



April 2021

SparrowCareNetwork.org

The Latest from Sparrow Care Network

Introduction

Dear SCN Colleagues:

We hope the onset of spring weather and change of seasons finds you well. As we kick off 2021, we are hopeful that any and all of you that want the COVID vaccination have been able to obtain it. We are thankful to Sparrow Leadership, Sparrow Pharmacy and SCN Leadership for working together in the past few months to include Sparrow Care Network independent physician practices in the offering of Sparrow's COVID vaccinations.

We want to announce the pending retirements of two key SCN team members- Kathy Bouchard-Wyant RN, Manager of Operations and Alane Hanses, Network Coordinator. Both have been instrumental to our clinically integrated network's success and have been vital long term SCN employees. Kathy has served at Sparrow, SPHN and SCN for a combined 33 years and Alane has been with Sparrow for 27 years. We will miss them dearly but wish them the very best in the coming years and are so grateful for their work and collaboration on behalf of SCN.

Please give special attention to the attachments in this edition of the SCN Bulletin related to the **SCN 2021 quality program measures** (attachment) which have now been approved by the SCN Board of Managers. If you have any questions related to your specialty measures, please contact Jasmine Ahuja, SCN Clinical Integration Data Analyst at Jasmine.ahuja@sparrow.org.

Please also fully review the **2021 SCN Incentive Distribution Model** which does include program changes from last year's model. If you have questions related to the IDM, please contact Sarah Abfalter (Sarah.abfalter@sparrow.org), Nicole Allen (Nicole.allen@sparrow.org), or Pam Warfle (Pam.warfle@sparrow.org)

We appear to be on track (based on current projections) to do well in our 2020 contractual agreements. This of course could never be achieved without your and your teams' diligent hard work and ingenuity in the face of an ongoing global pandemic. Thank you as always for your expert patient care and collaboration within our network of providers.

Sincerely,



Amy Blaising Wallace, D.O.

Medical Director of Population Health - Sparrow Care Network

Payer Updates

BCBSM Performance Improvement Update

As required by the Federal Trade Commission (FTC) and the Department of Justice (DOJ), Clinically Integrated Organizations, like Sparrow Care Network (SCN), must achieve likely improvements in health care quality and efficiency. As a result, it is important for SCN to demonstrate efforts to improve clinical quality and efficiency across the network. In December 2019, SCN noted that during the prior 12-24 months, SCN experienced a small decline in clinical quality outcomes in the BCBSM Commercial and MAPPO incentive agreements.

To address the performance decline, SCN pursued quality improvement through a variety of initiatives:

1. Refining SCN's internal operations to evaluate quality opportunities and engage physicians through Primary Care Chapters
2. Meeting directly with BCBSM Quality Improvement Performance Consultants to discuss areas for improvement and processes to facilitate improvement
3. Developing a centralized quality improvement initiative to assist SCN physician offices close gaps in care. Launched Centralized Gaps in Care Closure Pilot in mid-2020
4. Expanding remediation/counseling plan for practices "at risk" for poor quality performance
5. Improving IT related capabilities (i.e. working to add Admit Discharge Transfer (ADT) capabilities and to expand supplemental data feeds)

In December 2019, with data through November 30, 2019, the BCBSM MAPPO Score was 3.96 with a ranking of 19 out of 40 physician organizations and the BCBSM Commercial Score was 3.16 with a ranking of 9 out of 40 physician organization.

SCN is pleased to report that with data through November 30, 2020, the **BCBSM MAPPO Score is 4.46 with a ranking of 1 out of 40 physician organizations** and the **BCBSM Commercial Score is 3.82 with a ranking of 1 out of 40 physician organizations**.

Clinical Best Practice Corner

March was **Colon Cancer Awareness Month**. Colon cancer is the 3rd most common malignancy in the U.S. and the 2nd leading cause of cancer death (men and women combined). In 2021, it is estimated that approximately 150,000 people in the US will get diagnosed with colon cancer and 53,000 will die from the disease. As a network, we seek to ensure that our patients complete available screening for preventable diseases such as colon cancer. With a range of acceptable options now available to complete screening, patients have choices. Last year's COVID pandemic caused many patients to delay necessary screenings. Here is a potential resource for offices to promote completion of these screenings to their patients.

<https://www.ccalliance.org/about/awareness-month>

Programs

The Sparrow Care Network/Population Health Service Organization (SCN/PHSO) team is launching a **Complex Care pilot** to address the needs of the top five percent high-cost/high-utilizing patients attributed to SCN through the Federation ACO. Following the Johns Hopkins Guided Care Nursing Model, the program is intended to help proactively manage high-need patients in an outpatient setting to prepare for our growing participation in value-based programs. The goal of this program is to improve health outcomes and reduce spending by providing wrap around services for the most complex patients in our population. Starting small, the pilot will follow a panel of 5-10 patients attributed to SCN independent practices. If deemed successful after six months, the program will be expanded.

SCN Participation

A Clinically Integrated organization is successful when Physicians come together and function as an organized group. You can help further the transformation of SCN by participating in SCN Governance. To learn more, please contact Amy Blaising Wallace, DO at Amy.blaisingwallace@sparrow.org or (517) 364-8153.