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SETMA's Provider Training for September, 2013

1. A presentation by SETMA's Chief Information Officer on SETMA's extensive and continuing HIPPA Compliance Program and our IT information and data security program.
2. A review of this week's *Examiner* health column, entitled [*Paternalism or Partnership: The Dynamic of the Patient-Centered Transformation*](#), which contrasts the traditional model of healthcare delivery characterized by a paternalistic relationship between healthcare providers and patient with the patient-centric model which promotes a partnership between provider and patient with shared-decision making, activation and engagement. This article shows how SETMA defined both the “structure” and the “dynamic” of Patient-Centered Medical Home in 1999.
3. An article entitled, [*Medical Home - Series Two Part I, The Movie*](#). The movie is entitled, *People Will Talk (1951)*, and is the story of Dr. Noah Praetorius, who says, “Anatomy is more or less the study of the human body. The human body is not necessarily the human being.” Through this comedy, tragedy, musical, drama and suspense story, elements of patient-centered medical home are illustrated.
4. Each SETMA provider will receive a DVD of a second “patient-centered medical home” movie. Entitled, *Citadel*, it is the story of a Scottish doctor who begins his practice as an idealist, loses his professional soul as he becomes a wealthy entrepreneur and delightfully rediscovers his medical soul. We will view three clips from the movie which illustrate each of these steps. I personally purchased a copy of this 1937 movie for each SETMA provider. I hope everyone will benefit from it as I have. **Note:** Robert Donat is the star. In 1939, he starred in the first version (the second was released in 1989 and is equally as good) of *Good-bye Mr. Chips*. Donat was nominated for the Best Actor Oscar in 1939 competing with Clark Cable in *Gone With The Wind*. Everyone expect

Cable to win; Donat did. For more on this, see [Citadel - A 1937 Introduction to the Spirit of Patient-Centered Medical Home](#)

5. Each SETMA provider will also receive a copy of the book, ***The Familiar Physician*** by **Peter B. Anderson, MD. Paul Grundy, MD, IBM's Global Director of Healthcare Transformation and President of Physician Consortium for Patient-Centered Primary Care Collaborative**, is quoted on the cover of this book, "Everyone should care very deeply about the plight of their family physician. The most trusted member of most societies, including America's." SETMA spends extensive resources, energy, time and effort balancing healthcare providers' quality of life and quality of health and care for the patient with a major emphasis on cost-effective access to care. SETMA's believes that these interests are compatible in this era. For more information on this, see [The Familiar Physician Contrasted with SETMA's Experience Part I](#) and [The Familiar Physician Contrasted with SETMA's Experience Part II](#)

6. We will review a [SETMA letter to NOE about SETMA's Transition of Care work](#) and NQA's and ABFM's Vice President's response to SETMA work.

7. We will review a [SETMA letter to the CEO of Institute for Healthcare Improvement](#) and her response to SETMA's *The Automated Team*.

8. We will hear a presentation which [SETMA's CEO will make in Dallas on HCC and HEDIS](#).

9. We will review [SETMA's Internal Audit results for Hospital Consumer Assessment of Healthcare Provider and Systems \(HCAHPS\) for August, 2013](#). This will also include a review of the HCAHPS Survey which is completed each day by SETMA's Care Coordination Department through calls to all patients who were discharged the day before.

One of the keys to SETMA's success is the commitment to these monthly training sessions. ***The cost to the practice is not inconsequential, but the value to the practice and to our patients is incalculable.***