

## QUALITY CORNER

### *Childhood Immunizations & Well Visits*

Does the Combo 10 Immunization BCBS PGI measure give your practice grief?  
Is it a struggle getting children and adolescents in for Well Care visits?

Dr. Heather Cadena and her staff from Watch Us Grow Pediatrics in Trenton have found the right components to ensure success for these quality measures.

Dr. Cadena has been in private practice for 14 years. She attributes her success to her cohesive staff and personal touch philosophy. The office carries a BCBSM commercial population of over 1200 patients! Last year, the Watch Me Grow Pediatrics team achieved scores in the 90<sup>th</sup> percentile for immunizations and annual Well Care visits. Congratulations to Dr. Cadena and her staff on a job well done!

Best practice for immunizations:

- Use the Michigan Care Improvement Registry (MICR.org).
- Use proper coding.
- Provide most up-to-date resources for immunizations and schedule RN visits for immunizations prior to check out.
- Distribute Vaccine Information Statements to new mothers to aid in preparation of immunization schedules. Review thoroughly and encourage making more than one appointment at a time.
- Provide education to caregivers, verbal and visual handouts of what can happen to a child if not vaccinated.
- Identify barriers of why immunization is not being done.
- Decrease fear of immunization. Decorate the immunization tray with magnets, pictures on the wall and play games.
- Of course, a visit to the treasure chest and receiving ice pops always helps.

Best Practice for Well Care visits:

- Schedule next appointment prior to checkout.
- Send reminder notification 1-2 days prior to appointment by phone, email and text. Text messages to primary cell phone have the best outcomes!
- Remind them that they are due for well visit when they come in for a sick visit.
- Utilize the Healthy Blue Gaps in Care Report to identify patients due for Well Care visits and notify them with personalized letter and follow up call or text.
- Patients are never discharged from the practice for non-compliance. Instead, Dr. Cadena and staff work with patient and family to identify barriers.
- Patients turning 18 years of age receive a transition letter to establish care with an adult PCP provider in addition to verbal discussion.

Lastly, waiting room times under five minutes and some late-night appointments keep patients and families happy and coming back!

***Thank you, Dr. Cadena and team, for sharing your tips for success***

## Skilled Nursing Facility Three-Day Waiver Overview

Beginning July 1, 2019, Beaumont ACO, through its participation in MSSP Enhanced Track, will be eligible to utilize the SNF Three-Day Waiver Program. Only Shared Savings Program ACOs that are currently participating in or applying to certain Shared Savings Program performance-based risk tracks have the opportunity to apply for a waiver of the SNF Three-Day Rule.

The SNF Three-Day Rule waives the requirement for a three-day inpatient hospital stay prior to a Medicare-covered, post-hospital, extended-care service for eligible beneficiaries. To be eligible to receive covered SNF services under the waiver, a beneficiary must appear on an eligible Assignment List Report:

Additionally, beneficiaries must meet the following requirements:

- ♣ not reside in a SNF or other long-term care setting
- ♣ be medically stable
- ♣ not require inpatient or further inpatient hospital evaluation or treatment
- ♣ have certain and confirmed diagnoses
- ♣ have an identified skilled nursing or rehabilitation need that he or she cannot receive as an outpatient
- ♣ Have been evaluated and approved for admission to the SNF within three days prior to the SNF admission by an ACO provider/supplier that is a physician, consistent with the ACO's beneficiary evaluation and admission plan.

Eligible beneficiaries will be referred to affiliated SNFs which have contracted with Beaumont ACO to participate in the SNF Three-Day Waiver program.

The referral for SNF Three-Day waiver admission can be received from outpatient ACO physicians, emergency departments, observation/short stay and inpatient acute care settings. The requesting entity can contact the ACO Care Coordinator at 947-522-5561, pager #226763 to assist in the review of eligibility and direction on the process to admit under the SNF Three-Day Waiver program. Please review the work flow embedded in this document:

*Exhibit A*

[SNF 3 Day Waiver Flow Chart](#) (.pdf)

All eligible patients must receive the form. *Eligible Medicare patients can receive Skilled Nursing and Rehabilitation Care without a three-day prior hospital stay at eligible SNFs.*

*Exhibit B*

[2019 3-Day SNF Waiver Notice](#) (.docx)

Once a patient has been reviewed and is eligible for the SNF Three-Day Waiver, they are to review the list of contacted Skilled Nursing Facilities to select a placement facility.

*Exhibit C*

[Beaumont ACO Affiliated SNF for 3-Day Waiver](#) (.pdf)

*The Beaumont ACO Three-Day Waiver program SNF Admission Orders and Care Management Plan form is complete and sent with the patient to the accepting contracted SNF facility.*

*Exhibit D*

[SNF Admission Orders and Care Management Plan Form](#) (.pdf)