

carenews

together we are transforming the future of health care

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In this issue:



Good day!

As the nation continues its shift from traditional fee-for-service to accountable care, which works to reduce cost by keeping people healthy and reducing reliance on intensive, inpatient services, Care New England is keeping ahead of the curve through our participation in Integra Community Care Network. Integra is our Accountable Care Organization in which we have joined with our CNE Medical Group, 100 members of Rhode Island Primary Care Physicians Corporation (RIPCPC) and South County Health to not only engage in innovative models of health care delivery and payment reform, but actually to do what we all set out to do when we entered health care: make a difference in people’s health and well-being.

How does this work?

It begins by putting together a multidisciplinary team—primary care physicians, specialists, urgent-care and after-hours providers, labs, clinics, and in-patient facilities across Rhode Island—all aimed at providing the **right care**, in the **right place**, at the **right time** for Integra members. This focus puts an emphasis on care coordination, complex care management, behavioral health, supportive services, pharmacy support, easy access to after-hours urgent care, same-day appointment availability, on-line patient portal and dedicated nurse care managers, social workers and staff. It’s an entire team dedicated to improving communication and collaboration around health care for the individual and the family. Better coordination means less redundancy, fewer repeat tests, and less repeating of the same information over and over!

And, it keeps getting better.

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The latest advancement is a new pilot—Integra Referral Hub—that facilitates the scheduling of follow up appointments for Integra patients. Patients only need to provide the preferred time, day, and location for their appointment, they no longer need to make multiple calls to find the office with the most convenient appointment and no longer need to spend time providing routine information like policy number, date of birth, preferred contact, etc. Through the Referral Hub, patients benefit from an experienced person helping them navigate through the health care system—and provider offices benefit by interacting with a core team of fellow health care professionals who know the ropes and have ready access to all required information. The net impact is improved coordination of care among providers and enhanced continuity of care for the patient and family.

Based at the offices of RIPCPC in Cranston, the Referral Hub is being piloted for Integra Blue Cross members, with the goal of expanding this service to all Integra members in the coming months. Patient response has been universally positive, with many saying they appreciate the faster and more customer-friendly process.

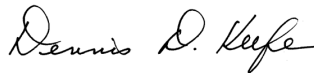
In one instance, a patient's spouse called the office in tears because of her husband's increasing sciatica pain and the fact his original appointment was a full week away. Within minutes, one of the referral specialists called several offices and got a new appointment the next day. The patient was provided faster treatment, and the family was relieved of the rescheduling burden. Not only did the immediate medical need get addressed, but the entire experience helped improve ease and access to care and enhance the patient experience overall. Isn't this what we are all here for?

Integra is now 120,000 members strong—and growing! Participation is based on an individual's primary care provider and their insurance coverage, right now including Blue Cross Blue Shield of Rhode Island, Blue Cross Blue Shield of Rhode Island—Medicare Advantage, Medicare, Neighborhood Health Plan Managed Medicaid, and United Healthcare Managed Medicaid.

To learn more about Integra, visit <http://www.carenewengland.org/integra/>.

Have a great week ahead!

Sincerely,



Dennis D. Keefe
President and Chief Executive Officer



Click [here](#) to view this week's *ConvergenceRI*

Guest commentary on new CMS ratings

by Mark Marcantano, president and COO, Women & Infants Hospital



Last week, the Centers for Medicare & Medicaid Services (CMS) released its new star ratings for hospitals on the Hospital Compare website. I'm putting this link to the comparison of Rhode Island hospitals here for you to see—and I know that many of you will click on the link before you even continue reading this column, but I ask that you please read on first. Why? Because Women & Infants only received two out of five stars, and I want to be able to offer some explanation and clarification so that we do not feel discouraged by this misleading rating.

Let me start by saying that the CMS released these ratings over strong objections from such organization as the American Hospital Association, the Association of American Medical Colleges, America's Essential Hospitals, and the Federation of American Hospitals.

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Across Care New England, we, too, objected to this rating system. We feel that the CMS star rating raises more questions than answers and creates confusion where our patients and the community are looking for clarity. We are committed to sharing our quality and patient safety information so that our patients can make informed choices for their health care—but oversimplifying such complex measures to only a “five-star rating” benefits no one.

The methodology used in this rating system unfairly penalizes teaching hospitals and those hospitals that serve higher numbers of the poor, hospitals like Women & Infants. The overall rating is based on 64 quality measures from seven domains—mortality, safety of care, readmissions, patient experience, effectiveness of care, timeliness of care, and efficient use of medical imaging. Here’s the issue—because of our specialty status and the services that we do (and do not) provide, Women & Infants was only measured on 32 measures in six domains. So one rating below the national average skews the results significantly. Simply stated, each of our 32 measures were weighted higher than if the weighting were spread out over 64 measures.

Reinforcing how misleading weighted metrics can be, I am reminded of a coveted award that Women & Infants received using data that crosses over the same time period as the CMS data, only weighted differently. You may recall that Women & Infants was named to The Leapfrog Group’s annual list of Top Hospitals in 2014, an elite distinction awarded to hospitals nationwide for demonstrating excellence in hospital safety and quality. The Leapfrog Top Hospital award is widely acknowledged as one of the most prestigious distinctions any hospital can achieve in the United States. It recognizes institutions for their excellence in quality of care and patient safety, as well as their commitment to transparency.

Let me also share some data from the Association of American Medical Colleges (AAMC), which compared the ratings of 35 hospitals that are members of the Council of Teaching Hospitals vs. the national frequency. In their sample, nearly 50 percent of the teaching hospitals received a one or two-star rating, 40 percent received a three-star rating, 11 percent received a four-star rating, and zero percent received a five-star rating.

We strive to hold our organization accountable at every turn. But these ratings are flawed, inaccurate and misleading. Do we have work to do in our quality and safety measures? Yes. Are we working diligently toward overall improvement? Undoubtedly. In fact, the most recent data from our quality dashboard (third quarter, April through June 2016) has shown incredible improvement. Here are a few examples:

Best in Class Safety

- CAUTI (catheter associated urinary tract infections) – 0
- CLABSI (central line associated blood stream infections) – 0

Best Patient Experience

- Emergency Department overall rating – 86th percentile
- HCAHPS: Definitely recommend – 87th percentile
- HCAHPS: Communication with doctors – 85th percentile
- HCAHPS: Communication about medications – 84th percentile

While we are not happy with this CMS rating, we do recognize it as an opportunity to emphasize our culture of continuous improvement. People are watching, the stakes are higher than ever. We need people to know all of the good things that are happening at Women & Infants—and across Care New England.



Internal medicine residents from Memorial Hospital now train at Butler



Through ongoing collaboration between the departments of Medicine at both Butler and Memorial hospitals, third-year residents from Memorial's internal medicine residency training program will participate in a one-month consultation rotation at Butler. Working with Drs. Ana Tuya Fulton and John Vitelli, residents will assist the internal medicine team at Butler to provide medical history and physical evaluations, which every patient receives upon admission.

Under the same direction, the doctors-in-training will also provide medical consultations on an as-needed basis. With medical concerns that span everything from minor rashes and injuries to managing brittle diabetes or unstable hypertension, about 30 percent of patients at Butler require a medical consult while being treated for brain and behavioral health concerns. Residents will also participate in the innovative concurrent care program to help manage the treatment of some of Butler's most medically-complex patients with daily medical follow-up.

The new collaboration with Memorial expands on the already robust training and educational activities in Butler's Department of Medicine, in which internal medicine residents from Kent Hospital spend time on the Senior Specialty Unit and fourth-year psychiatry residents participate in an elective consultative medicine rotation. Hospital President and Chief Operating Officer Lawrence Price, MD, says, "This new collaboration is yet another step forward in our drive to further the integration of behavioral health and primary care medicine. Starting that integration at the level of residency training is both groundbreaking and unassailably logical."

Pet scans not effective enough in identifying lymph nodes with cervical cancer

Despite their popularity, positron emission tomography (PET) scans are not effective in uncovering cervical cancer in a woman's lymph nodes, according to research recently published by a team of oncologists that includes a physician from Women & Infants Hospital.

In the study—entitled "Utility of PET-CT to Evaluate Retroperitoneal Lymph Node Metastasis in Advanced Cervical Cancer: Results of ACRIN6671/GOG0233 Trial," published in the trade journal *Gynecologic Oncology*—the researchers compared the effectiveness of using computed tomography (CT) scans alone and combined with PET scans to find cervical cancer in the lymph nodes of more than 150 women.



"What we found is that the combination of CT and PET scans is only 50 percent effective if the cancer is located in the lymph nodes in the patient's abdomen," explains Paul DiSilvestro, MD, interim chief of the Program in Womens' Oncology at Women & Infants and head of the program's research division. He is also a professor of obstetrics and gynecology at The Warren Alpert Medical School of Brown University. "We feel that the PET scan doesn't add anything."

Women & Infants was one of the lead enrolling facilities for this study, which Dr. DiSilvestro says underscores the need for physicians to assess each situation before recommending screening or treatment.

"Often, advanced technology doesn't provide the best information," he begins. "Our job is to combine our clinical diagnostic strategizing skills with the new technology to help create the best treatment regimen for our patients."



Butler brings Healing Arts to patients, caregivers and staff

Through the Healing Arts Residency and Training Project for 2015 through 2016, Butler Hospital provided healing arts services to more than 800 patients, 75 staff members, and 60 caregivers. The Healing Arts Residency and Training Project was initiated in 2009 by Barbara Ostrove, director of occupational therapy at Butler. Through the combined efforts of the Occupational Therapy Department and with the support of the hospital and grants and appropriations from the Rhode Island State Council on the Arts, the Rhode Island General Assembly, the National Endowment for the Arts, The Sachem Foundation, and the annual Healing Arts Conference at Butler, the project has grown and expanded.

This year's eight-month program ran from November 2015 through June 2016 and hosted music therapist Teri Pimley, and movement therapist Kerri Peterson-Weaver for a four-week residency on each of the hospital's eight in-patient units. The workshops gave patients the opportunity to practice their own creative self-expression and find a sense of peace, connection, and joy that can be lost when struggling with mental illness or drug addiction. The creative workshops also provided activities therapists and nursing staff the chance to learn the skills necessary to lead expressive arts groups.

This year, the Healing Arts Residency and Training Project also hosted 20 weeks of programming in the hospital's Patient Assessment Services (PAS) department. This included visual arts offerings facilitated by activities therapist Wendy Grossman, and for the first time in PAS, an innovative four-week music residency pilot led by music therapist Teri Pimley.

The goals of the Healing Arts Residency and Training Project are to provide access to quality art-making experiences taught by local professional artists, to humanize the hospital experience, and to utilize the arts to inspire wellness and hope for patients as well as staff. The Healing Arts Committee is currently seeking funding to continue the program next year.

Sen. Sheldon Whitehouse visits TPC to announce new CODAC Program

Last Wednesday, Rhode Island Senator Sheldon Whitehouse visited The Providence Center's North Main Street Headquarters in Providence to announce the opening of CODAC Behavioral Healthcare's new medication-assisted treatment clinic located within TPC's first floor. The collaboration was established to provide more comprehensive and accessible services for individuals in need of treatment for both mental health and substance use disorders. The Senator praised the partnership, saying it will "better serve Rhode Islanders walking the long, noble path of recovery."

Sen. Whitehouse also talked about the recently-signed Comprehensive Addiction and Recovery Act (CARA), for which he was the lead sponsor. "I authored CARA to help health care providers, law enforcement, first responders and family members on the front lines of this public health crisis," he said.

TPC President Dale Klatzker, PhD, also commented on the CARA bill, saying, "The Providence Center has an unwavering commitment to innovative community-based services that deliver the care individuals need at the time and place they need it. We are grateful for his persistence and the new community partnerships CARA will inspire," said Klatzker.

The event also featured remarks by CODAC President and CEO Linda Hurley and Providence Police Chief Colonel Hugh T. Clements Jr.



Shown here are Providence Police Chief Hugh Clements, TPC's Dale Klatzker, and Sen. Sheldon Whitehouse.



Memorial Hospital participates in National Night Out Community Block Party

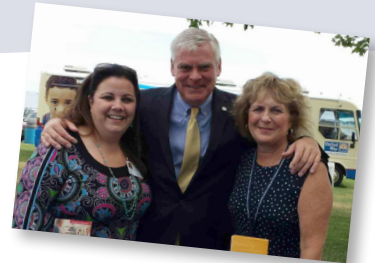
Memorial Hospital participated in the Annual National Night Out Community Block Party, coordinated by the Central Falls Police Department in partnership with the Central Falls Prevention Coalition. The goal of the August 2 event was to provide services and health care information to hundreds in the local community. Memorial's phlebotomists Silvana Monteiro and Bea Zamojski provided free glucose screenings, and members of the local community were able to visit with Dr. Joseph Diaz, physician-in-chief, Department of Medicine, and Drs. Carolina Fonseca-Valencia and Valeria Fabre, and Lubin Juarez, Brown medical student, who all speak Spanish.



Pictured left to right, Lubin Juarez, Brown medical student; Valeria Fabre, MD; Mayor James Diossa, City of Central Falls; Joseph Diaz, MD, physician-in-chief, Department of Medicine; Carolina Fonseca-Valencia, MD; Silvana Monteiro and Bea Zamojski, both phlebotomists.

Care New England outreach attends Warwick Police Department National Night Out event

Barbara Abbenante of CNE Physician Relations and Donna Demers of VNA Physician Outreach had a wonderful opportunity to spend time with Warwick Mayor Scott Avedisian while showcasing Care New England services to the community at the Warwick Police Department's National Night Out event. The event took place on Tuesday, August 2, at Oakland Beach Commons in Warwick.



Pictured in photo: Donna Demers, VNA Physician Outreach; Warwick Mayor Scott Avedisian; and Barbara Abbenante, CNE Physician Relations.

This event is held annually and brings local police and the community together for a night of fun. The Warwick Police were honored for the service they provide to the city of Warwick every day. This free event was sponsored with food, music, games, fireworks, demos on home fire safety, the Jaws of Life, and the dangers of texting and driving. It was a very successful event with nearly 1,500 participants.

Kent Hospital golf tournament raises \$43K

The Kent Hospital Auxiliary held its 19th annual golf tournament at Potowomut Golf Club in Warwick on July 11, hosting 122 golfers and raising more than \$43,000 for Kent Hospital. The money raised will help enhance essential patient care facilities at the hospital.

"This year's golf tournament was a tremendous success and an enjoyable day for all who participated," said Mike Dacey, MD, MS, FACP, president and COO Kent Hospital. "Annually, the Auxiliary puts together an outstanding community event while raising critical funds to help advance care at Kent Hospital with state-of-the-art equipment."

Congratulations to all of the golf tournament winners and great thanks to tournament sponsors and special guest Frank Carpano, sports anchor for WJAR-NBC 10 sports.



Pictured from left to right: Sandra Coletta, executive vice president and chief operating officer, Care New England; Dennis D. Keefe, president and chief executive officer, Care New England; Diane Scott, Kent Hospital Auxiliary president; Pat Carll, Kent Hospital Auxiliary co-chair; Frank Carpano, sports anchor WJAR-NBC 10; and Sue Crossley, Kent Hospital Auxiliary co-chair and patient feedback coordinator.

The Kent Hospital Auxiliary has been an integral part of the Kent Hospital community for 65 years, raising several millions of dollars and donating thousands of hours to the hospital. [cne](#)

