

PROGRESS NOTES

from the CMO, Dr. Georgean deBlois



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VCP Signs with Anthem **Providing Care to 48,000 Members**

VCP signed an agreement to begin August 1 with Anthem's Enhanced Personal Health Care program to deliver patient-centered care to 48,000 members bringing the network's total lives under contract to 140,000. Representing VCP's largest contract, Anthem rewards physicians for high quality, cost-effective care. Like our other value-based agreements, VCP primary care physicians will be focusing on gap closure and appropriate utilization management.



Anthem's Enhanced Personal Health Care program supports key elements of patient-centered care: expanded access, proactive health management, coordinated care delivery, adherence to evidence based guidelines and care planning built around the needs of the individual patient. VCP's RN clinical consultants will be working with Anthem and network primary care practices to assist with practice transformation including review of office processes and workflow, risk stratification of patients and patient outreach to maximize opportunities to improve quality outcomes and reduce costs.

Who's in the ED? **Reducing Avoidable ED Visits**

The dedicated efforts of the network practices have successfully demonstrated quality metric improvement. To meet contract goals and achieve shared savings,

VCP must also reduce medical spend. The emergency department (ED) is essential to delivering prompt, effective care for the seriously ill or injured who may or may not require admission. Many patients, however, seek ED care for non-life threatening conditions that can be appropriately treated in the primary or urgent care setting.



ED visits, defined by payers as those visits where patients are seen and discharged from the emergency room, account for significant dollars of medical spend. Review of our Aetna and Cigna claims data reveals that 30%-45% of ED visits are considered unnecessary, either [Non Emergent, Primary Care Treatable, or Avoidable/Preventable](#).

Top 10 Diagnoses for Unnecessary Emergency Department Visits Adult and Pediatric

Headache	Lumbago
Nausea/Vomiting/Abdominal Pain	Urinary Tract Infection
Dizziness and Giddiness	Pain in Limb
Acute Bronchitis/Cough	Upper Respiratory Tract Infection
Otitis	Noninfectious Gastroenteritis

These visits account for over \$3.4 million of medical cost to VCP. In value-based contracts, the costs incurred by a patient, regardless of site of service or provider, are assigned to their attributed primary care provider and ultimately to the network. As we work to reduce medical spend, a key focus will be eliminating the cost associated with unnecessary ED use.

To assist with this effort, VCP will provide each network primary care practice with a list of attributed patients who have utilized the ED two or more times in a 12-month period.

- Do you recognize the patients?
- Are you aware of their ED visits?
- When did the patient last see a physician in your practice?

Your VCP RN Clinical Consultant will be working with your practice to identify opportunities and assist with practical process that have been shown to dramatically reduced avoidable ED visits in other communities. The Robert Wood Johnson Foundation offers an excellent series of [guides for primary care](#) that highlight low-cost, low-tech changes including the importance of a [Written Access-to-Care Policy](#), [links to materials and communications](#) that other providers have used to address ED overuse and simple practical changes like improving the [After-Hours Telephone messaging](#).

New Board and Committee Chairs Began Term July 1

VCP announces the appointment of new officers of the [Board of Managers](#) and new Committee Chairs:

John Siedlecki, MD, Family Practice Specialists of Richmond
Chair, Board of Managers

Amar Shah, MD, Prime Care Family Practice
Vice Chair, Board of Managers
Chair, Performance Committee

Barbara Prillaman, MD, Midlothian Family Practice Powhatan
Treasurer, Board of Managers
Chair, Payer Committee

Mark Wysong, HCA Capital Division, AVP for Strategic Pricing and Analytics
Secretary, Board of Managers

VCP wants to take this opportunity to thank several Board and Committee members who have been instrumental in the early years of the network's development and have served on the Board and Committees since its inception in 2013.

Glenn Giessel, MD, Pulmonary Associates of Richmond, served as the network's Board of Managers Chair and will continue to serve on the Board as Immediate Past Chair.

Dr. Giessel has participated in VCP from its beginning in 2012. Under his skillful leadership, VCP has thrived and matured. We appreciate all that Glenn has done, and will continue to do for our network.

William Morrissette, III, MD, Midlothian Family Practice Westchester, who served as Vice Chair will stay on as a Board member. Jamie Hey, MD, Pulmonary Associates of Richmond, served as the Chair of the Performance Committee.

Staff Announcements:

VCP Welcomes New Quality Director

Analytics Manager Promoted to Operations Director

VCP would like to welcome Lu A Bowman, MSN, RN, CCM, CDE as the Director of Quality. She has more than 15 years of experience in the healthcare field including administrative and clinical primary care environments, population health, case management and diabetes education. Lu has developed clinical transformation programs including the integration of population health strategies and workflows across the healthcare continuum and tools and techniques to improve outcomes and maximize delivery of patient-centered care. Her career includes positions as Clinical Transformation Manager with Bon Secours Medical Group, Population Health Program Manager with Bon Secours Health System and most recently, a Care Consultant, Sr. with Anthem. Lu is Board Certified as a Case Manager and Diabetes Educator.



Lu Bowman,
MSN, RN, CCM, CDE

VCP is pleased to announce that Chrissy Brooks, MBA has been promoted to Director of Operations. In this position, she will be responsible for leading and managing the operational aspects of the network. Chrissy joined VCP last year as the Quality Analytics and Performance Improvement Manager. She comes from HCA's Capital Division as Manager, Financial Information Systems with extensive experience in financial reporting, analysis and budgeting as well as clinical analytics and data systems.

VCP would also like to announce that Chris Barker, MHA will now fulfill the role as Network Operations Manager. Chris has been part of the VCP team since the origination of the integrated network as the operations manager. In this position, he will be responsible for managing the network payer and practice relations. Before joining VCP in 2012, Chris was the Administrative Resident at CJW Medical Center.

[Virginia Care Partners](#)

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Clinical Staff:

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