STAY ENGAGED. STAY INFORMED.

TUESDAY, DEC. 11:
ASSIST PATIENTS WITH ACCESS TO SERVICES – UNDERSTANDING THEIR RIGHTS
WELCOME

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Person and Family Engagement Initiative

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KEPRO is a federal contractor for the Centers for Medicare & Medicaid Services (CMS)

KEPRO is the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) in CMS Areas 2, 3, and 4

Each state also has a Quality Innovation Network Quality Improvement Organization (QIN-QIO), which can be found at: www.tiny.cc/QINmap

Livanta is the BFCC-QIO for CMS Areas 1 and 5
** Beneficiaries calling for Immediate Advocacy should choose option 1 on the first prompt followed by option 2 to be connected to the beneficiary complaint department.
KEPRO’s services are available for Medicare Advantage beneficiaries and those with Medicare as a secondary. Patient Navigation is only offered to Fee-for-Service beneficiaries.
Person and Family Engagement (PFE)

PHILOSOPHY
Person-Centered Care

OUTCOME
Patient Experience

APPROACH
Person and Family Engagement
What is PFE?

- **A collaborative, proactive communication and partnered decision making between healthcare providers, beneficiaries and families**

- **Why?**
  - Help reduce readmissions
  - Make care safer
  - Improve care transitions
KEPRO’s Role

▪ One of two Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs)

▪ Educate beneficiaries, families, providers, and stakeholders on the QIO process and programs, including Immediate Advocacy and Patient Navigation

▪ Overall goal – beneficiaries, families, and caregivers will have a better understanding of the QIO’s role and their health needs, so that they are better prepared when talking to medical professionals
How will KEPRO assist beneficiaries and families?

– Review Process Clarification
– Immediate Advocacy
– Patient Navigation
**Review Process Clarification**

- Make sure patients know what to do and what to expect next
- Provide Immediate Advocacy in cases that need additional assistance
- More realistic expectations about the process from beneficiaries and families
Immediate Advocacy

- Increase use of this process
- Greater patient satisfaction
- Quicker time frame
### Patient Navigation

- Assist patients navigating the healthcare system
- Decrease hospital readmissions
- Educate about chronic illnesses
1-on-1 relationship to:

- Improve coordination of care
- Increase beneficiary satisfaction
- Improve outcomes
- Encourage beneficiary to play a pivotal role in planning and delivering services
- Facilitate communication between beneficiaries and their providers
- Eliminate barriers to care
Patient Navigation

We are the Medicare Quality Improvement Organization, working to improve the quality of care for Medicare beneficiaries. Our site offers beneficiary and family-centered care information for providers, patients, and families. Welcome!

Understanding your doctor and making your way through difficult medical systems and treatments can be very overwhelming. KEPRO’s Patient Navigation program can help you be a partner in and take control of your own health.

KEPRO’s Patient Navigators can:
- Help coordinate your care
- Offer tips on how to manage medications
- Help you better understand a diagnosis or treatment plan
- Provide resources and information to help you understand, treat, and prevent diseases
- Help improve your quality of life

If you are a person with Medicare and want information on KEPRO’s Patient Navigation program, please fill out the form below or contact KEPRO’s Helpline.

Contact Name: ____________________________
Telephone: ________________________________
E-mail: ________________________________
Address: ________________________________
City: ________________________________
State: Please select a state
Zip: ________________________________
Resource Center ♦ Immediate Advocacy ♦ Patient Navigation

Person and Family Engagement

We are the Medicare Quality Improvement Organization, working to improve the quality of care for Medicare beneficiaries. Our site offers beneficiary and family-centered care information for providers, patients, and families. Welcome!

Bringing providers and beneficiaries together to improve healthcare for people with Medicare is the mission of KEPRO’s Person and Family Engagement (PFE) project. Our focus is to help beneficiaries take an active role in their treatment and to better understand their healthcare. Likewise, we help providers use a person-centered approach to deliver the best possible care.

Through the PFE project, KEPRO can help Medicare beneficiaries and families with the following:

- **Immediate Advocacy**: Process to help beneficiaries quickly resolve a complaint or concern related to medical care or services.
- **Patient Navigation**: Program to help patients navigate through their treatment and better understand their care.

Click on a resource center to the right for tools and information related to PFE.

<table>
<thead>
<tr>
<th>CMS Areas</th>
<th>Public Service Announcement (MP3 audio file)</th>
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<tbody>
<tr>
<td>Area 2: Covers Delaware, the District of Columbia, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, and West Virginia.</td>
<td>English</td>
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Summary

- **KEPRO provides PFE services for beneficiaries:**
  - Immediate Advocacy
  - Patient Navigation

- **PFE encourages a partnership between providers, beneficiaries, and families to co-create health and wellness goals**
Summary

- PFE provides proactive communication and partnered decision making between healthcare providers, beneficiaries, and families

- **Why?**
  - Help reduce readmissions
  - Make care safer
  - Improve care transitions

- For more information, visit [www.keproqio.com](http://www.keproqio.com)

- To subscribe to KEPRO’s newsletter, visit [www.keproqio.com/bene/newsletter.aspx](http://www.keproqio.com/bene/newsletter.aspx)
References

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Your feedback on today’s presentation is appreciated: www.tiny.cc/BFCCoutreach

The information presented by KEPRO is conditionally effective through July 2019. However, the Centers for Medicare & Medicaid Services can adjust time frames and guidelines as necessary. For the most up-to-date information, please visit our website at www.keproqio.com.
QUESTIONS
THANKS FOR ATTENDING!

JOIN US TUESDAY, JANUARY 8:
IMPACT OF NEW EPA RULES ON YOUR PRACTICE

Questions? Contact David Schaaf at dschaaf@iarx.org or 515-270-0713