



*By Physicians, For Physicians*

January 2016

To All Shore Quality Partners Members,

If you would like to feature content in the newsletter regarding services or announcements in your practice please email them to [info@shorequalitypartners.com](mailto:info@shorequalitypartners.com).

**Please welcome Tanya Bitterlich, RN, CDE to Shore Quality Partners' Care Coordination Team:**



Diabetic education and dietary training are important components of comprehensive diabetic care. The care coordination team of Shore Quality Partners now offers a **certified diabetic educator** in addition to our dietitian and pharmacy services. Tanya Bitterlich, our new certified diabetic educator, also has a bachelors in nursing and experience in exercise physiology.

The objective of our certified diabetic education program is to educate our patients about the diabetic disease process. We hope to create patient centered needs and goals. The patient will be instructed on the self-care behaviors of diabetes: nutrition, exercise, monitoring, medications, problem solving, healthy coping and reducing risks. Patient will be instructed on glucometer use (if needed). Dietitian consult will be considered for individualized meal planning. Medication reconciliation and instruction will be provided by our pharmacy services. Initial sessions will be completed in a one-on-one environment.

**Attached is the Care Coordination Referral Form for our outpatient program.** To refer a patient to the SQP Care Coordination Team, complete the attached form and fax it to: (609) 653-1893

**Shared Savings Distribution Event:**

On December 15, 2015, SQP hosted our first Shared Savings Distribution Event. It was a well-attended opportunity for Partner Practitioners to mingle, share ideas and experiences, learn about SQP's history and success and receive the checks representing our success in achieving our goals in our relationship with Horizon Healthcare of NJ.

We also discussed our future as a Clinically Integrated Network/ Accountable Care Organization with our Horizon contract, our AmeriHealth contract, our Clover relationship as well as several other opportunities that we are aggressively exploring. There was a robust and informative discussion with enthusiastic participation by all in attendance.

The feedback from the attendees was most positive. We encourage all Partners to attend our events. These meetings are informative and engaging. In future shared savings distributions, attendance at SQP meetings are recognized as "citizen points" and help increase each Partner's share of distribution.

We also presented three special Awards for Physician Champion, Practice Engagement, and Teamwork in recognition of their innovation and dedication to clinical excellence.

The *first award* was to our Care Management Team: Luz Valentin-Social Worker, Chris Wodazak-Care

Expediter, Allison Travers-Registered Dietitian, Tanya Bitterlich-Certified Diabetic Educator, and Mike Miller-Manager Population Health for the Teamwork Award. They have been the most valuable and successful part of our SQP mission.

The *second award* was to our Diabetes outreach program Physician Champion, Jon Pomeroy, D.O. His dedication, enthusiasm and skills are the model of how each practitioner should view and operate as a Partner in a future that will reward teamwork, engagement and communication.

I recommend that all Partners reach out and get to communicate with Jon and let him share his understanding and experience with Population Health Medicine, this model will rule over all of us for the next many years.

The *third award* was to the Medcom Health Services, practice of Dr. Zubeda Rajput and Dr. Ilyas Rajput. This model practice of a PCP, a Specialist and Allied Practitioners were quick to understand the concepts and benefits of SQP. They attended every meeting, they welcomed the SQP Care Management team into their offices. They involved their managers and staff with our Team. They were the most engaged practice, and their performance caused them to be leaders in shared savings opportunities. Kudos to team Medcom!

A special shout-out to the Shore Physicians Group (SPG). This growing group is our voluntary laboratory. SPG has willingly taken risks and given SQP opportunities to do deep data dives that allow SQP to bring valuable information and opportunities to all our Partners.

SQP is an umbrella for all practices that are Shore Medical Center centered. This organization was created by a group of highly invested and committed individuals on both the hospital side and the clinical practitioner side. The commitment is that is ultimately physician driven and controlled, *“By Physicians, For Physicians.”*

It is not ultimately about dollars, it is about the control of the direction of the beat, safest and satisfying care for every patient. It is about all practitioners having a voice in determining how we do what we do best, what we want to achieve, and be recognized for our commitment.

We all need to participate, communicate and share our experiences. We all need to place our patients' well-being at the center of every contact, we all need focus on participating in new ways in collaboration with each other to ensure best and safest care with best efficiency.

If we can work together and achieve these goals we will be rewarded on all levels.

Please call me directly on my personal cellphone (609) 432-6933 if you have any questions, comments or concerns.

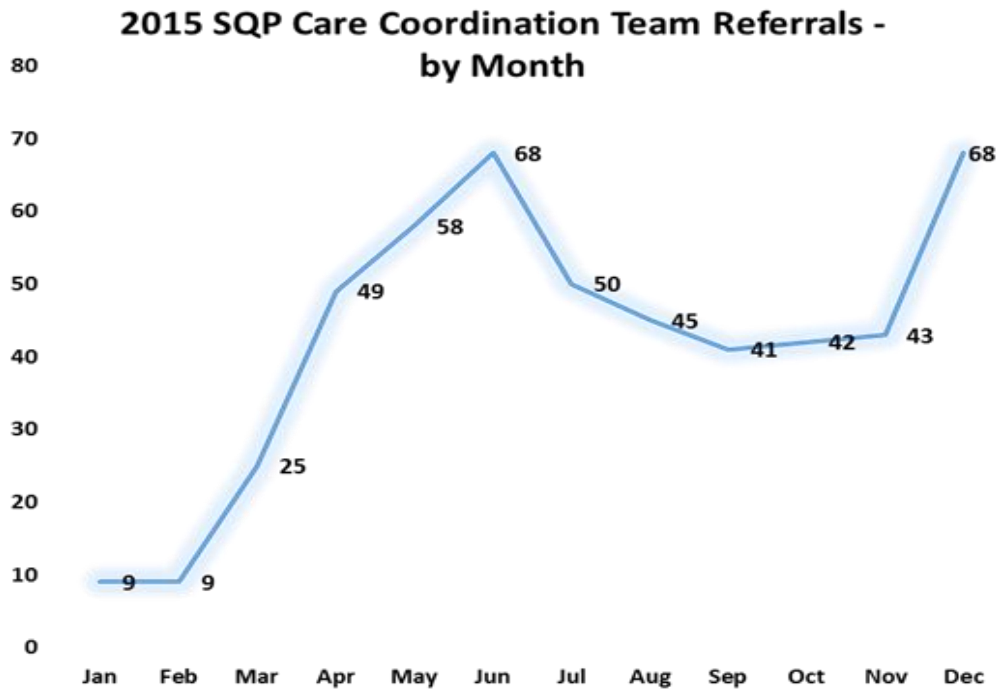
SPN, MD Chairperson for the SQP Board.

**Case Study:** Patient was initially referred to the Care Coordination Team on July 1<sup>st</sup>, 2015, for a number of medical conditions. Patient was seen on July 13<sup>th</sup>, 2015 by our Registered Dietitian to review the patient's medical conditions and find solutions of ways to improve their overall health. In particular this patient was morbidly obese with uncontrolled diabetes, stage 3 Chronic Kidney Disease and hypertension. Patient was seen a total of 3 times for nutrition counseling. Patient was diligent in

tracking all their carbohydrate and protein intake, physical activity, blood sugar checks, blood pressure and daily weights. In a total of 6 months, the patient has lost 60 pounds, decreased their HbA1c from 12% to 5.2%, repaired their kidney function and is no longer on any diabetes or kidney medications.

**Care Coordination Team 2015 Recap:**

The Care Coordination Team continues to educate providers and SQP members about the valuable services available, as well opportunities to improve patients’ clinical outcomes, while also keeping patient spend under control. The Team visited many practices throughout 2015 to discuss their patients’ needs and ways to utilize the care support team. As a result of these efforts, more and more practices continue to take advantage of the services. Shore Quality Partners Care Coordination Team consists of a Social Worker, Care Expediter, Certified Diabetes Educator, Registered Dietician, and Data Analyst. We thank you for your referrals in 2015 and ask for your continued support in the New Year. The Team exists to help you support and manage your patients in an efficient and professional manner. Attached please find the updated Care Coordination Team flyer and referral form for your use.



With Best Regards,

Steven P. Nachtigall, M.D.  
Chairperson on behalf of the Board of Directors of SQP