

## Successful Results Highlight First Year for LVHN ACO (MSSP)

Larger populations, innovative physician tech tools coming in 2016

As the LVHN Accountable Care Organization (ACO) concludes its first 12 months of operation, key results are pointing to early success in shared savings performance with significant growth in the program planned for 2016, according to its Medical Director, Mark Wendling, MD.

“All indications are very positive,” said Dr. Wendling, who also serves as Medical Director for Lehigh Valley Physician Hospital Organization/Valley Preferred. “We have performed well and delivered cost savings in major areas specified for ACO participants in the **Medicare Shared Savings Program (MSSP)** of the Centers for Medicare and Medicaid Services (CMS).” The LVHN ACO improved value in the following categories:

- Inpatient admissions
- Readmissions
- End-stage renal disease
- Post-acute care
- ER visits

“These results are clear validation for the investments made in our population health management infrastructure like Populytics and the LVHN Community Care Teams,”



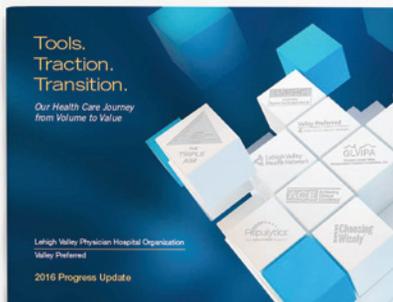
Mark Wendling, MD

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## 2016 LVPHO/Valley Preferred Progress Update: New chapters in LVPHO journey from volume- to value-based care

If you want the inside story on how the LVPHO is leading the local revolution in health care delivery, our *2016 Progress Update* (cover shown) is an absolute must read.

Now available in print or online, this year’s edition—titled “Tools. Traction. Transition.”—chronicles the latest advances in our collective journey from volume to value-based care. Highlights include:



- Preview of an exciting new cost/quality analytics tool for LVPHO practices, slated to be deployed in 2016.
- How *Achieving Clinical Excellence*® (ACE) is saving LVPHO practices time by reducing payer-accepted value-based reporting down to a manageable 25 measures.

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## Choosing Wisely®

*An initiative of the ABIM Foundation*

### New opportunities for CME credits, ACE rewards

LVPHO is committed to supporting the ABIM Foundation’s Choosing Wisely® campaign. This effort brings together more than 70 leading medical societies, as well as *Consumer Reports* and a coalition of consumer partners, to encourage clinicians and patients to engage in conversations aimed at reducing unnecessary care. To learn more about the campaign, including lists of tests and treatments medical societies say may be overused, please visit [www.choosingwisely.org](http://www.choosingwisely.org).

Beginning mid-March, LVPHO member physicians and APCs can earn CME credits for completion of Choosing Wisely TLC (The Learning

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## Provider Communications Committee

### — CO-CHAIRS —



**Glenn S. Kratzer, MD**  
Associate Medical Director,  
LVPHO/Valley Preferred



**Laura J. Mertz**  
General Manager,  
LVPHO/Valley Preferred;  
Administrator, Sales, Marketing and  
Business Development, Populytics

### — MEMBERS —

**Joseph Candio, Jr.**, Physician Advocacy  
Liaison, LVPHO/Valley Preferred

**Selicia Chronister**, Director, Payer and  
Provider Services, Populytics

**Mary Ann Curcio**, Coordinator,  
GLVIPA

**Tracy Hujsa**, Finance Manager,  
LVPHO/Valley Preferred

**Carol Michaels**, Director, Health  
Promotion and Wellness, Populytics/  
BeneFIT Corporate Wellness

**Jaclyn Solick**, Marketing and  
Communications Coordinator,  
Populytics

**Wayne Stephens**, Physician Advocacy  
Liaison, LVPHO/Valley Preferred

**Nicole Sully, DO**, Associate Medical  
Director, LVPHO/Valley Preferred

**Tina Werkheiser**, Promotions Manager,  
Populytics and LVPHO/Valley Preferred

## Provider Communications Committee: Turning up the volume

The LVPHO Provider Communications Committee is responsible for the development and implementation of strategies to keep all members (including APCs) and practice managers updated on programs designed to help them provide patient care more effectively and efficiently.

Co-chaired by Glenn S. Kratzer, MD, LVPHO/Valley Preferred Associate Medical Director, and Laura J. Mertz LVPHO/Valley Preferred General Manager and Populytics Administrator of Sales, Marketing and Business Development, the committee is cross-represented with key members from the LVPHO/Valley Preferred, Populytics and the Greater Lehigh Valley Independent Practice Association.

The committee has assisted with the creation of the new LVPHO website and enhanced mobile device connectivity, e-newsletter communications, promoting the ABIM Foundation's Choosing Wisely® campaign, and introducing new communication channels to reach providers with greater frequency and convenience.

In its purpose to set forth actionable plans that enable providers and practices to meet LVPHO/Valley Preferred performance objectives, the Provider Communications Committee keeps its constituents current with ongoing activities and developments including:

- *Achieving Clinical Excellence*®
- Clinical Integration
- Quality Improvement initiatives
- Certification programs
- Populytics critical data insights
- Lehigh Valley Health Network ACO
- Commercial Accountable Care collaborations through payer relationships
- BeneFIT<sup>SM</sup> practice education and engagement

The committee is also spearheading the creation of a **secure provider portal** to further enhance communication efforts with providers. See next page for details on the upcoming portal.

### Have a Question about ACE or Any Other LVPHO Initiative?

Providing answers and support for primary care practices is the on-going mission of Joseph Candio, Jr. and Wayne Stephens, Physician Advocacy Liaisons for Lehigh Valley Physician Hospital Organization/Valley Preferred.

In collaboration with the LVPHO's Associate Medical Directors, Joe and Wayne connect member physicians with an ever-expanding array of opportunities available to support practice success.

Contact them today:

**Joe Candio, Jr**  
610-969-0479  
josephjr.candio@lvhn.org



**Wayne Stephens**  
610-969-0028  
wayne\_t.stephensii@lvhn.org

## New Tools for LVPHO Providers

**“Total connectivity” is LVPHO Provider Communications Committee strategy for all member programs, rewards, self-audits and more in 2016**

Launched in December 2015, the new web pages at [www.LVPHO.com](http://www.LVPHO.com) complete PHASE 1 of a four-stage plan to provide enhanced communication to LVPHO providers and their practices. The updates include: ACE Participation and Quality & Efficiency program components, LVPHO clinical practice guidelines, Clinical Integration Education Programs, and information about Choosing Wisely®.

The four-stage plan also includes the development of a secure provider portal to serve as an easy access point for LVPHO member physicians and APCs where they can learn about ACE incentives, their own ACE outcomes data and access to completing online physician self-audits.

### OVERVIEW:

#### PHASE 1 – December 2015

Access to enhanced provider communication via [www.LVPHO.com](http://www.LVPHO.com)

#### PHASE 2 – Targeted for May 2016

Access to ACE incentives through Participation, and Quality & Efficiency goals via secure provider portal

#### PHASE 3 – Targeted for September 2016

Access to your individual ACE outcomes data via secure provider portal

#### PHASE 4 – Targeted for December 2016

Online capability to complete physician self-audits via secure provider portal

Updates on Phases 2-3-4 will be provided in each upcoming *LVPHO onCourse*.

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## GLVIPA Launches New Website

The Greater Lehigh Valley Independent Practice Association, Inc. (GLVIPA) announced the launch of its new website—[www.GLVIPA.com](http://www.GLVIPA.com)—at its January 2016 General Membership meeting. The new design delivers easier navigation, richer information and mobile device utility. “It is informational, timely and user-friendly,” according to James W. Manley, DO, President of GLVIPA and Chair of LVPHO. “It provides access to what our members need to know about current quality measures, performance-based initiatives and facts on programs we have developed to support physicians in improving care on an ongoing basis.”



### MOBILE FRIENDLY

The two new websites at [www.LVPHO.com](http://www.LVPHO.com) (shown above) and [www.GLVIPA.com](http://www.GLVIPA.com) (below) are formatted for mobile devices as well as desktop access. Check them out on your smart phone or tablet now and let us know what you think!



## General Membership Meeting

**Tuesday, March 22, 2016**

6:00 p.m., LVH–Cedar Crest Auditorium

Teleconference Available at LVH–Muhlenberg.

Members attending this educational session will be compensated through the Participation component of the *Achieving Clinical Excellence* incentive plan.



## New BeneFIT Master Certified Health Education Specialists

Strategic Wellness Consultants Sarah Engler and Amanda Greene of Populytics have obtained their Master Certified Health Education Specialist (MCHES) certification through the National Commission for Health Education Credentialing, Inc., a national accrediting organization for health educators. The MCHES designation verifies advanced competency in planning, management, strategy, evaluation, and demonstrated leadership in health education and for the community.

Individuals obtaining MCHES are required to meet a minimum of five years of health education experience and successfully pass a comprehensive exam. The MCHES exam has met national standards in credentialing and has been accredited by the National Commission of Certified Agencies.

In their role as Strategic Wellness Consultants, Sarah and Amanda design, plan, implement and evaluate corporate wellness initiatives for the business clients of BeneFIT Corporate Wellness, a leading innovator in workplace wellness offered by Populytics.



## Provider Services Update

### ■ Practice Manager Meeting “Putting the Triple Aim into Practice”

Date: **Wednesday, March 23, 9:30–11:00 a.m.**

Location: LVH–Cedar Crest, ECC 6 & 7

Speakers:

Mark Wendling, MD, Medical Director, LVPHO/Valley Preferred;  
Kay Werhun, DNP, MBA, RN, NE-BC, Director, Population Health, LVHN;  
Deborah Cook-Altonji, RN, MSN, Director, Care Management, Populytics;  
Carol Michaels, MPH, MCHES, Director, Health Promotion & Wellness,  
Populytics/BeneFIT Corporate Wellness

Breakfast will be served and all attendees will receive a \$25 gift card.

To participate, please call Provider Services at [484-862-3480](tel:484-862-3480).

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■ **The Populytics’ Provider Services team** is dedicated to providing superior service to support you and your practice. Here’s how we can assist:

- Providing education through practice orientations or individual practice meetings
- Coordinating network and payer provider enrollment:
  - Assisting with claim resolution
  - Providing credentialing and re-credentialing through our delegated agreements for LVPHO contracted payers
  - Offering assistance with *Achieving Clinical Excellence*® (ACE)

In addition to servicing and educating providers, Provider Services is the connection between the providers, members, and payers. The team assists with the development of fee schedules, physician hospital contracts, ancillary contracts, along with building payer and network relationships which are integral to the Populytics Services team.

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### ■ Meet Our New Colleague

**Jolene Hahn** joined Populytics Provider and Payer Services Team as a Credentialing Specialist in January 2016.

Jolene has been employed by LVHN since 2002 working in numerous departments. Jolene’s last position was as a Credentialing Coordinator for Medical Staff Services. She is designated/certified as a Certified Provider Credentialing Specialist, NAMSS, with over five years’ experience in credentialing and recredentialing.



Jolene Hahn

Jolene received a BS from Bloomsburg University and is working towards a Master of Science in Business Administration with concentration in Health Care Systems Management through DeSales University.

Jolene maintains a strong history of community involvement and community service. She has served on many committees for LVHN and external committees.

he said. “They will continue to ensure our success as we proceed with plans to grow our accountable care populations throughout 2016.”

The cumulative accountable care population will grow to more than 110,000 attributed lives in the coming months. “This expanded scope will rank us among the larger accountable care organizations in the nation. The technological tools and clinical teams we now have in place bode well for continued success,” Dr. Wendling stated. “The larger the population, the more opportunities we as providers have to mitigate risk factors, create healthier communities, manage costs and share in the mutual rewards.”

LVPHO member physicians and practices will be equipped with even more powerful population health tools in the coming year, Dr. Wendling noted. “As an LVPHO provider, one of the most exciting advancements will be the **secure provider portal** now under development. It will provide a consistently current and composite picture of patient care, complete with both clinical and claims financial functionality. This will heighten the visibility of care gaps. Closing these gaps enhances patient health while creating more revenue opportunities for physicians. This will be one of the major compensation streams to be realized in the new value-driven paradigm and we will be well-positioned to embrace it on behalf of our participating providers.”

Perhaps the most unique aspect of these ACO innovations is that they are being done in a “harmonious way” with payers, Dr. Wendling pointed out. “We are creating a process that will deliver value-based care for Medicare patients, Aetna attributed patients, Cigna attributed patients and more. It’s a huge success story and this is just the beginning.”

## Progress Update

Continued from page 1

- Insights on the new Choosing Wisely Initiative and its focus to help physicians and patients make better care choices.
- Why a leading population health expert ranks LVHN in the top 2-3 percent of clinically integrated networks in the nation.

[Click here to read the 2016 Progress Update.](#)

Curve) Education Modules, which include:

- Introduction to Choosing Wisely
- American College of Cardiology
- American College of Physicians
- American Academy of Family Physicians

*The Modules presented above are the initial topics created. Other Modules for specialists are currently being developed.*

Choosing Wisely is designed to promote meaningful conversations between providers and patients. Please note that the Choosing Wisely recommendations are not quality measures but rather guidelines to help patients understand their care.

### Smart Reasons to Participate in Choosing Wisely Education Modules:

#### ■ Earn Credits

You’ll receive an AMA PRA Category 1 Credit for each completed module.

#### ■ Maximize ACE Reward Potential

Engaging with LVPHO-specified Choosing Wisely practice recommendations will guide reward measurement categories of the 2016 ACE program Participation Measures for primary care and specialty care practices.



#### ■ Learn New Medicine

Each Module contains multiple recommendations for specific conditions which may be appropriate treatment options resulting in better patient care and outcomes.

For more information about Choosing Wisely and how it can benefit your practice and patient care, contact Wayne Stephens at 610-969-0028, [wayne\\_t.stephensii@lvhn.org](mailto:wayne_t.stephensii@lvhn.org) or Joe Candio, Jr. at 610-969-0479, [josephjr.candio@lvhn.org](mailto:josephjr.candio@lvhn.org).

**Physician Night ★ Friday, June 3, 2016**

Gates open at 6:00 p.m.; Racing begins at 7:30 p.m.  
VIP infield at the Valley Preferred Cycling Center

Join us at the opening night of the season for our Physician Night event and enjoy the fireworks and races:

**World Series of Bicycling: UCI U.S. Sprint Gran Prix**

Watch for your invitation coming in April.

## Welcome to Our New LVPHO Member Physicians!

### Cardiothoracic Surgery

Erik A. Sylvain, MD

### Gastroenterology

She-Yan Wong, MD

### Geriatrics

Neti N. Vora, MD

### General Surgery

Thomas A. Diven, MD

### Hospital Medicine

Razan Asaad, MD

Mihaela L. Rosca, MD

### Internal Medicine, General

Alison B. Post, MD

### Nephrology

Aedan S. Olaso, MD

### Obstetrics & Gynecology

Susan J. Angelisanti, MD

Emily B. Brophy, MD

Liany C. Diven, MD

### Pathology

Heba Y. Durra, MD

### Pediatric Neurology

Zuhail Ergonul, MD

### Pediatrics, General

Angela M. Camasto, MD

### Physical Medicine & Rehabilitation

Terence F. Navin, MD

**LVPHO**

Lehigh Valley  
Physician Hospital Organization, Inc.

## Pocono Practice Values LVPHO Services, Support

In the Pocono Mountain village of Albrightsville sits the Penn-Kidder Medical Center, a family practice led by Neil Lesitsky, MD, FAAFP, ABFP. Even though he is located well north of the Lehigh Valley, Dr. Lesitsky's practice benefits as a member of the Lehigh Valley Physician Hospital Organization.



Neil Lesitsky, MD

"I like the fact that the LVPHO is a physician-led organization with more than 20 years of experience in helping family practices like mine through times of major change in the medical profession," he said. "Supporting the highest quality of patient care has always been their guiding priority."

As an independent practice, Dr. Lesitsky is convinced that the LVPHO membership is the best way for his practice to remain relevant through the current waves of change in health care. "From what I have seen, they have the best understanding of future payment systems and how to work with payers. They've also built powerful resources that help to promote the health of my patients.

"Populytics is a robust information exchange that captures a very complete data picture and routes it to me so I can manage care better. They also take a lot of burden off of smaller practices like mine by providing case managers and chronic care nurses at zero to minimal cost."

This alliance has been good for his community as well as his practice, Dr. Lesitsky noted. "For 26 years, I've been part of this small rural community. I know the families here and, through more than a quarter century, they've trusted me to care for their health. Naturally, I want to do what is best for them. Being a part of the LVPHO helps me to provide a higher quality of care for the families here in my home community."

## New Care Management Specialist for Aetna and Cigna Members: Adding to Our Knowledge



Jenna Wolf, RN, BSN

Just months into her recent deployment as Care Manager – Population Health, the role of **Jenna Wolf, RN, BSN** is proving "invaluable" according to LVPHO Medical Director Mark Wendling, MD.

Focused exclusively on Aetna and Cigna attributed members, Jenna provides LVPHO member practices with support for high-risk patients, facilitating care gap closure, reductions in hospital readmissions and ED utilization, and other improvements consistent with ACE quality measures.

"Since her initial deployment in late 2015, Jenna's work has significantly added to our knowledge, providing meaningful insights into where we must position resources in order to achieve our clinical care goals," said Dr. Wendling. She is assisted in her practice support services by Brian Abel, Population Health Pre-Engagement Specialist.

For more information on how Jenna Wolf and Brian Abel may provide care management support for Aetna and Cigna attributed members of your practice, please contact them at: [jenna.wolf@lvhn.org](mailto:jenna.wolf@lvhn.org) or 484-862-3523; [brian.abel@lvhn.org](mailto:brian.abel@lvhn.org) or 484-862-3519.