



Learning Forum Friday

Patient Engagement Strategies to Improve Blood Pressure Control

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Associate Director, Physician Office Quality
Health Services Advisory Group (HSAG)
August 26, 2016

Purpose of Learning Forum Fridays (LFF)

- HSAG will share monthly announcements from the Centers for Medicare & Medicaid Services (CMS) on quality programs.
- HSAG will highlight and provide an open forum for requests from practices, networking opportunities, and sharing of best practices.



Welcome and Housekeeping

- All participants' lines will be muted during the presentation.
- During Q&A, you may unmute your line by pressing *7 on your keypad.
- To mute your line, press *6.
- Use the chat box at any time during the presentation to ask a question or make a comment.
- HSAG slides have been posted on the LFF webpage www.hsag.com/LearningForumFridays.

Learning Objectives

- By the end of this session, participants will be able to:
 - Implement patient engagement strategies to improve blood pressure control
 - Recognize pertinent CMS and HSAG updates related to quality reporting and quality improvement
 - Identify opportunities to stay informed and participate in HSAG events

HSAG Florida Physician Office Team



Diane Chronis, BS, RN, CMUP
Director, Physician Office Quality



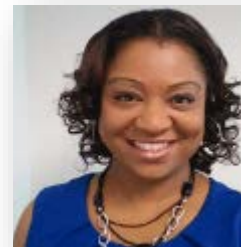
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Associate Director, Physician Office Quality



Angie Anthony, BA
Project Coordinator



Christine Laliou Kuykendall, RHIA, CPHQ, IM
Quality Improvement Specialist



Betty Wimbley, MPM, BSCS
Quality Improvement Specialist

Acronyms in the Presentation

APM—Alternative Payment Model

CMS—Centers for Medicare & Medicaid Services

CQM—Clinical Quality Measure

CY—Calendar Year

eCQM—Electronic Clinical Quality Measure

EHR—Electronic Health Record

EIDM—Enterprise Identity Management System

EP—Eligible Professional

MIPS—Merit-Based Incentive Payment System

MU—Meaningful Use

QI—Quality Improvement

QPP—Quality Payment Program

QRUR—Quality Resource Use Report

TIN—Tax Identification Number

LFF Agenda

- Topics today
 - HSAG and CMS updates
 - Upcoming events
 - “Patient Engagement Strategies to Improve Blood Pressure Control”
- Q&A

HSAG Quality Improvement Update

- Time to select your QI interventions!
 - Betty and Christine will be contacting you this month to discuss some areas you would like to focus on improving.

Physician Quality Reporting System Updates

- August 10th CMS Call—Physician Quality Reporting System (PQRS) Feedback Reports and Informal Review Process for Program Year 2015 Results Call
 - [Presentation Slides](#)
- Highlights
 - 2017 negative payment adjustment letters coming late summer 2016

PQRS Updates (cont.)

- PQRS Informal Review Period Approaching—Submit Fall 2016
 - 2015 PQRS 2017 Negative Payment Adjustment—*Informal Review Made Simple* document will be released soon on the CMS webpage. For details on how to submit an informal review for the 2015 PQRS reporting year, review the Aug 10th presentation above.
- A link to the audio recording and written transcript of this call will be posted to this CMS [webpage](#) in approximately two weeks following the call.

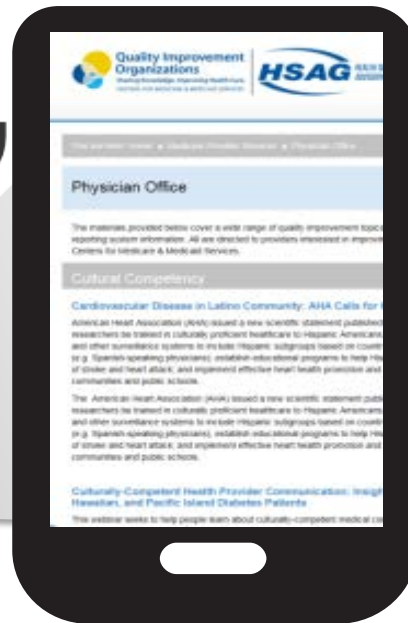
Join the QPP Listserv

- To stay informed of all changes related to QPP, i.e., MIPS and APMs, subscribe to CMS listserv via the link below:



<https://goo.gl/XiHhwB>

Where Do I Find Resources?



www.cms.gov



www.hsag.com/physicianoffice

Email us at IHPC@hsag.com

Upcoming HSAG Events

Visit our webpage for upcoming events at www.hsag.com/en/events.

The screenshot displays a calendar interface for May 2016. The calendar is organized by days of the week, with columns for Sunday through Saturday. Events are listed in colored boxes corresponding to the state they are in. The sidebar on the right contains three main sections: Audience, States, and Home. The Audience section has checkboxes for Care Coordination, Home Health Agency, Hospital, Nursing Home, and Physician Office, with 'View All' selected. The States section has checkboxes for Arizona, California, Florida, and Ohio, with 'View All' selected. The Home section has links for About, Careers, Events (which is highlighted with a blue arrow), Contact Us, Medicare Provider Services, Patients and Families, ESRD Networks Home, and Other Services.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 FL - Florida NHQCC Learning Session 3 Tampa +1 more	4 OH - Ohio NHQCC Learning Session 3 Sylvania +1 more	5 AZ - 2016 HAI Prevention Summit +1 more	6 AZ - 2016 HAI Prevention Summit +1 more	7
8	9	10 OH - Ohio NHQCC Learning Session 3 Columbus +2 more	11 AZ - QIN 2016 NHSN Surveillance Definitions +1 more	12 FL - Florida NHQCC Learning Session 3 Pensacola +1 more	13 AZ - CANCELLED West Valley Care Coordination Behavioral Health Summit Session 3 +1 more	14
15	16 Advanced APMs in the Quality Payment Program	17 FL - Florida NHQCC Learning Session: Olaton +1 more	18	19 AZ - AZ NHQCC Learning Session: Central Arizona +1 more	20	21
22	23	24 CA - California NHQCC Learning Session 3 Riverside +2 more	25 OAGS Vaccine Review: Influenza and Pneumococcal	26	27 FL - Launching a Quality Improvement Intervention to Improve Quality Measures	28
29	30	31				

Next LFF Event

- September 23, 2016
 - [Interpreting Your 2015 PQRS Feedback Report](#)
 - For event topics and registration information please visit: www.hsag.com/LearningForumFridays



Topics and dates are subject to change, so please check the webpage for up-to-date information.



Patient Engagement Strategies to Improve Blood Pressure Control

Physician Office Perspective

Robert G. Ashley, MD, PA

Guest Speakers



Robert Ashley, MD



Kristie Waldron, LPN



Holly Schmeck, BS

Physician Office Perspective

- Describe your conversations with patients on healthy lifestyle modifications to lower blood pressure.
- What are some successful strategies you have implemented and how engaged were your patients?
- What are some tools and resources you provide to patients to manage their blood pressure?
- What are some patient engagement best practices or lessons learned that you would like to share?

Call to Action

1. Email suggestions for Learning Forum Friday topics to the Florida HSAG Physician Office Team at IHPC@hsag.com.
2. Implement at least one patient engagement strategy to improve blood pressure control within 30 days.
3. Subscribe to the QPP listserv.



Other Resources

- CMS EHR (Meaningful Use) Incentive program: 1.888.734.6433 (TTY 1.888.734.6563); 8:30 a.m.–7:30 p.m. EST
- FL HSAG Physician Office Team email: IHPC@hsag.com
- HSAG website: www.HSAG.com
- PQRS Program: www.cms.gov/PQRS
- PQRS or IACS/EIDM questions, contact QualityNet Help Desk: 1.866.288.8912 (TTY 1.877.715.6222); M–F; 8:00 a.m.–8:00 p.m. EST; qnetsupport@hcqis.org
- Quality Payment Program: Delivery System Reform, Medicare Payment Reform, & MACRA
www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Value-Based-Programs/MACRA-MIPS-and-APMs/MACRA-MIPS-and-APMs.html
- Quality Payment Program:
www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Value-Based-Programs/MACRA-MIPS-and-APMs/Quality-Payment-Program.html

Questions



Thank You

“We are committed to supporting your organization in meeting quality improvement goals and reporting requirements.”

Diane

Angie

Betty

Lara

Christine



This material was prepared by Health Services Advisory Group, the Medicare Quality Improvement Organization for Florida, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. FL-11SOW-XC-08172016-01