Welcome to the November edition of Transformation Times.

We want to hear from you about what you want to read, and what you want to see more of in these pages. Please keep in touch! You can reach editor Emily Berry at Emily.Berry@WellPoint.com.

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If you normally receive Transformation Times forwarded from someone else, we’re happy to send it to you directly. Send a message to Emily.Berry@WellPoint.com with the subject line “Subscribe” to sign up.

First 2015 National Learning Collaborative to Feature Leader in Family Medicine

Our 2015 Learning Collaborative Series will feature quarterly national sessions led by experts in health care who we have invited to share their wisdom and best practices. Our first session will feature Jay W. Lee, MD, MPH, FAAFP.

Dr. Lee is Associate Medical Director of Practice Transformation at MemorialCare Medical Group and Director of Health Policy at the Long Beach Memorial Family Medicine Residency Program.

A graduate of the Program in Human Biology at Stanford University, he worked for a non-governmental organization in post-war rural northern El Salvador providing clinical support for local physicians, organizing public health projects, and growing his hair long before returning stateside for medical school at the University of Southern California and family medicine residency training at Long Beach Memorial Medical Center. Prior to returning to MemorialCare, he worked at community health centers in southern California and Boston, where he earned his Masters of Public Health at Harvard University with an emphasis in Health Policy and Management.

As Associate Medical Director of Practice Transformation at MemorialCare Medical Group, Dr. Lee is responsible for leading implementation of the Patient-Centered Medical Home (PCMH) model in practice locations from Long Beach to San Clemente. As Director of Health Policy, his role is to educate residents and medical students about the policy world that lives “upstream” from the world of patient care and how to integrate this understanding into clinical practice so that the health and well-being of patients and communities are optimized. He is active in state leadership serving as President-Elect of the California Academy of Family Physicians (CAFP) and as a member of CAFP’s Legislative Affairs Committee.

Dr. Lee is board-certified in Family Medicine and is an Assistant Clinical Professor at the UC Irvine School of Medicine.

National Transformation Collaborative Learning Opportunity

Becoming a Health Care Leader in Times of Transformation
Wednesday, Jan. 21, 2015 · 10 a.m. PT

Here’s how Dr. Lee describes the session he will lead: “Today’s health care landscape is ever-changing. With the passage of the Affordable Care Act, many health care providers may be feeling anxiety about how to manage or even lead system change. This dynamic webinar will provide you with a conceptual framework and basic tools for becoming a health care leader, one that understands and can lead change. Learn how to be at the table, not on the menu.”

See page 4 for a link to register, and watch your email for an invitation!
Pediatric Learning Sessions Wrap up, Recordings Available

Our 2014 Enhanced Personal Health Care Pediatric Learning Collaborative (PLC) program hosted 15 educational events in 2014 for pediatric and family providers. We partnered with experts around the country to bring you sessions on obesity, behavioral health, well visits, immunizations and asthma. These sessions were recorded so you can view them on-demand and share them with colleagues right from your state’s Enhanced Personal Health Care web page.

Even though the 2014 calendar has ended, the program’s movement and development does not stop there, and we have more great news to share with you!

As we brought our PLC curriculum to a close for 2014, we wrapped up the year with an excellent four-part series on pediatric asthma, including an event entitled ‘Back to School with Asthma.’ This event was presented in part by the American Lung Association, and featured Barbara Kaplan, Director of Asthma Education. The session focused on educating pediatric and family practices on managing pediatric asthma in the school environment. In October, we issued a joint press release with the association around the partnership we created while collaborating on the ‘Back to School with Asthma’ event. You can listen to the recording online, and read the press release via this link.

On Nov. 10, our PLC program was highlighted during a national presentation hosted by the National Institute of Health Care Management during an event entitled “Patient-Centered Pediatrics: Coordinating Care for Kids.” This event was attended by more than 700 representatives of Capitol Hill, federal agencies, pediatric practices, health systems, and health plans. You can see a copy of our presentation and learn more at the NIHCM website.

We have had a great year working with these pediatric experts and have had great feedback from you, our practices. We have learned that you “Love the creative ways WellPoint has developed to reach kids!” and that one practice feels we are a “Great team! I have enjoyed learning from this team - solid, applicable presentations! Keep up the GREAT work!”

Now that the very busy 2014 pediatric curriculum has ended we are working hard to finalize our 2015 curriculum. Hopefully you have received the link to our new pediatric and family practice survey where we are asking for your input into next year’s pediatric curriculum. If you have not yet taken our survey, use this link to provide input into the areas where you could use our pediatric-related support.

Thanks to all of you who attended our pediatric events this year and provided feedback on your experience with our program and the areas we can best support you in the future. We have had more than 1,300 attendees at live and recorded events so far and we are looking forward to “seeing” even more of you at our 2015 events!

Words Worth Knowing

A regular feature defining terms, words or concepts that can help practices succeed at delivering patient-centered primary care.

Global Aim

A Global Aim statement is a written statement of what you intend to improve in your practice, within your chosen area of focus.

Global Aim statements should answer the following questions:

- What are we trying to accomplish?
- Why it is important to the team?
- How does this lend guidance for carrying out our proposed work?
- Does it specify a target population?
- Does it specify a time period?
- Does it incorporate measurable outcomes?

Read more about setting Global and Specific Aim statements in our updated Practice Essentials curriculum! To view any of the Practice Essentials on-demand webinars and find related resources, click here.
PCMS Tip: Viewing Your Scorecard in PCMS

Scorecards for many practices are now viewable in PCMS. To view your Scorecard, log in to PCMS, and select the “Performance Management” Tab.

To take a closer look at your practice’s quality performance, choose “Scorecard,” then select either the Acute and Chronic Care Management composite (shown below) or Preventive Care Composite. Then choose “View Members” to see further detail.

For more on how to access and interpret your Scorecard, contact your transformation team.

Toolkit Tool of the Month:

IHI White Paper: Seven Leadership Leverage Points for Organization-Level Improvement in Health Care

This 2008 white paper from the Institute for Healthcare Improvement describes some of the most powerful tools and strategies employed by leaders who are most successfully improving health care.

This paper is available for download from the Institute for Healthcare Improvement, or through the Enhanced Personal Health Care Provider Toolkit, under the “Transformation and Its Core Elements” section.
**Mark Your Calendar!**

**National Transformation Collaborative Learning Opportunity: Becoming a Health Care Leader in Times of Transformation**

*Wednesday, Jan. 21, 2015, 10 a.m. PT*

[Click here to register!](#)

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**Nevada Links**

Locate your Enhanced Personal Health Care resources following this path: [www.anthem.com>Providers>State>Enter>Enhanced Personal Health Care Program](#), or [Click Here](#)

There you’ll find a host of resources, including your:

- [Provider Toolkit](#)
- [Collaborative Learning Opportunities](#)
- [Past Issues of Transformation Times](#)

For help locating other resources, contact your Enhanced Personal Health Care team at [NV_PrimaryCareProgram@Anthem.com](mailto:NV_PrimaryCareProgram@Anthem.com).

For questions or comments about Transformation Times, email [Emily.Berry@WellPoint.com](mailto:Emily.Berry@WellPoint.com)

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