



From Dr. Marissa Galicia-Castillo, Director of the Glennan Center for Geriatrics and Gerontology at EVMS



Hello, and welcome to the June edition of the *Inside Population Health* newsletter. June is a busy month, recognizing Alzheimer's and Brain Awareness, National Safety, and Migraine and Headaches Awareness. Also, Men's Health and Pride Month.

Related measures include Preventive Care and Screening: Screening for Depression and Follow-Up Plan.

We are also focused on care coordination services to help Medicare beneficiaries better manage their chronic conditions. Download our [Patients with Multiple Chronic Disease](#) tip sheet for more information.

Alzheimer's disease kills more than breast and prostate cancers combined. From 2000-2019, deaths from heart disease declined by 7.3% while deaths from Alzheimer's disease increased 145%.

More than 6 million Americans are living with Alzheimer's disease. The people who live with Alzheimer's are not the only people affected. Over 11 million Americans are providing unpaid care for their loved ones which is about 18 billion hours, valued at nearly \$340 billion. In 2023, Alzheimer's disease and other dementias will cost our nation \$345 billion and by 2050, these costs could rise to nearly \$1 trillion.

Safety is important every day of the year. June celebrates National Safety Month, and we are focusing on medication safety. Be sure to check out the tip sheets available to your patients. June is also Migraine and Headache Awareness Month. It is important to raise the visibility of all headache diseases and advocate for better understanding and access for both patients and healthcare providers.

Our coverage of Men's Health Month is to encourage the men in your life (and all the men out there) to take care of not only physical but mental health, including anxiety and depression. Approximately 19.1 million American adults aged 18 to 54 have an anxiety disorder—3 million men have a panic disorder, agoraphobia, or any other phobia.

Each year, the LGBTQ+ community and allies honor the [Greenwich Village Stonewall Riots of 1969](#) and the progress made—as well as the progress yet to be made—for people everywhere. Pride Month is a time for everyone to be proud of the unique offerings that they bring to the world.

Thank you for your continued support and for keeping our patients healthy.

SQCN June 2023 Primary Care Meetings*

- The Adult PCRC will be held on 6/13 from 6-7:30 p.m. Dr. Mendelson, Dr. Bikowski, Dr. Niehaus, and Stephanie Zieber, PA, are presenting on SDOH Risk Segmentation. Meeting link [here](#).
- The Pediatric PCPC meeting will be held on 6/20 from 6-7:30 p.m. Dr. Mendelson is presenting on value-based care contract basics. This will include HEDIS and other dashboards. Meeting link [here](#).

SQCN June 2023 Practice Managers Meeting*

- The meeting will be held on 6/28 from 12:15-1 p.m. Meeting link [here](#).

SACO June 2023 Primary Care Leadership Meeting

- The monthly meeting will be held on 6/16 at 7 a.m. Discussion includes 2023 Practice Scorecard, 2023 Quality Performance, ESRD utilization, and the Annual Wellness Visit.

*No preregistration is necessary, simply join the links above. Click on the

button below to access the 2023 meeting schedule and information.

2023 SQCN Primary Care Engagement Bonus Meetings

SQCN Impact Scorecards

This [link](#) will take you to the collaboration site, where you can find the Adult and Pediatric April 2023 Practice Impact Scorecard and information about the scorecard. Avoidable ED visits (rate per 1,000) remain as our utilization metric and there are several quality metrics for adult and pediatric populations. Please contact SQCN@sentara.com if you have any questions.

SACO Beneficiary Notice

We mailed the 180-day beneficiary notice to our patients. Please note that if your practice needs more of the CMS required posters or letters, they can be ordered from [Sentara Health Print Services](#).

HCC/Coding Tip: Dementia Changes in 2023

See the [attached descriptors](#) for severity and specific dementia complications. The reporting codes were updated to collect patient care clinical data. This helps identify which stage certain behavioral and psychological issues develop.

The dementia categories of mild, moderate, and severe are typical severity categories used by providers, organizations, and advocacy groups.

The difference between codes with RAF value and codes without RAF value can mean thousands of dollars each year per patient that could otherwise have gone towards their care.

Dx Code	Status	Description
F0390		Unspecified dementia, unspecified severity, without behavioral disturbance, psychotic disturbance, mood disturbance, and anxiety
F03911	New 2023	Unspecified dementia, unspecified severity, with agitation
F03918	New 2023	Unspecified dementia, unspecified severity, with other behavioral disturbance
F0392	New 2023	Unspecified dementia, unspecified severity, with psychotic disturbance
F0393	New 2023	Unspecified dementia, unspecified severity, with mood disturbance
F0394	New 2023	Unspecified dementia, unspecified severity, with anxiety
F03A0	New 2023	Unspecified dementia, mild, without behavioral disturbance, psychotic disturbance, mood disturbance, and anxiety
F03A11	New 2023	Unspecified dementia, mild, with agitation
F03A18	New 2023	Unspecified dementia, mild, with other behavioral disturbance
F03A2	New 2023	Unspecified dementia, mild, with psychotic disturbance
F03A3	New 2023	Unspecified dementia, mild, with mood disturbance
F03A4	New 2023	Unspecified dementia, mild, with anxiety
F03B0	New 2023	Unspecified dementia, moderate, without behavioral disturbance, psychotic disturbance, mood disturbance, and anxiety
F03B11	New 2023	Unspecified dementia, moderate, with agitation
F03B18	New 2023	Unspecified dementia, moderate, with other behavioral disturbance
F03B2	New 2023	Unspecified dementia, moderate, with psychotic disturbance
F03B3	New 2023	Unspecified dementia, moderate, with mood disturbance
F03B4	New 2023	Unspecified dementia, moderate, with anxiety
F03C0	New 2023	Unspecified dementia, severe, without behavioral disturbance, psychotic disturbance, mood disturbance, and anxiety
F03C11	New 2023	Unspecified dementia, severe, with agitation
F03C18	New 2023	Unspecified dementia, severe, with other behavioral disturbance
F03C2	New 2023	Unspecified dementia, severe, with psychotic disturbance
F03C3	New 2023	Unspecified dementia, severe, with mood disturbance
F03C4	New 2023	Unspecified dementia, severe, with anxiety

Alzheimer's and Other Dementias: How to Help Your Patients

As a provider, you know the benefits of early detection and diagnosis of Alzheimer's disease and other dementias. Administering best practices of maintaining an active lifestyle both physically and mentally can help protect current brain health. We all need to address cognitive impairment with early screening. These measures can also reduce healthcare costs.

The diagnosis of dementia may be devastating for not only the patient, but also their family. For the first time in decades, there are some new medications that may be of benefit for people who have early dementia. There are research studies locally with the [EVMS Glennan Center](#) that may be a fit for some patients and their families.

Caregivers and loved ones play an essential role in promoting the patient's health and well-being. It can be hard for either to accept the diagnosis and ensuing stages.

As the provider, it is equally important that you look for co-morbidities, potential injury risks, and other behavioral health issues that may be addressed to improve overall healthcare.

Care for the Caregiver

A Message on Behalf of Your Primary Care Team

Caring for your loved one can be a hard yet rewarding task. Your primary care team is working with specially trained social workers. Together, they can help you through the caregiving journey. First step is to get involved with the medical team and ask questions like:

- ✓ What can we expect now and in the future?
- ✓ What can I look out for that might mean something is wrong?
- ✓ How do I contact you in case of an issue?

While you are with your loved one:




- Consider where they can be independent. Ask questions, like: "Would you like eggs or pancakes?" "Do you want to wear red or blue?"
- Involve them in treatment planning.
- Offer encouragement for tasks they are able to complete with minimal or no assistance.
- Monitor their home or environment for safety.
- Be flexible, patient, and know needs will change.

Caring for yourself

Don't forget to take good care of yourself too:

- Ask friends and family to help. Be specific about what you need.
- Get at least 7-9 hours of sleep nightly.
- Eat a balanced diet and remember to stay hydrated.
- Talk with a trusted friend that will allow you to express a range of emotions.
- You are not alone. Connect with resources that help other caregivers like you.

Contact SQC@sentara.com or SACO@sentara.com to request resources from our social work team.



Share the [attached tip sheet](#) for ways to empower your patients and their caregivers.

You can also give them the following considerations:

- Give education about overall brain health and cognitive impairment. Include how dementias progress, along with anticipatory challenges and the tools to meet them.
- Share any evidence-informed interventions, support, or services that may help maintain overall health and independence.
- Let the caregivers know just how important their role is to the patient's overall health and well-being. Give tips on how to practice self-care and avoid caregiver burnout.
- Make sure the patient and family are aware of other potential issues—including the abuse and manipulation of those with Alzheimer's disease and dementia.

Caregivers and providers need to work together as a team to keep the patient healthy and safe. The Centers for Disease Control and Prevention (CDC) and Alzheimer's Association developed the Healthy Brain Initiative

Road Map. You can see the [full report here](#).

Source: <https://www.cdc.gov/aging/healthybrain/roadmap.htm>

Center to Advance Palliative Care (CAPC) Training: Best Practices in Dementia Care and Caregiver Support

CAPC offers a training on how to communicate effectively with both patients and loved ones after a dementia diagnosis. It also covers how to help families:

- Know what is coming and how to best prepare.
- Understand and work with difficult behaviors.
- Manage other common medical issues.
- Deal with hard decisions.

Go to the [CAPC website](#) for more information.

Pharmacy Highlights: Medication Safety

Here are five tips to help keep your patients safe and in compliance with their prescriptions. Share this [tip sheet](#) for more information on prescription maintenance.

1. Educate patients on new medications and potential side effects.

- When a new medication is prescribed, take the time to educate the patient on how to take or use it.
- Explain to the patient why they are being prescribed a new medication.
- Inform them when a medication is being replaced with a different medication.
- Advise the patient of potential side effects, so they can identify if one occurs.

2. Give your patient an updated medication list.

- During each visit, provide patients with an updated medication list with all medication changes during that appointment.

- This helps the patient keep track of what medications they should be taking.

3. Educate the patient on proper ways to dispose of old medications.

- Alert patients on the importance of not taking expired medications.
- Inform the patient about upcoming medication "take back" days as well as disposing kits available at retail pharmacies.

4. Provide patients with appropriate devices to use with medications.

- When prescribing a medication such as an injectable, make sure to provide the appropriate prescription for pen needles, syringes, etc.

5. Prescribe a 90-day supply when appropriate.

- This can help minimize multiple trips to the pharmacy, which may help with medication adherence.
- When patients receive a 90-day supply, they are more likely to take the medication as prescribed (per Express Scripts). They are 19% more adherent on average compared to those who receive 30 days.
- In some cases, patients can save money filling 90 days versus 30 days.

Source: <https://www.fda.gov/consumers/consumer-updates/4-medication-safety-tips-older-adults>

<https://www.express-scripts.com/corporate/30-and-90-day-pharmacy-networks>

Care Corner: Diabetes and Medications

Your patients with diabetes can likely use more education on how to achieve their best health through medication adherence.

Download this "[Diabetes and Medications](#)" tip sheet to share with your patients. It has practical daily advice. For more information about diabetes self-management services for your patients, contact SQCN at SQCN@sentara.com or SACO at SACO@sentara.com.

Diabetes and Medications

A Message on Behalf of Your Primary Care Team

Diabetes is a condition that may require medications. It's important to take them as directed in addition to your current prescriptions. To keep track of the medications for you and your primary care team, do the following:

1. Have a list of all your current medications; and/or
2. Take a photo of each medication label and keep it on your phone.
3. Do not forget over-the-counter vitamins and pain relievers.

Your primary care team is working specially trained registered nurse care managers and care coordinators. Together, they can help you understand and manage your diabetes.

Tips to maintain your medications:

- ✓ Keep well-hydrated with 4-6 large glasses of water throughout the day.
- ✓ Eat small portions at meals to avoid an upset stomach.
- ✓ Take your medications at the same time daily, along with other daily tasks like brushing teeth.
- ✓ Use a pill container and refill on the same day each week.
- ✓ Keep a calendar and set a pill reminder, if needed.
- ✓ If you are traveling, bring enough medication plus some extra. Take it in your carry-on bag when flying.
- ✓ Some medications may increase your risk of yeast infections or UTIs especially if your glucose levels are higher. Staying well-hydrated and cleaning well after urinating can decrease your risk.



Your diabetes care manager can work with you on the above and more. Mention if:

- You have problems taking your medications or with side effects.
- You have a life change like pregnancy.
- You are having trouble paying for your medications.

Contact our care management team to get started with diabetes self-management services: SQCN@sentara.com or SACO@sentara.com.

Source: <https://www.fda.gov/drugs/special-features/why-you-need-to-keep-your-medications-prescribed-or-instructed>. Accessed 9 May 2023.



Headaches in Children

Most people have headaches, including children and teens. About 18% of pediatric emergency department visits are related to migraine headaches.

Advise your pediatric patients with repeated headaches to keep a log. Ask that they include:

- What day and time the headache starts and ends.
- A suspected trigger—for example, caffeine or stress—if there is one.
- Any other symptoms like nausea or vomiting.
- What helps it go away.

This may determine if it's a migraine or other type of headache, along with the best course of treatment.

Source: <https://www.ncbi.nlm.nih.gov/books/NBK557813/>

Males and Anxiety

Anxiety is the most diagnosed mental health disorder for men. Boys and men are often taught to be strong, self-reliant, and suppress personal issues. This produces a stigma for males—more than females—to receive mental healthcare, causing disparities like:

- Learning difficulties and behavioral problems in school
- Increased risk of violent crimes but also being the victim of a violent crime
- Diagnosis of conduct disorders versus internalizing disorders like depression
- Being 4 times more likely to die of suicide than women

Check [A Closer Look at the APA Guidelines for Psychological Practice with Boys and Men](#) for ways to help your male pediatric and adult patients.

Source: <https://pubmed.ncbi.nlm.nih.gov/34517242/>

Innovative Initiatives: The Sentara Health Center for Diversity, Inclusion and Cultural Competency Council

June is Pride Month, which is a time to celebrate the LGBTQ+ community. It is important to create inclusive environments for our LGBTQ+ patients so they feel comfortable enough to seek care and share sensitive information that could be critical.

Sentara has taken an active role in the community to promote inclusivity and address healthcare disparities.



Dana Beckton, Chief Diversity Officer at Sentara, leads the Sentara Health Center for Diversity, Inclusion and Cultural Competency Council.

"Every person who interacts with Sentara—whether within our facilities or throughout our communities—deserves to feel welcome, safe, and valued at all times," said Beckton.

To support this mission, the Sentara Health Center for Diversity, Inclusion and Cultural Competency Council created "[How Would You Feel?](#)" [This 4-minute video](#) gives the perspective of a patient using our healthcare services—and the impression they get from staff.

As a member of a practice, important points to keep in mind with patients are:

- Start with empathy.
- Smile and greet.
- Ask, what would you like me to call you?

Click here to view [10 Tips for Engaging with the LGBTQ+ Community](#).

Sentara has many resources that reinforce the message of inclusivity and acceptance. Contact [Rayven Johnson](#) for more information about HEI (Healthcare Equality Index) training for clinical staff and [Coleen Smith](#) for tips and tools on SOGI (Sexual Orientation/Gender Identity).

Questions About SQCN or SACO?

For Independent Practices, please contact the Population Health Team:

757-455-7330 | SQCN@sentara.com

757-455-7040 | SACO@sentara.com

For SASD and SMG practices, please contact your Director of Business Operations and Director of Medical Operations, respectively.

Sentara Health

6015 Poplar Hall Drive, Norfolk, VA 23502

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