

Medical Directors Newsletter September 2020

“I define connection as the energy that exists between people when they feel seen, heard, and valued; when they can give and receive without judgment; and when they derive sustenance and strength from the relationship.”

--Brene Brown

Staying Connected, Virtually

The physical separation forced on us by COVID-19 has led us to better value the connections we have with each other. Video connections can help (compared to email and phone calls) but nothing beats the in-person sighting of a friend or family member, even while wearing a mask.

Not shaking hands or hugging can take a toll, though. Human touch between friends is associated with release of oxytocin, the hormone that stirs maternal and paternal bonding to children. In a sign of the times, [blankets containing weighted glass beads](#) that mimic the effect of a hug have seen [increases in sales](#) during the pandemic.

Seeing warm friendly smiles from co-workers and strangers is also a rare event. Seeing a smile triggers the brain's mirror neuron system, the physiologic foundation for **empathy**, a key component of successful clinical and professional interactions as well as a promoter of positive feelings.

For health care professionals, the increased use of virtual patient visits, and virtual meetings with colleagues, can impact our professional satisfaction and identity. There are many ways to mitigate this:

1. Use video instead of telephone for interactions where possible
2. Ensure video setups allow consistently good quality video and audio
3. Adjust content to allow more back and forth communication
4. Use expressive eye contact when interacting while wearing a mask or on a video call

PHC is scheduling our next Regional Medical Directors Forum on Friday, October 30, from 9am to noon. Part of the meeting will be smaller, with video breakout groups based on geography, to give you a chance to connect with local colleagues outside your own office/health center. Register [here](#).

Breaking News

Quick Turnaround PCP Grant: Virtual Care Video Visits

Partnership HealthPlan of California (PHC) has developed a grant to incentivize its primary care provider's network to provide virtual care video visits to PHC members.

Who is eligible?

Contracted primary care providers in good standing with PHC are welcome to apply. Only one application will be accepted per parent organization, however, multiple sites can be included in the application.

Program Timing:

Activity	Date(s)
Application Period	September 1-11, 2020
Three options for incentive payment (100% to be paid in full following achievement of milestone)	September 30, 2020 December 31, 2020 March 31, 2021
Milestone achievement due (Applicant will demonstrate a consecutive 90 day period of 20% of virtual care visits that are done by video)	March 31, 2021

How do I apply?

Contact our Grants team at Grants@partnershiphp.org. The application period ends on September 11, 2020.

Apply to Join the California Health Care and Homelessness Learning Community, a New Virtual Peer Network

To better meet the health care needs of individuals experiencing homelessness, the Center for Health Care Strategies, with support from the California Health Care Foundation, is launching the *California Health Care and Homelessness Learning Community*. This peer network will bring together stakeholders from across California to learn from each other and experts around the nation about best and emerging practices to improve health services for this population.

Organizations providing health care services to people experiencing homelessness (provider organizations, community-based organizations, health care systems, county agencies, etc.) or those that financially or programmatically support this work (managed care plans, association or membership groups, etc.) are encouraged to apply. Participants will be chosen through a competitive selection process with **applications due September 25, 2020.**

[Learn More and Apply](#)

Tuition Scholarships Available for UC Davis Primary Care Pain Management Fellowship

UC Davis Center for Advancing Pain Relief is offering full-ride scholarships for primary care providers in California, to participate in the Train the Trainer (T3): Primary Care Pain Management Fellowship.

Scholarships will cover the full cost of tuition, \$10,000, for safety-net providers in California, to include FQHCs, RHCs, and county health systems. The fellowship provides a 10-month, virtual educational experience for providers who wish to become expert clinicians and teachers in primary care pain management.

For more information, please visit [UC Davis's Center for Advancing Pain Relief](#) webpage.

Home Isolation and Quarantine Instructions for People with or likely to have COVID-19 AND their Household or Close Contact

As the number of patients diagnosed with COVID-19 has grown, larger counties are either delayed or unable to conduct timely contact tracing with isolation and quarantine orders. As a result, in some cases giving advice on isolation and quarantine is being delegated and decentralized.

The County of Sonoma has developed some instructional videos for people who are isolating or quarantining at their home or another residence.

Please share this information with your patients, as they are home isolating or quarantining. To note, although these videos are created by Sonoma County they are intended for all viewers in any location. All videos are available on YouTube. Chatino is a colloquial verbal only form of Spanish.

Isolation	Quarantine
English	English
Spanish	Spanish
Chatino	Chatino

Oxygen Saturation Monitors, BP Monitors, and Thermometers – No Cost for PHC Members

In response to COVID-19, PHC has obtained a limited supply of blood pressure monitors, oxygen saturation monitors, and thermometers to be given at no cost to PHC members who are patients of FQHCs, RHCs, and Indian Health Services (IHS). PHC would like your help in getting these supplies distributed to our members and your patients who would benefit from this medical equipment.

These supplies will be on a first-come, first-served basis. Interested providers will need to complete the DME Request Form on our [website](#). Complete the form and submit to request@partnershiphp.org or fax to 707-420-7855.

Providers will be expected to connect with the selected PHC members to ensure the member can use the equipment properly.

Funding Opportunity for Project ECHO Diabetes

Stanford University's Project Extension for Community Healthcare Outcomes (ECHO) Diabetes, is looking for additional PCPs to join their well-run Project ECHO for Diabetes. The goal is to increase the capacity of PCPs and clinics to empower and safely, and effectively, manage underserved patients with insulin-requiring diabetes who do not receive routine specialty care. Project ECHO is an innovative "Hub-and-Spoke" outreach model committed to addressing the needs of the most vulnerable populations by equipping community practitioners with the right knowledge, at the right place, at the right time. Through the use of technology, education and research, Project ECHO demonopolizes specialty knowledge and amplifies the capacity for primary care providers to provide best practice care to their patients. The model was developed out the University of New Mexico in 2003 for Hepatitis C and has since expanded to over 65 complex conditions in over 200 global sites.

Project ECHO Diabetes is a weekly video-conference based tele-mentoring and tele-education collaborative, Continuing Professional Development (CPD) accredited, case-based learning program. By creating a unique partnership between community healthcare providers and diabetes specialists, the ECHO program and the PCP will enrich and empower each other in practice and work collectively to enhance care for underserved patients with insulin-requiring diabetes. Stanford University will serve as the “Hub” site with a team of multispecialty experts (pediatric and adult endocrinologist, primary care provider, behavior health specialist, nurse/diabetes educator, social worker) to work in partnership with “Spoke” sites (community providers and clinics like yours).

The program is accepting applications for community providers and clinics to join this initiative. Project ECHO Diabetes has cohorts beginning in February 2021 and August 2021. Thanks to the generous support of the Helmsley Charitable Trust, there is no fee to spoke sites who participate.

Apply at this link:

https://stanforduniversity.qualtrics.com/jfe/form/SV_ag9Zd5rMh04rfFj

For more information email Dr. Nicolas Cuttriss at diabetesecho@stanford.edu.

PHC Educational Opportunities and Events

Register Now for Fall Regional Medical Directors Meeting

Due to the pandemic, our next regional medical directors meeting will again be via webinar format, instead of in-person. We will include small group breakouts to allow more intimate conversation and discussion.

- Learn about new PHC policies, activities
- Share best practices
- Connect with colleagues

Date: Friday, October 30, 2020

Time: 9 a.m. to noon

[Sign-up Now](#)

Be sure to enter your **county** when you register to be linked to your local colleagues in the breakout section.

Agenda topics requests can be sent to Dr. Moore: rmoores@partnershiphp.org.

Accelerated Learning Education Programs

CME/CE credits available

We acknowledge that the COVID-19 response is changing how health centers and practices approach their daily work and QIP efforts. Wishing to be mindful of the situation, we solicited feedback regarding your ability to participate in the upcoming scheduled webinars. The information received back indicates that most would like the webinars to continue as planned. We want to continue to provide education and resources to help practices on the PCP QIP measures, and will maintain the currently scheduled webinars:

Well-Child Visits in the First 15 Months of Life (W15)

Date: Tuesday, September 22, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Childhood Immunization Measures (CIS10, IMA2)

Date: Tuesday, October 06, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Improving Asthma Care and the HEDIS® Asthma Medication Ratio (AMR)

Date: Tuesday, October 20, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Announcing a New Webinar Series: 2019 PCP QIP High Performers - How'd They Do That?

During each of these webinars, two high-performing PCP's will be sharing how they were able to accomplish their high QIP scores in 2019, including: How quality works at their organization, the keys to their success and lessons learned.

Webinar #1 of 3, Dr. Martha Cueto-Salas & Swenson Medical Practice

Representing provider with less than 10,000 assigned PHC members

Date: September 17, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Webinar #2 of 3, Winters Healthcare & Alexander Valley

Representing provider 10,000 to 20,000 assigned PHC members

Date: October 08, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Webinar #3 of 3, CommuniCare & Marin Community Clinic

Representing provider with more than 20,000 assigned PHC members

Date: November 05, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Tools for Prioritizing Quality Measures

The ever-growing list of measures that PCP's must track and report in health care can be overwhelming. During this webinar we will explore three tools that will help you and your teams to prioritize measures of focus for your quality improvement work.

Date: Thursday, October 01, 2020

Time: Noon – 1 p.m.

[Sign-Up Now](#)

Virtual ABCs of Quality Improvement

CME/CE determination is pending.

This virtual training consists of five training sessions and an optional office hour session via webinar. Participants are eligible for 1:1 coaching with an Improvement Advisor after attending. These courses are free.

Session 1 of 5, The Model of Improvement and Creating an Aim Statement

Date: Wednesday, October 07, 2020

Time: Noon – 1 p.m.

[Sign-up Now](#)

Session 2 of 5, Using Data for Quality

Date: Wednesday, October 14, 2020

Time: Noon – 1 p.m.

[Sign-up Now](#)

Session 3 of 5, Understanding the Role of Measurement in Quality Improvement

Date: Wednesday, October 21, 2020

Time: Noon – 1 p.m.

[Sign-up Now](#)

Office Hours with Improvement Coaches

Do you have questions related to quality improvement or need support on your quality improvement project? If so, join us. This is an optional session. Attendance is encouraged for additional support.

Date: Wednesday, October 28, 2020

Time: Noon – 1 p.m.

[Sign-up Now](#)

Session 4 of 5, Tips for Developing Change Ideas for Improvement

Date: Wednesday, November 04, 2020

Time: Noon – 1 p.m.

[Sign-up Now](#)

Session 5 of 5, Testing and Implementing Changes via the Plan-Do-Study-Act Cycle

Date: Thursday, November 12, 2020

Time: Noon – 1 p.m.

[Sign-up Now](#)

More Details, visit our [Quality & Performance Improvement Webpage](#).

Change Management, Change Fatigue & QI

More details coming soon! Look for them on our QI Events Webpage.

Date: Tuesday, October 27, 2020

Time: Noon – 1 p.m.

[Sign-Up now](#)

Recommended Educational Opportunities Outside of PHC

On-Demand Webinars by ECHO

All available trainings are available on-demand and free of cost:

- [Leveraging Telehealth and Remote Monitoring to Support Patients with Diabetes](#)
- [Diabetes Patient Needs in the Time of COVID-19](#)
- [Continuous Glucose Monitoring \(CGM\) & Beyond A1c Targets in the Time of COVID-19](#)
- [Platforms to Support Remote Diabetes Monitoring in your Practice in the Time of COVID-19](#)
- [COVID-19 & Sick Day Management for People with Diabetes](#)
- [Identifying High-Risk Diabetes Patients for COVID-19 Triage](#)
- [Insulin Dosing & Therapeutic Inertia in the Time of COVID-19](#)
- [DPP-4 Inhibitor, GLP-1 Receptor Agonist, & SGLT Inhibitor Therapies](#)
- [Tackling Therapeutic Inertia: American Diabetes Association Standard of Care Updates](#)

Shriners Hospitals: Diagnosis and Management of Spinal Disorders in Children and Adolescents

Webinar

CMEs Available

Learning Objectives:

- Describe the diagnosis and management of spinal disorders in children and adolescents, ranging from idiopathic scoliosis in infants, juveniles and adolescents, to congenital, neuromuscular, or syndrome-related spinal deformities.
- Compare and contrast the available treatments.
- Identify early management strategies for patients.
- List and describe the benefits of making a timely referral to a pediatric spine orthopedist to ensure the best outcomes for your patients.

Date: Thursday, September 24, 2020

Time: 5:30 p.m. – 6:30 p.m.

[Sign-up Now](#)