

James L. Holly, M.D.

Dr. Amy Townsend, letter following Nursing Scope of Practice Meeting, September 21, 2015 Noon

- <http://www.jameslhollymd.com/Letters/registered-nurse-texas-board-of-nursing-scope-of-practice>
-- this link is to my April, 2013 letter to the Texas Nursing Board. It is the link to the same document of which I gave you a copy. The electronic copy allows you to use the links in the Index to Content. As this letter will explain, I think that RNs and particularly Certified Advanced Practice Nurses (CNPs) are greatly under-utilized and their Scope of Practice is limited not by training but by long-standing prejudices.
- <http://www.jameslhollymd.com/in-the-news/vital-signs-examiner-publication> -- This link is to the first edition for 2015 of the Vital Signs. It has links to the portrait of SETMA's Providers which will be updated in January, 2016 as we will have added almost ten physicians and/or NPs by them.

September 21, 2015

Dr. Amy Townsend
Vice President of Medical Affairs
St. Elizabeth, St. Mary and Jasper Memorial
2830 Calder, Beaumont, Texas 77702

Dear Dr. Townsend:

Thank you for the hospital meeting just now. SETMA has been having meetings with Paul Trevino and Kevin Parsley about potential collaboration between Christus and SETMA. The next step in those meeting is for representatives of Christus to meet with SETMA to see the tools which we use in our various clinical settings. I look forward to this. The following two sets of information are on SETMA's website www.jameslhollymd.com under **EPM Tools** (Electronic Patient Management Tools), in which the following *hospital tools* are described and explained. Following that there is more information about the follow-up to the meeting today:

- **EPM Tools - Hospital Based Tools**
<http://www.jameslhollymd.com/epm-tools/Hospital-Based-Tools>
- **EPM Tools - Hospital Care Summary and Post Hospital Plan of Care and Treatment Plan Tutorial**
<http://www.jameslhollymd.com/epm-tools/hospital-care-summary-and-post-hospital-plan-of-care-and-treatment-plan-tutorial> -- this function replaced the old "discharge summary." In the

past five years, SETMA has discharged over 21,000 patients from the hospital. 98.6% of the time this document has been completed and placed on the patient chart at the time the patient leaves the hospital. This eliminates held-charges and makes transitions of care an active part of our care management.

- **EPM Tools - Admission Orders Tutorial**
<http://www.jameslhollymd.com/epm-tools/Tutorial-Admission-Orders>
- **EPM Tools - Hospital Daily Progress Note Tutorial**
<http://www.jameslhollymd.com/epm-tools/Tutorial-Daily-Progress-Note>
- **EPM Tools - Physician Consortium for Performance Improvement Care Transition Data Set Tutorial**
<http://www.jameslhollymd.com/epm-tools/Tutorial-Care-Transition>
- **EPM Tools - Using The Clinic and Hospital Follow-up Call Templates**
<http://www.jameslhollymd.com/epm-tools/Tutorial-Hospital-Follow-up-Call> -- this is the function whereby SETMA's Care Coordination Department contacts every patient, the day after they leave the hospital for a 12-30 minutes care coaching call. Sometimes, with the frail, elderly, this call last for two hours.
- **EPM Tools - Respiratory Failure Tutorial**
<http://www.jameslhollymd.com/epm-tools/Tutorial-Respiratory-Failure>
- **EPM Tools - Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS): Tutorial for SETMA's Internal HCAHPS Survey**
<http://www.jameslhollymd.com/epm-tools/SETMAs-Internal-HCAHPS-Survey-Tutorial>

EPM Tools - Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS): Tutorial for SETMA's Internal HCAHPS Survey -- Index

- [HCAHPS - Doctor Communication - Question Details](#)
- [HCAHPS - Discharge Instructions - Questions Detail](#)
- [July 19th SETMA Department of Care Coordination](#)
- [SETMA's Internal HCAHPS Survey Deployment in EMR](#)
- [HCAHPS Patent Audit](#)
- [SETMA's HCAHPS Journey](#)
- [Triple Aim](#)
- [Convenience - Satisfaction - Quality of Care](#)
- [Hospital Performance Meeting](#)
- [The Transforming Begins](#)
- [SETMA's Solution for HCAHPS - A Systems Approach](#)
- [July 16th - SETMA's Seven Step Plan to Meet HCAHPS](#)
- [An Awakening](#)
- [July 17th - New Dialogue and new Approach](#)
- [The Boy Scout](#)
- [The New Plan](#)
- [July 18th - SETMA's Plan of Action](#)
- [Who is Included in and who is Excluded from HCAHPS](#)
- [July 20th -HCAHPS Plan on Weekends](#)
- [HCAHPS](#)

- [Patient-Centered Care](#)
- [The Future](#)

The attachment above is the first draft of SETMA's new Complex Care Management Tutorial. This tool will allow SETMA to perform and to audit the performance of the new complex care management function. We believe that this function when fully deployed in the next three months will improve admission and re-admission rates, while improve patient satisfaction with care and improving the outcomes of care.

At the end of this year, SETMA will complete our seventh year of public reporting by provider name of our performance on over 300 quality metrics. You can review this by Type of Audit at: <http://www.jameshollymd.com/public-reporting/public-reports-by-type>. Obviously, we will continue that beyond this year.

This link will allow you to review the Accreditations held by SETMA: <http://www.jameshollymd.com/Accreditations/pdfs/accreditations.pdf>. SETMA is accredited for medical home and for ambulatory care by: Joint Commission, URAC, AAACH, NCQA. Our laboratory is accredited by Joint Commission, also. SETMA is the ONLY practice in America to be accredited by all four Patient-Centered Medical Home agencies.

In 1998, SETMA testified before the Texas Insurance Department about financial incentives being paid to providers in a "payment for value rather than volume" plan. In the summer of 2015, Dr. Kenneth Shine, Vice Chancellor for Health Affairs for the University of Texas System, called this testimony "prescient," as it described the future of healthcare which future we are just now beginning to realize: <http://www.jameshollymd.com/Letters/testimony-before-texas-department-of-insurance-proposed-financial-incentive-guidelines>. At the bottom of this material is Dr. Shine's statement, which is published with his permission. There are also a number of other related publications linked. <http://www.jameshollymd.com/Letters/dr-ken-shines-response-after-reading-dr-hollys-testimony-to-texas-department-insurance-commissioner-public-hearing>.

While there are, by our webmaster's judgment, over 60,000 pages of original materials on our website, the last, I will reference is the application we submitted to the Robert Wood Johnson Foundation:

SETMA Selected One of the top 30 Exemplar Ambulatory Practices for The Robert Wood Johnson Foundation's Project LEAP (Learning from Exemplar Ambulatory Practices)

September 4, 2012

Robert Wood Johnson Foundation Announces New Program to Help Primary Care Practices Use Their Workforce More Effectively Goal is to Identify, Share Workforce Practices that Make Primary Care Accessible and Effective for More Patients

<http://www.jameshollymd.com/letters/Robert-Wood-Johnson-Foundation-PCT-LEAP>.

I do not expect you to read all of this material, but I would hope that it will stimulate you to want to spend several hours with me so that we can introduce you to SETMA

Thank you,

James (Larry) Holly, M.D.
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