Your Henry Ford ACO News



HENRY FORD ACCOUNTABLE CARE ORGANIZATION

A Message from your HFACO Chief Medical Officer



Bruce Muma, M.D. HFACO Chief Medical Officer

SPRING 2017

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Dear HFACO Member,

By now you should have received a letter from Medicare, explaining that you are now a member of the Henry Ford Accountable Care Organization (HFACO). This is our second year of participation in this valuable program. Whether you were with us in 2016 or are new this year, I want to welcome you and explain in more detail how you arrived in the HFACO and what it means to you.

What is an ACO? This is a network of Medicare providers who are committed to improving your medical care. Physicians in an ACO are committed to three goals: improve your health, give you a better experience and reduce the costs of health care.

How did you get in the HFACO? By selecting and visiting a Henry Ford primary care physician you were automatically enrolled with the HFACO.

What does this cost you? You pay absolutely nothing to be in the HFACO and you are still free to see the Medicare physician of your choice.

Why are Henry Ford providers in this ACO? Medicare allows providers who are in an ACO to offer additional services to patients. At the same time Medicare provides our health system with rewards for achieving our goal of better health and a better experience for you at a lower cost. It's a "win-win" situation.

Can you still see other doctors? Absolutely. Being in the HFACO does not limit your ability to see doctors or other providers outside of Henry Ford. They just won't be able to provide you with the special benefits we can through the HFACO.

As your Chief Medical Officer (and interim President and CEO), I want you to feel comfortable as a member of our HFACO. You can be confident that your Henry Ford doctors are fully committed to delivering the absolute best health options available. We are excited about the changes we can offer you and to make 2017 your healthiest and happiest year yet!

My Sincere Regards,

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Bruce Muma, M.D. HFACO Interim President and Executive, Chief Medical Officer

New Program Helps HFACO Member: A Patient Story

Henry Ford is always looking for ways to provide you with even more value. We have created several programs to help save you money, and get you the care you need right away. The story below looks at the success of the new Emergency Disposition Support (EDS) program. The goal of this program is to route Henry Ford ACO patients from the Emergency Room (ER) to care that is more appropriate for them – and less costly. This is only for patients who do not need ER services. Here is one HFACO patient's story:



This patient with chronic obstructive pulmonary disease (COPD), went to the Henry Ford Hospital ER. The power was out in her

neighborhood. Because of that, her oxygen concentrator would not work. She needed help. So she went to the ER to get oxygen.

The power came back on in her home the next morning and she was set to be discharged from the emergency room. The problem, reported by her granddaughter, was that the oxygen concentrator at the patient's home was still not working. With no solution in sight, the ER doctor believed he would have to admit the patient to observation. This is when the EDS Navigator got involved by:

- Verifying that the Henry Ford funding would be available to replace or fix the concentrator.
- Arranging for DTE to put the patient on its list of customers needing power for medical equipment. This makes her a priority in case of future outages.
- Arranging for the provider of the patient's oxygen concentrator to fix it or provide a new one. The Navigator also requested that the patient receive two backup oxygen tanks in case of future power outages.
- · Contacting Superior Ambulance to transport the patient home.

This enabled the patient to go home, avoiding being admitted to observation, which can be costly; and, in this case, unnecessary.

"It is so gratifying to be able to help a patient like this during a difficult time," said Jessica Belasco, the EDS Navigator. "The granddaughter was relieved that her grandma was not only home, but was prepared in case the power went out again."



Did You Know MyChart offers peace of mind.

This Henry Ford online tool keeps all of your health information in one place. This is very helpful if you have to see multiple Henry Ford doctors, as it can alert you when you have an appointment. It also lets you know when test results are in.

To sign up for MyChart, call 1-800-436-7936, then press option 2. You need Internet access to establish your MyChart account.

Choosing Wisely®: A Partnership Between You and Your Doctor

Choosing Wisely[®] is a national program that questions "typical" care and determines if it is the "best" care. The goals of Choosing Wisely are to highlight care that is supported by evidence and to reduce duplicative tests and procedures. It also focuses on care that is truly necessary, and should start conversations between you and your doctor. Here are some examples of how Choosing Wisely may impact you.

Prescribing of antibiotics

Antibiotics fight bacteria, not viruses. Typical viruses include sinus infections, colds, the flu and bronchitis. Some doctors still prescribe antibiotics for these health conditions. Often it is because their patients are requesting them. And they want to keep their patients happy.

You can do your part by not insisting on antibiotics. Instead, ask how you can relieve your symptoms naturally or how to fight off your condition to avoid needing antibiotics. Often, symptoms of the flu, colds and sinusitis can be relieved by getting proper rest and taking in plenty of fluids. Also, make sure you are up-to-date with your vaccines and flu shots. If you are prescribed antibiotics, take them as directed. While they



may be inexpensive, antibiotics are powerful drugs that can cause serious side effects.

Imaging for back pain

Your back is sore and you're concerned you may have seriously damaged it. In the past, your doctor may have ordered an imaging test such as an X-ray, CT scan or MRI. Not anymore! Research has shown that most back pain goes away on its own within a month or two – usually with moderate activity, not bed rest.

Your doctor will likely want to examine you and ask you important questions to be sure you do not need any imaging tests. Always talk with your doctor about any medication or test. You need to be comfortable with any care plan, so be honest. Also discuss the use of over-the-counter medications instead of prescription medications for pain to avoid addiction or the need for stronger doses.

Narcotics and sedatives

The new recommendation is that doctors not prescribe narcotics or sedatives for anyone over the age of 65. This is because of the side effects and the increased risk of falling due to how they affect you.

In addition to putting you at increased risk for falls, narcotics and sedatives can negatively affect your blood pressure and your kidney function. They can also interfere with other medications you take, such as those to control blood pressure issues.



Care for Your Heart

The healthcare world is full of statistics. One of the big ones is that heart disease is the No. 1 killer of men and women in the U.S. The symptoms of heart disease are often more subtle in women than they are in men. And since women often neglect health warning signs, it can be a recipe for trouble ... serious trouble.

First, some background. There are four general categories of serious heart disease:

- Coronary heart disease This occurs when plaque accumulates inside the coronary arteries, preventing oxygen-rich blood from reaching the heart. A heart attack is the result of coronary heart disease, where the flow of blood (and oxygen) is suddenly blocked by plaque that has cracked and formed a clot, which blocks the blood flow to the heart muscle.
- **Arrhythmia** Arrhythmia is an abnormal heart rhythm. This can reduce the heart's ability to pump blood effectively leading to symptoms such as fainting, stroke and sudden death.
- **Heart failure** Heart failure occurs when the heart is unable to pump enough blood (and oxygen) to the other parts of the body. This results in shortness of breath, the inability to tolerate exertion and failure of other organ systems.

A primary symptom of coronary heart disease is called angina. Angina is not a type of heart disease, but a symptom. Like with a heart attack, angina symptoms can be different for women. Men usually feel pressure or squeezing in the chest area. They may also feel pain in their arms. Women may feel these symptoms as well. But women may also feel a sharp burning chest pain (often mistaken for heartburn). They may also have pain in their back, jaw, neck, throat and abdomen.

Angina symptoms usually get worse in most people when they exercise. But for some, it is the opposite; they may feel these symptoms when they are resting or even sleeping.

Angina is a warning sign of heart disease. Paying attention to this and seeking medical treatment may very well prevent a heart attack. It is important to immediately report to your doctor any symptoms such as chest pain or pressure, shortness of breath, nausea, sweating, fatigue or lightheadedness. If the symptoms are severe, or if your doctor is unavailable, call 9-1-1 or go to the closest emergency room.

While heart disease may be prevalent, it is not inevitable. Up to 80 percent of all heart disease is preventable! What can you do today to reduce your risk? Here is a checklist. Tackle them all at once, or if that seems too daunting, do one a week until you are living a heart-healthy life.

- 1. **Stop smoking.** If you need assistance with this, Henry Ford offers help with its smoking cessation programs. To learn more, please call 1-888-427-7587.
- Watch your numbers. Keep a watchful eye on key numbers such as your blood pressure, cholesterol, triglyceride and AIC (for diabetes). If they begin to enter unhealthy territories, discuss a strategy with your doctor.
- 3. Exercise regularly. Try for 30 minutes a day, most days of the week. This can even be two 15-minute walks.
- 4. **Eat lots of produce**. Springtime brings in delicious asparagus, blueberries and many other fresh fruits and veggies. Go for fresh or frozen produce, avoiding the more processed canned versions.
- 5. Maintain a healthy weight. By exercising and eating more produce, this should give you a good start!

You Need Help After Hours - Where Do You Go?

Finding the best – and most appropriate – care for your health situation is important. It matters to your health, to your pocketbook ... and to your doctor. But when health situations pop up unexpectedly – and after hours – where should you go?

Henry Ford Health System has created a wide network of care options all for you. These options range from the most immediate and comprehensive care to walk-in clinics and telemedicine. It is important, however, to choose the most appropriate level of care that you need. Below is a general guide of care options:

9-1-1

Call 9-1-1 if you or a loved one has a life-threatening health issue and cannot get to the hospital on your own. Also call 9-1-1 if you have symptoms of heart attack or stroke, or if you have profuse bleeding.

Emergency Room

Use the ER if you have any symptoms that could be life-threatening. These can include symptoms of a heart attack or stroke, difficulty breathing or if you have severe internal pain. ERs are prepared to handle life-threatening emergencies. Henry Ford Hospital in downtown Detroit is a Level 1 trauma center. This means it can handle the most serious of all life-threatening situations.

Urgent Care/Henry Ford Walk-in and CVS Minute Clinic

Most urgent care facilities or walk-in clinics can provide care for non-life-threatening issues. These can include the flu, pneumonia, broken bones or injuries requiring stitches. The CVS Minute Clinic offers care for minor illnesses (and the pharmacy is right there). If possible, it is best to contact your doctor before going to urgent care, walk-in clinic or CVS Minute Clinic to receive confirmation that this is your best option, and which location would best suit your needs. Copays and deductibles apply at these care option sites. Please note: The copay at Henry Ford Walk-in clinics is the same as an office visit.

Telehealth or doctor appointment

If you can reach your doctor after hours for a non-urgent health issue, he or she may offer advice for at-home treatment and/or recommend coming into the office. You may also be able to connect with your doctor via the MyChart online tool for a "virtual" appointment.

Henry Ford Medical Centers also offer same-day primary care doctor appointments as part of "Call, Click, Come In." Services include Nurse on-Call, a cold and flu phone line and other great, convenient services ... all for you! Go to www. henryford.com/sameday for more information. You can also call 1-800-HENRYFORD.

Keeping your care within Henry Ford Health System allows all of your medical records to be viewed by any Henry Ford doctor. This can cut down on repeat testing or delays in your care.

Creating a Healthy Home

Like the Boy Scouts' moto, it is important to be prepared. This goes for your home, too. Here are five items you should always have in your home:

- 1. Aspirin. Chewing one full strength (325 mg) aspirin is a first-line defense after calling 9-1-1 if you believe you are having a heart attack. Chewing it gets the medication into your blood stream much faster than taking it with water.
- **2. Common first-aid materials.** Always have a supply of Band-Aids and antibiotic ointment for small cuts, and even an aloe Vera plant for minor burns.
- **3. Health aids.** If you require a walker, cane or handrails in the bathroom, make sure you have them!
- 4. Walking-friendly floors. Put nonskid mats under rugs so they don't flip up and trip you. Keep a good mat by entry doors to wipe your feet to avoid puddles on the floor. Also, keep your home well lit, and replace burned out lightbulbs right away.
- Emergency phone numbers. Keep all emergency numbers in plain sight. This includes your doctors' numbers, family members who help care for you, neighbors who could help you immediately if needed, etc.

HFACO Program Manager Talks Shop

Registered Nurse Dona Lemieux is one of Henry Ford's greatest assets. For 30 years she has built a career helping patients. And the type of patient she most connects with are seniors. Dona is a key member of the HFACO team, managing several new programs designed to keep our patients healthy and in their homes.

Q. Why did you choose to work for Henry Ford Health System?

A. After graduating from nursing school in 1987 I went on 13 or 14 interviews. As soon as I walked in the door at Henry Ford for my interview I noticed a difference. There was a warmth to the people. They looked you in the eye and said hello. I knew then I wanted to work here.

Q. What do you consider your specialty?

A. I love working in community health. I've had some really great experiences working with older patients, especially senior men. I just seem to connect with them. And now, at this point in my life, my parents are aging and I can see even more clearly the types of issues they have and the type of help they may need.

Q. Why did you want to work with the HFACO?



A. I get excited when there are new things happening in healthcare. I knew years ago that ACOs were going to be important, and that patients would be "assigned" to one. I have to say, we are doing it right here at Henry Ford. If you're going to be in an ACO, this is the one to be in. The HFACO is taking our health system's motto of "all for you" to another level. We are completely focused on you and how we can provide you safe care that adds value to your life. That comes right from Wright Lassiter, who is our President and CEO.

Q. Can you explain some of the new programs available to HFACO patients?

A. One is our Emergency Disposition Support program [please refer to the EDS patient story on page 2]. Many times our patients go to the ER because they don't know where else to go. With our EDS program, we can quickly move the patient to a level of care that is more appropriate ... and often less costly for them. Another new one that I love is our Post-Acute Care Surveillance program. In short, this program offers more support to a patient who is in a skilled nursing facility. Too often, patients enter a rehabilitation center or nursing facility and their primary care doctor receives no information about them. We have closed that gap by keeping the patient's doctor in the loop, working with the family members, visiting the patient and monitoring care. We want you home safely and as soon as possible. This program helps to make that happen.

Q. Are there other benefits for patients in the HFACO you want to mention?

A. A big one is the skilled nursing facility waiver. The way Traditional Medicare is set up, if a patient needs to go into one of these facilities from home, they first have to stay in the hospital for three days. This waiver allows them to be admitted right to the nursing facility – and "waives" the three-day hospital stay. So, if a patient in our HFACO requires a skilled nursing facility stay, they can be admitted directly from their home. This is very innovative and many of our patients have already benefited from it.



Don't Let Springtime Cleanup Sideline You

Springtime is here! And with the season comes spring cleaning.

As ambitious as you may feel about tackling your long to-do list, it's important to be realistic about what you can - or should - handle without assistance from others. To help you, here are some of the most common "spring cleaning" chores and suggestions on how to tackle them with limited side effects.

Outside work

Project: Cleaning up the yard to make room for sprouting flowers and grass can ignite your enthusiasm. But this can't happen all in one day. Yardwork involves a lot of pushing, pulling, bending and lifting. If you have not been working out throughout the winter, you should take it slow.

Plan: Give yourself a full week to take care of the outside yard. Start with raking up old leaves. The next day, trim shrubs or trees. The next, tackle washing outside windows and siding. Then you're ready to bring out and wash lawn decorations and furniture. Last comes planting spring flowers, creating hanging flower baskets, etc.

Use caution: If you must get up on a ladder, make sure you have someone below to hold it. Wear fitted shoes to prevent slipping and to gain secure footing on each rung. Make sure the ladder is locked in place to prevent it from collapsing. Never climb a ladder if you have balance issues, are lightheaded or have a permanent or lingering injury or numbness in your extremities. Perhaps consider hiring a professional for work requiring a ladder.

Inside work

Project: Changing out clothes in drawers and closets, carrying items up and down stairs, removing the glass panel in the storm door and swapping it for the screen are all tasks that require strength, endurance and precision.

Plan: As with outside work, don't let your ambition submarine your health. Write down all you want to do so the house is ready for spring and summer. Then divide up the tasks. At the end of each day, sit back and revel in what you have accomplished!

Use caution: If your spring cleaning entails renovating any areas of your house, use good judgement on what you can reasonably figure out how to do, and when you should call in a professional.

Whether you are working inside or outside, take frequent breaks to rest. Drink a glass of water every hour or so and have a bite to eat. After your day of work, treat yourself to a warm bath and a nutritious meal. Then take in all you've done and pat yourself on the back!



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5 Easy Ways to Boost Your Energy

What do you do when your get-up-and-go has gotten up and left? No, throwing in the towel is not the right answer. Reclaiming your energy may be as easy as making a few key tweaks in your daily life. Here are some tips on how to naturally boost your energy:

- 1. Eat well Focus on eating a balanced diet with protein, produce and some healthy fats such as nuts, eggs and avocados. Also, limit sugar and simple carbohydrates such as pastas, cereals and white bread. The protein and fat will fuel you and help you feel full longer, while fruits and veggies offer your body numerous nutrients you need for energy and health.
- 2. Exercise Moving your body is not horrible! Once you get into a routine you will begin to crave physical activity. It also revs up your stamina for other fun activities. Try walking, swimming, playing tennis, practicing yoga or Pilates, going to the gym, kayaking. You pick it ... then do it.
- **3. Drink water** In general, most people do not drink the 48-64 ounces of water their body needs each day. Buy a case of bottled water and put four of them in the refrigerator each day to remind you what you should drink. Drinking decaffeinated tea and coffee (even iced) counts too, as do sparkling waters. But watch out for the sparking waters that contain added sugar or "fake" sugar.
- **4. Surround yourself with positive people** Nothing drags down energy like being around a Debbie or Danny Downer. Gravitate toward people who like to laugh and do fun things. You will benefit from their energy.
- 5. Meditate Taking time to be still and calm your mind is proven to rejuvenate the body, mind and soul. Even if you do this only for five minutes once or twice a day, it will help. Making the time to center yourself is like hitting the reset button on the day.