

# ConnectCIN

[www.chitxcin.org](http://www.chitxcin.org)

January 15, 2018

## Welcome to ConnectCIN

This is the first installment of our CIN newsletter. The purpose of this letter is to help educate and inform our providers and patients regarding contracts, quality, data & scorecards, funds flow, preferred partner organizations, updates from our committees and all other aspects of CIN operations.

Our network is very large, stretching from Lufkin to Bryan, and Houston to Brazosport. Thus, we will be relying on electronic distribution of information, including provider scorecards, as we move forward.

In the coming weeks you will be getting instructions on how to set up secure communications through the Texas Division portal. Our newsletter and provider quality scorecards will be available to you there.

This newsletter is about YOU. In the last section you will find "Ask the CIN". We'll accept questions from our providers and patients then post answers from our team here.

Welcome to ConnectCIN.

### Special points of interest:

- NEWS FROM THE CMO
- NEWS FROM THE DIRECTOR OF QUALITY
- WHAT'S NEW IN THE NETWORK
- OUR NEW LOOK
- ASK THE CIN

## News from the CMO



Hi. I'm Jeff Steinbauer, a Family Provider and Chief Medical Officer for your CIN. I've had this position for a little over a year and have met many of you. I'm looking forward to meeting all of you at some point.

This is a challenging time in healthcare. Many of us are wondering where healthcare is going and how we should position ourselves for the future of our medical practice careers. Although there is a great political push to repeal the Affordable Care Act, the principles which that law established have already been adopted by many payers. The key principle is "Value Based Healthcare". We all know statistics; our country pays more

for healthcare than any other nation yet doesn't rank in the top 30 nations for population health. We currently spend nearly 20% of our GDP on healthcare alone. This makes our goods more expensive and our current system so complex that access is a problem.

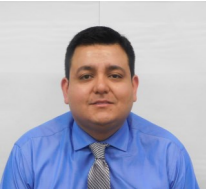
Simply put, Value Based Healthcare rewards physicians for *improving* the health of those they serve, achieving high quality, reducing costs through elimination of unnecessary and costly tests/admissions/procedures, and providing services that the *patient* ranks high in terms of access and service. Achieving this medical utopia requires top to bottom realignment of our services and business models.

Being part of the Texas Division CIN gives you as a provider access to some key ingredients to address these goals:

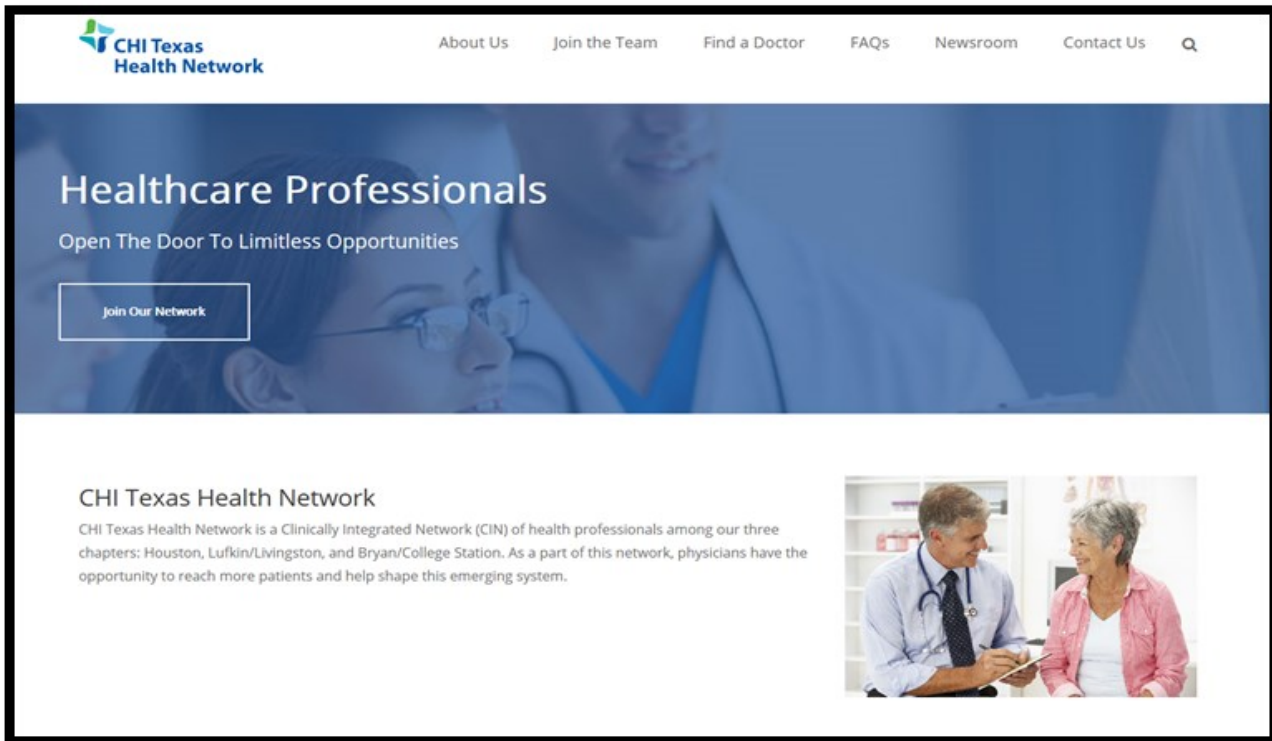
- Data systems to identify your sickest patients and help align them with care to insure the best outcome. Additionally, data services can help close "gaps in care" by providing registry information on patients who need preventive services.
- Care manager registered nurses at the CIN who also use data to identify patients who may need special services or follow-up after hospitalization and/or emergency visits. They watch the data for patients who are not "engaged" with our network or with their PCP and work to direct patients to network providers and facilities.
- Contracting specialists who work to obtain new value based contracts to benefit you, our providers.
- Network specialists who analyze the data to find areas where we don't have enough providers to attract new contracts or areas where lack of CIN providers are driving up our costs. In these cases, the network specialists identify and enroll new providers in our CIN.

We're glad you are a patient of the Texas Division CIN. In the months ahead you'll be receiving detailed information on your practice and patients. We'll send you monthly newsletters letting you know what is happening in the CIN. All of us are available to meet with you or talk by phone. Let us know what questions you have! And STAY TUNED! More to come.....

## From the Director of Analytics



We are excited to announce the launch of our new website, [www.CHITXCIN.org](http://www.CHITXCIN.org), which provides general information on the CHI Texas Health Network, steps to join the network, market information, a user-friendly provider search tool and the ability to send us direct messages.



Going forward, we will communicate important announcements through our website and a link to the monthly newsletter will also be made available. Additionally, we will be introducing a **Provider Portal** to ensure our network providers are getting the necessary tools to:

- Strengthen alignment within the network
- Monitor quality outcomes to meet strategic goals
- Assess financial opportunities to increase revenue

We hope you take the time to visit the new website. We have worked over the last couple of months to make sure it contains valuable information and your feedback is greatly appreciated.

### Contact Us

Your feedback is the lifeblood of our business. Please go to <http://chitxcin.org/contact/> and let us know how we can help you improve your experience with the CIN.

## News from the Director of Quality



**Did you know that your CIN has population health coaches who coordinate a wide range of self-management support and disease registry activities for at-risk patients with gaps in care?**

For the at-risk patients, the Care Management team of RNs and Medical Assistants are positioned to keep your treatment plan a priority in the lives of patients and their families and/or caregivers. They use a patient-centered approach to help patients fit your treatment plan into their daily lives and routines. With the help of our coaches, patients set short and long-term goals for self-management of specific issues surrounding their chronic disease. This includes medication adherence, confirmation that they know and understand when to call your office for advice and appointments, and verifying that they understand why they must follow your treatment plan. We monitor the ones who agree to participate until they reach their goals, and then we watch the claims data to see if utilization patterns arise or change. Would you like for us to work with a specific patient? Just send us a quick email and let us know how we can help.

**Have you received a call from us or from your patients asking who we are?**

Sometimes your patients are concerned and unsure who we are and are suspicious that we may be trying to take advantage of them. They may call you and your staff asking to verify that it is acceptable to speak with the care managers. We are here to help you promote self-management to them, so please let them know we are standing by if they want our assistance.

When it comes to gaps in care, our Care Management team calls patients who have not had their annual well visit exam or other preventive measures. We educate them on the importance of preventive services and we help schedule the appointments with their providers. When a team member has been unable to reach a patient, we send a simple letter asking them to call us. *We hope to keep your patients under your care by supporting your efforts in disease prevention and health promotion.*

## What's new in the Network?



I want to welcome everyone to the CHI Texas Health Network CIN. The Network Staff has been working diligently over the past several months to identify the providers that we want to partner with, expand our network, take on the credentialing process, re-apply for the MSSP ACO, and continue to educate our providers. We began on January 1 with just under 1400 providers in the CIN and have grown to 1752, with independent providers comprising about 38% of that number.

As we continue to expand our independent provider network throughout the Houston, Bryan and Lufkin markets, we'd like for our participating providers to let us know which providers you work with and would like to recommend. Please email your recommendations to [texasdivisionclinical@stlukeshealth.org](mailto:texasdivisionclinical@stlukeshealth.org).

In the future, I'll be spotlighting providers, so let me know what you're doing to affect population health.

Thanks,

Lisa Cochran

## Ask the CIN

Questions? Comments? Concerns?

Please refer to the staff directory below and send us your feedback. We look forward to hearing from you and assisting in any way we can. General questions can be sent through the website at [www.chitxcin.org](http://www.chitxcin.org) or via email to [texasdivisionclinical@stlukeshealth.org](mailto:texasdivisionclinical@stlukeshealth.org).

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