



From Grayling Yarbrough, Vice President of Population Health



Welcome to 2024. For the January edition of *Inside Population Health*, we are focusing on the annual wellness visit (AWV), cervical health and maternal health, and looking ahead to heart health month. We have resources to help your patients with diabetes, as well as getting those important annual visits in with primary care teams. **Our measures include the annual wellness visit, child and adolescent well-care visit, and diabetes management.**

This year, our Population Health network will continue to show you and your practice the value of being a SQCN participant. We look forward to increasing your engagement and alignment to SQCN. We seek to do this through our committees, collaboratives, and this newsletter. There will be more in-person practice visits to inform and educate the value of SQCN to you, your staff, and most importantly, your patients.

Our first quarter emphasis is seeing our newly attributed lives and any patients who are overdue for the AWV. Shifting more AWVs toward the beginning of the year will increase our ability to maximize our performance in both our ACO and MA agreements. This is especially important as we kick off our new MA agreement, with a richer physician quality payment model, along with Sentara Health Plans.

Additionally, in 2024, we look forward to rolling out our new and revised incentives through SQCN and SACO. These are inclusive of a quality and

engagement-based subsidy for Community Connect, as well as additional nursing support for chronic care management, transitional care management, and the AWW. A reimagined care management infrastructure and practice transformation module will help take your practice from 0-10 in your performance in value-based contracts. The intent is to improve your patients' outcomes and your reimbursements.

Starting in February, you will see our communications material shift in look and feel. The shared Sentara Health design and logo symbolizes a renewed alignment with the health system inclusive of Sentara Ambulatory Services Division (SASD), Sentara hospitals, and Sentara Health Plans. The value we continue to bring in advancing the growing space of Population Health and shared risk models is an important tenant of Sentara Health as a whole.

And finally, please see the pictures below of our new Network Development Director, Dr. Peggy O'Neal, delivering shared savings checks to practices in our SACO network. This can be your practice next year. **If interested in learning more about becoming part of the SACO network, contact [Dr. Peggy O'Neal](#).**

Here's to a happy and healthy 2024!



From left to right: Leslie Nestor, EVMS, Allison Gray, Population Health, Po Chou, EVMS, Dr. Peggy O'Neal, Population Health, and Dr. Margaret Baumgarten, EVMS; Dr. O'Neal and Dr. Ronald Atwood, Atwood Family Medical Center; Dr. A.C. Iudica, Harrisonburg Family Practice, and Dr. O'Neal; Michelle Veitz, Hampton Family Practice, and Dr. O'Neal.

SQCN January 2024 Primary Care Meetings*

- The Pediatric PCPC meeting will be on January 16 from 6-7:30 p.m. Dr. Laura Sass will present on pre-exposure prophylaxis (PrEP) for HIV. Meeting link [here](#).
- The Adult PCPC meeting will be on January 18 from 7-8 a.m. Dr. Mark Niehaus will present on heart health and exercise. Meeting link [here](#).

SQCN January 2024 Practice Managers Meeting*

- The meeting is on January 24 from 12:15-1 p.m. Meeting link [here](#).

SACO January 2024 Primary Care Leadership Meeting

- The monthly meeting is on January 19 at 7 a.m. Discussion includes the 2024 CQM measures workflow, 2024 Attribution Profile, and annual wellness visit priority scheduling for new and existing patients.

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

Look for our 2024 SQCN Primary Care Engagement Bonus Meetings schedule in the next newsletter.

SQCN Impact Scorecards

This [link](#) will take you to your monthly 2023 Adult and Pediatric Practice Impact Scorecard. Please be sure to check back monthly for your practice performance.

Avoidable ED visits (rate per 1,000) remain as our utilization metric and there are several quality metrics for adult and pediatric populations. These metrics are scored for each practice and the total score is expressed as a percentage from 30-100%. That Performance score will be combined with attribution to determine distributions. The report will be updated monthly so that you can track your practice's performance.

See the button below for more information about the Impact Scorecard and the SQCN distribution plan.

Please contact SQCN@sentara.com if you have any questions.

Impact Scorecards SBAR

HCC/Coding Tip : Top 6 Tips for Documenting Diabetes

Here are six tips to remember when documenting a patient with diabetes.

1. **Document the type.** When no type is specified, "Type 2" is the default.
2. **The problem list should not contain multiple types of Diabetes Mellitus.**
3. **Code also for long-term use of insulin** in all types except Type 1.
4. **Is your patient with diabetes really without complications?** If there are some, code for complications. This is usually a combo-code, although some require secondary codes for staging (for example, CKD, ulcer stage).
5. **Document and code all conditions that are present at the time of the encounter that may affect patient care.** For HCC purposes, credit is given once a year for each HCC category captured. Some complications of diabetes can pull credit from other HCC categories (i.e., CKD stage 3, proliferative retinopathy, and ulcers).
6. **Do not use E11.8 DM with unspecified complications.** This should be coded to the highest specificity. Instead, use E11.69 DM with other specified complications and a secondary code to specify.

If your patient may benefit from no-cost diabetes self-management services, encourage them to get in touch with our care management team through SQCN@sentara.com or SACO@sentara.com.

Innovative Office: We Want Your Best Practices

Practices like yours are what make our Population Health network strong and successful for the whole. Do you have best practices you would like to share with the rest of the network? For example, creative ways to boost patient engagement and care, and/or successful ways to meet your monthly measures.

We are looking for primary care and specialists for all age groups. Please contact [Andrea Rizzo](#), Population Health Marketing Manager, if interested in letting your practice shine.

Pharmacy Highlights: Medication Adherence Patient Survey Results

In our December newsletter, we ran a patient-facing survey about medication adherence and received almost 200 responses. Here are the results:

How often did you and your personal doctor talk about all the prescribed medications you are taking?

- Never: 12%
- Sometimes: 20%
- Usually: 21%
- **Always: 47%**

How often was it easy to get the medicines your doctor prescribed?

- Never: 2%
- Sometimes: 8%
- Usually: 22%
- **Always: 65%**
- My doctor did not prescribe any medicines for me in the last 6 months: 3%

Did you delay or not fill a prescription because of the cost?

- Yes: 12%
- **No: 85%**
- My doctor did not prescribe any medicines for me in the last 6 months: 3%

Please remind your patients that taking medication as prescribed is the best way to maintain their health. Encourage them to:

- **Use the same pharmacy.** This makes it easier to check for interactions or possible duplicate medications.
- **Try a mail order pharmacy.** It is a more convenient way to receive medications with minimal delay and studies have shown that it increases medication adherence.
- **Consider prescribing a 90-day supply** with three refills for chronic medications. This will ensure the patient has an ample quantity of their medications.

If you would like to connect with our pharmacy support team, please email SQCN@sentara.com.

It's Maternal Health Awareness Day on January 23

A [recent report](#) shows deaths in mothers increasing each year. **Black women are also affected 2.6 times more than white women.** The American College of Obstetricians and Gynecologists (ACOG) has [more information](#) on the disparities.

There is a Maternal Health Awareness Day live webinar called "Access in Crisis" on Tuesday, January 23, from 2-3 p.m.

Presented by ACOG, this live webinar includes speakers who are navigating and working to mitigate the maternal and reproductive healthcare access crisis in the United States.

Learn more and [register here](#).



Cervical Cancer and the HPV Vaccine

January is Cervical Cancer Awareness Month. This is a great time to remind your female patients to get screened. If your patient needs financial help, click [here](#) to access screening program resources.

It is also an important time to remind parents or guardians to consider the HPV vaccine for their children ages 9 and up. Find the immunization schedules for [Virginia](#) and [North Carolina](#) here.

Source: [Cancers Caused by HPV | Human Papillomavirus \(HPV\) | CDC](#)

Questions About SQCN or SACO?

For Independent Practices, please contact the Population Health Team:

757-455-7330 | SQC�@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.

[Privacy Policy](#) [Unsubscribe](#)

Sentara Health
1300 Sentara Park, Virginia Beach, VA 23464
© 2024 Sentara Health. All rights reserved.