WAYFINDING SURVEY: HELPING PATIENTS FIND THEIR WAY

Last year we surveyed practices as to how you help patients find their way when you send them to Munson Medical Center for outpatient testing, such as lab, radiology, cardiology, pulmonary function testing, etc. It’s easy to forget that most patients arrive with little knowledge of the changing hospital layout. Directions provided by your office are a vital part to a positive patient experience.

In follow up to last year’s survey, office managers were surveyed in April on three resources we have developed to help patients navigate the hospital: MMC Ground Floor Map, MMC Parking Map, and Helping People Find Their Way Cheat Sheet.

Results of the survey showed that practices would find all three resources most helpful in a printed format. So look for packets of wayfinding materials to be mailed to your office. These resources are also available online at munsonhealthcare.org/mmcmaps.

Thank you to everyone that responded! Your feedback is always helpful. By partnering together, we can improve the hospital experience for our patients.

If you have any questions on wayfinding or any other topics, please contact Andrea Ludka at (231) 935-3391 or aludka@mhc.net.

MUNSON HEALTHCARE POWERCHART PATIENT PORTAL FAQS

MyHealthInfo, Munson Healthcare’s PowerChart patient portal, launched February 17 and is being offered to patients receiving either inpatient or outpatient services. In response to physician questions, below are some frequently asked questions.

The PowerChart patient portal (MyHealthInfo) is a product of Cerner Corporation and the information in the portal pulls directly from Cerner PowerChart. My patient was an outpatient, why are they seeing their lab results in MyHealthInfo?

Once an inpatient or outpatient signs up for the MyHealthInfo patient portal, they will see ALL results including those outpatient results. MyHealthInfo is populated from Cerner PowerChart and it does not differentiate whether results were from an inpatient or outpatient visit, and the portal is being offered to all patients.

Information available to view in the PowerChart patient portal dates from 2001 to present and does include Laboratory test results.

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ICD-10 EFFORTS CONTINUE


Despite the delay, Munson Medical Center's ICD-10 implementation will focus on not losing momentum that has been built. The ICD-10 Program Team has evaluated and recommended adjustments to work plans, timelines, and education schedules. The executive team approved the revised plan that calls for virtual go-live of ICD-10 in January 2015.

"We must view the delay as more time to get things right, rather than an opportunity to delay work," said Mark Hepler, CFO, of Munson Healthcare.

The ICD-10 Program Team has made the following adjustments to the planned education rollout that affect physicians:

- The deadline for physician awareness education is extended until Sept. 1, 2014
- Physician specialty education will begin in the fall of 2014

"For physicians and staff who have already completed education – job well done," Hepler said. "It is an important step. Courses will be available in the coming months to help refresh knowledge."

ICD-10-CM/PCS coding language relies on increased specificity in clinical documentation. A clear focus on clinical documentation excellence and capturing additional detail is at the core of readiness for ICD-10, and still beneficial to hospitals and physicians under the current ICD-9 system.

"Our work with physicians and our Clinical Documentation Integrity (CDI) team will continue with the rollout of additional documentation education and practice by specialty area. This will help providers better facilitate care coordination and document the Severity of Illness and Risk of Mortality for our patients," Hepler said. "Secondarily, having this documentation in place will allow Munson to bill for the appropriate level of service and support our long-term financial future."

A virtual go-live is planned in January 2015, which would mean a delay of 90 days from the original Oct. 1, 2014 deadline.

This virtual go-live approach will reduce the frustrations and risks associated with one big transition; allow time for practice ICD-10 coding and testing of new processes and forms; assist providers with documentation support including opportunity to query and audit documentation; and maximize the efficiency of resources.

The January 2015 rollout will:

- Begin with high-risk, high-revenue service lines
- Add one additional Care Area approximately every two weeks
- Bring all 17 Care Areas' documentation to the ICD-10 compliant level by Aug. 1, 2015

"The transition to ICD-10 remains a priority for Munson Healthcare and we have significant risk if we are not successful," Hepler said.

Updated information and resources continue to be available on the web at munsonhealthcare.org/ICD10.

GREAT TURNOUT FOR ICD-10-CM CODER TRAINING

In spite of the ICD-10 implementation delay announced the week prior, almost 100 physician practice billers and coders attended ICD-10 Coder Training that was presented by Robin Hicks on April 16.

Shared one participant, "Very informative and amazingly interesting. Great speaker. This would be a great presentation for a physician!!! Easy to understand, presented with understanding of insurance, complexities and problem solving for the transition preparation."
**MHC Business Associate Agreement Update Coming Soon**

Every physician practice that has access to any Munson Healthcare Protected Health Information (PHI) must have a Business Associates Agreement (BAA) on file. Examples of Munson software that practices access are PowerChart and PWS. Because of the HIPAA Final Rule that went into effect in September 2013, all of Munson’s BAAs need to be updated by September 2014.

To make this easier for practices, the updated BAA will be completed and signed online. Practice managers will receive an email in June with instructions on how to complete this requirement.

For BAA questions, contact Linda Bower, Munson Information Security Officer, at (231) 935-7619 or lbower@mhc.net.

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**Sepsis Summit**

**Monday, June 2 | Registration and Breakfast: 7:30 am; Program: 8:30 am – 3:30 pm | Boyne Mountain**

The Regional Sepsis Summit for Northern Lower Michigan is a forum to discuss mutual needs and interests related to the care and management of patients with sepsis. Representatives from regional hospitals will focus on gaining consensus on the importance of early recognition and treatment of septic patients. The development of tools and resources to assist healthcare professionals with education, recognition, and treatment of sepsis will also be discussed.

There is no cost to attend. Lunch will be provided. Physicians will receive 5.5 hours of CME for attending.

For more Sepsis Summit details and CME information, go to [munsonhealthcare.org/SepsisSummit](http://munsonhealthcare.org/SepsisSummit).

To register, go to [munsonhealthcare.org/SepsisSummit](http://munsonhealthcare.org/SepsisSummit) or call Munson HealthLink at 1-800-533-5520.

For questions, contact Claudia Orth, corth1@mhc.net or (231) 935-5692.

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**Perinatal Summit**

**Wednesday, July 23 | Registration and Breakfast: 8 am Program: 8:30 am – 4:30 pm | Grand Traverse Resort**

The regional Perinatal Summit for northern lower Michigan continues the efforts initiated in 2010 to move perinatal care in our region into a strongly integrated system focused on maternal, infant, and perinatal services.

There is no cost to attend. Lunch will be provided. Physicians will receive a maximum of 7.5 hours of CME for attending. For more Perinatal Summit details and CME information, go to [munsonhealthcare.org/PerinatalSummit](http://munsonhealthcare.org/PerinatalSummit).

To register, go to [munsonhealthcare.org/PerinatalSummit](http://munsonhealthcare.org/PerinatalSummit) or call Munson HealthLink at 1-800-533-5520.
MUNSON OUTPATIENT SERVICES OPENS IN KINGSLEY
The new facility is serving patients at the Crystal Lake Clinic building

Munson Outpatient Services is expanding to meet the needs of Kingsley area residents by adding a hearing clinic, physical therapy, and X-ray capabilities to the current lab services in the community.

Munson Medical Center Vice President of Operations Derk Pronger said the hospital is expanding outpatient services into northern Michigan communities because it makes sense for everyone.

“We want services to be closer and more convenient for our patients and to provide the same level of Munson quality that people would drive to the hospital for,” Pronger said. “We can now deliver that same type of quality at these outlying locations, such as Kingsley.”

Travis Myers of Kingsley, a former Traverse City Central baseball standout, wishes that the services had been available in town for him after he injured his throwing arm in a practice for Muskegon Community College last year.

“I just felt it snap. I knew it was bad, I knew something wasn’t right,” he said. Myers had surgery on his elbow and then a regimen of physical therapy at Munson Medical Center.

Pronger said physical therapy, as well as lab, X-ray, and hearing clinic services now are provided at the Crystal Lake Health Center Building at 2283 M-113 East in Kingsley. The phone number is (231) 392-7890 and web address is munsonhealthcare.org/outpatient.

Munson Outpatient Services also can be found in Benzie, Elk Rapids, Empire, Frankfort, and Interlochen. All Munson Outpatient Services are staffed by Munson Medical Center or Paul Oliver Memorial Hospital employees.

The Kingsley Lab is open from 8 am - 5 pm, Monday through Friday. Services include blood draws and other specimen collections. Other services there are available by appointment.

For a complete list of Munson Outpatient Services locations and hours, go to munsonhealthcare.org/outpatient.

Rehab Services Updates

• The Memory & Attention Training Center has changed their name to Brain Injury & Cognitive Rehabilitation Program. They are still located at Munson Community Health Center off of the Physical Therapy Gym.
  (231) 935-0388 phone
  (231) 935-0941 fax
  munsonhealthcare.org/BrainInjury-CognitiveRehabilitation

• The Spine & Nerve Pain Treatment Center has changed their name to Comprehensive Pain Management Program. They will remain at Munson Community Health Center, but all Comprehensive Pain Management Program services will be offered in one location at MCHC. This move is planned for October 2014, and the Comprehensive Pain Management Program will be located on the 1st floor (south entry) of MCHC.
  (231) 935-8540 phone
  (231) 935-8544 fax
  munsonhealthcare.org/painmanagementprogram
Ensuring strong privacy protections for our patients helps maintain their trust, especially concerning very sensitive information, such as mental health. But sometimes mental health information needs to be shared so that the patient can receive the best possible treatment. Sixty-eight percent of adults with mental health conditions have a physical condition that could benefit from treatment or monitoring, and 29 percent of adults with medical conditions have co-occurring mental health disorders.

HIPAA permits providers to:

- Communicate with a patient’s family members and others involved in the patient’s care, whether patient is an adult or a minor.
- Consider the patient’s capacity to agree or object to the sharing of their information.
- Involve a patient’s family or others in dealing with patient failures to take medications or therapy.
- Listen to family’s input about the patient.
- Communicate with law enforcement, family, or others if patient presents a serious threat of harm to himself or others.
- In Michigan, the Michigan Mental Health code requires a signed Release of Information from the patient prior to sharing hardcopy of records from a licensed mental health program.

Can a provider communicate with a patient’s family, friends, or others involved in the patient’s care?

Yes. In recognition of the important role that family and friends play in a patient’s health care, HIPAA allows these routine — and often critical — communications, so long as the patient is present and does not object. For example, if a patient invites a family member to be present, the provider may infer permission to disclose information.

If the patient is not present, or is incapacitated, the provider may share information with family involved with the patient’s care or payment of care, if the provider determines that doing so is in the best interests of the patient. In all cases, shared information should be limited to what is directly relevant.

Are there extra protections for mental health information?

HIPAA applies uniformly to all protected health information, without regard to the type of information. (Exception: Michigan’s requires a signed Release of Information for medical records release from a psychiatric program.) Private notes (psychotherapy notes) taken by a mental health professional and kept in a place separate from the medical record, receive special protections. However, psychotherapy notes kept within the EMR **may** include information about medications, counseling session times, modalities and frequencies of treatment furnished, or results of clinical tests; and may include summaries of diagnosis, functional status, treatment plan, symptoms, prognosis and progress to date. **So all of this information may be shared for continuity of care, treatment, payment and operations, without a signed release by the patient.**

Can a provider discuss an adult patient’s mental health information with the patient’s parents or other family members?

If the patient is given the opportunity and does not object, the provider can discuss the patient’s mental health information with family members or other persons involved in the patient’s care or payment for care. For example, if the patient does not object:

- A provider may discuss the drugs a patient needs to take with the patient’s sister who is present with the patient at a mental health care appointment.
- A provider may give information to a patient’s spouse about warning signs that may signal a developing emergency.

**BUT:**

- A provider may not discuss a patient’s mental health condition with the patient’s brother after the patient has stated she does not want her family to know about her condition.

For more information, please go to [HHS.gov/ocr/privacy/hipaa](https://www.hhs.gov/ocr/privacy/hipaa), or contact Munson’s Privacy Officer, Rochelle Steimel, [rsteimel@mhc.net](mailto:rsteimel@mhc.net) or (231) 935-5765.
When will lab test results be available to patients in MyHealthInfo?
Inpatient and outpatient lab test results will be viewable in the patient portal 36 hours after the results are put into Cerner PowerChart. Some lab results will not be available in the portal including microbiology, STD’s, pregnancy, tumor markers, pathology, and toxicology.

Can patients see radiology results?
Not at this time, but it will be available later this year. The radiology reports that will be included have not yet been determined.

What else can patients see in the portal?
Patients who have had an inpatient visit will have additional information in their portal account. This information is updated at their last hospital admission/discharge.
- Care plan and care team
- Allergy list
- Past problem list
- Medication list and medication history
- Discharge instructions
- Patient education
- Procedures performed during admission
- Reason for hospitalization
- Summary of care
- Vital signs at discharge

If a patient does not have information for these items in their PowerChart record, no information will display in the portal.

Which Munson Healthcare hospitals are included in the PowerChart patient portal (MyHealthInfo)?
It is being offered to all patients (inpatient, outpatient, and observation) of Kalkaska Memorial Health Center, Mercy Hospital Cadillac, Mercy Hospital Grayling, Munson Medical Center, and Paul Oliver Memorial Hospital.

How do patients sign up?
The MyHealthInfo (PowerChart) patient portal is being offered to all inpatients and all outpatients when they register for any study. Patients who wish to participate will be issued a MyHealthInfo invitation during their encounter.

Who can have a patient portal?
Any person age 18 and older with an active email address can have a patient portal account.

Beginning in June 2014, the hospital will begin to offer proxy, which will allow:
- A parent or guardian to access their minor child’s (under the age of 13) portal account,
- A parent or guardian to access their child’s (age 13 - 17) portal account with a signed consent from the child, and/or
- An adult to grant portal access to another adult (spouse, adult child) with a signed consent

What if my patient is also a Munson employee?
We have encouraged employees to sign up for a MyHealthInfo account. It is important to note that all employees who have access to Powerchart are able to see their lab results immediately and have been able to do so for many years. MyHealthInfo did not introduce a new element for many employees of Munson Medical Center.

Will patients see results from my practice’s patient portal?
If you offer a patient portal, your patients will need to access that account separately. However, lab results that are resulted in a Munson lab will populate the MyHealthInfo patient portal after the 36 hour delay.

Can patients message me through the MyHealthInfo patient portal?
No, messaging with physicians and providers is not available.

Why is the hospital offering a patient portal?
There is a Meaningful Use requirement for the hospital to offer a patient portal. Although the meaningful use measure for MMC is based on inpatients, we are offering the patient portal to all patients who receive a service offered by MMC.

Additionally, direct release of lab test results to patients is being mandated nationally when requested by the patient. The Department of Health and Human Services issued the final rule in February 2014 which amends the Clinical Laboratory Improvement Amendments of 1988 (CLIA) regulations to allow laboratories to give patients or a person designated by the patient direct access to the patient’s completed laboratory test reports.

For more information, go to munsonhealthcare.org/myhealthinfo.
PWS UPGRADE IN JUNE

A newer version of Physician Web Scheduler (PWS) will go live on Monday, June 2. With almost 400 users, PWS allows practices to schedule patients for radiology, ARTC, EEG, PFT, and therapy tests online.

“PWS will look and feel the same, but will be supported by a more robust platform,” said Janeen Noecker, Senior Systems Analyst for Munson Information Systems.

Although PWS will have the same functionality, there are two significant enhancements that PWS users will notice as of June 2:

• PWS will be compliant with Internet Explorer 10.
• PWS users can now manually change their password at the PWS Home screen. PWS passwords will expire every 90 days to comply with HIPAA security requirements beginning Tuesday, June 17. We recommend passwords are comprised of a combination of alpha and numeric. See graphic below.

If you have any questions on the PWS upgrade, or PWS in general, please contact Deb Kimball, Physician Liaison, at (231) 935-3388 or dkimball@mhc.net.

PWS UPGRADE DOWNTIME

Friday, May 30, 5 pm to Monday, June 2, 8 am

PRIOR AUTHORIZATION UPDATE

There is an updated Prior Authorization Requirements guide, which can be found at munsonhealthcare.org/ForPhysicians > Resources > Prior Authorizations. The Prior Authorization Requirements guide is a handy reference when scheduling if you’re not sure if a test requires a prior auth. Schedulers may want to create a shortcut to this resource on their computer desktop.

Scheduling Therapy Evaluations for BCBS Patients

Blue Cross Blue Shield (BCBS) requires that the physician specify frequency and duration on the therapy order.

If call to schedule: If the patient has BCBS, the order must note frequency and duration.

If use PWS to schedule: If patient has BCBS, note frequency and duration in the Modifier. A reminder, for all patients, to please call to schedule if patient needs to be seen within the next three days or if the appointment scans too far out.

If you have any questions on the BCBS requirement, please contact Kitty Ewing, Rehab Services, at 935-8608 or kewing@mhc.net.
Scheduling Mammograms for Wheelchair/Special Needs Patients

If you’re scheduling a mammogram for a patient who is in a wheelchair or that needs assistance in Traverse City, please schedule them at Munson Smith Breast Health Center at Copper Ridge instead of Munson Medical Center as the Munson Smith Breast Health Center is better equipped for these patients. When scheduling, either by phone or in PWS, the test you want to schedule for wheelchair or special needs patients is MAMM BILAT/UNI SCREENING *WHEELCHAIR/SPEC NEEDS ONLY*. If you have any questions, please call Peggy or Laura at (231) 935-2185.

A reminder that mammograms can also be scheduled to Kalkaska Memorial Health Center, Mercy Family Care – Prudenville, Mercy Hospital Cadillac, Mercy Hospital Grayling, and Paul Oliver Memorial Hospital.

MUNSON HEALTHCARE ANNOUNCES INTENT TO PURCHASE MERCY HOSPITALS IN CADILLAC AND GRAYLING

Munson Healthcare and CHE Trinity Health have signed a non-binding letter of intent under which Munson Healthcare would purchase Mercy Hospital Cadillac and Mercy Hospital Grayling. The letter of intent also includes the purchase of the Mercy Manor long-term care facility in Grayling and the affiliated Mercy Home Care and Hospice services in Cadillac, Grayling and Houghton Lake.

The Cadillac and Grayling hospitals are currently owned by CHE Trinity Health and have been affiliated with Munson Healthcare for the past 15 years. Munson Healthcare has managed both hospitals for 11 of those years. Shared management has helped Munson Healthcare and the two Mercy hospitals recruit top quality physicians and establish best practices for emergencies, such as heart attacks and strokes. It also has allowed cost-saving joint efforts on electronic health records and purchasing.

Next steps include leaders from both hospitals and health systems working together to ensure a smooth transition, including performing due diligence and seeking government and corporate approvals. Informational meetings with community members also are planned. Community comments are valued and welcomed via phone at (231) 935-2000 or email at voicesandviews@mhc.net. For more information, visit munsonhealthcare.org/teamingup.

PHYSICIAN NEWS

Natalie Okerson-Sparks, MD, Practicing at Creekside Clinic

Dr. Natalie Okerson-Sparks, family medicine, has relocated to Creekside Clinic & Sports Medicine.

Creekside Clinic & Sports Medicine
6170 US 31 N.
Williamsburg, MI
(231) 935-0788 phone
(231) 935-0787 fax

Abbigale Wilson, MD, Practicing at Traverse Health Clinic

Dr. Abbigale Wilson, family medicine, practices at Traverse Health Clinic.

Traverse Health Clinic
3147 Logan Valley Rd.
Traverse City, MI
(231) 935-0668 phone
(231) 935-0962 fax

Hospitalist Group Renamed

Hospitalists of Northern Michigan are now iNDIGO Health Partners.

Patient Care Specialists to Close Practice

Patient Care Specialists will close its practice at Munson Medical Center effective May 30, 2014.

For additional information, call HealthLink at (231) 935-5886 or 1-800-533-5520.