

# HFPN News



Dear Colleague,

In the wake of the horrific shooting at Michigan State University earlier this week, we wanted to extend our condolences and support to those impacted by this terrible event. When we think of our proximity to MSU, and how many of our family members, friends and neighbors either attend MSU or know of someone who does, it is fair to say that this tragedy has hit us all, albeit in varying degrees.

Henry Ford Health President and CEO Bob Riney shared a message with all Henry Ford team members on the morning of February 14. We would like to extend this message to you, our HFPN family ...

*Dear Henry Ford Team:*

*Our hearts are truly broken. To say last night's deadly shooting at Michigan State University hits too close to home doesn't begin to cover it. MSU is home to so many of us – our kids and family members, friends and colleagues. Not to mention MSU is one of our closest partners here at Henry Ford.*

*Our hearts go out to our entire Spartan community. We share in the shock and devastation, the pain and profound sense of loss, the rising anger and confusion.*

*We know the details are still coming in, including the identities of the eight students who tragically lost their lives or were injured and now fight to survive. We must navigate the coming days together with compassion, empathy and kindness – not knowing that the person standing beside you may be personally impacted by this tragedy.*

*We also know there is so much more to say – so much on our hearts and minds – as our collective weariness grows from yet another mass shooting in our nation, this time in our own backyard.*

*For now, we stand in firm support of our Spartan community and will do whatever we can to lift them up and endure the long road ahead.*

## Restart Screenings

Now that we are back on track with a more typical cadence of seeing patients, it is time to revisit health screenings and their importance to our patients.

During the pandemic, many patients (understandably) declined to travel to a medical office or facility for their cervical screening, colonoscopy, mammogram, prostate screening, skin check, etc. The time has come to send a firm message that these screenings must resume for the patient's current and future wellbeing. Additionally, many of these screenings fall into quality metrics in several of our value-based contracts; patient compliance with screenings keeps your quality scores high and impacts shared savings.

While the responsibility of notifying the patient of screenings that are due falls largely on primary care providers, it can also be addressed by specialists who see a patient often. As we know, if a patient sees a specialist such as a cardiologist, oncologist, rheumatologist, etc. frequently, they often forego their PCP yearly appointment due



to appointment overload. Assistance from specialists in prompting these patients of screenings is welcomed and, often, necessary.

To stay on top of patient screenings, consider these tips:

- Review the patient's records prior to entering the room to see if any screenings are overdue or are recommended within the next year. If you can't review before entering the room, look at the patient's records before the encounter ends.
- Discuss the importance of screenings with you patient and how it can prevent serious illness.
- Ask the patient what screenings they have scheduled. This helps to open the conversation to help you understand their feelings – positive or negative – about certain testing. It also helps you understand their knowledge level of them.
- Share a story or two of how screenings led to positive outcomes for your patients.
- Convey to the patient how good an "all clear" result will feel for them.

### [Celebrating Black History Month](#)

As the world continues to spin, often in an unbalanced manner as it relates to equity of healthcare and social justice, Black History Month prompts us to reflect. We are reminded to become more aware of the struggles of Blacks in our community and our country.

No one stood for racial equality more firmly or impassioned as Dr. Martin Luther King, Jr. What many people may not know is that Dr. King delivered his famous "I Have a Dream" speech in Detroit two months before the March on Washington.



As a reflection, here are some resources to learn more about that June 23, 1963 event:

- [Great March to Freedom Rally speech, Detroit](#)
- [Martin Luther King, Jr.'s Iconic Impact on Detroit](#)

### [HFPN Consultant Helps Member Physician with Payors](#)

For years, **Bhavana Vyas, MD** worked for the Henry Ford Medical Group as a pediatrician before opening her own pediatric practice nine years ago, located near Henry Ford Macomb Hospital. As she worked with more patients who she believed to be on the autism spectrum, Dr. Vyas became increasingly frustrated with the extended time it took for these young patients to be evaluated, then to have access to therapy. The process for each of these steps could run anywhere between three to eight months.

"That meant the actual start of treatment could take well over a year in many cases," Dr. Vyas said. "When working with young children on the spectrum, time is precious. The earlier they begin treatment the better, for them and for their family – particularly for the social life of their siblings, which is affected by this."



Dr. Vyas decided to tackle this issue herself and received the education and certification necessary to set up her own autism clinic, which could perform the evaluation and therapy program. But she was disheartened when the clinic experienced difficulties with payors, including HAP, with a payment backlog of six months from one. Having worked with HFPN Practice Transformation Consultant **Theresa Porada** in the past to help resolve issues with her practice, Dr. Vyas reached out to her for help.

“After investigating I learned that there was a different form of credentialing at HAP that had to be completed before Dr. Vyas’s practice could receive payment,” Theresa recounted. “In working Dr. Vyas directly, I was able to help shepherd the credentialing process and act as an advocate for her practice. Unfortunately, the process took about two months to resolve, but it was a very necessary piece for her practice.”

Theresa led Dr. Vyas through the process, connecting her to the key decisionmakers along the way.

“Theresa helped me from start to finish,” Dr. Vyas said. “She got to the root of why the claims weren’t being paid and set up a meeting for me with HAP. After that, all of the claims from the previous six months were paid within three hours. I could then go back to my practice and know that when I referred a patient to the autism clinic, they could be seen for an evaluation and placed in therapy, often within days ... and we would receive compensation in a timely manner.”

This is a great example of how our Practice Transformation Consultant team can help independent practices or those within its large Physician Organizations.

“We are always happy to smooth out the road,” Theresa said. “All we need is for them to reach out to us.”

*Of note: The grand opening of Dr. Vyas’s standalone [Integrated Autism Center](#) will be this spring. She accepts referrals from any HFPN provider.*

### [Low Pricing/High Value at Henry Ford Pharmacies](#)

The cost of prescriptions is known to be a barrier to medication adherence. Likewise, the cost of common self-care over the counter (OTC) items can also inhibit a patient’s ability to recover or treat minor illnesses for themselves or their young family members. While using a chain pharmacy such as CVS or Walgreens can be convenient, patients can experience significant savings by going to any of the [dozens of Henry Ford pharmacies](#) in Southeast Michigan. Common OTC medications or supplements such as ibuprofen, acetaminophen, bandages, antibiotic ointment, cough drops, vitamin D, allergy and children’s medications, etc. can be found as inexpensive as \$2-\$3. Patients do not need to have a Henry Ford MRN to receive this discounted pricing.



For patients with HAP insurance or those whose care is aligned with Henry Ford Health, having their prescription filled at a Henry Ford pharmacy can also offer significant clinical benefit in addition to financial savings. Regardless, exploring this pharmacy option may benefit many patients. Said **Caren Elkhoury**, Henry Ford Director of Outpatient Pharmacy Services:

“All patients, regardless of their insurance, can benefit from using a Henry Ford Pharmacy. We offer mail order prescriptions, free home delivery, curbside pickup, and many more services. Patients can also manage their prescription needs using our Mobile App. Even though our outpatient pharmacies are predominantly located in Southeast Michigan, we have a national footprint thru Pharmacy Advantage, our specialty and mail order pharmacy. We continuously explore opportunities to provide patient-centered pharmacy services, focused on patient access, affordability and convenience.”

You can review the [Henry Ford Pharmacy Services](#) website for more information.

### [Helping Young Patients Quit Vaping](#)

Whether it is from peer pressure, personal choice or curiosity, too many teens are using vape products, which, we know, risks their future health and can create addiction. Henry Ford now offers a specifically

designed [Tobacco Treatment Service for Teens](#) from ages 14-17 to help them quit this toxic habit. Many teens – and their parents/guardians – are vastly misinformed about the immediate and long-term dangers of vaping. This program addresses this and offers the young patient effective tools to quit.

Teens can enroll themselves or be referred to it by a parent/guardian, school counsellor or healthcare provider. Physicians who are on the Henry Ford instance of Epic can place this order under *Ambulatory Referral to Smoking Cessation*. Those not on Epic can refer by emailing [TobaccoFree@hfhs.org](mailto:TobaccoFree@hfhs.org). Henry Ford's virtual [Freedom from Smoking](#) class is also available for adult patients who wish to quit the use of tobacco products.

Both the teen and adult cessation programs are free, but registration is required.

### **Coming Soon: QURE 2023**

The HFPN will continue to offer its providers – free of charge – access to QURE, a renowned case-based, provider-centric educational approach that is proven to improve clinical variation for patients. Each year, QURE trainings focus on the most pressing healthcare issues within the patient population. This year's learning opportunities that will go live early in the second quarter will focus on:



- **Primary Care:** Chronic Kidney Disease and Behavioral Health (focus: depression and anxiety)
- **Emergency Medicine:** Admission decisions/ambulatory care sensitive admissions

Look for more information soon regarding QURE on the [HFPN website](#). They will also be featured in the April issue of the HFPN News.

**February 2023**

*If there is an item you would like to see in the HFPN News, please [email content editor Cyndy Lambert](#). You can view past issues of the HFPN News on the [News/Articles page](#) of the [HFPN website](#).*