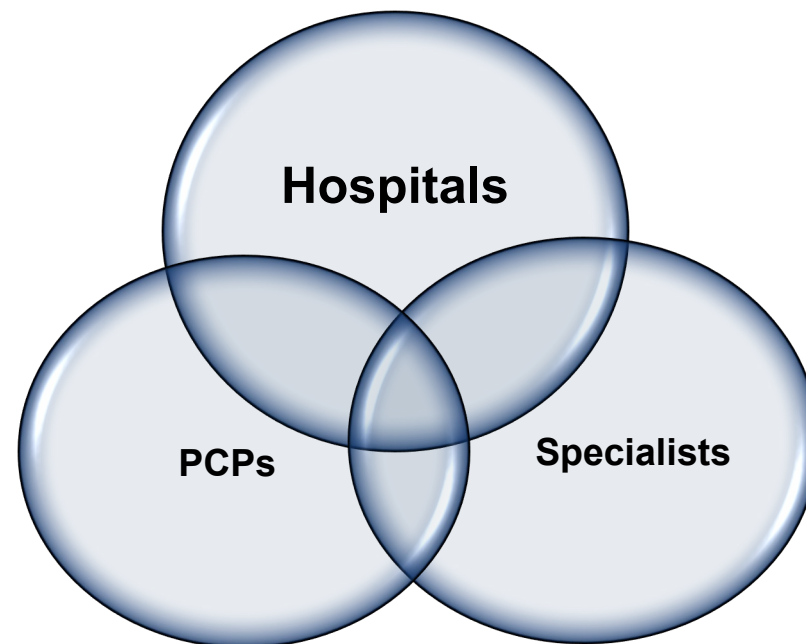
MILTON – BI Milton

NEEDHAM – BI Needham

NEWBURYPORT – Anna Jaques

PLYMOUTH - BI Plymouth

WINCHESTER - Winchester



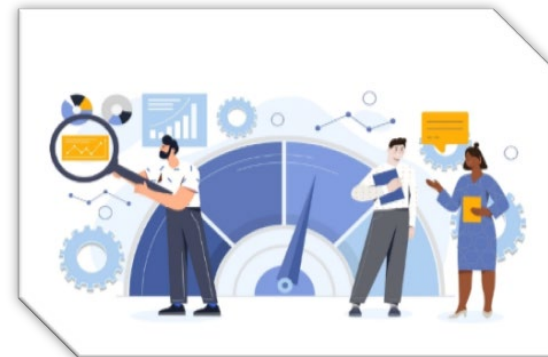
2024 BILPHN Funds Flow

Distribution Model

Performance Reporting

- Efficiency Performance determined at the **Local Care Unit** level
 - Measured on Commercial, Medicare, Medicaid populations
 - Budget vs Total Medical Expense
 - Care Retention
 - Portion is socialized based on Member Months

- Quality Performance determined at the **PCP Practice** level
 - Measured on Commercial, Medicare, Medicaid populations
 - Diabetes and HTN Outcome measures (Adult)
 - Cancer Screening (Adult)
 - Health Equity (Adult)
 - Immunizations (Pedi)
 - Chlamydia (Pedi)
 - Annual well visits (Pedi)



OneBILH Epic – Community Practice Managers and BILH (EpicCare) Link



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Assertions

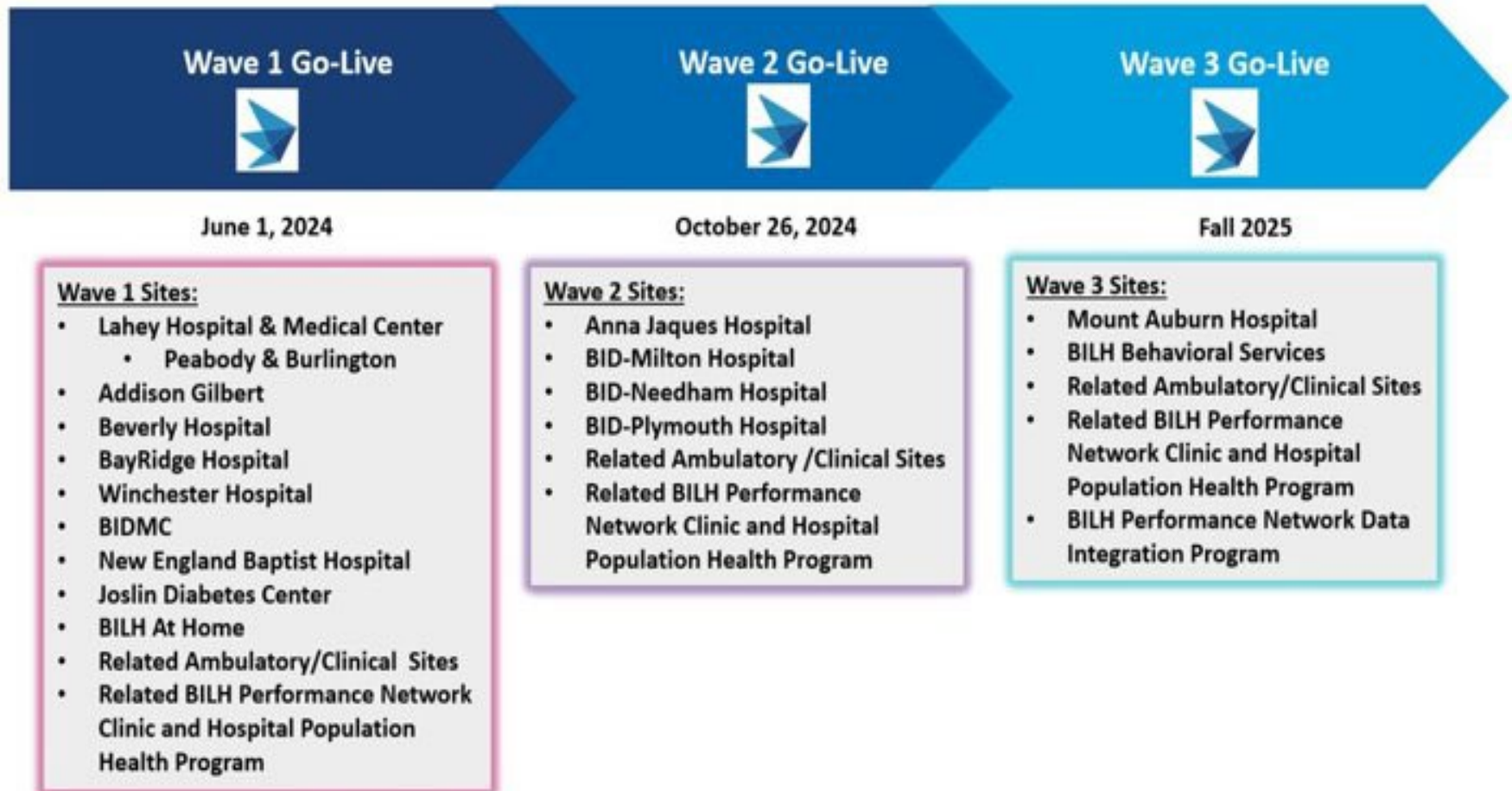
- Community providers and “trading partners” (other hospitals and health systems, skilled nursing facilities, etc.) are critical customers now and in the future
 - Efficient communication and clinical integration are necessary to support referral patterns, continuity of care, and patient safety
 - Along with patients, these are the most important external stakeholders when considering our OneBILH implementation
-



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OneBILH Approach

Implementation Schedule



EpicCare Link (Referring Provider Portal)

- Web based tool for community trading partners to support shared care
- Patient access is based on documented relationships (referring provider, ordering provider, PCP, member of care team, etc.)
- Users need to be provisioned and signed in as themselves
- Provides more capability than view only access (orders, referrals, messaging, etc. – more on this later)
- Replaces any community EHR view only and/or WebOMR Lite use cases at go live

powered by **Epic**

Lahey Epic Link

Note: If you have a Beverly or Winchester username and password, use that to login below. For questions about Lahey Epic Link, please call 781-744-8888 and press 3.

Password

LOG IN

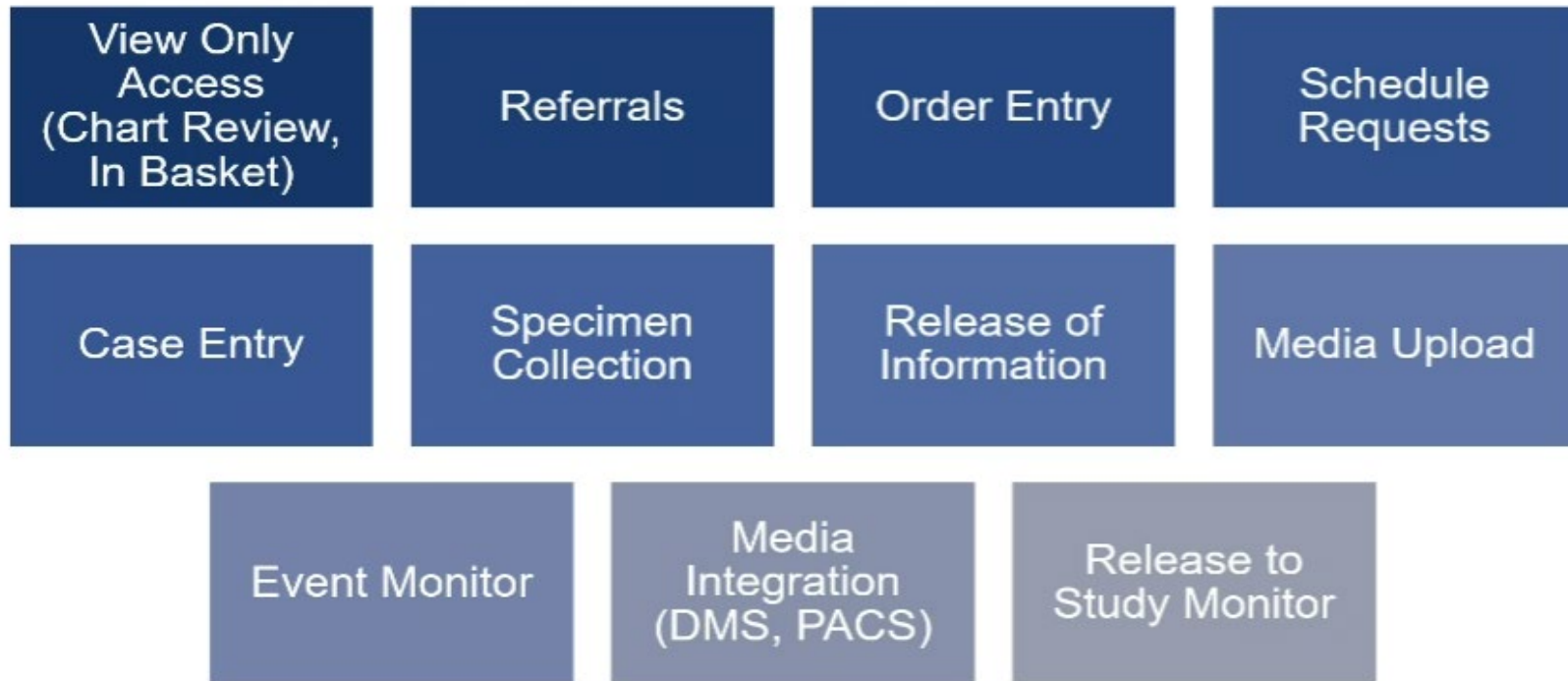
Sign up for Lahey Epic Link - visit www.LaheyHealth.org/LaheyEpicLink



EpicCare Link provides community users who provide care services with limited access to their patient's charts. EpicCare Link helps community users:

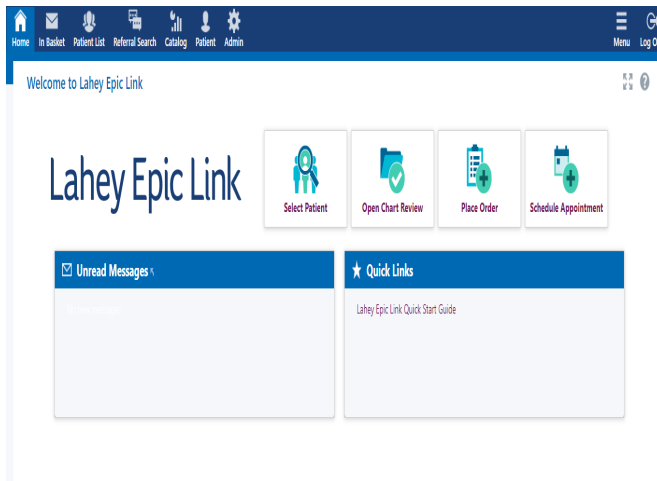
- **Maintain continuity of care.** EpicCare Link lets clinicians who frequently refer patients to your organization close the loop on those referrals. Clinicians who receive referrals from your organization also benefit from quick access to the patient's chart.
- **Schedule appointments** with providers at your organization and **schedule certain procedures**, which can reduce schedulers' workload and bring more patients to your organization.
- **Place consult, lab, and radiology orders**, which can also reduce your schedulers' workflow and bring patients in for care.
- **Receive notifications** when certain events, such as an admission or discharge, occur. Users choose which events and patients to follow from the Event Monitor.

EpicCare Link Go Live Feature Set



EpicCare Link Screenshots

[Find more details here](#)



Welcome to Lahey Epic Link


Lahey Epic Link

Unread Messages


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Quick Links


Lahey Epic Link Quick Start Guide




Select Patient



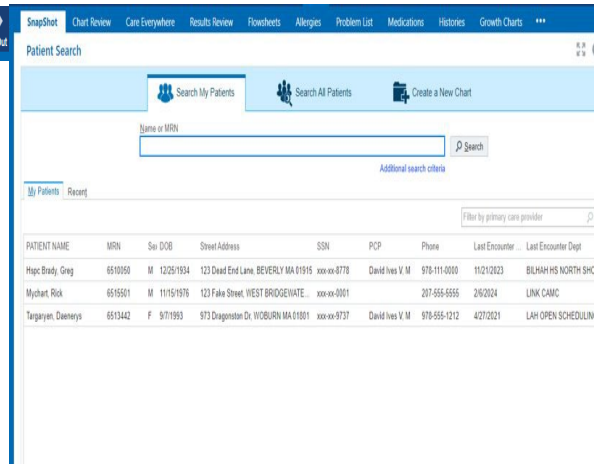
Open Chart Review



Place Order



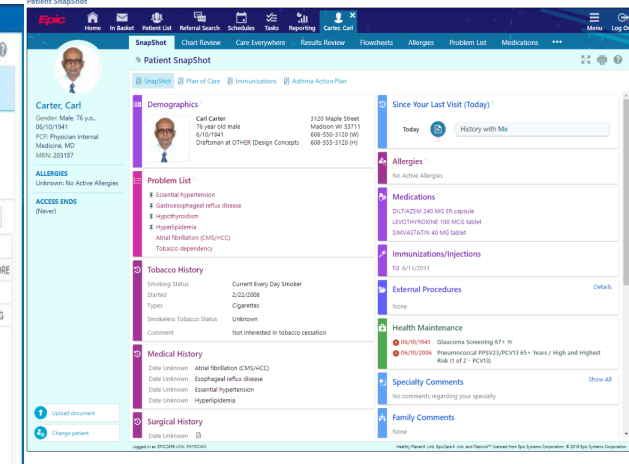
Schedule Appointment



Patient Search

Additional search criteria

PATIENT NAME	MRN	Sex	DOB	Street Address	SSN	PCP	Phone	Last Encounter	Last Encounter Dept
Hyge Brady, Greg	6510050	M	12/25/1934	123 Dead End Lane, BEVERLY MA 01915	xxx-xx-8778	David Ives V M	978-111-0000	11/21/2023	BILBAHHS NORTH SHORE
Mychart Rick	6519501	M	11/15/1976	123 Fake Street, WEST BRIDGEWATE,	xxx-xx-0001		207-555-5555	2/6/2024	LINK CAMC
Targaryen, Daenerys	6513442	F	9/7/1993	973 Dragonstone Dr, WOBURN MA 01801	xxx-xx-9737	David Ives V M	978-555-1212	4/27/2021	LAH OPEN SCHEDULING



Patient Snapshot

Demographics

Carl Carter
75 year old male
6/10/1941
DOB: 6/10/1941 (Design Concept)
MRN: 2019187

3120 Maple Street
Boston, WI 53711
608-555-1122 (W)
608-555-1122 (H)

ALLERGIES
Unknown: No Active Allergies

ACCESS ENDS (New)

Problem List

- Essential hypertension
- Gastroesophageal reflux disease
- Hyperthyroidism
- Hyperlipidemia
- Alcohol Reluctance (CM/SHCC)
- Tobacco dependency

Tobacco History

Smoking Status: Started
Current Every Day Smoker
Type: Cigarettes
Smellless Tobacco Status: Unknown
Comment: Not interested in tobacco cessation

Medical History

- Stroke Unknown: Atrial fibrillation (CM/SHCC)
- Stroke Unknown: Esophageal reflux disease
- Stroke Unknown: Essential hypertension
- Stroke Unknown: Hyperlipidemia

Surgical History

Stroke Unknown: ID

Since Your Last Visit (Today)

Allergies
No Active Allergies

Medications
DILTIAZEM 180 MG (R) orally
LEVOTHYROXINE 100 MCG tablet
EMKALTAIN 40 MG tablet

Immunizations/Injections
Tel: 6411/2011

External Procedures
None

Health Maintenance
Diabetes Screening 87+ W
Prostate Cancer Screening (PSA) 65+ years / High and Highest Risk (1 of 2 - PCV3)

Specialty Comments
No comments regarding your specialty

Family Comments
None

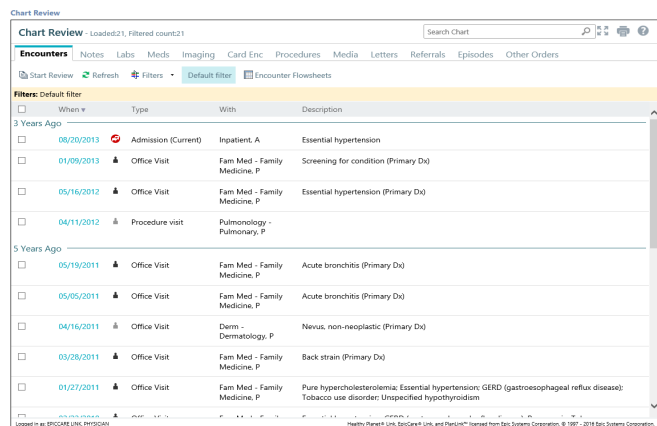


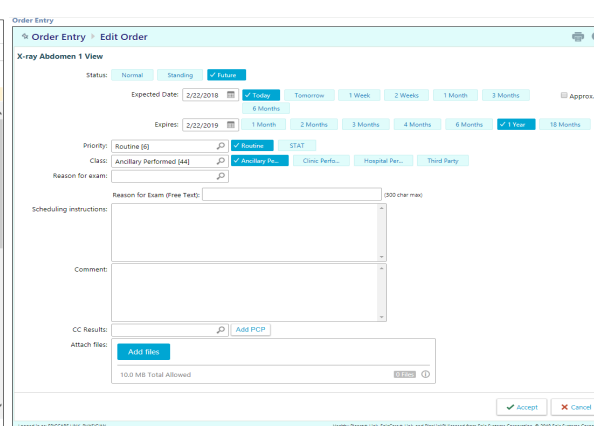
Chart Review

Loaded: 21, filtered count: 21

Encounters | Notes | Labs | Meds | Imaging | Card Enc | Procedures | Media | Letters | Referrals | Episodes | Other Orders

Filters: Default filter

When	Type	With	Description
3 Years Ago			
08/20/2013	Admission (Current)	Inpatient A	Essential hypertension
01/09/2013	Office Visit	Fam Med - Family Medicine, P	Screening for condition (Primary Dx)
05/16/2012	Office Visit	Fam Med - Family Medicine, P	Essential hypertension (Primary Dx)
04/11/2012	Procedure visit	Pulmonology - Pulmonary, P	
5 Years Ago			
05/19/2011	Office Visit	Fam Med - Family Medicine, P	Acute bronchitis (Primary Dx)
05/05/2011	Office Visit	Fam Med - Family Medicine, P	Acute bronchitis (Primary Dx)
04/16/2011	Office Visit	Dermt - Dermatology, P	Nevus, non-neoplastic (Primary Dx)
03/28/2011	Office Visit	Fam Med - Family Medicine, P	Back strain (Primary Dx)
01/27/2011	Office Visit	Fam Med - Family Medicine, P	Pure hypercholesterolemia; Essential hypertension; GERD (gastroesophageal reflux disease); Tobacco use disorder; Unspecified hyperthyroidism



Order Entry

X-ray Abdomen 1 View

Status: Normal | Standing | **Future**

Expected Date: 2/22/2018

Expires: 2/22/2019

Priority: Routine (R)

Class: Ancillary Performed (44)

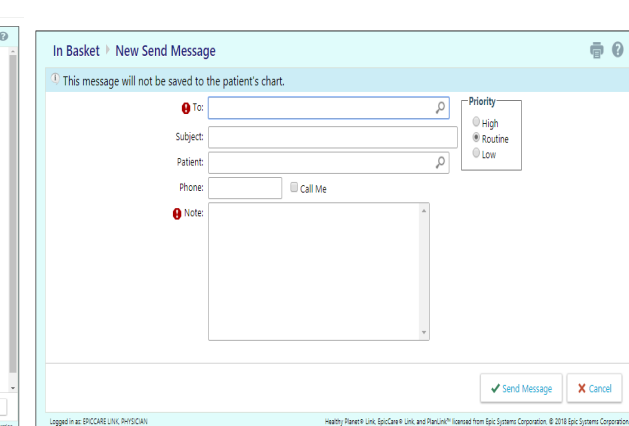
Reason for exam: Reason for Exam (Free Text)

Scheduling instructions:

Comment:

CC Results:

Attach files: 10.0 MB Total Allowed



In Basket - New Send Message

This message will not be saved to the patient's chart.

To:

Subject:

Patient:

Phone: Call Me

Note:

Priority: High | **Routine** | Low

Send Message | Cancel

- Training:
 - Townhalls – One hour training sessions
 - Four townhalls are scheduled in April and May
 - Live demonstrations
 - Tip sheets – Available from within BILH Link
 - Can be viewed any time from within the application
 - Intuitive user interface
-

EpicCare Link Town Halls

Schedule and Link

Date	Link
4/19/24 noon-1pm	https://events.teams.microsoft.com/event/e7cea6ee-8498-429b-a772-054436307146@3b9865a0-f066-4846-bf4d-113f4bef0755
5/1/24 10am-11am	https://events.teams.microsoft.com/event/bdfa559a-c4af-498d-ae71-0eacefef673c@3b9865a0-f066-4846-bf4d-113f4bef0755
5/16/24 3pm-4pm	https://events.teams.microsoft.com/event/c2dd501c-bd67-4639-a8f4-3a958b0c1969@3b9865a0-f066-4846-bf4d-113f4bef0755
5/28/24 4pm-5pm	https://events.teams.microsoft.com/event/b03894b2-f713-4d35-861f-884ff22e28ef@3b9865a0-f066-4846-bf4d-113f4bef0755

- Prior to June 1, you will receive an email with log in instructions
 - Log in with credentials and set up security questions
 - You have the control to maintain your group (Site Administrator)
 - Password resets
 - New Users
 - Inactivate old users
-

Homework Assignments

Due Mid-April

- Send names of EpicCare Link users to Mike and Tim
 - First/Last Name
 - Email
 - Job Title
 - Clinical licensure- If Yes, NPI, License ID, License State

 - Send Site information to Mike and Tim
 - Site Admin
 - Site Address
 - Site Phone number

 - For sites planning on using EpicCare Link - enroll in Town Hall meetings and encourage key staff to enroll as well

 - Questions | Comments?
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Questions | Comments



Appendix

Epic Specific Ecosystem

