2018 Global Quality P4P Update

Overview
IEHP’s Global Quality Pay for Performance Program (GQP4P) for Primary Care Physicians (PCPs) has been updated for 2018. These enhancements are based on your feedback in an effort to continually improve the program’s effectiveness. The IEHP GQP4P is designed to reward PCPs for high performance and year-over-year improvement in key quality performance measures. Below is a brief summary of some of the program updates made for 2018.

What’s New?
- Incentive payments have increased by 76 percent over 2017 (2018 budget is $67 million)
- Removal of four measures
- Addition of three measures
- New Tier 1 and Tier 2 goal methodology to include a “practical significance” standard
- Final 2017 payment will be distributed in June 2018
- Traditional P4P Programs for PCPs will end in July 2018 with the last DOS of June 30, 2018

Also, starting in July 2018, IEHP will introduce all-inclusive monthly Quality per Member per Month (PMPM) Payments. These will be determined using a formula based on your 2017 GQP4P payment and several other variables.
Thank You, Nurses!

IEHP is proud to celebrate National Nurses Week each year from May 6 to May 12 to honor and recognize nurses. Thank you for your dedication to providing high-quality and accessible care to more than 1.2 million IEHP Members throughout the Inland Empire.

May is also the final month of the annual customer service survey when many IEHP Members are asked to evaluate their experience with their Physicians on topics such as how well their Doctor communicates and their overall rating of their personal Doctor. As a front-desk staff member, you play a key role in these results because you represent the first impression of your Physician for your IEHP patients.

With this in mind, here are a few tips to help you communicate more effectively with your patients, so your Physicians can continue to achieve the highest marks in patient experience this year and for years to come.

State information positively – Tell your patients what to do instead of what not to do. For example, for patients with diabetes, say, “Always wear shoes when walking” instead of “Don’t go barefooted.”

Emphasize what is true – Start by offering the correct information first before addressing or correcting any misinformation. People tend to remember the first part or the last part of your message.

Offer spoken and written instructions – Spoken information requires a greater demand on a person’s working memory. It is difficult for some patients to be consistently attentive to you, and they may need written information to review later by themselves or with their family.

Use learning aids – IEHP offers materials and services to support effective communication, including:

- Interpreter services
- Sign language interpretation
- Materials in Spanish
- Materials written in plain language
- Materials available in alternate formats
- Cultural Sensitivity training
IEHP’s Bariatric Workshop: Inform Your IEHP Patients

A growing number of IEHP Members are considering weight loss surgery. IEHP’s Health Education Department has developed a Bariatric Workshop to provide unbiased education on weight loss surgery and other interventions to address obesity. We hope to support our Members in making informed decisions about their care – and you can help.

Let your IEHP patients know that IEHP’s Bariatric Workshop is available to potential bariatric surgery candidates—those who have NEVER had bariatric surgery and are candidates for the procedure as determined by their Provider.

At the workshop, Members can obtain general information about obesity, bariatric procedures, and the IEHP referral process. IEHP Members are NOT required to attend the Workshop to qualify for bariatric surgery.

For more information about IEHP’s Bariatric Workshop or to get written materials to share with your IEHP patients, call your Provider Relations Team at the number below.

Provider Relations Team Contact Information
(909) 890-2054 Monday - Friday, 8am - 5pm
NEW Programs to Prevent Diabetes

IEHP has partnered with Family Service Association (FSA) to offer NEW PROGRAMS to help IEHP Members and the local community live healthier and more active lives, and avoid the onset of diabetes.

Diabetes Prevention Program (DPP) is a free year-long lifestyle change program based on the CDC’s proven National DPP. It helps IEHP Members with prediabetes improve eating and exercise habits to prevent the onset of diabetes. There are 16 weekly classes during the first six months, and classes are held monthly after that. Classes are available at night and on weekends. IEHP Members must meet all of the following criteria to be eligible for the program:

- ✔ Be at least 18 years old
- ✔ Have a Body Mass Index (BMI) ≥ 25 (≥ 23 if Asian)
- ✔ Have a blood test result in the prediabetes range within the past year:
  - Hemoglobin A1C test between 5.7% to 6.4%
  - Fasting plasma glucose of 110 to 125 mg/dL
  - Two-hour plasma glucose of 140 to 199 mg/dL
- ✔ Have no previous diagnosis of type 1 or type 2 diabetes (women with previous gestational diabetes are eligible)
- ✔ Have no end-stage renal disease

Mobile Fresh is a grocery store on wheels, with a large selection of fruits, vegetables and other healthy foods. IEHP Members and the general community can save up to 30 percent off of grocery store prices. EBT, cash, debit and credit cards are accepted. Mobile Fresh will make stops in the following areas:

- Riverside County: Hemet, Jurupa Valley, Menifee, Moreno Valley, Perris, Riverside, and San Jacinto
- San Bernardino County: San Bernardino, Colton, Fontana, Ontario, and Victorville

Healthy Cooking Classes are available for free to IEHP Members and the general community. There are six classes in this course, with one class being offered each week. The curriculum builds from one week to the next, so participants are encouraged to take all six classes.

To learn more, call your IEHP Provider Relations Team at the number below.

Provider Relations Team Contact Information
(909) 890-2054  Monday - Friday, 8am - 5pm
Congratulations to the Lucky Winners!

Thank you for submitting your Acknowledgement of Receipt (AOR) form for your 2018 Provider Manual before January 5, 2018. As announced in our last issue of ScrubTalk, Providers who submitted their AOR on time were entered in a drawing to win one of ten $50 gift cards. IEHP is pleased to announce the randomly selected winners:

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<tr>
<th>WINNERS</th>
<th>Address</th>
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<tbody>
<tr>
<td>Clayton Barbour, MD</td>
<td>12520 Palm Drive, Desert Hot Springs</td>
</tr>
<tr>
<td>Nazir Ibrahim, MD</td>
<td>24490 Sunnymead Boulevard, Suite 117, Moreno Valley</td>
</tr>
<tr>
<td>Carl Wolnisty, MD</td>
<td>6848 Magnolia Avenue, Suite 230, Riverside</td>
</tr>
<tr>
<td>Hetalben Makwana, MD</td>
<td>1330 San Bernardino Road, Suite G, Upland</td>
</tr>
<tr>
<td>Courtney Van Valkenburg, NP</td>
<td>1100 N Palm Canyon Drive, Suite 212, Palm Springs</td>
</tr>
<tr>
<td>Henry Oish, OD</td>
<td>31843 Rancho California Road, Suite 100, Temecula</td>
</tr>
<tr>
<td>Richard Gilkison, OD</td>
<td>9589 Foothill Boulevard, Rancho Cucamonga</td>
</tr>
<tr>
<td>Henry H Nguyen, MD</td>
<td>8241 Rochester Ave, Suite 130, Rancho Cucamonga</td>
</tr>
<tr>
<td>Ganlyu Oshodi, MD</td>
<td>40700 California Oaks Road, Suite 208, Murietta</td>
</tr>
<tr>
<td>Victoria Pappas, MFT</td>
<td>9496 Haven Avenue, Suite 210, Rancho Cucamonga</td>
</tr>
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IEHP will have hand delivered the winning Providers their $50 gift card by the time this article is published. As a reminder, the 2018 Provider Manual can be found on IEHP’s Secure Online Provider Portal. If you have any questions, please contact the Provider Relations Team.
Cynthia Lopez

Cynthia Lopez is a Medical Assistant for Dr. Juvy S. Salazar’s pediatric practice in Victorville. Cynthia had just completed her externship when she was hired four years ago, but she easily adapted to the practice’s high standards and quickly mastered challenging techniques, like administering vaccines to children.

“Cynthia is one of our best,” said Office Manager Ashlie Walton. “She is helpful, works well with her coworkers, and has developed skills that allow her compassion to thrive with each patient she sees.”

“Cynthia comes from a large family,” Walton added, “and she generously shares what she learns at work to help her parents and younger siblings, including one sibling with special needs.”

Cynthia enjoys concerts and has a cosmetology license. She likes to color and cut hair for her friends, family, and members of her church.

IEHP is proud to name Cynthia Lopez the IEHP Scrub of the Month.
Health Care is one of the toughest jobs there is. It often requires long hours and hard, physical work, which can make it extremely difficult to find the right work/life balance. Here are five tips to help you get started toward this important goal.

**Get Out**
A few minutes of fresh air outside the office can help you clear your mind, get refreshed and reenergized. This can really benefit your performance at work, especially if you’re feeling stressed.

**Get Moving**
Exercising a few times a week can also help you reach a better and healthier work/life balance. Studies consistently prove that physical activity can help you lose weight, lower stress, and reduce your risk for many health conditions.

**Get Better**
Health Care workers sometimes care so much about their patients’ health that they neglect their own. Be sure to get the care that you need, too, so you can be healthier and happier.

**Get Home**
Try to go home on time. If you make an effort to implement time management solutions at work, you can achieve this important goal more often than not.

**Get Comfy**
When you’re not at work, try to relax and unplug. Switch off the phone, forget about work for a while, and just do what you enjoy doing.
My Provider Services Representative informed my staff that the traditional Pay for Performance (P4P) program for PCPs will be retired effective July 1, 2018. Does this mean our office will no longer be incentivized for performing the services that were part of the P4P program?

It is true that IEHP’s traditional P4P program will be retired effective July 1, 2018. However, IEHP is rolling the funding for this program into our Global Quality P4P Program (GQ P4P) to reward our PCPs for high performance and year-over-year improvement in key quality performance measures.

IEHP will continue to provide incentives to you for the traditional P4P services rendered through June 30, 2018. Please continue to submit P4P data through IEHP’s Secure Provider Portal according to the P4P submission timeframes that remain unchanged. For example, Immunization and Well Child services (PM160s) rendered on June 30, 2018 must be submitted to IEHP by August 30, 2018.

We are excited about the incentives available to PCPs for quality performance through the GQ P4P. For questions about or additional training on GQ P4P, please call our Provider Relations Team.