



Unconscious Bias Training

In the early months of 2020, the entire world underwent a radical transformation due to COVID-19. COVID-19 forced organizations and individuals to make significant and unexpected adjustments in both their personal and professional lives. Most notably, the COVID-19 pandemic increased awareness of health care disparities. As a result, there emerged a growing importance that all physician organizations (PO's) and the Primary Care Physicians in their PO's participate in Unconscious Bias Training. Unconscious Bias Training is just one of the positive steps organizations and providers can take to recognize and manage hidden biases and reduce their negative effects on healthcare decisions and treatment.

What are Unconscious Biases?

Unconscious biases are mental associations based on social norms and stereotypes that form outside our conscious awareness. As such, unconscious biases are a lesser-known factor contributing to healthcare disparities as they can cause us to make decisions that favor or exclude others. Everyone develops unconscious beliefs about various social and identity groups which stem from one's tendency to organize social worlds by categorizing. These types of associations can be disconnected, but only if we recognize and critically reflect on them.

What Does This Mean for PGIP Providers?

BCBSM is now requiring that all PGIP Primary Care Physicians complete the Stanford Unconscious Bias in Medicine Education Module (or an equivalent) prior to June 30, 2021. The Stanford Module is worth CME/CE credit for completing this training. After completing the training module, a certificate of completion will need to be shared with your CIPA Consultant. On September 1, 2021, all VBR will be removed for any Primary Care Physician who does not complete the required Unconscious Bias Training.

It is recommended that all clinical and non-clinical staff complete the training in the same timeline as the PGIP physicians as these efforts will be supported by two new PCMH capabilities. Details regarding these capabilities are available in the 2021 PCMH Interpretive Guidelines.

Several providers have also asked how the PGIP Unconscious Bias Training requirements align with the state licensure requirements. Proposed updates have been suggested for the state licensure requirements and are available for review and comment during a public hearing. LARA has scheduled a public hearing for Tuesday, March 9, 2021 at 1:00 pm. They will also accept written comments from February 15-March 9.

The following is the link for the LARA public hearing:
<https://us02web.zoom.us/j/81431417388?pwd=SEVJelBOYkx5MkZzZ2w5NGwvNXZtUT09>

Documents related to the rule and proposed updates can be found at: <https://ars.apps.lara.state.mi.us/Transaction/RFRTtransaction?TransactionID=1235>

For further information regarding Unconscious Bias Training Requirements, please contact your CIPA Consultant.

2021 Patient-Centered Medical Home (PCMH) Changes

BCBSM has implemented some new changes for the 2021 PCMH Program:

- 15 required capabilities for PCMH Designation
- 1 retired capability – 17 total retired
- 6 new capabilities

Please note that the Spring 2021 Self-Assessment Database Capability Reporting will occur on Friday, April 9th. All required capabilities must be in place or your practice will lose PCMH Designation and any associated Value-Based Reimbursement. Contact your CIPA Consultant for more information. The PCMH Interpretive Guideline Webinar is posted in Carespective™ and outlines all pertinent updates.



Bringing Patients Back to the Office: During COVID-19

After months of restricting visitors, shifting patient appointments to telemedicine, and encouraging staff to work remotely, healthcare providers are eager to return to normal operations – or at least something resembling “normal.” While returning to normal operations might seem like an impossible task, as it does for all industries trying to encourage the return of customers who have been advised to stay home for so long, it is important to ensure that patients feel safe and comfortable to return to the practice for ongoing care.

Effective communication and information sharing was (and still is) vital to changing public behaviors to control the spread of COVID-19. Empowering patients with information will also help them feel safe and confident in returning to in-person health services. The following are key steps your practice can take to encourage patients to return to in-person health services.



SAFETY MEASURES

- Inform patients of the safety measures initiated to continue preventing the spread of infection.
- Sanitization efforts within the office and exam rooms.
- Phone screenings of patients prior to in-person visits.
- Waiting room social distancing guidelines.
- Face mask requirements (both staff and patients).
- Separate entrances for high-risk patients.
- Available patient curbside services.
- Reinforcement of routine safety measures that have always been in place at the office.



COMMUNICATION

- Take advantage of communication channels to share best practices within your office.
- Use your practice website to urge patients to resume routine care.
- Request that a provider post a video explaining why patients should not delay care.
- Encourage providers to deliver customized messages to patients via the patient portal, mail, or email.



SHARED INFORMATION

- Stay updated on the latest news, facts, travel advisories and other valuable information using trusted sources such as the Centers for Disease Control and Michigan Department of Health and Human Services.





PDCM Training Reimbursement

Interested in pursuing team-based care or self-management support training, but don't think you can afford it? Think again! CIPA reimburses practices up to \$500 for Patient Engagement and/or Team Based Care training. Available class dates and times are listed on the Michigan Institute for Care Management and Transformation (MiCMT) Website. Several organizations offer courses, and all are done virtually. Once you register and attend the course, send the course completion certificate to your practice consultant. Reimbursement occurs in the January payment of the following year.

MiCMT also offers free webinars and virtual learning opportunities on other PGIP and PCMH related topics, some with CMEs.

Go to <https://micmt-cares.org/> to learn more and register.

Health Observances 2021

Several health and medical websites, such as the National Library of Medicine, publish monthly health observances with free information, posters, fact sheets and other tools dedicated to raising awareness about important health topics. Feature topics include National Drug Take Back Day in April, poison prevention week, immunization month, and more - all of which are intended to improve health across the nation. Leveraging these resources can serve as an excellent way to promote awareness of certain conditions and/or wellness events to patients and staff. These resources can also assist your practice in optimizing your population health strategy and closing gaps in care. Publicizing these resources via a bulletin board within your practice or posting on social media outlets can also satisfy the requirements for implementing PCMH capability 9.8, which is targeted towards providing staff members with regular training and/or communications regarding health promotions and disease prevention. Some of CIPA's recommended sites include:

US Dept of Health and Human Services:

<https://health.gov/news/category/national-health-observances>

National Library of Medicine:

<https://nnlm.gov/all-of-us/national-health-observances>

National Wellness Institute:

<https://livewellbewellinkpmas.org/maslwbw/wp-content/uploads/2020/12/NWI-2021-Health-Observances-Calendar.pdf>

Dates to Remember

UPCOMING WEBINARS

CIPA Billing & Coding Webinar (REQUIRED FOR ALL PCP PRACTICES)

Wednesday, February 24, 2021
12:00 - 1:30 pm

Tuesday, March 2, 2021
11:30 am - 1:00 pm

Thursday, March 4, 2021
8:00 - 9:30 am

2021 BCBSM VBR & Incentive Opportunities

Thursday, April 15, 2021
12:00 - 1:00 pm

PDCM 2021 Updates

(REQUIRED FOR ALL PCP PRACTICES)

Thursday, May 13, 2021
12:00 - 1:00 pm

UPCOMING DEADLINES

Please notify your practice consultant of any new physicians joining a practice, retiring, or leaving prior to March 10th so the paperwork can be processed in time for the next PA Tool reporting deadline.

Quality Gaps-in-Care Calendar

CIPA has also created Population Health Workplans and a Quality Gaps-In-Care Calendar to assist with population health management. If you have not received them already, be sure to ask your practice consultant for a copy of these documents today!