

# BCBSM PGIP March 12, 2010 Quarterly Meeting

## Morning Session Introductions & Announcements



# Welcome New Administrative and Health Care Managers



The PGIP team welcomes a new Administrative Manager, **Stephanie Nieman**, who comes to us from BCBSM Benefit Information & Policy Delivery. She has a B.A. in communications from the University of Michigan, a J.D. from Wayne State University Law School. Responsible for PGIP internal operations including process improvements, IT infrastructure enhancement, and program policy development. Reporting to her are Elizabeth Miller, Lori Sweet, Denise Novak, and Tom Rybarczyk.

Also new to our team is **Susan Burns**, who joins us as a Health Care Manager. Sue will be reporting to Tom Leyden and will be responsible for several PGIP initiatives, including some special projects.

We also anticipate welcoming **Robin Mitchell** as a Health Care Manager later this month, and will announce that in an upcoming PGIP Matters eNewsletter.

**We're glad to have all of you with us!**

# Importance of subscribing to PGIP Matters and registering for meetings before deadline



Subscribe to PGIP Matters

<http://www.bcbsm.com/provider/publications/email>



**PGIP Matters** (preview)

A newsletter for Physician Group Incentive Program members featuring routine communications, links to reporting documents and materials, news on participating organizations, and program changes or additions.

Subscribe

Registrations reminders are contained within this publication.  
Please remember to register before deadline

## **PGIP March 2010 quarterly meetings registration opens**

The first PGIP Quarterly Meeting for 2010 will be held at Lansing Community College on March 12. Current PGIP physician organizations are encouraged to participate in these full-day collaborative meetings to share information, obtain program direction and view best practice presentations. The on-line [registration form](#) is available only for participating PGIP members.



Dr. Gregg Stefanek, of Gratiot Family Practice, will present this morning's Best Practice, focusing on staff issues and how you build a culture among your staff that allows for the changes of the PCMH to occur.

# Afternoon Best Practices



- **Michigan 211**
  - MI Association of United Ways
- **Practice Validation Readiness Tool**
  - West Michigan Physicians Network
- **EBCR Successes**
  - Sparrow Medical Group
- **Office Staff Education**
  - Advantage Health Physicians

# Organized Systems of Care



- **Harold D. Miller, Executive Director, Center for Healthcare Quality and Payment Reform**
  - President & CEO, Network for Regional Healthcare Improvement

# Many Thanks!!!



## 1- PCMH Validation Training 1/18/10 – 2/12/10:

- Advantage Health Physicians
- Lakeshore Health Network
- Medical Network One
- Mercy Community Physicians PHO
- Physician Healthcare Network
- CIPA – Alcona Health Centers, Bay Physicians PC, St. Joseph's Health System Tawas City, Sparrow Physicians Healthcare Network, Pine Medical Group PC,
- Sparrow Medical Group
- UOP, LLC
- West Michigan Physicians Network

## 2- URAC PCMH Validation Meetings 3/10 & 3/11

- Integrated Health Associates – Ann Arbor Family Practice
- St John Medical Group – Pointe Pediatrics
- Medical Network One – Country Creek Pediatrics

## 3- PCMH Validation Visits 2/15/10 – 5/14/10

# Utilization Review Accreditation Commission (URAC)



- URAC, is an independent, nonprofit organization, and is well-known as a leader in promoting health care quality through its accreditation and certification programs. URAC offers a wide range of quality benchmarking programs and services that keep pace with the rapid changes in the health care system, and provide a symbol of excellence for organizations to validate their commitment to quality and accountability.
- **John DuMoulin – Vice President**
  - Patient-Centered Health Care Home Accreditation Program
- **Mark Gorden - Product Manager**