

PrimePartners

for Case Managers

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Subscribe to Get the Latest from PrimeWest Health

Leah Anderson, Dental Services Coordinator

PrimeWest Health publishes Provider Updates on our website as well as an electronic newsletter for providers, and you can [sign up to be notified](#) when there's something new!

While the content of Provider Updates is typically tailored to health care providers, some have relevant information for county case managers. Subscription is based on provider type, which means you will receive customized notifications based on the provider type(s) you select. You will also receive general PrimeWest Health updates. If you're interested in these updates, you can [subscribe on our website](#)! When choosing the provider type, you can start by selecting the "county partner" option, but in order to receive more subject-specific updates, it's best to select some of the other options as well.

You can also subscribe to receive notification when *PrimePointers*, our electronic newsletter for providers, is published. To do this, check *PrimePointers* under "Subscribe to our publications" on the [main subscription page](#). 

Residential Withdrawal Management

Danielle Turner, Behavioral Health Care Coordinator

Effective January 1, 2020, PrimeWest Health began covering residential withdrawal management. This service is provided as either a clinically managed withdrawal management program or a medically monitored withdrawal management program.

More information about residential withdrawal management and the associated requirements can be found in the [Substance Use Disorder \(SUD\) Services](#) section of the PrimeWest Health *Provider Manual* under the heading "Residential Withdrawal Management (effective January 1, 2020)" and at [MN Stat. sec. 245F.12](#) and [MN Stat. sec. 245F.05](#).

If you have questions, please contact **Danielle Turner**. 

Helping Members with Health Literacy

Leah Anderson, Dental Services Coordinator

Health literacy is defined as the level of understanding that a patient has about the health information provided by his/her health care team, including doctors, nurses, dentists, case managers, and care coordinators. The ability of patients to understand their health condition and what steps they may need to take to improve or maintain their health, as well as how to navigate the health care system and get necessary follow-up care, are all part of

health literacy. Health literacy contributes to better health outcomes, improves patient experience, and reduces costs to the health care system (CHCS).

It is important for county case managers to be aware of the health literacy of the members you work with and to take the necessary steps to ensure that the information you are providing is easy to understand. Suggestions for making information accessible include using visual aids when needed, providing information in multiple formats, and limiting medical jargon.

It's also a good idea to assess the member's understanding of the information provided. You can do this by asking a few follow-up questions or by using the "teach-back" method. This method involves checking understanding by asking members to tell you in their own words what they need to know about their health or what they need to do about their health. These follow-up checks for understanding are crucial because, according to the Agency for Healthcare Research and Quality (AHRQ), "Studies have shown that 40 – 80% of the medical information patients are told during office visits is forgotten immediately, and nearly half of the information retained is incorrect" (AHRQ).

A good resource to help members master the skills necessary for successful medical and dental visits is the *Ask Me 3*® brochure. This brochure empowers patients to take a more active approach to their health care and offers assurance that it is okay and acceptable to ask questions about their health condition and what steps they can take to manage their health. Stressing that their understanding is crucial, *Ask Me 3* encourages patients to ask their provider three questions at every visit.

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this? (IHI)

PrimeWest Health encourages you to review the importance of understanding health information and asking empowering questions by sharing the *Ask Me 3* brochure with members. Please pass along the brochure to members and encourage them to bring it with them to their medical and dental visits. An example of the *Ask Me 3* brochure is provided at the end of this issue for your personal use. You can obtain copies to share with members from the [Institute for Healthcare Improvement \(IHI\) website](https://www.ahrq.gov/health-literacy/quality-resources/tools/literacy-toolkit/healthlittoolkit2-tool5.html). Once you register with IHI, you can print copies of the brochure to give to with members.

We are excited to share this resource with you and excited for you to share it with the members you work with. Together, we can improve health outcomes and communication among members, their health care providers, and others involved in their health care!

Sources:

- AHRQ, "Use the Teach-Back Method: Tool #5," February 2015, www.ahrq.gov/health-literacy/quality-resources/tools/literacy-toolkit/healthlittoolkit2-tool5.html.
- Center for Health Care Strategies, Inc. (CHCS), "Fact Sheet #1: What Is Health Literacy?" October 2013, www.chcs.org/media/What_is_Health_Literacy.pdf.
- IHI, "Ask Me 3: Good Questions for Your Good Health," accessed January 6, 2020, www.ihl.org/resources/Pages/Tools/Ask-Me-3-Good-Questions-for-Your-Good-Health.aspx. 

Early Screening Inventory-Revised (ESI-R) Screening Tool: Transition Requirement Effective 2021

Megan Wilken, RN, Women & Children Care Coordinator

Effective January 1, 2021, the Early Screening Inventory-Revised (ESI-R) will no longer be recognized as a recommended screening tool for use in Minnesota's public screening programs. If you are currently using the ESI-R, you must transition to [a different recommended tool](#) by January 1, 2021.

If you have questions, please contact **Megan Wilken**. 

Annual Health Risk Assessments (HRAs) in a Leap Year

Leah Roell, RN, Care Coordinator

If you've looked at the calendar for this year, you know that 2020 is a leap year. That means there are 366 days this year instead of the usual 365. And that, in turn, means you need to pay extra attention when scheduling annual Health Risk Assessment (HRA) visits that will occur on or between February 29, 2020, and February 28, 2021.

Annual HRAs need to be completed **within 365 days** of the member's previous HRA (rather than within one year), assuming the member is enrolled in the same program consecutively for 12 or more months. When scheduling an annual HRA visit that falls into the above time frame, please be sure to count the days, remembering to include the date of the annual assessment in your count. For example, if 2019's annual assessment was completed on June 25, 2019, the annual assessment for 2020 must be completed on or before June 23, 2020, to be within the 365-day limit.

If you have questions, please get in touch with your designated PrimeWest Health care coordination contact or send an email to caremanagement@primewest.org. Happy leap year! 🌱

Important Dates

✓ County supervisor meetings

Meetings are held the third Thursday of the month, from 10 a.m. to 2 p.m., at PrimeWest Health in Alexandria, unless otherwise noted.

February 20

March 19

April 16

May 21

June 18

July 16

August 20

September 17

October 15

November 19

December 17

Contact Information

Danielle Turner, Behavioral Health Care Coordinator

1-335-3320-5348 or 1-888-588-4420 ext. 5348 (toll free)

danielle.turner@primewest.org

Megan Wilken, RN, Women & Children Care Coordinator

1-320-759-4149 or 1-888-588-4420 ext. 4149 (toll free)

megan.wilken@primewest.org

You can find current and past issues of *PrimePartners* at www.primewest.org/primepartners.

Every time you talk with a health care provider **ASK THESE 3 QUESTIONS**

1

**What is
my main
problem?**

2

**What do
I need
to do?**

3

**Why is it
important
for me to
do this?**

When to ask questions

You can ask questions when:

- You see a doctor, nurse, pharmacist, or other health care provider.
- You prepare for a medical test or procedure.
- You get your medicine.

What if I ask and still don't understand?

- Let your health care provider know if you still don't understand what you need.
- You might say, "This is new to me. Will you please explain that to me one more time?"

Who needs to ask 3?

Everyone wants help with health information. You are not alone if you find things confusing at times. Asking questions helps you understand how to stay well or to get better.

Ask
Good Questions
for Your Good Health **Me3[®]**



TOGETHER FOR SAFER CARE

To learn more, visit [**ihi.org/AskMe3**](http://ihi.org/AskMe3)

Ask Me 3 is a registered trademark licensed to the Institute for Healthcare Improvement. IHI makes Ask Me 3 materials available for distribution. Use of Ask Me 3 materials does not mean that the distributing organization is affiliated with or endorsed by IHI.

Write your health care provider's answers to the 3 questions here:

1. What is my main problem?

2. What do I need to do?

3. Why is it important for me to do this?

Asking these questions can help me:

- ☒ Take care of my health
- ☒ Prepare for medical tests
- ☒ Take my medicines the right way

I don't need to feel rushed or embarrassed if I don't understand something. I can ask my health care provider again.

When I Ask 3, I am prepared. I know what to do for my health.

Your provider *wants* to answer 3

Are you nervous to ask your provider questions? Don't be. You may be surprised to learn that your medical team wants you to let them know that you need help.

Like all of us, health care providers have busy schedules. Yet they want you to know:

- All you can about your condition.
- Why this is important for your health.
- Steps to take to keep your condition under control.

Bring your medicines with you the next time you visit a health care provider. Or, write the names of the medicines you take on the lines below.

Like many people, you may see more than one health care provider. It is important that they all know about all of the medicines you are taking so that you can stay healthy.

Ask Me 3® is an educational program provided by the Institute for Healthcare Improvement / National Patient Safety Foundation to encourage open communication between patients and health care providers.