2015 NYeC Gala and PATH Awards Ceremony

Hosted by **NYeC's Board of Directors**, our Gala and PATH Awards Ceremony honored the recent achievements and innovation of those who champion the cause of advancing healthcare through technology for all New Yorkers and beyond. Our fifth annual **Gala and PATH Awards** were presented to:

- **Jason Gorevic**, Chief Executive Officer, Teladoc, Inc.

- **Steven M. Safyer, MD**, President and CEO, Montefiore Medical Center

- **Thomas Mahoney**, MD, Chief Medical Officer, Finger Lakes Health Systems Agency (FLHSA)

- **Lisa Perry**, MBA, MPP, Senior Vice President, Quality and Technology Initiatives, Community Health Care Association of New York State (CHCANYS)

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Walgreen Expands Telehealth Service to 25 States, Launches New App

On Monday, Walgreen and telemedicine company MDLive announced a 20-state expansion to their virtual doctor service and a new health tracking application, *MobiHealthNews* reports (Pai, *MobiHealthNews*, 11/10).

Background
In December 2014, Walgreen and MDLive partnered to launch a mobile application to provide virtual doctor visits to pharmacy customers in California and Michigan. In June, the service expanded to include Colorado, Illinois, and Washington.

With the app, users can see a board-certified physician via video chat for common ailments such as upper respiratory infections, ear aches, sore throats, and rashes. Appointments cost $49. Typically, MDLive virtual visits last about 15 minutes, and physicians may write prescriptions when appropriate. However, the virtual visits are not intended to replace a yearly visit to a primary care doctor (*iHealthBeat*, 6/18).

Read more.
(Source: *iHealthBeat*)

Collaborative Image Viewing Now Available

HealtheConnections

To initiate a collaborative image viewing session, Authorized Users can utilize the Direct Mail service provided by Healthe-Connections to plan a sharing session with other providers and securely share any relevant protected health information (PHI).

(Source: *HealtheConnections*)

Healthcare IT News Names 2015 Best Hospital IT Departments

Hospital IT departments have a lot on their proverbial plates these days, as they work to help their health systems manage the minutia of Meaningful Use attestations, deal with the nuts and bolts of the ICD-10 changeover (so far, so good!), and strengthen defenses against data security threats that only seem to get more complex and vexing by the minute. To name just a few.

From quality improvement initiatives to the shift toward value-based care, hospitals depend on technology in ways unthinkable even five or 10 years ago, and IT department employees are essential to this new paradigm—working in earnest each day to keep health systems' nerve centers up and running.

But it's a challenging job, to say the least: If it's not a behind-schedule or over-budget EHR go-live, it's another 800-page stack of weekend reading material from CMS or ONC.

So for the IT employees highlighted in Healthcare IT News' 5th Annual Best Hospital IT Departments feature to still like their jobs so much, to feel so strongly about the value of what they do each day, says a lot about their workplace environments.

See the 5th Annual Best Hospital IT Departments.

Read more.
(Source: *Healthcare IT News*)

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NYC Health + Hospitals to Overhaul its Patient-experience Strategy

The city's public hospital system has outlined an ambitious plan to turn around its less-than-stellar patient-experience scores, and, more important, to overhaul its culture. The new five-point strategy to improve NYC Health + Hospitals' patient-satisfaction measures will be announced by Dr. Ram Raju, the system's president and chief executive.

Earlier this year, Raju laid out his "2020 Vision" plan for NYC Health + Hospitals (formerly HHC) to stop the system's red ink. The main goals are to boost the annual patient base from 1.4 million to 2 million, double MetroPlus Health Plan's enrollment to 1 million, and increase the percentage of MetroPlus members who use NYC Health + Hospitals as their primary care provider to 80% from 50%.

But an improved patient experience, in Raju's view, is important to all three of those goals.

"Will it make a difference? The fact of the matter is our financial difficulty is big. We still need state and federal help. But we need to do our part, and the patient experience is a huge part," Raju said yesterday.

Rather than turn to consultants, Health + Hospitals gathered about 300 employees—doctors, nurses, and union members among them—to develop a Patient Experience Action Plan. It is not yet finalized, but Raju provided the plan's broad framework. The five-year plan, he said, has five segments: Anticipating and meeting patient needs; engaging the workforce so employees feel supported and personally accountable; providing quality, coordinated care in a culturally sensitive way; expanding access so that the system can serve more patients; and investing in technology.

The hospital system will measure success in these areas by whether its patient-satisfaction scores improve. Raju's targets for Press Ganey inpatient and outpatient satisfaction, now between 60% and 70%, should rise to 80% for inpatient care and 93% for outpatient care if the 2020 Vision plan is successful.

Read more.
(Source: *Crain's Health Pulse*)

New York Digital Health Accelerator Spotlight

**Entrepreneur Magazine Recognized medCPU as
One of the Best Entrepreneurial Companies in America**

Further exemplifying medCPU's sustained growth and leadership position in the market, Entrepreneur Magazine recognized medCPU as one of the Best Entrepreneurial Companies in America. Hundreds of companies were evaluated in one of the most intensive and innovative assessment of successful entrepreneurship, only to acknowledge the companies that have truly demonstrated their passion for innovation, growth, success, and ultimately, excellence.

Read more.
(Source: *Entrepreneur*)

Quality Reviews, Inc. Partners with Infor to Improve the Patient Experience

Quality Reviews, Inc., a leading builder of real-time consumer and patient feedback software, and Infor, a leading provider of beautiful business applications specialized by industry and built for the cloud, today announced a partnership to change the way hospitals collect and manage patient satisfaction data. Through this partnership, Infor is able to provide customers access to RateMyHospital®, a HIPAA-secure, cloud-based patient relationship management (PRM) tool that enables hospitals and other healthcare providers to measure, manage, and improve the patient experience.

Read more.
(Source: *Quality Reviews, Inc.*)

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NYeC Healthcare Advisory Professional Services

Attesting to Medicare for the 2015 Reporting Period for Eligible Professionals (EP) and Critical Access Hospitals (CAH)

Eligible Professionals and Critical Access Hospitals participating in the Medicare Incentive Program will have the opportunity to attest to Meaningful Use, regardless of what stage or year, from January 4, 2016 to February 29, 2016. For new and returning Eligible Professionals, the reporting period for 2015 will be any consecutive 90 days from January 1 to December 31, 2015. To accommodate for the change from fiscal year to calendar year reporting for 2015, Critical Access Hospitals' reporting period will be any consecutive 90 days from October 1, 2014 to December 31, 2015. Any new Eligible Professionals who successfully attest by February 29, 2016 and follow program requirements will avoid payment adjustments in 2016 and 2017. Likewise, any returning Eligible Professionals who successfully attest by February 29, 2016 and follow program requirements will avoid the payment adjustment in 2017. For Critical Access Hospitals, any new or returning providers who successfully attest by February 29, 2016 and follow program requirements will avoid payment adjustment in FY 2015.

Medicaid EPs' Additional Incentive Payment

New York State Medicaid EPs who have not yet adopted an Electronic Health Record system (EHR) may qualify for an additional incentive payment of up to $3500 per provider under the Medicaid Expansion Program (EP2). The following types of medical professionals are eligible to participate in this program:

- Specialist physicians (MD and DO)
- Primary care physicians
- Pediatricians
- Dentists
- Nurse practitioners
- Certified nurse-midwives
- Physician's assistants*

*Physician's assistants will only be eligible if they are the lead of an FQHC or RHC

Please contact NYeC's Healthcare Advisory Professional Services team: **hapsinfo@nyehealth.org**.

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What is TCPI and the NYSPTN?

The Transforming Clinical Practices Initiative (TCPI) has been initiated by CMS to help prepare medical practices for the emerging value-based payment system. This program provides free consulting services to eligible providers to educate staff and transform operations to enable them to thrive in the emerging payment environment. TCPI complements and supplements other major healthcare initiatives, including: Quality Measures, Value Based Modifier, Meaningful Use, Merit-Based Inventive Payment System ("Doc Fix"), ACOs (except Medicare ACOs), PCMH, and the Affordable Care Act.

The TCPI program aims to support 140,000+ clinicians over the next four years in sharing, adapting, and further developing their comprehensive quality improvement strategies. As a result of TCPI, it will improve health outcomes for 5 million Medicare, Medicaid, and CHIP beneficiaries, reduce unnecessary hospitalizations and overutilization of services, sustain efficient care delivery, and generate savings to the Federal Government.

NYeC, in partnership with the Finger Lakes Health Services Agency (FLHSA), NYS Department of Health, and many other experienced entities, have formed the New York State Practice Transformation Network (NYSPTN) to deliver these services to over 11,200 eligible clinicians and be an important additional piece in New York's ongoing healthcare transformation efforts. To learn more about TCPI, please visit **www.healthcarecommunities.org** or **www.nysptn.org**.

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Partner Events & Opportunities

THE HITLAB Innovators Summit℠

HITLAB
Healthcare Innovation Technology

December 3 - 4, 2015 | New York, NY

The HITLAB Innovators Summit℠ brings together leaders in public health, medicine, technology, and design to discuss health issues and solutions in a two-day live event. The Summit offers a series of carefully curated talks, panels, and collaboration opportunities to engage the most creative minds in health and technology.

The HITLAB Innovators Summit culminates in the HITLAB World Cup℠, an international challenge of unparalleled diversity where innovators present original solutions to pressing global healthcare challenges.

- 35+ talks from innovative healthcare leaders
- Panels of experts discussing healthcare challenges
- One-on-one interviews with leaders who have transformed healthcare

Please use the code **INNOVATE15HIS** for 15% off all tickets.

www.hitlabsummit.com