

NOVEMBER 2019

PROVIDER QUALITY NEWSLETTER



MedPOINT
MANAGEMENT
Pointing Healthcare In The Right Direction

Interpreta – <https://portal.interpreta.com>

As we head into the home stretch of the year, Interpreta is your go-to tool to identify all the members who are due for screenings and to review your overall performance on the Summary Report. The Supplemental Data portal is also available to submit records for exclusions and completed services that were done by previous providers. Please let us know if you need any help with reports or would like a Refresher Training by emailing qualitymeasures@medpointmanagement.com or call us at (818) 702-0100, ext. 1353.

Member Satisfaction Survey Season

Member Satisfaction Survey Season is upon us again! This is the time of the year that your members receive surveys from health plans or their medical group asking about their health care experience. Health plans send out CAHPS (Consumer Assessment of Healthcare Providers and Systems) questionnaires asking about visit experience. PAS (Patient Assessment Survey) surveys are generated from PBGH (Pacific Business Group on Health) on behalf of the groups.

Additionally, MedPOINT will be sending out Scantron surveys to IPAs not participating in the PAS campaigns. Please ask your patients to fill out the survey after each visit and then batch and return them to Scantron to process the results. If you need additional return envelopes, please contact Janice Tillett at **818-702-0100, ext. 2010**, or email her at jtillett@medpointmanagement.com. Once compiled, the results are shared with each individual provider and/or health center as well as at the aggregated group level. This is valuable information as it identifies opportunities for improvement and areas to celebrate.

See what your patients experience by being a secret shopper! Call your appointment center for access to care or go under cover as a patient to get a realistic view of the customer service being provided. Use what you learn to develop process improvements or reward your staff for a job well done!



Colorectal – FIT Instructions

Educating patients on how to use the colon cancer FIT screening test kits from the lab can be a challenge, especially if the instructions are in the wrong language. Please check with your designated lab vendor to order instruction sheets in the languages you need for your patients.

Be creative when educating your patients on the colorectal FIT test. Review the kit instructions and come up with ways to demonstrate what they need to do, such as using playdough with a brush to demonstrate how to put samples on the card. Don't forget to give out the FIT test envelopes as people come in for flu shots.



Mobile Mammography

Mobile mammography is part of most IPA networks and this is a convenient way for your patients to have their Breast Cancer Screening (BCS) performed. Patients may have this service at an event at your office that you plan with a contracted mobile mammogram unit or they could consider having it done at a mobile unit at a general health fair that they attend.

If the mobile unit is a part of the IPA network, the billing is direct and the IPA and the provider receive credit for the service. If the member had the mammogram at a health fair with a unit that is not contracted with the IPA, this data may not come to the IPA and the gap may not be closed so please submit the information as supplemental data through Interpreta.



Quality is More than just HEDIS Measures

We all work hard to make sure patients receive the preventive services they need and that we reach NCQA, DHCS and CMS goals for quality care. But quality extends beyond the visit. Coding and encounter submission must meet accuracy and timeliness standards. Emergency Room visits should be monitored and patient education on when to visit the ER or the Urgent Care needs to take place! Monitoring of medications and follow-ups after hospital visits are also very important. Care and follow-up must be accessible! Please take time to think about ways to meet these standards in your practice.



Preventive Care Alerts

There are many places to find out what services are due for the member. This information is generally available in the paper chart, the EMR system, health plan reports and/or Interpreta, which will consolidate open measures from all health plans. Don't forget that the MedPOINT Provider Portal also displays open gaps in care when you look up an Authorization. Use this to your advantage by training staff to schedule all services needed during the authorization process.



Monthly Health Themes

November

- | American Diabetes Month
- | Diabetic Eye Disease Month

December

- | National Influenza Vaccination Week (2-8)

Diabetes 101

As we age, our risk for diabetes increases. Most older adults who develop this disease have type 2 diabetes. If you already have diabetes, as you grow older you may need to adjust your diabetes care plan.

What Is Diabetes?

Diabetes is a group of diseases. Type 2 is the most common. Other common forms include type 1 diabetes and gestational diabetes.

When you eat, your food is broken down into a sugar called glucose, which gives you energy. To use glucose as energy, your body needs insulin. In diabetes, the body does not make enough insulin or use it well.

The exact causes of diabetes are still not clear. However, we do know that genetics and environmental or lifestyle factors can play an important role in the development of type 2 diabetes and its complications.

Warning Signs & Symptoms

- Unusual thirst
- Frequent urination
- Blurred vision
- Feeling tired for no apparent reason
- Extreme hunger
- Irritability
- Tingling/numbness in the hands or feet



Living With Diabetes

Diabetes is a common disease, yet each of us needs unique care. Blood glucose monitoring is the main tool for checking your diabetes control.

Ask Your Doctor about the ABCs of Diabetes

Hemoglobin A1C tells you your average blood glucose level for the past 2 to 3 months. It can also be reported as Estimated Average Glucose, or eAG.

Blood Pressure control is very important for decreasing the strain on the heart, blood vessels and kidneys.

Cholesterol – lowering cholesterol and fat can help reduce your risk of having a heart attack or stroke.

Choose a Legacy of Health

Learn as much as you can about the latest medical therapies and approaches. Learn how to make healthy lifestyle choices:

- Choose what, how much and when to eat.
- Get moving and stay active.
- Check your blood glucose at home, as needed.
- Take your medicines, as needed.
- Carry a list of your medicines in your wallet and share it with your healthcare provider at each visit.
- Quit smoking.



Facts & Figures

- Seniors have more diabetes than any other age group – 25 percent of those over age 60 have diabetes.
- Prediabetes occurs when a person's blood glucose levels are higher than normal but not high enough for a diagnosis of type 2 diabetes.
- Type 2 diabetes occurs because the body cannot properly use the insulin it makes.
- Being overweight or obese is a leading risk factor for developing type 2 diabetes and makes treating diabetes more difficult.
- Older adults with diabetes often have high blood pressure, high cholesterol, erectile dysfunction and infections that heal slowly.
- You can help prevent and manage diabetes by losing weight and becoming more active.
- Older adults with diabetes are at risk for heart attacks, stroke and kidney failure.
- Seniors with diabetes are also more likely to have memory problems, depression and difficulty with diabetes self-care.

Datos sobre la diabetes

Con la edad corremos mayor riesgo de que nos dé diabetes. Casi todas las personas mayores con diabetes tienen la de tipo 2. Si ya tiene diabetes, quizá con la edad se le haga necesario modificar su plan de cuidados para la diabetes.

¿Qué es la diabetes?

La diabetes es un grupo de enfermedades. La de tipo 2 es la más común. Otras son la diabetes de tipo 1 y la diabetes gestacional (del embarazo).

Al comer, los alimentos se transforman en un tipo de azúcar llamada glucosa, que le da energía. Para poder usar la glucosa como energía, el cuerpo necesita insulina. La diabetes hace que el cuerpo no produzca suficiente insulina o no la utilice bien.

Todavía no se conocen las causas de la diabetes. Sin embargo, sabemos que factores genéticos, ambientales y relacionados con el estilo de vida desempeñan un papel importante en el inicio de la diabetes y sus complicaciones.

Indicios y síntomas

- Sed fuera de lo normal
- Ganas de orinar con frecuencia
- Visión borrosa
- Cansancio sin particular motivo
- Hambre extrema
- Irritabilidad
- Cosquilleo/adormecimiento de las manos y los pies



La vida con diabetes

A pesar de ser común, la diabetes requiere cuidados específicos según cada persona. Estar al tanto de la glucosa en la sangre es la mejor manera de controlar la diabetes.

Consulte con su médico acerca de los conceptos básicos relativos a la diabetes

La prueba de A1C (también llamada hemoglobina glucosilada o hemoglobina HbA1c) le indica el nivel promedio de glucosa en la sangre durante los dos o tres meses anteriores. Los resultados también pueden darse con el Promedio estimado de glucosa (eAG por sus siglas en inglés).

El control de la presión arterial es muy importante para disminuir el esfuerzo que deben hacer el corazón, los vasos sanguíneos y los riñones.

Reducir el nivel de colesterol y grasa le puede servir para disminuir el riesgo de que le dé un ataque al corazón (infarto) o derrame cerebral.

Opte por un legado de salud

Entérese lo más que pueda acerca de lo último en terapias y métodos médicos. Aprenda a tomar decisiones que lleven a un estilo de vida saludable:

- Decida qué, cuánto y cuándo comer.
- Manténgase activo, haga ejercicio.
- Mídase el nivel de glucosa en la sangre según sea necesario mientras este en casa.
- Tome sus medicamentos según sea necesario.
- Lleve en su cartera o billetera una lista de los medicamentos que toma y enséñesela a su proveedor de atención médica en cada consulta.
- Deje de fumar.



Datos y cifras

- 25% de las personas mayores de 60 años tienen diabetes. Es la edad que más se ve afectada.
- La prediabetes ocurre cuando el nivel de glucosa en la sangre de la persona es más alto del normal pero no tan alto como para poder diagnosticar diabetes de tipo 2.
- La diabetes de tipo 2 ocurre debido a que el cuerpo no está en condiciones de utilizar de forma adecuada la insulina que produce.
- El sobrepeso y la obesidad están entre los más importantes factores de riesgo para el inicio de diabetes de tipo 2 y dificultan el tratamiento de la diabetes.
- Las personas mayores que tienen diabetes suelen tener presión alta, un alto índice de colesterol, problemas de erección e infecciones que tardan en sanar.
- Usted puede ayudar a prevenir y controlar la diabetes si pierde peso y hace más ejercicio.
- Las personas mayores que tienen diabetes corren el riesgo de tener ataques al corazón, derrames cerebrales y problemas de riñón.
- Las personas mayores que tienen diabetes también tienden a tener problemas de memoria, depresión y dificultad para dedicarse al cuidado de su enfermedad.



DIABETES AND YOU: Healthy Eyes Matter!

It is important to take good care of your eyes when you have diabetes. Did you know that diabetes can harm your eyes? The good news is that you can take steps to help keep your eyes healthy. The tips below will get you started.

Tips to Keep Your Eyes Healthy

1. Get a dilated eye exam at least once a year and share the results with your primary care doctor.

- In this exam, you will get eye drops to make your pupils larger. Pupils are the black circles in the middle of your eyes. The drops are painless and help your eye doctor see inside your eyes to look for signs of health problems.
- A dilated eye exam can help your eye doctor find and treat problems to keep you from losing your vision from diabetes.
- Your eye doctor may take pictures of your eyes with a tool called retinal photography. This helps to see the retina, which is at the back part of your eyes.
- Be sure to keep your next eye doctor appointment!

2. Visit your eye doctor right away if you:

- See little black lines or spots that don't go away.
- See any red spots.
- See red fog.
- Have a sudden change in how clearly you see.
- Take longer than usual to adjust to darkness.



How Can Diabetes Harm Your Eyes?

- Diabetes is the main cause of blindness among people younger than 74 years.
- Serious eye problems happen more often among people with diabetes.
- It is important to find and treat eye problems early to protect your vision.

Where Do I Get a Dilated Eye Exam?

- You should schedule an appointment with an ophthalmologist or an optometrist for your yearly dilated exam. Both of these eye doctors can give you a dilated eye exam and check your eyes.





What Kinds of Eye Diseases Are Common Among People With Diabetes?

- **Retinopathy** causes small blood vessels in the retina (at the back of the eye) to get weak and possibly leak blood. This disease can cause blindness if it is not treated. There are no symptoms when this disease starts, so it is important to get your eyes checked regularly.
- **Cataract** causes a “clouding” of the lens of the eye that makes vision blurry. People with diabetes are more likely to get cataracts.
- **Glaucoma** causes pressure in the eye. If it is not treated, glaucoma can cause vision loss or blindness.



To-do List for Healthy Eyes

- ☐ Get a dilated eye exam from your eye doctor at least once a year.
- ☐ Keep your next eye doctor appointment.
- ☐ Keep track of and tell your eye doctor about any changes in how you see.
- ☐ Talk with your eye doctor about the best ways to keep your eyes healthy.
- ☐ Ask your eye doctor to send your test results to your other doctors after every visit.
- ☐ Keep your blood sugar at a healthy level.

Manage Your ABCs!

Ask your health care team to help you set and reach goals to manage your blood sugar, blood pressure, and cholesterol—also known as the **ABCs** of diabetes. Teach your family about your diabetes and the **ABCs** so they can help you, too.

- **A1c:** The goal set for many people is less than 7% for this blood test, but your doctor might set different goals for you.
- **Bloodpressure:** High blood pressure causes heart disease. The goal is less than 140/90 mmHg for most people, but your doctor might set different goals for you.
- **Cholesterol:** LDL or “bad” cholesterol builds up and clogs your blood vessels. HDL or “good” cholesterol helps remove the “bad” cholesterol from your blood vessels. Ask what your cholesterol numbers should be.
- **Don’t smoke:** Call 1-800-QUIT-NOW (1-800-784-8669) for support.

National Diabetes Education Program

For more information, call 1-800-CDC-INFO (800-232-4636)

or TTY 1-888-232-6348 or visit www.cdc.gov/info.

To order resources, visit www.cdc.gov/diabetes/ndep.





LA DIABETES Y USTED:

¡Tener unos ojos sanos es importante!

Es importante cuidar bien los ojos cuando se tiene diabetes. ¿Sabía que la diabetes puede dañar sus ojos? La buena noticia es que usted puede hacer algo para ayudar a mantener sus ojos sanos. Los siguientes consejos lo ayudarán a empezar a cuidarlos.

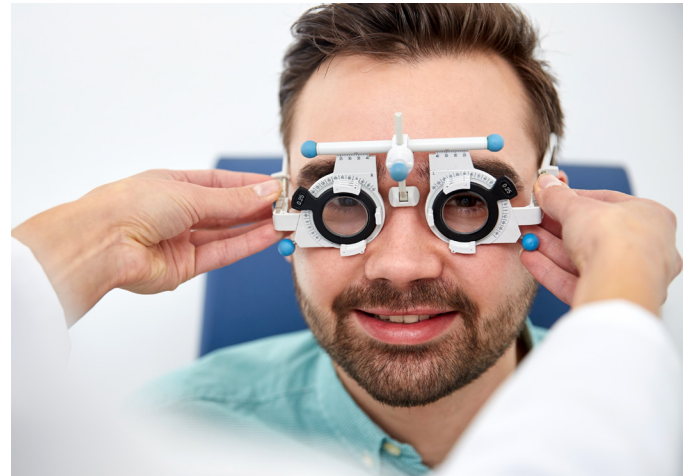
Consejos para mantener sus ojos sanos

1. Hágase un examen de los ojos con dilatación de las pupilas por lo menos una vez al año. Comparta los resultados con su médico de atención primaria:

- Durante este examen le pondrán gotas en los ojos para hacer que las pupilas se agranden. Las pupilas son los círculos negros en el medio de sus ojos. Las gotas no duelen y ayudan a su especialista de los ojos a ver sus ojos por dentro. Así ellos pueden notar si hay señales de algún problema.
- Un examen de los ojos con dilatación de las pupilas puede ayudar a su especialista de los ojos a detectar y tratar problemas. De esta forma se podría evitar que usted pierda la visión por causa de la diabetes.
- Su especialista de los ojos podría tomar fotos de sus ojos con un examen que se llama fotografía de la retina. Este examen ayuda a ver la retina, que está en la parte de atrás del ojo.
- ¡Asegúrese de ir a la próxima cita con su especialista de los ojos!

2. Vaya al especialista de los ojos de inmediato si:

- Ve pequeñas líneas o manchas negras que no desaparecen.
- Ve manchas rojas.
- Ve una nube roja.
- Nota un cambio repentino en su vista y no ve con la misma claridad.
- Le toma más tiempo de lo normal ajustarse a la oscuridad.



¿Cómo la diabetes puede dañar sus ojos?

- La diabetes es la principal causa de ceguera entre las personas menores de 74 años.
- Los problemas serios de los ojos son más comunes entre las personas con diabetes.
- Ayude a detectar y tratar los problemas en los ojos a tiempo. Esto lo ayudará a proteger su visión.

¿Dónde me puedo hacer un examen de los ojos con dilatación de las pupilas?

- Usted debe hacer una cita con un especialista de los ojos. Pida que le hagan un examen de los ojos con dilatación de las pupilas una vez al año.



Programa Nacional de Educación sobre la Diabetes

Un programa de los Institutos Nacionales de la Salud y los Centros para el Control y la Prevención de Enfermedades



LA DIABETES Y USTED: ¡Tener unos ojos sanos es importante!



¿Cuáles son las enfermedades de los ojos comunes en las personas con diabetes?

- La **retinopatía diabética** causa que los pequeños vasos sanguíneos en la retina (en la parte de atrás del ojo) se debiliten. Esto puede causar goteo de sangre. Esta enfermedad puede causar ceguera si no se trata. Cuando comienza, no tiene síntomas. Por eso es importante que le revisen los ojos regularmente.
- Las **cataratas** causan una “nube” en el cristalino del ojo que hace que la visión sea borrosa. Las personas con diabetes tienen más probabilidades de presentar cataratas.
- El **glaucoma** causa presión dentro del ojo. Si no se trata, el glaucoma puede causar pérdida de la visión o ceguera.



¿Qué debe hacer para tener unos ojos sanos?

- ☐ Hágase un examen de los ojos con dilatación de las pupilas al menos una vez al año.
- ☐ No falte a la próxima cita con su especialista de los ojos.
- ☐ Anote los cambios que tenga en su visión y dígaselos a su especialista de los ojos.
- ☐ Hable con su especialista de los ojos sobre las mejores maneras de mantener sus ojos sanos.
- ☐ Pídale a su especialista de los ojos que les envíe a todos sus médicos los resultados de sus exámenes luego de cada visita.
- ☐ Mantenga la glucosa (azúcar) en la sangre a un nivel saludable.

¡Conozca los factores clave de la diabetes para mantener su diabetes bajo control!

Pídale a su equipo de atención médica que lo ayude a establecer y alcanzar metas para controlar sus factores clave de la diabetes. Estos son el nivel de glucosa (azúcar) en la sangre, la presión arterial y el colesterol. Hable con su familia sobre su diabetes y dígales cómo debe controlarla para que lo puedan ayudar.

- **Prueba A1c:** La meta para muchas personas es obtener un valor de menos de 7% en esta prueba de sangre. Aun así, su médico podría fijar una meta diferente para usted.
- **Presión arterial:** Tener la presión arterial alta causa enfermedades del corazón. Para la mayoría de las personas, la meta es tener menos de 140/90 mm de Hg. Aun así, su médico podría fijar una meta diferente para usted.
- **Colesterol:** El colesterol malo se conoce como lipoproteína de baja densidad o LBD. Este colesterol se acumula en los vasos sanguíneos y los tapa. El colesterol bueno se conoce como lipoproteína de alta densidad o LAD. Este colesterol ayuda a sacar el colesterol malo de los vasos sanguíneos. Pregunte en cuánto debería tener sus niveles de colesterol.
- **No fume:** Llame al 1-855-DÉJELO YA (1-855-335-3569). Pida apoyo para dejar de fumar.

Programa Nacional de Educación sobre la Diabetes

Para más información, llame al 1-800-CDC-INFO (800-232-4636) o a la línea TTY 1-888-232-6348. También puede visitar www.cdc.gov/info. Para ordenar recursos educativos sobre la diabetes, visite www.cdc.gov/diabetes/ndep.



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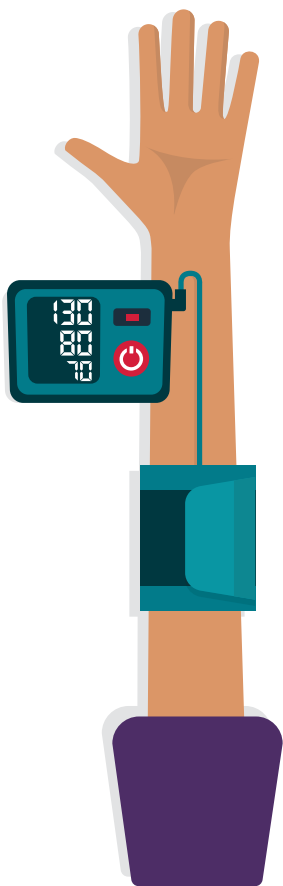
Healthy Blood Pressure for Healthy Hearts

Small Steps To Take Control



Every time your heart beats, it pumps blood through vessels, called arteries, to the rest of your body. Your blood pressure is how hard your blood pushes against the walls of the arteries. If your blood flows at higher than normal pressures, you may have high blood pressure, also known as hypertension.

High blood pressure is a major risk factor for heart disease, which is the leading cause of death in the United States. Millions of Americans have high blood pressure, but many people who have it don't know it. That's why it is important to have your blood pressure checked at least once a year.



High blood pressure is a "silent killer."

It doesn't usually cause symptoms, but it can damage your body over time.

- If your blood pressure stays higher than 130/80 mm Hg for a period of time, it can cause serious health problems such as:
 - **Heart disease**
 - **Stroke**
 - **Kidney disease**
 - **Dementia**
- The only way to know whether you have high blood pressure is to have your blood pressure measured—a process that is simple and painless.
- If you find out you have high blood pressure, a health care professional can tell you how to prevent serious complications, including disability and premature death.

Some things put us at greater risk for high blood pressure.



Age: Blood pressure tends to get higher as we get older. But it can affect many of us when we're younger too.



Genes: High blood pressure often runs in families.



Sex: Before age 60, more men than women have high blood pressure. After age 60, more women than men have it.



Race or ethnicity: While anyone can have high blood pressure, African Americans tend to get it at a younger age. Among Hispanic adults, people of Cuban, Puerto Rican, and Dominican backgrounds are at higher risk.



Lifestyle habits: Eating too much salt, drinking too much alcohol, being obese, smoking, and not getting enough exercise can raise our blood pressure.

What steps can you take to lower your blood pressure?

Set targets

Work with your doctor to set blood pressure numbers that are healthy for you. Use our worksheet at nhlbi.nih.gov/hypertension to track your progress.

Take control

Make lifestyle changes such as eating healthy, staying active, and watching your weight. If you smoke, quitting can help prevent heart disease and other complications of high blood pressure.

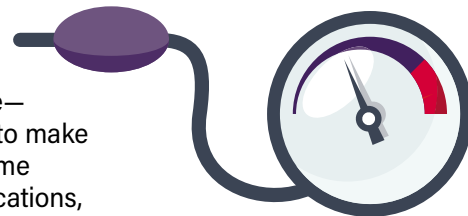
Work together

Studies show that if you engage in heart healthy activities with people at home, at work, in your community, or online, you have a better chance of staying motivated.



Taking the first step toward a healthy blood pressure.

Making lifestyle changes now can help keep your blood pressure in a healthy range—whether you have high blood pressure or you're trying to prevent it. You don't have to make big changes all at once. Small steps can get you where you want to go. Here are some ideas to start. If you have elevated blood pressure and your doctor prescribes medications, make sure to take them as directed.



Why should I change?



Eat Healthy Foods

A diet **low in sodium and saturated fat**—like the DASH eating plan—can lower your blood pressure as effectively as medicines.



Move More

Get at least 2½ hours of physical activity a week to help lower and control blood pressure. That's just 30 minutes a day, 5 days a week.



Aim for a Healthy Weight

Losing just 3 to 5 percent of your weight can improve your blood pressure. If you weigh 200 lbs., that's a weight loss of 6 to 10 lbs.



Manage Stress

Stress can contribute to high blood pressure and other heart risks. If it goes on for a long time, it can make your body store more fat.



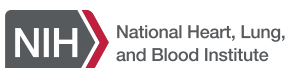
Stop Smoking

The **chemicals in tobacco smoke** can harm your heart and blood vessels. Quitting is hard. But many people have done it, and you can, too.

How can I change?

- ☐ Add **one fruit or vegetable** to every meal.
- ☐ If you get fast food, ask for a **salad instead of fries**.
- ☐ Give **Meatless Monday** a try.
- ☐ Commit to **one salt-free day a week**. Use herbs for flavor instead.
- ☐ Invite a colleague for **regular walks or an exercise class**.
- ☐ Give the elevator a day off and **take the stairs**.
- ☐ Take a break to **play outside** with your kids.
- ☐ **March in place** during commercial breaks while watching television with your family.
- ☐ Join a **weight loss program** with a buddy.
- ☐ **Sign "social support" agreements** with three family members or friends.
- ☐ Practice **mindful meditation** for 10 minutes a day.
- ☐ Share a **funny video, joke, or inspirational quote** with a friend.
- ☐ **Talk with your doctor** if you have trouble managing stress on your own.
- ☐ Visit **Smokefree.gov** or **BeTobaccoFree.hhs.gov** to connect with others trying to quit.
- ☐ Sign up for a **support group** at work or your local clinic.
- ☐ Join a **sewing, knitting, or woodworking group** to keep your hands busy when you get urges.

Take control of your blood pressure today! Learn more at www.nhlbi.nih.gov/hypertension



National Heart, Lung,
and Blood Institute



www.nhlbi.nih.gov