

PPOC member update

December 21, 2018

Dear PPOC Members and Colleagues,

Happy Holidays to all those celebrating this time of year. I find it hard to believe we are approaching 2019. This year, we finished going live on Epic in all of our practices. In January, we will upgrade Epic to the 2018 version, implementing new enhancements, bug fixes, and improved ways of connecting with our patients-- a true upgrade.

Since this new version of Epic offers enhancements around patient care, billing and checking-in-- new capabilities-- it is required for all practice staff and providers to take PPOC-offered training via webinar. We have all of these training webinars loaded onto Learning@PPOC (<https://ppoc.csod.com>). Each person has been assigned the pertinent training based on his or her role within the practice. Completing the training will enable you to use the new features of Epic 2018. All of us understand that EHRs are in rapid evolution. Every medical record company is making rapid change based on feedback from their users, and we want to take advantage of those three years of software development. Epic 2018 training will optimize your use of the EMR and ensure that you're benefiting from the new features. The [Epic Learning Home Dashboard](#) is also filled with tips for each application. As a reminder, all staff must complete training by Friday January 7, 2019.

ACO Update

This year, we also made a large move in March to participate in the Commonwealth's new Medicaid ACO program. That change affected over 1 million MassHealth patients statewide, 83,000 of whom are pediatric and young adult patients in the Boston Children's ACO, and nearly 75,000 of those patients are in the PPOC. Boston Children's ACO is the fifth largest ACO in the Commonwealth, and will continue to grow in 2019 to nearly 100,000 patients, with five new PPOC practices. To support this effort, our ACO will receive approximately \$70 million over six years in Delivery System Reform Incentive Payment (DSRIP) grant funds to support ACO infrastructure and implementation.

Year one of our ACO focused on operational implementation of the program and planning efforts related to clinical priorities-- care for children with medical complexity, behavioral health including our behavioral health integration and telepsychiatry work, and screening for Social Determinants of Health.

It was with your support and partnership that we navigated the transition period in March, updating patient insurance records, expanding the Tufts Public Plan network to accommodate our patients, and participating in webinars, live sessions and office hours to prepare providers, staff and patients.

Over the next year, we will continue to build on our clinical priority areas with additional focus on community partnerships, strategies to improve access to social services through the health needs assessment and Epic care planning tools, improving referral processes with BCH specialists, development of the care management infrastructure for complex patients, and through a continued effort to reduce unnecessary ED utilization. We are also focusing efforts on optimizing our ACO TME budget through supporting patient enrollment and disability benefits, as well as improving risk score accuracy through coding.

Finally, as the only pediatric and young adult ACO, we often find ourselves as a key voice not only for our patients, but for over 400,000 pediatric patients in MassHealth in the Commonwealth. We continue to partner closely with our colleagues in CHICO and Government Relations to advocate for issues that are most important to you, including

many other issues beyond the Medicaid program.

We are actively working with the PPOC Board of directors to finalize our organizational goals for 2019. In my next President's Member Update, I will share those objectives for the coming year, and let you know how they will benefit you and the families you serve.

In 2019, the PPOC will celebrate 20 years as a network and independent physicians' association. We have a great deal to celebrate. Two decades of relentless commitment to the health of children and to the sustainability of community-based practice in partnership with BCH and our specialist colleagues at the PO have given us much to be proud of. To that end, we will be hosting an event in the fall, to which you will all be invited. Keep your eyes open for a save-the-date to this event, coming in January.

My hope is that you pass a restful and healthy holiday season with family and friends. Take time to enjoy these moments, as they pass all too quickly. I look forward to seeing you all in 2019.

Happy New Year,

A handwritten signature in black ink, appearing to read "Gregory J. Young". The signature is stylized and cursive, with a large initial "G" and "Y".

[Gregory J. Young, MD](#)
President and Chief Executive Officer
PPOC