



3 employees and 2 patient members were present

We discussed some statistics for 2018, our successes and struggles.

6113 completed office visits (since the computer switchover)

87% of care plans completed, well ahead of the 80% goal

61% of our patients are dual eligible, which is 4x the regional average, and explained that this means that we have a younger and disabled patient population

897 patients hospitalized with 96% of them contacted within 2 business days of discharge, ahead of the 80% requirement

323 Well Child Visits and 117 Medicare Wellness Visits (since the computer switchover)

2018 marked the beginning of BCBS care plans, a big focus on behavioral health related screenings such as anxiety, drug and alcohol abuse, and dementia, screening for social needs to identify barriers to care and provide resources.

The biggest struggle has been meeting the increasingly difficult metric goals to receive shared savings with limited staff and resources.

We discussed what the priorities for 2019 will be that we will be diving deeper into next year so that they could be thinking about possible ideas between now and the next meeting.

Reducing ER utilization for non-emergencies

Reducing the number of people readmitted to the hospital within 30 days of discharge

Increasing Medicare Wellness Visits

Increasing Well Child Exams for 12-20 year olds

Improving Hemoglobin A1c control in diabetics

Improving High Blood Pressure Control

Complex care management for high utilizing patients and those with multiple chronic diseases

Suggestions during open discussion were:

It would be good if we could be more involved in getting people to sign up for Medicare parts B and D so that patients don't get penalized for signing up late. It is a lot of paperwork and probably difficult for those with lower health literacy

It would be great if we could do well child exams after hours or weekends so people didn't have to take their kids out of school. Some kids have a hard time getting caught up if they miss.

