



QUARTERLY HEALTH JOURNAL & GUIDE MARCH 2020



PRESIDENT'S MESSAGE DR. LERLA G. JOSEPH

Spring time is approaching. I have always considered it a perfect time to unpack the baggage that we have carried for the other seasons. Regretfully that is not always possible given the **COVID-19** that is affecting all of us in some significant way. I am hanging on to words of wisdom such as: "Tough times never last, but tough people do." **Robert H. Schuller** ; "We must accept finite disappointment, but we must never leave infinite hope." **Martin Luther King**

My architecture requires that I continue to make a difference in the lives of others through what I have been educated and trained to do but use my experience and other skills to create and nurture initiatives such as our ACO. CVCHIP continues to move forward and is being sought after by other organizations in spite of the unanticipated adversity brought on by terminated CVCHIP, ACO practices in our impressive history.

I want to thank all those who continue to support our ACO and who are actively participating with us.

Our association with Emergent represents an extraordinary opportunity to reinforce our efforts. I am also pleased that there are organizations such as CareAdopt that can bring value to assist with chronic

There too could be a huge ROI from participation of our practices in a VCU study on chronic care management and alcohol.

I was inspired by two presentations offered at our March 7 board been from Dr. Diego Martinez who addressed remote patient monitoring and Dr. Les Edinboro who addressed Toxicology and Controlled Monitoring Programs. I am encouraged as well from the calls that I receive from local practices that have interest in associating with CVCHIP.

Finally, I want to thank Dr. Thelma Watson, Chair & CEO of Senior Connections, the Area Office on Agency. Senior Connections and its sister organizations located throughout the Commonwealth are invaluable resources that can be used to support our targeted population.

WORKING TOGETHER WE CAN DO MORE

PIONEERS IN MEDICINE AND SCIENCE

Shirley Ann Jackson

Started classes at the Massachusetts Institute of Technology (MIT) in 1964, [one of only a few African-American students at the](#)

[university](#), and she was the only one studying theoretical physics. In 1973, she became the first African-American woman to earn a Ph.D. from MIT and the second to earn a Ph.D. in physics in the U.S. Much of her work focused on subatomic particles.

Mary Eliza Mahoney

Was born to freed slaves living in Boston in the spring of 1845. In following her dream to become a nurse [Mahoney became the first black woman to earn a professional nursing license in the U.S.](#) In hopes of avoiding discrimination that was rampant in the public sphere, she co-founded the National Association of Colored Graduate Nurses. The American Nurses Association inducted Mahoney into its hall of fame in 1976, while the National Women's Hall of Fame inducted her in 1993.

Mae Jemison

Became the first black woman to serve as an astronaut. In 1973, she entered Stanford University at 16 years old, and graduated in 1977 with dual degrees in chemical engineering and African-American studies. That same year, she enrolled at Cornell University's medical school and graduated in 1981. She later applied to be an astronaut, and along with 14 other people, was selected for the astronaut pool. She launched in space in 1992. While aboard, she conducted multiple experiments, including observing how tadpoles developed in zero gravity. Jemison left NASA in 1993 and started her own company dedicated to developing science and technology for everyday life.

Clara Barton

Perhaps one of the more well-known American women in the medical world. Born

in 1821, she founded the American Red Cross in 1881 after caring for soldiers during the Civil War.

Rebecca Lee Crumpler

The first African-American doctor who earned her medical degree from what is now known as Boston University in 1864. She practiced in Boston for a while, before moving to Richmond, Va., in the post-Civil War period, where she cared for freed slaves who did not have access to medical care. She was one of the first African-Americans to publish a medical book, *Book of Medical Discourses*.

Dr. Alexa Canady

Became the First African-American Female Neurosurgeon in 1976 at age 26. In 1986, after four years at the Children's Hospital of Michigan, Canady became chief of the hospital's neurosurgery department. In 1993, she received the American Women's Medical Association President's Award. Canady's research in neurosurgical techniques resulted in the invention of a programmable antisiphon shunt, which is used to treat excess fluid in the brain. She shares a U.S. patent for the device with two other neurosurgeons.

Dr. Vivian Pinn

Helped change the face of medicine. She was the only African American and the only woman in her class to graduate from the University of Virginia School of Medicine was the first full-time director of the Office of Research on Women's Health at the National Institutes of Health. She is too a renown pathologist. She also served as president of the National Medical Association.

COVID-19 Updates

**PLEASE READ
ALL THAT YOU CAN AND
DETERMINE THE BEST
APPROACH FOR RESPONDING
TO YOUR PATIENTS' NEEDS,
ANXIETIES AND A PATH
FORWARD!**

**Don't Burn Out and Embrace
the Guidance We Give
Our Patients**



ASSUMPTIONS

- Patients who understand the engagement journey consisting of awareness, help, care, treatment, behavior/lifestyle changes and on-going proactive care tend to be healthier
- Patients and their families are essential partners in the effort to improve the quality and safety of health care.
- Patients will invest in their health to become healthier when they are

involved in the decision-making process about their care

- Patient outcomes and their satisfaction with the practitioner and staff increases
- The ROI in a patient engagement program is an income booster and cost savings factor for the practitioner and the patient.

WHAT PATIENTS LOOK FOR IN PATIENT ENGAGEMENT

- Easy to read materials that are instructive
- Timely communication that is offered in venues that align with their communication platforms
- Available and capable staff to respond to patient questions
- Transparency about fees
- Clinicians and staff who listen to their concerns and responsiveness to these in any plan of action to support their care

A FEW SUGGESTIONS TO STRENGTHEN PATIENT ENGAGEMENT

1. DEFINE A VISION OF PATIENT ENGAGEMENT

The first step is to understand what you aim to achieve in terms of patient engagement. Discuss what patient and family engagement means to your senior leadership, board, staff, patients and their families and involve them in creating your vision. Translate their views into a brief, focused paragraph that takes into account the views received from the stakeholders.

2. EMPLOY THE RIGHT TECHNOLOGY AND SERVICES

Having the right technology and services is key to successful patient engagement. Look for a patient engagement solution that will operate seamlessly with your organization's workflow. The best patient engagement solutions offer a range of capabilities, including a cross-platform patient engagement platform which accommodates patient registration, reminders and the ability to perform remote monitoring.

3. MAKE PATIENT EDUCATION MORE ENGAGING AND READABLE

Obtain patients views about preferences for receiving patient education, the venue, the frequency of engagement, and scheduling. A follow-up to a visit or at the time of appointment may provide insights. Seeking the patient's input during the visit by using an Ipad or some other device may be useful as well

4. DELIVER KEY INFORMATION AT THE RIGHT TIME

There is a lot of information that the patients need to know for surgery and recovery. Studies have shown that the patients only remember 20% of the information that you provide and 50% of that information is also remembered incorrectly. Instead of delivering all the information at once through verbal or paper instructions, look at ways to deliver bite-sized information at the right time. This could include:

- Easy to read care plans on paper

- Web-based information sent on a specific timed schedule

5. TAYLOR THE INFORMATION TO THE INDIVIDUAL

Key to patient engagement is the relationship between the physician and patient. All patient outreach and educational efforts performed in the name of the patient's physician increases probability of patient adhering to the advice. Shared decision making between physicians and patients also increases the probability of improved outcomes as well.

6. INVOLVE THE PATIENTS' FAMILY AND CAREGIVERS

The percentage of Americans who care for an adult or child with significant health issues is increasing significantly. Don't miss the opportunity to engage them in the care plan for the patient. Research indicates that Caregivers want to be empowered with the right information. Also, while patients may not have access to technology, the caregivers generally do.

OUTCOMES FROM EFFECTIVE PATIENT ENGAGEMENT

- Improvements in patient safety and quality
- Better patient experiences and satisfaction
- Increased health professional satisfaction and retention.
- Better health outcomes.
- Lower healthcare costs

- Reduction in lost income from patient rescheduling and cancellations

RESOURCES:

SEAMLESSMD. EVARIANT, JOHNS HOPKINS MEDICAL CENTER, EVISIT, MODERNIZING MEDICINE

MARCH 2020

REMINDERS

**JOIN THE BI-WEEKLY CHAT
ON 3/25 AT 7:30 AM**



RECORDINGS OF CHAT SESSIONS

<https://fccdl.in/l84vPJoRuo>

<https://fccdl.in/Tvff6ap6aR>

<https://fccdl.in/qOuhZIRHPv>

BOARD MEETING

MAY 9, 2020

9AM – 2 PM

PLACE-TBD

EMERGENT ACO CONTINUES TO NEED HELP FROM CVCHIP ACO PARTICIPANT PRACTICES. PLEASE COMPLETE THE FORM USING

<https://www.wrike.com/form/eyJhY2NvdW50SWQjOjQzNzgwNywidGFza0ZvcmlJZCI6MjkzMjkyfQk0NzM0NjA3ODg4NjA3CTBIZGE4ZmYwMGM5NjExNGUwMDM0NGRiZWZiMGQwMmYyYmlwNzc1NTE1NjZiNzBiNDEwM2JhZDQ0MW M5ZDFhYmU=>

SIGN YOUR BA AND NON-DISCLOSURE AGREEEMNTS AND RETURN ASAP TO ME BY TEXT, EMAIL, FAX OR PRINT MAIL

MARCH CELEBRATIONS

Deaf History Month

Optimism Month

National Ethics Month

Bleeding Disorders Awareness Month

National Kidney Month

National Nutrition Month

National Colorectal Cancer

Awareness Month

Save Your Vision Month and

Workplace Eye Wellness Month

CVCHIP ACO PARTICIPANTS



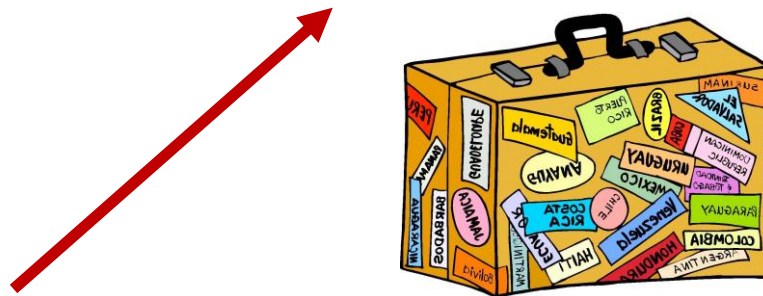
John Gehman, HouseCalls, MD
Leo Bowers, MD, Old Hampton
Family Medical Associates, PC
Jerome Smith, MD
Lind Chinnery, MD, Divine Healthcare,
LLC
Horace J. Jackson, MD
Graisie Abdelshaheed, MD,
Family Medicine Healthcare
PLLC

Lei S. Charlton, MD, Lei S. Charlton, MD, PC
Vernis Beverly, MD, Adult and Pediatric Medical Associates
Makini Ainsworth, MD, Wellness and Health Center
Leon Brown, Jr. MD
Lindley Smith, MD
James Cook, MD, Family Medical Center, PC
Zainab Dumbuya, PM, Cardiac Connections Home Health
Melissia Hill, RN, Professional Health Care, Inc
Lerla Joseph, MD, Charles City Medical Group, Inc.
Stacy Riedt, ANP, Virginia Family Practice, PC
James Newby, MD, Primary Care Specialist
Mitzi Sampson, MD, Central VA Family Medicine, PC

Keith Newby, MD, Fort Norfolk Plaza Medical Associates
Edward G. West, Board Member, CVCHIP LLC
Dr. Thelma B. Watson, Board Member. CVCHIP LLC
Michael Perriccio, Board Member, CVCHIP LLC
Earl R. King, Jr., Compliance Officer, CVCHIP LLC
Munica Green, Practice Administrator, CVCHIP LLC
Marva Fretheim, Patient Consultant, CVCHIP LLC
Shakara Elam, Quality Assurance Officer, CVCHIP LLC
Dr. Tania Akers-White, Lifestyle and Wellness LLC
Anna Peoples, PharmD, Peoples Pharmacy

**WE ARE CONTINUING TO TRAVEL TO THE NEXT LEVEL...WE ARE AT THE
SECOND STOP IN RICHMOND VIRGINIA**

STAY ON TRACK WITH US!



SEND TOPIC SUGGESTIONS TO

Dr. Lerla Joseph
Lerla.joseph@cvchip.com

**THANK YOU EVERYONE FOR
YOUR CONTINUING SUPPORT**

&

**2020 PROMISES TO BE
A GREAT YEAR**

Marilyn H. West, Editor
Consulting@mhwest.com
804.337.7575