



October 29, 2018 - October 29, 2021

# WHO WE ARE

## *Our Mission*

Integrated Health Partners seeks to assure accessible, cost effective, high quality health care for our community – and value for our members.

## *Our Vision*

Integrated Health Partners strives to build a regional system of high quality health care through the cooperative efforts of physicians, providers, employers, and payers.

## *Our Values*

Integrity - Fearlessness - Innovation - Empowerment - driven by Dedication and a Mentoring Spirit.

## ABOUT US

Since 1995, Integrated Health Partners has been working to improve the health of the community. Together with member health care providers and community partners, IHP's work has been transforming the health care delivery system and the experience of care, while engaging and empowering patients.

IHP's member health care providers are highly engaged and committed to the triple aim – improving clinical outcomes, reducing cost, and improving the experience of care. Through comprehensive support systems and innovative performance improvement models, IHP plays a critical role in helping its members grow and improve. Through significant performance improvements, members are able to create positive patient and provider experiences, improve patients' clinical outcomes, and increase the practice's quality-driven, value-based reimbursement.

IHP delivers value to its members in many ways, including outstanding quality improvement support, comprehensive provider services, practice and administrative support services, and population health leadership and support.



## Recognition for Excellence

- ✦ Governor's Award of Excellence – 2014, 2017
- ✦ Named Battle Creek's Medium Size Business of the Year by the Battle Creek Chamber of Commerce - 2017
- ✦ Innovations in Health Care Award – 2010
- ✦ American Diabetes Association of Greater Michigan – Diabetes Healthcare Champion Award – 2010
- ✦ Trinity Health Excellence and Innovation Award – 2008
- ✦ National Committee for Quality Assurance (NCQA) Certified for Utilization Management - since 1999
- ✦ National Committee for Quality Assurance (NCQA) Certified for Credentialing - since 1999

# QUALITY IMPROVEMENT

## Practice Performance Improvement

IHP provides each member office with a dedicated practice coach to assist with education and performance improvement efforts. IHP's outstanding practice coaches are Healthcare Lean certified and highly skilled at helping practices reach their performance improvement goals. Coaches share best practices, analyze practice performance data, and regularly assess practice competencies in an effort to help each office excel in various quality improvement measures.

Collaboration with providers and practice staff enables the facilitation and development of sustainable quality and process improvements. It is IHP's goal to provide its partners with the highest quality of work and standards that continue to exceed the expectations of the various health plans.

## Health Plan Incentive Program Support

IHP provides significant support to its practices as they work to maximize their performance and income related to health plan incentive programs. Dedicated IHP staff consistently work with physician practices to evaluate health plan incentive programs, clinical quality measure specifications, performance levels, claims data, and opportunities for improvement.

Our unique practice coaching model provides physician members direct and timely access to their patient population data. This access allows the practice coach, physician, and provider office staff to determine key areas of focus designed to improve patient outcomes and increase value-based reimbursement from a wide variety of health plans.



## Business Analytics & Information Systems

IHP has maintained a patient registry since 2008 that allows for the collection and utilization of data to help improve patient outcomes, impact community population health, and report evidence-based care measures to health plans.

The Registry is a community-wide repository of patient data related to chronic disease and preventive services. Through a series of interfaces with practice EMR/EHR, hospital, and laboratory systems, members electronically submit data to the Registry, our local health information exchange. It is the only data hub focused on gathering and evaluating population-level data in our own community.

The Registry allows IHP to evaluate population health statistics and design clinical and non-clinical interventions that impact the health of the community. It allows IHP and providers to evaluate gaps in evidence-based care at the community level, but also at the practice and individual levels. In addition, IHP monitors overall health statistics and progress toward goals, and reports on specific preventive and chronic care measures. It is a tool that can be used by both IHP and individual practices to test new patient care approaches and move the needle on patient outcomes.

The Registry is effective in both gathering and sharing data. It allows IHP, on behalf of its members, to submit data to health plans related to care delivered by the practices which is not billable. Given the large number of incentive program measures that are not billable, this “supplemental data” transmission process allows IHP to close gaps and receive the maximum possible incentive revenue for its practices. In short, it helps ensure the physicians and practices are appropriately rewarded for their hard work.



# PATIENT, PROVIDER, & OFFICE STAFF EDUCATION

## Patient Education

IHP assists provider practices by offering materials that impart information to patients and their caregivers in an effort to positively affect their health behaviors and improve their health status. IHP provides the tools that will help practices assess their patients' needs, their readiness to learn, and potential barriers to learning. The focus is on what the patient needs to know.

Available educational materials include the Community Health Resource Guide and brochures/booklets which describe the medical home concept (Patient Centered Medical Home, or PCMH), preventive care, smoking cessation, and appropriate utilization of services (including the Emergency Department), among others.

IHP also offers a National Diabetes Prevention Program developed by the Diabetes Training and Technical Assistance Center at the Rollins School of Public Health, Emory University endorsed by the Centers for Disease Control. This nationally recognized program is a diabetes prevention lifestyle change program to help prevent or delay type 2 diabetes. Additionally, IHP offers Self-Management Support and Motivational Interviewing training for care coordinators. Care coordinators benefit from this training by being able to support and encourage patients to make life-long changes to live well with one or more chronic conditions.

## Provider & Office Staff Education

IHP provides many opportunities for ongoing education for providers and office staff members, delivering purpose-filled education that helps the entire medical office staff work more effectively as a team. Educational experiences are tailored to physician practice needs and requirements, including the following training opportunities and many more:

- Medication Reconciliation
- Care Coordination
- Self-Management Support
- Health Literacy & Teach Back
- Coding
- OSHA Regulations
- Health Plan Updates
- Policy Development
- Customer Service
- Care Management
- Provider & Staff, Collaborative Learning, CME/CEU approved programs



IHP publishes a community health resource guide, which involves continually monitoring and assessing community resources and ensuring physician practices remain connected. IHP also publishes a referral directory, as well as monitoring and disseminating information on state and federal legislative developments with a potential to impact medical providers.

## **Learning Collaboratives**

Among our more significant educational opportunities are our longer, collaborative learning cohorts. IHP hosts an 8-week Medical Assistant (MA) Learning Collaborative and a Care Management Collaborative, creating opportunities for key members of the care team to improve their knowledge and skills, learn best practices, and network with each other. These provide a hands-on approach to foster collaboration and coordination within the care team, medical community, and community agencies.

## **PROVIDER SERVICES**

### **Credentialing & Recredentialing**

Certified by the National Committee for Quality Assurance (NCQA), IHP provides efficient and effective credentialing and recredentialing services for physicians, advanced practice professionals, and other providers. Credentialing services include obtaining, verifying, and evaluating the credentials and the primary source qualifications of a practitioner to provide services within a provider practice or health care facility. Through rigorous credentialing, IHP ensures its membership represents the highest quality health care providers in the region.

### **Health Plan Contracting**

IHP explores all health benefit plans in order to offer provider practices a slate of the most competitive reimbursement rates, incentive programs, and contracts available. Our health plan contracting services include contract education for the practice, periodic reviews, rate negotiations, ongoing relationship maintenance throughout the life of the contract, and troubleshooting contract issues as needs arise.



# **PRACTICE & ADMINISTRATIVE SUPPORT SERVICES**

## **Group Purchasing**

IHP seeks to provide value to our provider practice partners in multiple ways. One of the ways this is accomplished is through group purchasing discounts arranged with various vendors and service providers. Group purchasing is available for a variety of services, including pagers, language interpretation services, employee assistance programs and discounted services provided through our membership in the Small Business Association of Michigan (SBAM). IHP is in the process of significantly expanding our group purchasing offerings.

## **Compliance Consulting & Education**

IHP has a Health Care Compliance Officer and a Health Care Privacy Officer, as well as experience providing straightforward and practical consulting and education on issues related to compliance. IHP takes the time to keep abreast of the latest changes and challenges in the compliance realm, so that providers can focus their attention on caring for patients and running a productive and profitable provider practice.

## **Human Resources Consulting & Education**

IHP recognizes that some small businesses do not have the luxury of a dedicated human resources office or HR staff members. Small business owners and managers are required to wear many hats throughout the course of any given day or week. IHP can provide advice, consulting, educational resources, and templates that will enable providers to create the best possible working environment for existing and prospective employees, while staying compliant with employment laws.





## **Partners Insurance Agency of Southwest Michigan**

Partners Insurance Agency is a wholly-owned subsidiary of Integrated Health Partners. The Agent Sales Manager can provide quotes for employee health benefits, disability, dental, life, accident, ancillary voluntary benefits and vision. The agent can also provide assistance with the selection of health plans designed to best meet the needs of the provider practice and its employees. The agent offers hands-on assistance with the enrollment and maintenance of the selected plans and provides annual reviews of renewal options.

## **POPULATION HEALTH SERVICES**

### **Care Management**

IHP provides education and resources to provider practices that enable the practice to deliver evidence-based, integrated clinical care that is patient specific and ensures that each patient has a coordinated plan of care and services.

In addition, IHP provides care management to primary care practices. These Care Managers work with patients that frequently utilize area emergency departments or have medical and/or psycho-social needs. The Care Managers provide assessment, care planning, self-management support, education, and referrals to community resources. Care Managers also provide support to practice staff who may be working to deliver similar services to patients.

### **Condition Management**

IHP's certified and highly-skilled condition management staff provide coordinated health care interventions and communications for a defined group of individuals with conditions where self-care efforts can be successfully implemented. Condition management empowers individuals working with their health care providers to manage their disease and prevent complications from occurring. This, in turn, reduces health care costs, visits to emergency departments, and cascading ailments caused by the lack of attention to the primary disease.

## Utilization Management (UM)

Certified to provide Utilization Management services by the National Committee for Quality Assurance (NCQA), IHP provides high-quality utilization management services, including evaluation of medical necessity, appropriateness, and efficiency of health care services, procedures, and facilities under the provisions of the health plans that delegate to IHP. IHP supports member practices by providing referral authorizations, facilitating plan approvals, assisting with discharge planning, and conducting analysis of utilization data to improve patient care and staff efficiency. This personalized, timely, and local contact can help practices ensure the best, most efficient care for their patients.

## Employer Services

Employers experience high costs and lost productivity when their workforce is unwell. IHP offers custom employer services that involve analyzing and identifying root causes for high costs and poor employee health, and then recommending services with the potential to impact both. Services include custom data analytics, utilization management review, telephone condition management, on-site and in-person care management, health coaching, and more.

## HOW TO LEARN MORE

There are different levels of membership, depending upon your specialty (MD, DO, DPM, DDS, NP, PA, PsyD, PhD, DC, etc.) and the needs of your practice.

For more information about IHP and its remarkable work, please contact us.

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## **Pathways to Health**

IHP's innovative Pathways to Health initiative is a group of individuals and organizations working collaboratively to improve the health of the community by transforming the health care delivery system and the health care experience. Going beyond IHP's physician membership, the Pathways to Health initiative brings together the work of employers, payers, health care providers, community organizations, and patients themselves. Together, the group leads and supports community-wide initiatives that improve the experience of care, improve clinical outcomes, and reduce overall costs. The "magic" of Pathways to Health and its remarkable outcomes lies in its collaborative partnerships.

### **Together, partners act as change agents by:**

- Gaining a better understanding of emerging health care needs;
- Developing an integrated health care delivery system;
- Improving utilization of information technology; and
- Assessing changing health care strategies.

### **Impact and direction of the initiative is based on assessment of quality metrics, including:**

- Population health; and
- Quality, safety, and patient satisfaction.

