

Newsletter

July-September 2010

What's Inside:

Upcoming Care Manager Monthly Conference Calls: 7/8/10, 8/12/10, 9/9/10	2
Care Manager Success Story	2
CM+ Conferences & Invited Presentations	2

Coming Soon:

Discussion Forum

Spotlight on recent guest expert in our CM+ Learning Community: Tom Bodenheimer, MD, UCSF Department of Family and Community Medicine

Dr. Bodenheimer trained at Harvard Medical School and did a residency in internal medicine at UCSF. He worked for 32 years as a primary care physician in San Francisco's Mission District, both in community health centers and in private practice. He is now Professor of Family and Community Medicine at UCSF and co-director of the Center for Excellence in Primary Care. He has written many articles and is co-author of a textbook on health policy (Understanding Health Policy: A Clinical Approach – 5th edition, McGraw-Hill 2008) and a book on redesigning primary care (Improving Primary Care: Strategies and Tools for a Better Practice, McGraw-Hill, 2006). His major interest is in solving the

problems facing primary care in the United States.

The Center for Excellence in Primary Care has its goal to assist in creating a vibrant primary care sector of the US health care system. The fundamental goal of health care is to improve the health of the public. Abundant evidence indicates that health care systems built on a solid foundation of primary care deliver more effective, efficient, and equitable care than systems that fail to invest adequately in primary care. Yet primary care is endangered in the United States, and confronts major challenges worldwide. The chief macrosystem threat consists of

the failure to invest an adequate share of the nation's health care resources in primary care and to assure all people access to primary care. The principal microsystem challenge is the failure of primary care clinicians and practice organizations to more nimbly and imaginatively innovate and implement new practice models in response to changing population health needs and the growing clinical demands of primary care practice. The Center for Excellence in Primary Care is working on both the macrosystem and microsystem levels to address these challenges.

www.ucsf.edu/cepc

CM+ Future Trainings

We are excited to announce our upcoming Care Management Plus Training conference:

Our John A. Hartford Foundation-Funded Training will be offered to vulnerable communities on **Monday and Tuesday, August 16th and 17th, 2010 in Ketchikan, Alaska**. This is a two-day, in-person event. Registration is still open. Please contact Kelli Radican asap to register: radicank@ohsu.edu



Care Manager Monthly Conference Calls

Call log-in and dial instructions : Teleconference Number: 1.800.704.9804; Code: 768624# (audio)

Web Conference Login:
<http://ohsu.acrobat.com/caremanagement>;

Select "Enter as a Guest", fill in your **Name**, and click "Enter Room" to begin.

Date: 7/8/10
Time: 8:00-9:00 am PT
Topic: End of Life Planning, Advanced Directives, POLSTs and Primary Care
Expert: Helen Rollins, RN, Intermountain Healthcare

Date: 8/12/10
Time: 8:00-9:00 am PT
Topic: Sleep Issues in Chronic Pain Patients
Expert: Mari Goldner, MD, Samaritan Health

Date: 9/9/10
Time: 8:00-9:00 am PT
Topic: Palliative Care and the Primary Care of the Chronically Ill
Expert: Phillip E. Rodgers, MD, University of Michigan



CM+ Conferences/Invited Presentations This Quarter

- **Betty Irene Moore School of Nursing UC Davis Health System:** Invited Presentation August 11, 2010, Davis, California (Dorr)
- **MedInfo:** 13th World Congress on Medical and Health Informatics, September 12-15, 2010, Cape Town, South Africa (Behkami)

CM+ Appointments/Promotions!

Nima A. Behkami: appointed to the Student Editorial Board at the Journal of the American Medical Informatics Association (JAMIA)

David Dorr, MD: Promotion to Associate Professor, Oregon Health & Science University

Cherie Brunner, MD: Promotion to Associate Professor, University of Utah

CM+ in the News

Care Management Plus is featured in the following article: *Driving Quality Gains and Cost Savings Through Adoption of Medical Homes*, Fields et al. Health Affairs, 29, no 5 (2010) 819-826
<http://content.healthaffairs.org/cgi/content/full/29/5/819>

Care Manager Success Story

"Dr M. referred an elderly woman to me. Her daughters, who do not live in the area, spoke with her over the holidays and she told them she had stopped all her medications because she couldn't afford them. This was not accurate (she can afford but had not taken any meds for about 2 wks) and the daughters knew something was not right so they came into town and took her to see Dr M. Patient was confused, and MMSE score was below normal. Patient was unable to manage her medications and it was questionable if she could stay in her home due to this significant dementia. We came up with a plan using community resources, daughters, care manager, physician, etc. to ensure proper med administration, consistent twice daily check-ins, meal monitoring. Thus far, patient is succeeding in her home. She has lunch at our senior center Mon through Fri (and has the bus pick her up for this), she pays a caregiver to set up med pill box, and they visit every evening to make sure she has taken am and pm meds. She also does some meal prep and visits with patient. She sees me now about once a month. This past month she improved slightly on her MMSE. She is so happy to stay in her home!!!" -Mary, EOMA, OR

Comments? Want to submit an article? Email: radicank@ohsu.edu