

April 3rd, 2019



COMMUNITY CARE
OF
BROOKLYN

NEWSLETTER

Dear colleagues,

In this newsletter, you will find:

- [Details of an analysis suggesting that CCB's care transitions initiative has an effect on reducing hospital utilization](#)
- [An exciting Minority Health Month announcement about Reclaiming Our Health, a new initiative from CCB, the Arab American Family Support Center, and the NYC Department of Health and Mental Hygiene](#)
- [How to register for an upcoming billing and coding webinar series kicking off next week](#)
- [Evidence of CCB's Participatory Action Research findings resulting in real community engagement and action towards improved health outcomes](#)
- [A tip on advance directives from the New York Legal Assistance Group](#)
- [Learn something new this month! How about signing up for a training?](#)

Taking Steps towards our DSRIP Goals...

Something good is happening in Brooklyn! An analysis of CCB's care transitions initiative suggests that the intervention has been successful in reducing hospital utilization.

Working closely with partner hospitals, care management agencies, community-based organizations, post-acute providers, and other local stakeholders, CCB began implementation of a care transitions model at its network hospitals in October 2015. The model relies on transitional care teams, comprised of transitional care nurses and transitional care managers, to support patients deemed at-risk for readmission and ensure safe and effective transitions of care. The plans address any gaps in support identified by the teams in a number of clinical (e.g., medication adherence, behavioral health, etc.) and non-clinical (e.g., housing security, food access, etc.) areas, by ensuring connections to community resources for 30 days post-discharge.

The Maimonides Medical Center Department of Population Health, which provides management support for CCB, has continued to support these efforts through ongoing trainings and performance improvement initiatives, access and enhancements to community resources, and data analytics and program evaluation. Recently, the department conducted an evaluation of this initiative using claims data available to date. **Results show reductions in ER and inpatient utilization among all cohorts of patients enrolled in the program.**

Findings from this analysis will be used for program improvement. The Maimonides Department of Population Health continues to monitor and evaluate ER and inpatient utilization and is planning additional analyses incorporating additional indicators.

See [here](#) for more information on the initiative model and analysis.

The Double Meaning Behind Innovative Community Partnership, ROH

In honor of National Minority Health Month, we are proud to formally announce an exciting initiative that CCB is supporting, which brings together community organizations dedicated to reducing stigmas around mental health and increasing access to mental health care for Arab, Middle Eastern, Muslim, and South Asian populations.

CCB, the Arab American Family Support Center, and the NYC Department of Health and Mental Hygiene have collaborated to launch the Reclaiming Our Health (ROH) initiative to address mental health stigma and increase access to services for the Arab, Middle Eastern, Muslim, and South Asian (AMEMSA) populations in Brooklyn. This initiative grew out of a similar project in California called Community Partners in Care, in which

UCLA-RAND partnered with communities in East Hollywood and South Central Los Angeles to achieve similar goals. The name chosen for the Brooklyn adaptation, carries a great deal of weight for the community it serves. Aside from being an acronym for the initiative's name, ROH is a nod to the word "roh," which means "spirit" or "soul" in various AMEMSA languages, further acknowledging the initiative's dedication to being *for and organized by* the community. ROH provides a platform for agencies that have been addressing mental health issues in their communities for many years to come together and take collective action.

Since the event launch in early February, ROH has convened individuals from over 30 community-based organizations and agencies in a Planning Committee to begin acting upon the goals of the initiative. Over the course of the next few months, this broad Planning Committee of community partners will form additional working groups, where individuals and agencies can focus their efforts on specific targets.

As community input is vital to the success of this effort, the ROH initiative will continue to evolve as it is adapted for the unique needs of Brooklyn's AMEMSA communities.



CCB Supports Billing and Coding Education for Private Practitioners

CCB practitioners who attended our billing and coding training left with a lot of new skills. We encourage anyone looking for a more detailed breakout on specific elements of billing and coding to participate in our spring webinar series!

A few months ago, we teamed up with Precision Healthcare Consultants to uncover and address specific challenges that CCB's private practice partners were experiencing related to billing and coding and opportunities for optimization. This research was used to develop two training sessions: *Billing and Coding Optimization for Administrators, Billers, and Coders* and *Clinical Documentation Enhancement for Doctors and other Clinicians*, both of which were offered to CCB practices on March 13. We are pleased to announce that feedback was resoundingly positive, and as a result, this team is going to be producing **a series of billing and coding-themed webinars over the coming months** (see below for dates).

April:

- April 10 – *Getting Paid Faster with Expert Revenue Cycle Management**
- April 17 – *Preparing for HCC and Risk Adjustment (Extended) and HCC Risk Adjustment (The Basics)***

May:

- May 1 – *Claims Denials and How to Avoid Them**
- May 8 – *Don't Leave Revenue on the Table (Part II)***
- May 15 – *Coding Performance Measures – HEDIS (Part I)**
- May 22 – *Coding Performance Measures – HEDIS (Part II)**

- May 29 – *Innovative Strategies to Accelerate Transformation**

June:

- June 5 – *Demystifying Modifiers*
- June 12 – *The Latest on Behavioral Health Coding and Billing*

All live webinars will be held from 11:00 AM – 12:30 PM. Click [here](#) to register for any of the above sessions. Recordings will be available after each live webinar, along with the following recording-only sessions (available May 1), in the [CCB Resource Portal](#) under “My Training”:

- *Understanding E&M Coding in Less than One Hour***
- *Enhancing Clinical Documentation***
- *Don't Leave Revenue on the Table (Part I)***

Click here for a [printable flyer](#) for the series to share with others or to remind yourself of upcoming sessions!

*CEU credit available

**CEU and CME credit available

“Of all the forms of inequality, injustice in healthcare is the most shocking and inhumane”
~ Dr. Martin Luther King, Jr.

**East Brooklyn
Call to Action
for Health and Economic Justice!**

East Brooklyn Community Members and Stakeholders Invited to Join Exciting Call to Action

Findings from CCB’s Participatory Action Research study in Brownsville and East New York captured the attention of East Brooklyn community leaders. Now they’re facilitating a public dialogue with local residents to identify opportunities to bring about change—and better health—together.

On Saturday, April 27, a coalition of East Brooklyn community members, health care leaders, labor union members, and service providers are coming together to launch a campaign to call out specific inequities limiting Brownsville and East New York residents’ opportunities for health and economic success and to develop action plans to drive change in the neighborhoods. The goal of this event, dubbed the “East Brooklyn Call-to-Action,” is to empower residents of these communities to take ownership of their futures and inspire them to challenge environmental factors historically determining their health, housing, education, and financial statuses. By increasing participation in health promotion and local governance activities, the group hopes to encourage all individuals to understand and embrace their unique roles in driving change.

The areas that the group plans to act on, which have been partially informed by the results of a CCB-sponsored participatory action research [study](#) in Brownsville and East New York in 2016, are:

- **Workforce Strategy:** Creating and maintaining job security and equitable wages for labor and the larger community

- **Premature Mortality:** Creating and maintaining a neighborhood that supports the health, safety, and affirmation of black and brown lives
- **Health and Housing:** Creating and maintaining opportunities to live and stay in a neighborhood without fear of displacement
- **Food and Fitness:** Creating and maintaining equitable neighborhood assets that support physical activity and food sovereignty

If you would like to attend the East Brooklyn Call to Action or stay up-to-date on progress being made in this community, please RSVP [here](#) and be sure to follow #OwnYourFutureEastBK on social media. You are also invited to contact EBCall2Action@gmail.com for more information.



Making Sure Adult Patients Have Advance Directives* in Place – A Tip from CCB & NYLAG

Thanks to a collaboration with LegalHealth, a division of the New York Legal Assistance Group, CCB will be sharing tips and information on ways that health care providers may be able to help patients address social determinants of health. Today's tips encourage you to make sure that adult patients have advance directives in place.

The following is general information, not legal advice. For answers to additional questions, we invite you to enroll in a Social Determinants of Health & the Law course facilitated by CCB, NYLAG, and 1199SEIU (Next offering: April 16). Once you have completed this training, you may refer patients for free legal assistance at the [CCB-NYLAG LegalHealth Clinic](#) at (718) 355-9647.

An advance directive, such as a health care proxy or living will, is established by an individual in order for health care decisions to be made on their behalf in the event that they become unable to. A **health care proxy** is an individual appointed by the patient to make health care decisions for them, while a **living will** contains specific information regarding the patient's medical wishes and decisions.

Everyone over 18 years old can complete an advance directive. Once completed, a copy should be given to the individual's physicians to be placed in his or her medical records and to their named agent (if they have appointed a health care proxy).

We encourage you to share this information with patients who may benefit from learning about advance directives. To make this easier, a printable step-by-step guide on advance directives is available [here](#).



Print me and share me with your patients

* CMS now includes advance care planning, *which includes completing advance directives*, as a quality measure in one of its Medicare Shared Savings Programs, Bundled Payments for Care Improvement Advanced, in which CCB IPA and its network hospitals are participants. Physicians are able to bill for these services using CPT codes 99497 and 99498 and CPT II codes 1123F and 1124F. Please see [here](#) for more information from CMS.



ATTENTION: LEARNING OPPORTUNITIES AHEAD

UPCOMING INSTRUCTOR-LED TRAININGS

Unless otherwise noted, these trainings are held at the 1199SEIU Employment Center at 25 Elm Place, Brooklyn, NY. To offset some of the costs incurred by organizations to send certain staff to training, CCB provides its partners with stipends for the number of hours spent in training, and attendees may be eligible to receive CME or CEU credit. Click the links below to enroll.

- [Advanced Care Management](#) | TUESDAYS, APRIL 9 – JUNE 11, 9:00 AM – 5:00 PM (1 day/week for 10 weeks)*
- [Motivational Interviewing](#) | THURSDAY, APRIL 11, 9:00 AM – 5:00 PM
- [Social Determinants of Health & the Law: Domestic Violence, Behavioral Health, and Immigration](#) | TUESDAY, APRIL 16, 9:00 AM – 5:00 PM
- [Mental Health First Aid](#) | TUESDAY, APRIL 30, 9:00 AM – 5:00 PM
- [Mental Health First Aid \(Youth\)](#) | WEDNESDAY, MAY 22, 9:00 AM – 5:00 PM
- [Navigating the Criminal Justice System](#) | THURSDAY, MAY 23, 9:00 AM – 1:00 PM

Upcoming Microsoft Excel Courses (trainees must attend both dates to receive credit for their selected course):

- [Basic Training for Registries](#) | WEDNESDAY, MAY 8 AND 15, 9:00 AM – 1:00 PM*
- [Advanced Training for Registries](#) | WEDNESDAY, MAY 8 AND 15, 1:30 PM – 5:30 PM*

* Trainees must attend all sessions for completion

ONLINE TRAININGS VIA CCB'S RESOURCE PORTAL

To access CCB's catalog of CME or CEU-eligible online courses, existing users can log in to the [CCB Resource Portal](#) and browse the "My Training" section. New users can easily self-register to access these features (click below to watch a brief video explaining the registration process). Please contact support@CCBrooklyn.org if you have any questions or have any difficulty.

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