



INTEGRIS Health Partners

NEWSLETTER

January 2023

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Letter from the President

Dear Colleagues,

Events of the last few weeks have shined a light on the financial peril of the United States health care system. INTEGRIS Health had a reduction in the workforce and OU Health did the same the week prior. Unfortunately, we are not unique here in Oklahoma. This type of event is happening across the country, impacting many lives. Thousands have lost their jobs in the past several weeks in health care and in the technology industries. Numerous major medical systems have experienced significant financial losses in the

last year and are predicting the same for 2023. In fact, 75% of the health systems in United States are losing money. These are real losses not just missing budgets. It is unsettling to see budgets for next year being set at a negative margin. This means most major systems are expecting to lose money. For any losses, they have to make up the difference by writing checks out of savings and investment accounts.

The factors driving the situation are numerous but increased labor costs and supply costs are really doing the most damage. It costs significantly more to provide care, but we cannot raise prices to make up for the deficit. Fundamental changes in reimbursement and payment will be necessary to close this gap, which will not occur quickly. Patient volumes are also down due to understaffed beds. It costs more to staff these beds with contract labor than those beds can generate in income. A record 38% of people interviewed say they are delaying health care that they know they need because of financial reasons. Out-of-pocket expenses for people with insurance have increased 10.8% in the last year and this is at a time when inflation is at a 40-year high. We will not be able to continue to do business as “usual”. Something must give.

We must continue to increase our efforts to be more efficient and reduce the total cost of care. Prevention of disease in the avoiding of unneeded care and high cost of settings are foundational areas we can focus on as physicians. It will take some time before the reimbursement and insurance issues get solved. The health care industry is advocating for change and making significant efforts to educate those in Washington DC and here locally about the danger of the current financial situation.

Our situation is daunting, but it is not insurmountable. It will take the cooperation of all to ensure that high-quality and easily assessable health care is available for us and our patients. There are many strategies being deployed by INTEGRIS Health to ensure success. INTEGRIS Health Partners is part of that effort as we strive to increase efficiency, prevent disease, and create better access. Focusing on the patient and bringing value to their care is paramount as we work through the financial difficulties. It is easy to become jaded and hopeless. Don't give into those negative energies. We will get through this. Our patients' lives depend on it.

Sincerely,
Carl Raczkowski, M.D.
President, INTEGRIS Health Partners

February 2023 IHP Summit



Partners

Save the Date – Tuesday, February 21, 2023

Please join us for the next
INTEGRIS Health Partners Summit of 2023.

We are excited to gather in person at the INTEGRIS Health Corporate Auditorium for the first INTEGRIS Health Partners Summit of 2023. Attendance at three INTEGRIS Health Partners Summits is required to be eligible for 2023 IHP Shared Savings.

Time: 6 - 7 p.m.

Location: INTEGRIS Health Corporate Office Auditorium
3001 Quail Springs Parkway
Oklahoma City, OK 73134

Live Stream option will be available to those unable to attend in person.

Live Stream link for Teams

https://teams.microsoft.com/l/meetup-join/19%3ameeting_NzljMzgyMWEtMzA3Ny00MDU2LTIhZTItZmMwMmZmZDljM2E3%40thread.v2/0?context=%7b%22id%22%3a%2286c68ed5-0d25-41f6-bad3-1f8b8e842581%22%2c%22oid%22%3a%226a398b76-502e-4dd9-ab66-6d86fdb1f5d2%22%2c%22lsBroadcastMeeting%22%3atrue%7d

This summit will be recorded and placed on the IHP website (Summits | INTEGRIS Health (integrisk.com)) after the event for those unable to attend in person.

Gender Affirming Provider List

Justin Sparkes, DO and Annie Benefield, LCSW recently presented best practices for providing gender-affirming care at Grand Rounds. They shared some gender-affirming resources and the response from providers who wanted to be included on the resource list was overwhelming. If you wish to be included as a resource, please enter your information at this survey link: <https://forms.microsoft.com/r/h3Kuig10dU>

Clinical Programs Update

Vice President CP Update- Dr. Chelsey Gilbertson

- Developed the Clinical Programs Playbook for evidence-based care implementation, creating a standardized approach for successful change management
 - Glycemic Management Part 1: Hyperglycemia Management Protocol – phased System roll-out beginning February 20th

Please watch the video via the QR Code in the included flyer [here](#).

- OB Rupture of Membranes – February 2023
- Playbook content to be posted in ATLAS
- Partnering with System Strategy and key stakeholders on Tactical Smart Growth opportunities

Women's & Children's CP Update – Jill Hughes, Drs. Smith and Vanlandingham

- Trialing the Jada Hemorrhage Management System at IBMC and LSWH
- Partnering with operational leaders on Level 2 Special Care Nursery Capacity/Strategy
- Partnering with the OSHD Collaborative regarding congenital Syphilis
- Implementing the Epic Quantitative Blood Loss Documentation early 2023
- Collaborating with Surgical Services on the Fetal Monitoring during Procedures Protocol

Neurosciences & Orthopedics CP Update – Briton Stoll, Drs. Beson and Gannaway

- Evaluating Total Joint Vendors for standardization
- Developing Stroke and Hip Fracture Care Pathways
- Engaging Providers to Improve RAPT Compliance Rates
- Implemented RAPID AI Stroke Software across the System

Behavioral Health CP Update – Allie Friesen

- Implemented Suicidal Patient Clinical Pathway September 2022
 - Risk Stratification High Risk and Low Risk
 - Corresponding Order Panels for High or Low Risk
- Developing strategy and partnership opportunities for Behavioral Health Access Center to improve access and offload System EDs
- Developed depression screening workflow (PHQ-2) with IMG leadership - pilot went live December 5th
 - Plans to strategically expand following successful pilot

Intensive Medicine CP Update – Melissa Gullotto, Drs. Mueggenborg, Biedermann, El Banayosy, and Britt

- Implemented Enteral Nutrition Part 2 November 1st

- Glycemic Management Part 1: Hyperglycemia Management Protocol – phased go-live begins the week of February 20th
- Finalizing current state sepsis value stream map based on recent observations and interviews

Oncology CP Update – Kim Frank, Dr. Showalter

- Improving Access – Diagnosis to Treatment -

New Patient Referral Checklist for Medical Records Needed linked [here](#).

- Collaborating with PHSO in applying for participation in CMS CMMI Model – Enhancing Oncology Model
- Implementing Elsevier ClinicalPath software to reduce clinical variation, increase clinical trial utilization, and provide data analytics for treatment protocols specific for oncology – build begins January 2023 (implementation goal of September 2023)

Surgical Services Update – Melissa Flowers, Dr. O’Leary

- Standardized pre-admission testing and preoperative orders for patients undergoing a colon procedure – anticipated go-live February 2023 to be followed by post operative admission orders
- Developing standardized definitions for operational metrics - First Case on time starts (FCOTS), Block Utilization, and Primetime hours utilization
- Communicating updates to the case request order – effective February 16th; CPT will be linked to procedures in the case request order
 - Search by CPT when entering the procedure

IACC/NZTI Update – Kay Shields Ragan

- Implemented eCPR for select patients undergoing resuscitation, initial outcomes are above nationally reported results; will reassess at 6 months to determine possibility of expanding coverage hours
- Reviewing LVAD ICU admission orders for best practice processes as well as potential CFIP opportunities

APP Update

Hello INTEGRIS Health Partners APPs,
Here are some upcoming calendar events for APPs:

APP Council:

Held the second Wednesday of each month at 7:00 AM on Teams – email Barbara.Carey@integrisok.com to be added to the invitation. This mailing list is also kept updated for email distributions of important information including:

- Current issues involving APPs
- Consent agenda with the Clinical Programs Updates and any system updates that are relevant to APPs
- Epic updates

- Subcommittees – Inpatient, Outpatient, Legislative, Educational – these groups will report out each month
- Monthly JHACO or important system training – CME credit in process – February will be the new hyperglycemia management protocol education

APP Bootcamp:

- Wednesday, February 8 – Agenda in process –

Please contact Sarah.Hufstedler@integrisok.com or Kelly.Long3@integrisok.com for more information.

Please send any concerns, needs, or questions to the System Manager, Office of Advanced Practice – Dee Carey at Barbara.Carey@integrisok.com or by cell phone at 405-513-3899.

CMS-HCC Risk Adjustment Education

The Lumeris Provider Education Engagement Program Calendar for 2023 is now available to view [here](#). These sessions are webinars designed to enhance your knowledge of the principles of CMS-HCC risk adjustment model and the importance of accurate and complete documentation.

In addition to the monthly webinars at the link above, two extra pediatric sessions have been added to the 2023 Calendar. Please see the information below to register for these sessions.

Risk 101 for Pediatrics

What is the difference in risk models? Discuss the different RA models, what is different and what is the same.

Register here:

[March 6th, 12PM CST](#)

[March 7th, 12PM CST](#)

[March 14th, 6PM CST](#)

Pediatric Chronic Conditions

Discuss pediatric scenarios of chronic conditions and see live chart reviews for conditions identified as validated and non-validated.

Register here:

[August 7th, 12 PM CST](#)

[August 8th, 12 PM CST](#)

[August 8th, 6 PM CST](#)

Coding Tip of the Month:

Focusing on Documentation Requirements - Accurate and Complete Documentation and Coding Reminders:

The documentation of each patient encounter should include:

- Reason for the encounter and relevant history, physical examination findings, and prior diagnostic test results.
- Assessment, clinical impression, or diagnosis.
- Plan for care
- Descriptions of a diagnosis must be explicitly spelled out in the medical record.
- “History of” should not be used to describe an active disease/condition from which the patient currently suffers or is asymptomatic.

Medical record documentation should have a “Status” and at least one element of MEAT documented for each diagnosis.

- Monitoring / Management - Signs, symptoms, disease progression, disease regression
- Evaluation - Test results, medication effectiveness, response to treatment
- Assessment - Ordering tests, discussion, review records, counseling
- Treatment - Medications, therapies, other modalities

Care Continuity

In an effort to advance population health, reduce cost and duplication of services, and improve patient and provider experience, IHP is working to ensure healthcare services in the network are delivered, coordinated, and managed by in-network providers and facilities.

To do so, we have stood up the Care Continuity workstream. This program’s goal is to optimize referral decision-making and close the referral loop through:

- **Best practices and communication support** for referring and receiving providers, including strategies for building network awareness
- **HER-integrated referral tool** to empower care teams with relevant network info & referral decision support at the point of service (provider directory, search & match algorithm, tracking & reminders)
- **Data and analytics** to monitor and support continued performance improvement and identify root-cause of out-of-network referrals

Epic Care Link

INTEGRIS Health has partnered with Epic to offer the EpicCare Link to our independent providers in IHP. The EpicCare Link system offers free, read-only access to INTEGRIS medical records allowing community providers access to review patient's charts creating a more transparent flow of information between physicians.

IHP providers interested in using the INTEGRIS EpicCare Link system can request access by going to https://epiccarelink.integrisk.com/EpicCareLink/common/epic_login.asp and clicking on Request New Account.

If you have trouble registering for an account, please contact the INTEGRIS IT Help Desk at 405-949-4086 or Toll Free at 866-609-4357.

INTEGRIS Epic Connect

INTEGRIS Health values our healthcare partners and needs your support to provide an integrated experience of care for our patients. As a result, we offer INTEGRIS Health Connect to affiliated independent physicians and community hospitals for the purpose of improving clinical outcomes, the quality and experience of patient care, and communication among providers across care settings.

INTEGRIS Health Connect is a program to link providers, patients, and facilities efficiently and affordably. Through Connect providers gain access to over 2 million individual patients across Oklahoma. As our patients access care from providers and facilities using Epic and Connect, these shared patients will virtually carry their records with them. Accessing this single record for each communal patient saves valuable time in the private office while also providing a community aligned patient record.

INTEGRIS Health Connect enhances coordination of care among physicians throughout our region and improves access to essential patient information for every provider joining the platform.

Those interested in learning more about the INTEGRIS Health Connect system can fill out an inquiry form at the following: [INTEGRIS Health Connect Inquiry Form | INTEGRIS Health \(integrisk.com\)](#).

Upcoming Dates

Please mark your calendars for these upcoming important dates and educational events.

February

- Heart Failure & Arrhythmias PEEP: 12 PM, 2/9 and 2/10 and 6PM 2/9. Register [here](#).
 - IHP Summit: 6 PM, 2/21/23 – [Microsoft Teams](#) and INTEGRIS Health Corporate Office Auditorium
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Update Your INTEGRIS Health Partners Profile

Our INTEGRIS Health Partners team has been hard at work updating the IHP Provider Roster and Directory. In an effort to ensure accuracy, we ask that you take time to fill out this short 10 minute survey to update your information: [INTEGRIS Health Partners Profile Update Form](#).

This will be used to update our IHP Provider Roster and Directory, as well as your INTEGRIS Health website provider profile.

Please reach out Robyn.Burk@integrisk.com with any questions you have regarding this form.

New Physicians and Advanced Practice Providers

<p>Allison Alexander, APRN Nurse Practitioner, Family INTEGRIS Medical Group INTEGRIS Health Urgent Care - North Oklahoma City 2201 NW 150th St. Suite 100 Edmond, OK 73013 (405) 938-2006</p>	<p>Carolyn Bangurah, APRN Nurse Practitioner, Family INTEGRIS Medical Group INTEGRIS Health Urgent Care - North Oklahoma City 2201 NW 150th St. Suite 100 Edmond, OK 73013 (405) 938-2006</p>	<p>Amanda Berry, DO Obstetrics and Gynecology INTEGRIS Medical Group INTEGRIS Health Medical Group Women's Canadian Valley 1205 Health Center Parkway Suite 100A Yukon, OK 73099 (405) 717-5496</p>	<p>Shannon Bruey, ARNP Occupational Medicine INTEGRIS Bass Occupational Medicine 401 S. 3rd Enid, OK 73701 (580) 548-1112</p>
<p>Alisha Cerda, APRN Nurse Practitioner Healthcare One Associates, PLLC 5100 E. Highway 37 Tuttle, OK 73089 (405) 381-5111</p>	<p>Molly Colvard, APRN-CNP Nurse Practitioner, Acute Care Zuhdi Transplant Physicians Hospital Based 3300 NW Expressway Oklahoma City, OK 73112 (405) 949-3349</p>	<p>Terah Crosson, APRN Nurse Practitioner, Family INTEGRIS Medical Group INTEGRIS Health Medical Group Breast Surgery 10900 Hefner Pointe Dr. Suite 505 Oklahoma City, OK 73120 (405) 552-0400</p>	<p>Mouziane Deeb, PA Physician Assistant INTEGRIS Medical Group INTEGRIS Health Medical Group Breast Surgery 10900 Hefner Pointe Dr. Suite 505 Oklahoma City, OK 73120 (405) 552-0400</p>
<p>Elizabeth DiSalvatore, PA-C Physician Assistant Oklahoma Emergency Physicians, LLC dba IBMC ER Physicians 3300 NW Expressway Oklahoma City, OK 73112 (405) 951-2545</p>	<p>Christina Gerena, APRN Nurse Practitioner AKY MD, LLC 6601 W. Hefner Rd Oklahoma City, OK 73162 (405) 757-7818</p>	<p>Roy Greenway, MD General Surgery Roy Greenway Jr. MD, PLLC 401 SW 80th St. Suite 101 Ok, OK 73139 (405) 601-5169</p>	<p>Mark Keuchel, DO Emergency Medicine -Hospital Oklahoma Emergency Physicians, LLC dba IBMC ER Physicians 3300 NW Expressway Oklahoma City, OK 73112 (405) 951-2545</p>
<p>Lindsey Lancaster, APRN Nurse Practitioner Premiere Pediatrics PLLC 3261 24th Ave NW Suite 101 Norman, OK 73069 (405) 364-6432</p>	<p>Kelli Lawrence, APRN Nurse Practitioner MM Health 1800 S. Renaissance Blvd Suite 200 Edmond, OK 73003 (405) 359-2473</p>	<p>Cody McBride, APRN Nurse Practitioner Oklahoma Center for Spine and Pain Solutions PC 13700 S. Western Ave Suite 100 Oklahoma City, OK 73170 (405) 631-4263</p>	<p>Kyle McCall, APRN Nurse Practitioner AKY MD, LLC 2921 SW 89th St. Oklahoma City, OK 73159 (405) 757-7818</p>
<p>Tara McCants, CRNA Nurse Anesthesiology</p>	<p>Todd Ramer, APRN Nurse Practitioner</p>	<p>Tamika Renfrow, APRN Nurse Practitioner</p>	<p>John Robinett, DO Hospitalist - OB</p>

<p>HPI Physicians, LLC 14024 Quail Pointe Dr. Oklahoma City, OK 73134 (405) 242-2713</p>	<p>The Physicians Group, LLC 1616 S. Kelly Ave Edmond, OK 73013 (405) 330-0015</p>	<p>AKY MD, LLC 901 S. Air Depot Blvd. Midwest City, OK 73110 (405) 757-7818</p>	<p>INTEGRIS Medical Group 3300 NW Expressway Oklahoma City, OK 73112 (405) 949-3919</p>
<p>Pierre Ruhlmann, MD Pediatrics Premiere Pediatrics PLLC 3261 24th Ave NW Suite 101 Norman, OK 73069 (405) 364-6432</p>	<p>Kanwardeep Singh, MD Hospitalist, Family Medicine Oklahoma Hospital Medicine Physicians, LLC INTEGRIS Hospitalist - Southwest 4401 S. Western Ave Oklahoma City, OK 73109 (405) 945-5215</p>	<p>Sallye Watkins, APRN Nurse Practitioner Healthcare One Associates, PLLC Healthcare One Urgent Care and Family Practice 1900 South Country Club Rd El Reno, OK 73036 (405) 717-5496</p>	<p>Darcy White, APRN Nurse Practitioner Healthcare One Associates, PLLC Healthcare One Urgent Care and Family Practice 1900 South Country Club Rd El Reno, OK 73036 (405) 717-5496</p>